

# **Wood Training**

NZQA registered PTE



**STUDENT HANDBOOK**

## Table of Contents

Welcome.....	3
<u>Contact Information</u> .....	3
Enquiries .....	3
Bookings .....	3
Change of Details.....	3
Student Fee Protection .....	3
Equal Education Opportunity (EEO).....	3
Literacy .....	4
Enrolment Procedures .....	4
On Site Training Requirements.....	5
Student Attendance.....	6
Withdrawal/Refund .....	6
Academic Record/Transcript .....	6
Certificate Reprints .....	6
Principles of Student Conduct .....	6
<u>Assessment</u> .....	7
Examinations/Tests/Assignments.....	7
Reassessment / Resubmission.....	7
Recognition of Prior Learning (RPL) .....	7
On Job Assignments (OJA) .....	7
Extensions.....	7
Plagiarism .....	7
Academic Honesty .....	7
Appeal Process.....	7
Student Evaluations .....	8
<u>Concerns</u> .....	8
Complaints Process.....	8
<u>Student information</u> .....	8
<u>Health and Safety</u> .....	9
Drug and Alcohol Policy .....	9
Parking Policy.....	9
Smoking .....	9
Care of the Environment and Facilities.....	10
<u>Accommodation Options</u> .....	10
Plymouth International.....	10
The Auto Lodge Motor Inn.....	10
16 Havelock Bed and Breakfast .....	10
Devon Hotel .....	10
Other Options .....	10
Other Useful Contacts .....	10
<u>Manadon Street Training Centre Map</u> .....	11
Hot Fire Training Centre Map .....	11



## Welcome

Thank you for choosing to study at Wood Training\*. We will do our best to assist students in achieving their training objectives. We aim to help students learn efficiently and effectively while enjoying the training facilities available. Wherever we are located, our training and support staff are here to assist and motivate. They are all highly qualified in their professions and experienced in the practical aspects of their industry sectors. Each one of them has a strong personal interest in helping students meet and exceed the high-quality standards of the courses we have to offer.

We hope that your time at Wood is rewarding and enjoyable, and that you return many times to us so we can help you fulfil your career aspirations.

*The information contained in this Handbook is important. Students are required to sign the front of their written assessment document when attending a face to face course to confirm they have been supplied a copy which has been read and understood.*

\* M&O Pacific Limited (PTE 8950) trading as Wood Training. In the most recent EER report, we received a Category 1 rating from NZQA indicating the following statements of confidence: Highly Confident in educational performance and Confident in organisational capability in self-assessment. There are no Statutory Declaration.

## Contact Information

### Enquiries

For enquiries and information, please contact our Customer Services Team on 0800 707 383 or email [info@woodtraining.co.nz](mailto:info@woodtraining.co.nz). Enquires will be responded to as soon as possible, but as it is often a very busy area, we ask for patience. The Team can provide phone extensions and email details if wished to contact a particular staff member to make an appointment.

### Bookings

Bookings can be made through our Customer Services Team on 0800 707 383 or email [info@woodtraining.co.nz](mailto:info@woodtraining.co.nz).

### Change of Details

Students can get in touch with us to update their name, address or any other contact details.

**Key Safety Rules for Wood Training**  
**All students must wear covered in footwear. Reverse parking is mandatory onsite.**

## Enrolment Information

Terms and Conditions apply to every student enrolled with WT; these are available on our website.

### Student Fee Protection

The NZ government requires all PTE's registered with the NZQA to have some form of protection for enrolment fees received to them in advance in the event of insolvency, closure, voluntary withdrawal of a course by WT or withdrawal of accreditation. WT use the Public Trust (Static Trust) to satisfy the student protection criteria. For WT students the rules apply where the enrolment fee is over \$500 excluding G.S.T. and has been made on or behalf of the student. This arrangement has been accepted by the NZQA as meeting the requirements of the Education Act 1989 and the Student Fee Protection Rules 2013.

Further information can be found at: <http://www.nzqa.govt.nz/providers-partners/approval-accreditation-and-registration/student-fee-protection/> or <https://www.publictrust.co.nz/fee-protect/information-for-students/static-and-bank-bond-trusts>.

### Equal Education Opportunity (EEO)

We are committed to providing equal education opportunities for all students regardless of gender, nationality, ethnicity, religious belief, political affiliation, marital status, age, physical disability or gender orientation.



Support for students with disabilities/special needs are provided where possible. Students with disabilities/special needs including religious considerations must declare these at the time of application to ensure that these can be catered for. There are some courses however where there are very specific physical requirements needed to complete a course. In these cases, the criteria has to be adhered to for health and safety reasons.

## Literacy

We recognise students come with a vast range of motivations and capacity to deal with the challenges required when commencing training. With this view, WT will ensure students who self-identify as requiring literacy assistance are provided the opportunity to complete their training with the assistance of a reader/writer.

If appropriate, arrangements can be made for the student or their company representative to provide their own reader/writer, or for WT to provide this support at an additional cost.

English speakers must be able to read and comprehend to a minimum of Year 10 level. All English for Speakers of Other Languages (ESOL) students must be at a level 5 of the IELTS (International English Language Testing System) band scale.

For more information on this see our Literacy and Requirements for English pamphlet on our website at <http://woodtraining.co.nz/important-guidance/>

## Enrolment Procedures

Before arriving at one of our training centres to start a class, please ensure the following requirements have been met:

- a) **Training located at Manadon Street.**
  - **Training conducted at this location starts at 0800 unless otherwise indicated. Refer to the booking confirmation email sent by our customer services team.**
  - **Half day afternoon courses start at 1300 unless otherwise indicated. Refer to the booking confirmation email sent by our customer services team.**
  - Our reception is located at 26 Manadon Street.
- b) **Training located at Oaonui (Hot Fire Training Centre - HFTC).** Students must be on site at 28 Manadon Street (beside the student lounge) by 0730 to be transported to Oaonui in a WT vehicle. Training at the HFTC starts at 0830.
- c) **Medical/Special requirements.** Student are to notify us if they have any disabilities or medical conditions that we need to be aware of; this is for both the students safety and ours.

As the BOSIET, FOET, HUET, Coxswain, SCBA, CABA, Confined Space Rescue, ERTM and FTL courses are of a physical and stressful nature, a current medical is required to be supplied prior to participation in these courses to ensure you are physically and mentally capable of participating fully.

We can provide a Basic Medical Declaration form to be completed and then where indicated taken to a doctor, which will cover the basic requirements of the course.

The responsibility for declaring any current or pre-existing medical conditions that could have adverse effects to the individual's state of health while undertaking the training and/or assessment activities lies with the delegate/candidate and/or company sponsoring the delegate.

Special medical requirements for OPITO:

- (a) Possess a valid, current offshore medical certificate (this is the OGUK, or a Maritime NZ Certificate of Medical Fitness - Seafarers) **or**
  - (b) Possess an employing company approved medical certificate equivalent to an offshore medical certificate, **or**
  - (c) Undergoes medical screening by completing the medical screening form provided by Wood Training.
- d) **Photographic Identification.** Please ensure photo identification is brought to the course. This can be a valid passport, a valid driver's licence, HANZ 18 Plus card or Kiwi Access Card. (For W,T,R,F Licence Endorsement training a current full Class 1 NZ driver licence is required and must be shown to the instructor during enrolment)
  - e) **NZQA Number.** Not all of our courses assess NZQA registered Unit Standards. For those courses that contain Unit Standards we report the credits through to NZQA. To avoid a new NSN/NZQA Record of Achievement number being established, students should advise their current number during the enrolment process. Note we do attempt to search for a NSI number using the name recorded on the enrolment form, but if not found a new number will automatically be established.



It is therefore important students advise us if they have an existing number that is registered under a different name (e.g. maiden name). Please also ensure a correct date of birth is recorded on the form. For further information visit [www.nzqa.govt.nz](http://www.nzqa.govt.nz).

- f) *Training equipment.* Most training equipment required for courses is supplied by WT. However, there are some courses where safety footwear and appropriate clothing will need to be brought. Please check these requirements upon enrolment to ensure appropriate gear is brought on the day. All Students training on WT premises must wear the required PPE as identified by their instructor, there are no exemptions. For training on a customers site – their requirements must be met. For employees that have exemptions for PPE on religious grounds or other, and they are in training on the employer’s site, we will need written confirmation from the employer that they have an approved exemption. For all other sites, the site requirements must be met.
- g) *Clean shaven:* All students who will wear Breathing Apparatus as part of a fire training course are to ensure they can achieve a complete seal between their face and the surface of the respirator mask. Beard growth, some hairstyles and other facial features may prevent this. Jewelry that may interfere with the facial seal should not be worn; and facial makeup/creams applied to the face may migrate during wearing and interfere with a seal. (Refer to AS/NZS 1715:2009 Appendix B).
- h) **Footwear: All students must wear covered footwear.** Fire students must wear socks with their shoes. (Note: Safety footwear is required for entry to Port Taranaki when conducting BOSIET and Coxswain, and for certain fire training)
- i) *Showers and Towels.* Showers are provided at the marine and fire training centres. Towels are provided for all fire students at HFTC but we ask marine students to bring their own towel.
- j) *Student Meals:* For students attending full day courses at Manadon Street, there is lunch, morning and afternoon tea provided in the student lounge opposite Classrooms 1 and 2. Students should notify us if they are vegetarian so we can cater accordingly. Note lunch is not supplied for students attending a half day course but morning/ afternoon tea is available. At the HFTC student meals are served in the coffee machine area.

## On Site Training Requirements

For <b>Marine</b> Courses including BOSIET, FOET and HUET courses:	
Being: <ul style="list-style-type: none"> <li>• Swimming attire and a towel</li> <li>• Comfortable clothing for theory sessions</li> <li>• Covered in footwear. (safety footwear required for Port Taranaki entry when conducting BOSIET, Coxswain)</li> <li>• Spare pair of socks</li> <li>• Thermal top to wear under dry suit (optional)</li> </ul>	We will supply: <ul style="list-style-type: none"> <li>• Overalls</li> <li>• Aviation Suits – where applicable</li> <li>• Dive Shoes</li> <li>• Lifejackets</li> <li>• Lunch, Coffee and Tea facilities</li> </ul>
For <b>Fire and Breathing Apparatus</b> courses:	
Bring: <ul style="list-style-type: none"> <li>• Comfortable clothing suitable for wearing under fire fighting attire</li> <li>• Socks</li> <li>• Covered in footwear or</li> <li>• Steel cap boots when training at WT fire ground or where your company PPE requirements are safety boots</li> </ul>	We will supply: <ul style="list-style-type: none"> <li>• Boots</li> <li>• Overalls</li> <li>• Personal Protection Equipment</li> <li>• Towel</li> <li>• Lunch, Coffee and Tea facilities</li> </ul>
For <b>Medical</b> Courses:	
Bring: <ul style="list-style-type: none"> <li>• Comfortable clothing suitable for participating in practical exercises</li> <li>• Covered in footwear</li> </ul>	We will supply: <ul style="list-style-type: none"> <li>• Lunch, Coffee and Tea facilities</li> </ul>
For <b>Health and Safety</b> Courses:	
Bring: <ul style="list-style-type: none"> <li>• Comfortable clothing suitable for classroom situation</li> <li>• Covered in footwear</li> </ul>	We will supply: <ul style="list-style-type: none"> <li>• Lunch, Coffee and Tea facilities</li> </ul>
For <b>Crane, Machinery and Driving</b> Courses:	
Bring: <ul style="list-style-type: none"> <li>• Comfortable clothing suitable for classroom situation</li> <li>• Steel-capped (toe) safety footwear</li> <li>• For W,T,R,F Endorsements: current full Class 1 NZ Drivers Licence</li> </ul>	We will supply: <ul style="list-style-type: none"> <li>• Lunch, Coffee and Tea facilities</li> </ul>



## Student Attendance

In order for students to be eligible to undertake formal written and/or practical assessment, students are required to attend all theory and practical sessions delivered by our trainer/s. Trainers must be able to impart both knowledge and skills to each student that will assist them to be ready for assessment activities.

If a student needs to depart due to health or bereavement reasons, WT will work with employers to find a solution to enable the student to undertake the missed components of a course. Non-attendance will be notified to the student's employer.

Students who attend the course late (after the course start time) may be refused entry, this is at Wood Training's discretion and may be course dependent.

## Withdrawal/Refund

Refer to the Terms and Conditions available on our website.

## Academic Record/Transcript

All NZQA unit standards achieved by students attending courses with us (that have NZQA units assessed) will automatically be applied to their Record of Achievement. A student can request to see their Wood Training academic record.

When you successfully complete a course an e-certificate can be issued (except for licence endorsements). To receive this certificate, we will need a current email address.

For company paid bookings, your certificate will be sent to your employer.

For the following courses: OPITO, Forklift and STCW we will issue a hard copy certificate.

To access your recent enrolment records at Wood Training contact [info@woodtraining.co.nz](mailto:info@woodtraining.co.nz).

## Certificate Reprints

Students who have misplaced their Certificate or OPITO ID Card can request a re-issue either in writing (email is acceptable) or in person from the Customer Services Team. There is a charge to reproduce a licence endorsement certificate.

## Principles of Student Conduct

It is expected that student conduct will be based on the following principles:

- a) Respect towards fellow students. Students are expected to be courteous and respectful to their peers and contribute to a supportive learning environment which is free from harassment/discrimination.
- b) Respect towards staff of the company. Students are expected to be courteous and respectful to their trainers and other staff and recognise their authority to act on behalf of the company in the enforcement of appropriate student conduct in general, and in the performance of their responsibilities in particular:
- c) Respect towards the property of others. Students may not unlawfully take the property of other students, staff or the company; nor may they treat the property of others in such a manner as to damage it in any way.
- d) Integrity. Students are expected to be honest in their statements to staff of the company, in written assessments, and in presenting OJAs for assessment.
- e) Safety. Students may not act or encourage others to act in a manner which jeopardises the health or safety of any other person.
- f) Industry. Students are expected to always try to give of their best effort and work hard to achieve their academic goals.
- g) Students are expected to follow all reasonable instructions provided by the instructor/assessor; be punctual in their attendance during the course; and not hinder other students learning experience.
- h) A trainer may initiate removal of a student from a course through a discussion with the General Manager or delegate.

Students are expected to inform their trainer if they are unable to understand information supplied. Failure to follow these principles can result in a student being removed from their course with no refund given.



## **Assessment**

### **Examinations/Tests/Assignments**

During the training, the student may be given assignments that have to be supervised externally in the students' workplace. The supervision will be undertaken by a person who has been given the authority to do so by the Provider. Follow the instructions on the assignment, include all relevant evidence and return the documentation to Wood Training for marking.

The student may also have oral questions, written tests and assessments supervised by trainers during the course. Written assessments are open book unless otherwise instructed on the document (this generally occurs when the assessment is ITO sourced).

The Course Outlines indicate how the course will be assessed.

A student may wish to have an assessment in Te Reo Māori. The request must be presented in writing at least four weeks in advance of the assessment. There is a cost for translation, contact Wood Training for more information. An application may be declined on the basis of health and safety in the workplace or an accreditation body requirement restricting assessment in English.

### **Reassessment / Resubmission**

Students will be given multiple opportunities to pass tasks. If a student has not achieved a course, the Trainer/Assessor will create a reassessment plan with the student to achieve the course outcomes; this plan must be agreed to by the student. It will establish a timeframe and the tasks to be undertaken. The student must bring to the assessment any course material that has been provided.

A student attending an OPITO course who is assessed as not yet competent in any learning outcome activity is allowed three months to return to complete the outstanding requirement/s.

### **Recognition of Prior Learning (RPL)**

If the student has relevant work experience, life experience/previous informal education and training courses, the student could gain credits towards a formal qualification. Contact the Operations Manager for the most up-to-date information.

### **On Job Assignments (OJA)**

OJA's are provided for some courses to meet unit standard requirements laid down by NZQA. Failure to complete an OJA means failure to complete the course. A three-month completion rate is allowed on every OJA. If the student cannot complete the OJA requirements within this timeframe, contact the Customer Services Team to request an extension before the deadline.

### **Extensions**

Students should make every attempt to submit work by the specified deadlines. If the student is unable to meet a deadline because of illness/other reasons, contact the Customer Services Team to discuss options.

### **Plagiarism**

Plagiarism is using other people's ideas without acknowledgement. For example, taking some ideas from a book and not saying where they are from (referencing). Plagiarism is regarded as a form of cheating and will be penalised.

### **Academic Honesty**

All students should be aware that marks are only given for their own work and they must not copy from anyone else/allow anyone else to copy their work. Any student caught cheating/copying another student's work will be dealt with through our Academic Honesty process.

### **Appeal Process**

A student can appeal a decision made by WT if they believe they have grounds. The student can do this by contacting the Operations Manager after having attempted to resolve the issue with the person who made the decision in the first place



e.g. trainer. Appeals are to be made in writing using the Assessment Appeal Form and be directed to the Quality and Product Manager; the student will need to supply all documentation to support the appeal. The result will be advised by the Manager within 15 working days of the receipt of the appeal. If the decision made by the Manager is not accepted, then a Private Moderator (mutually accepted by WT and the student) will be appointed.

There is no fee for the appeal process until a Private Moderator is appointed then there will be a non-refundable fee of \$90.00 including G.S.T. The application for appeal must clearly set out the grounds for the appeal and include any information that supports the appeal.

## Student Evaluations

Students will be given a course evaluation form to complete at the end of the course as part of our quality control procedures. Please comment honestly on these forms as any feedback will be evaluated systematically and given due consideration. Outcomes from evaluations will be on our website under important information tab. Evaluation forms whether hardcopy/electronic are reviewed by the Customer Services Team and Management. Please note evaluation forms are not confidential to the student if they are attending training paid for by a company and the company wishes to see feedback.

## Concerns

If a student has an issue which they believe have impacted their study or any concerns about our service, please contact the Customer Services Team.

## Complaints Process

If a student has a formal complaint it will be handled in a safe and supportive environment.

- 1) Any issues that arise during training are in the first instance to be directed to the Trainer or Customer Services Team. If the issue is not resolved the customer is then directed to the Operations or Quality Manager. If unresolved at the end of training the customer will be advised the additional processes available.
- 2) If a satisfactory outcome is not achieved the complainant can send a formal complaint to: General Manager, Wood Training, PO Box 265, New Plymouth 4340.
- 3) If the complaint is still unresolved then a formal complaint to NZQA can be made. Refer to the process at: <https://www.nzqa.govt.nz/about-us/make-a-complaint/>

## Student information

Our collection use and disclosure of personal information is governed by the Privacy Act 2020. We collect personal information from each student, including information about their name, contact information, photograph (for OPITO ID card), age, prior qualifications, billing and purchase information. We collect this information in order to provide our training services. Each student must understand and agree that evaluation reports and assessment results may be viewed/reviewed by the following:

- Course Trainer.
- Customer Service Team.
- Quality Advisor.
- NZQA (or other training accreditation agency), or an ITO for Moderation purposes.
- Evaluations are recorded onto a company database.
- Certificates are forwarded to the customer who contracted the training unless advised otherwise.

We keep information protected in accordance with the requirements of the NZQA, and at the end of the required retention timeframe we will securely shred and dispose of any paper records.

We will refuse to supply personal information about a student to a third party without the students express written permission or unless a statutory exception applies. This applies even if the third party is the students parent, partner or a PCBU. Students are entitled to access their own personal information from us and correct it if it is not accurate. If the student believes their privacy has been breached by a WT staff member/contractor, then please contact the WT General Manager.





## Health and Safety

Wood Training has comprehensive policies and procedures relating to Occupational Safety and Health, under the responsibility of the H&S Advisor. Strategies to ensure students and staff study and work in a safe and healthy environment include:

- Controlling non-student visitor access. All visitors must report to Reception and sign a Visitors' Register.
- Identification and control of physical hazards (slippery surfaces, loose power cables, etc).
- Reporting of incidents involving students or staff.
- Fire safety procedures and drills and building evacuation plans.
- Training of staff as first aid officers and provision of medical emergency response kits.
- Procedures for disabilities, impairment or special needs to be disclosed upon enrolment.

The H&S Advisor monitors and follows-up relevant areas. Students have the responsibility to advise their trainer as soon as possible, of any injuries or near misses / feeling unwell during the course; so a Wood CAIRS/HEART form can be filled out. All students should record next of kin / emergency contact details on the enrolment form to aid Wood Training staff if an emergency occurs.

## Drug and Alcohol Policy

We recognise the potential dangers of alcohol, drug and solvent misuse, known as substance misuse, to the individual and to the organisation. WT's policy is designed to assist in the provision of a safe environment for students, staff, customers, and the general public. We have random drug/alcohol testing on site, which students agree to as part of the face to face enrolment process.

The consumption of alcohol on site is prohibited and will result in the removal of the student from their course without refund. Wood has a policy of 0.00 BAC limit. Any student found taking/handling illegal drugs (or CBD products) on site will be immediately referred to their PCBU and/or the NZ Police. Students must attend the course free from the influence of alcohol and non-prescription drugs.

Students are required to complete an enrolment form prior to face to face course commencement declaring they are drug and alcohol free. Students must inform the trainer if they are taking prescribed drugs or have any relevant medical conditions e.g. Asthma, Flu if relevant to the instruction.

## Parking Policy

Student off streetcar parking areas are provided at Manadon Street; and at the Hot Fire Training Ground. **Our onsite parking policy is that all parking shall be reverse parking.** Please take care when reversing into a car park. Do not park in areas specifically reserved for staff use, or designated disabled parking unless a permit is displayed.

We have produced the following flyer which visitors and students will see displayed on their windscreens if the reverse parking rule is not followed.



We are a smoke-free environment. At Manadon Street there are two designated outdoor smoking areas available for smokers - the area between the Student Lounge and MTC, and the area beside Classroom 5. At the HFTC the smoking area is behind Classroom 1. All vehicles belonging to Wood Training are smoke free.



## Care of the Environment and Facilities

Please assist us to keep our immediate and wider environment clean and green. We ask for student cooperation in helping to keep training sites tidy and all facilities in good working order for everyone's benefit. Please dispose of rubbish in the bins provided and use recycling bins where possible. Do not bring any food into classrooms. Please report any damaged/faulty equipment to a staff member so repairs can be arranged promptly. Any student found causing malicious damage will be required to pay to repair/replace equipment damaged.

## Accommodation Options

### Plymouth International

Corner Courtenay and Leach Streets, New Plymouth. Phone: 0800 800 597.

Standard room (room only): \$169.00.

Standard Room (dinner, bed and breakfast): \$199.00.

Executive Room (room only): \$189.00 per person, per night.

Executive Room (dinner, bed and breakfast): \$229.00 per person, per night.

Deluxe Room (king bed): \$212.00.

Deluxe Room (King Bed) (Dinner, bed and breakfast): \$249.00.

Please advise the hotel that you're training with Wood Training to receive this special price.

### The Auto Lodge Motor Inn

393 Devon Street East, New Plymouth Phone: 0800 800 896.

Standard room: accommodation only \$129 /with breakfast \$149 /with dinner (two courses) \$194 per night.

Executive room: accommodation only \$149 /with breakfast \$169 /with dinner (two courses) \$214 per night.

Superior room: accommodation only \$169 /with breakfast \$189 /with dinner (two courses) \$234 per night.

Please advise the hotel that you're training with Wood Training to receive this special price.

### 16 Havelock Bed and Breakfast

16 Havelock Place, Blagdon, New Plymouth Phone: 06 751 2506; 021 153 4218.

Offers a professional fully hosted bed and breakfast accommodation in close proximity (1800 metres door to door) to the Wood Training facility. Room includes breakfast at \$80.00 per person, per night. Dinner can be arranged for \$20.

Please advise the establishment that you're training with Wood Training to receive this special price. Cash, credit card and direct bank transfer accepted.

Visit the website for further information: [16havelock.com](http://16havelock.com). Email: [mail@16havelock.com](mailto:mail@16havelock.com).

### Devon Hotel

390 Devon Street, New Plymouth. Phone 0800 843 338

Single Room (bed and breakfast): \$169.00 per person, per night.

Twin Share (bed and breakfast): \$100.50 per person, per night.

Please advise the hotel that you're training with Wood Training to receive this special price.

### Other Options

Northgate Motor Lodge Phone: 0800 668 357.

### Other Useful Contacts

New Plymouth Airport Shuttle Services Phone: 0800 373 001.

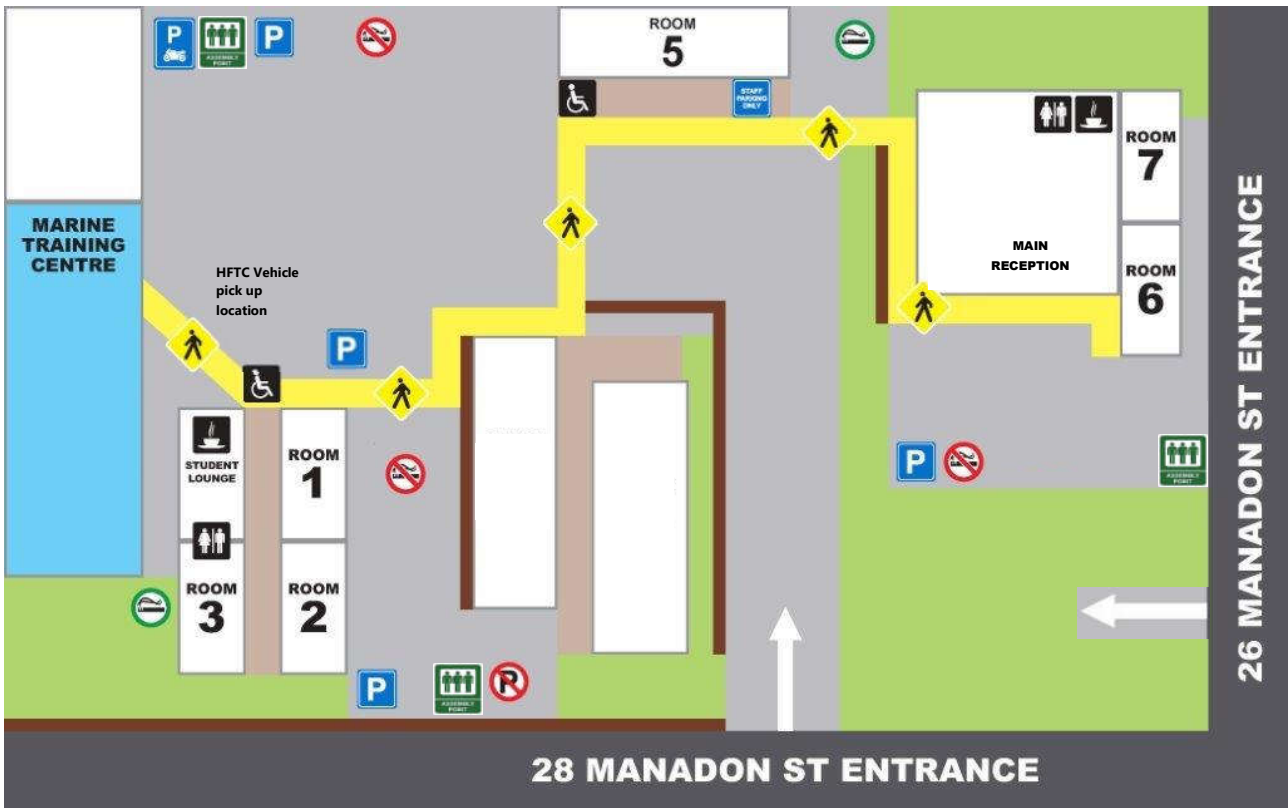
New Plymouth Taxis Phone: 06 7573000.

Energy City Cabs Phone: 06 7575580.

Puke Ariki Information Centre Phone: 06 7596060.



Manadon Street Training Centre Map



Hot Fire Training Centre Map

