



Student Handbook

Contents

Overview.....	3
Tana Training Limited Code of Practice	3
Tana Training Limited Code of Conduct	3
Compliance with New Zealand Legislation	4
Māori.....	4
Occupational Health and Safety.....	4
Procedure	4
Procedure	5
Alcohol and Drug Policy	5
Procedure	6
Access and Equity.....	6
Procedure	7
Student Support Services.....	7
Privacy and Confidentiality.....	8
Provision of Quality Training and Assessment.....	8
Employer Contribution to Learning.....	10
Recognition of Prior Learning	11
Procedure	11
Mutual Recognition	11
Procedure	12
Issuing of Qualifications and Statements of Attainment.....	12
Procedure	12
Recording Keeping	13
Student Access to Information.....	14
Procedure	14
Fees and Charges	14
Student Feedback	16
Responsibilities of the Learner	16

Overview

This Student Handbook should be used as a reference for the services offered by Tana Training Limited to its students and also as a guide with regard to the responsibilities of each party on the learning and development journey.

If at any time you have a concern or query relating to your training, please contact us on the details listed below:

T: 09 236 3805

E: traininginfo@tana.nz

Address: 128D Mauku Road, Patumahoe, Pukekohe 2678

Tana Training Limited Code of Practice

- Ensure that our candidates are treated with respect and fairly at all times
- We will at all times be sensitive to the cultural, and diverse backgrounds of our candidates
- We will respect the privacy and confidentiality of our candidates, and client information
- We will seek to ensure that all candidates have the same advantage in learning
- Ensure that all assessments are carried out as per all requirements in the units of competency

Tana Training Limited Code of Conduct

- We encourage all candidates to respect others views during training
- We encourage an accepting and friendly atmosphere during training
- We would try to, at all times, motivate and inspire our candidates to work safely and efficiently

OUR TRAINING IN High Risk Work is to strengthen the safety fabric

As a company and organisation we:

- Provide our clients and candidates with clear and accurate information about the training services we offer
- Use trainers and assessors who are experienced in the field in which they are training, and who have relevant skills and expertise
- Continually develop and use the most up to date technology and resources
- Recognise the qualifications and statements of attainment issued by other Private Training Establishments
- Conduct assessments in prior learning
- Continually review and evaluate our systems, products and services to ensure continued improvement in the way we train and assess
- Welcome client and candidate feedback
- Promote and accept processes through which clients and candidates can make complaints or appeal assessment decisions

Compliance with New Zealand Legislation

As a Private Training Establishment (PTE), Tana Training Limited has agreed to operate within the conditions of registration as set down under sections 232D-236 of the Education Act 1989, Education Amendment Act 2011 section 46(1)(a)(i) and the Private Training Establishment Registration Rules 2013.

Tana Training Limited will observe laws governing:

- vocational education and training
- occupational health and safety
- workplace harassment, victimisation and bullying
- equal opportunity
- privacy

Important Legislation which affects Tana Training Limited includes:

Accident Compensation Act 2001
Education Act 1989
Health and Safety at Work Act 2015
Human Rights Act 1993
Privacy Act 1993

All staff of Tana Training Limited are briefed on the above legislation during their induction at the company and this information is also made clear to all students in the Student Handbook.

Māori

A trainee must apply in writing and send the request to the Tana Training Limited administration team, should they want to be assessed in te reo māori. The student will be provided with information regarding a day when the facilitator will be available.

Occupational Health and Safety

Tana Training Limited recognises its responsibilities to ensure the safety and health of its students, staff and visitors and realises its obligations under the HS&E Act 1992 with regard to its duty of care.

To achieve this, Tana Training Limited will comply with all relevant Health and Safety in Employment legislative and statutory requirements and provide appropriate training, induction and resources to this effect, including the identification, assessment and control of hazards in the workplace.

Tana Training Limited believes that Health and Safety is a shared responsibility, adapting a consultative approach to hazard management and expecting all staff to be safe at all times. Tana Training Limited carries out regular safety inspections of its premises to ensure a safe workplace and safe training facility. The procedure is as follows:

Procedure

- Nominated Health and Safety Representative conducts an audit using the HSE Checklist

- Where a hazard has been identified, a hazard elimination control plan is to be completed (JSEA).
- All documents are to be signed off by parties listed
- Following the treatment or removal of the risk, all documents are to be filed by the PTE Administration Department

Where an incident or injury has occurred, the following procedure is applicable:

Procedure

- Any injured persons are to be taken to Emergency Services immediately
- Any outstanding hazards are to be dealt with by the nominated Health and Safety Representative using the hierarchy of Control approach (DRSABC)
- Nominated witness or Health and Safety Representative to complete an Incident Log Form. All documents are to be signed off by parties listed
- Relevant Safety Authority to be contacted where required (Work Safe)
- Incident is to be recorded on the Incident Register

Students are also informed of their responsibilities to behave and act in a safe manner, while under training and assessment.

Tana Training Limited subscribes to regular updates from the relevant authorities in regard to Health and Safety in Employment.

Alcohol and Drug Policy

Tana Training Limited stands firmly against the use of Drugs and Alcohol on its premises and by any persons, including staff, students and contractors, during its hours of operation. It is felt that a zero tolerance in this regard is in the best interest of all parties and will contribute to ensuring Tana Training Limited's compliance with legislation associated with such behaviour.

Students who are suspected of being under the influence of Drugs or Alcohol will not be permitted to attend class. Neither will staff members who are suspected of being under the influence of Drugs or Alcohol be permitted to attend their normal work activities.

Tana Training Limited will endeavour to educate both staff and students about the potential harm and lifelong effects of consistent Drug and Alcohol abuse and in turn, endeavour to promote healthy lifestyle habits and practices.

The Tana Training Limited's policy on Alcohol and Drug use is clearly stated in the Student Handbook and is addressed in the corporate induction process. In both instances, participants are asked to sign off on their understanding to this and other Tana Training Limited policies and procedures.

Tana Training Limited will promote organisations known to be subject matter experts in this regard and will supply suitable reference material to students and staff alike.

Procedure

- Any person who suspects that a Tana Training Limited staff member or student may be intoxicated and of potential harm to fellow students or staff members should contact the first line of authority. For students, this is their trainer. For staff members, this is their supervisor.
- The nominated authority is to then, where safe and appropriate, escort the intoxicated individual from the premises.
- The PTE Managing Director is to be notified immediately after the event.
- Details of the incident and all witness accounts are to be recorded as soon as is practicable.
- In the context of the offender being a student, Tana Training Limited may request that the student be transferred to an alternative provider and will support this process as necessary. Where the staff member is the offender, The Tana Training Limited Managing Director will arrange a consultation between both parties so that a resolution may be negotiated that is agreeable to all concerned and will assist in everyone involved moving on from the event.
- Police will be contacted where it is determined that there is severe risk of damage to any persons or property.

Access and Equity

What do the terms “Access” and “Equity” mean?

Access generally refers to the ability to enter training. Improving access might include improving physical access to a training venue or ensuring that selection criteria do not discriminate against clients.

Equity in this context means equality of access to, and potentially equal outcomes from training regardless of the individual's circumstances, background and identity.

Tana Training Limited is of the firm belief that every individual regardless of personal history, present circumstances or any other factor that can commonly be **Access** generally refers to the ability to enter training. Improving access might include improving physical access to a training venue or ensuring that selection criteria do not discriminate against clients.

Equity in this context means equality of access to, and potentially equal outcomes from training regardless of the individual's circumstances, background and identity.

Tana Training Limited is of the firm belief that every individual regardless of personal history, present circumstances or any other factor that can commonly be considered as an inhibiting factor to self-development, should be provided the opportunity to improve their life through further education. Tana Training Limited embraces multiculturalism and diversity in Aotearoa, New Zealand and is pleased to be a contributor to quality education as a whole.

Access and equity issues are addressed during staff induction and during staff meetings and professional development activities.

Access and equity are addressed within the Tana Training Limited Code of Practice. The Code of Practices is openly communicated to all training participants and training and assessment staff.

Tana Training Limited endeavours to eliminate, so far as is possible, discrimination against persons on the ground of:

- Sex
- Marital status or pregnancy
- Family responsibility or family status
- Race
- Religious or political conviction
- Impairment
- Age

Procedure

Upon enrolment, all students will be requested to complete a Special Needs Form. Prior to the commencement of training, all participants will have the opportunity to discuss any specific learning needs with their facilitators/assessors. Students will be asked during their welcome to the course to raise any access and equity issues they may face with the administration staff of Tana Training Limited. Further steps are listed below:

1. The Facilitators will discuss with participants at the commencement of each training session or course, the topic of Access and Equity. The Facilitator will request that any outstanding Special Needs forms be submitted to the Administration Department of the PTE.
2. Any unresolved queries relating to access/equity issues will be referred to the Managing Director (for instance, if they cannot be resolved by the Facilitator).
3. The Managing Director will then contact the participant to discuss their access/equity issue and make appropriate arrangements which may include notifying the training venue, arranging a meeting with the participant and the Facilitator, arranging extra assistance from the Facilitator or external assistance as required.
4. File notes will be made of the action taken in each case where access/equity assistance is required and the outcome recorded for the participant.

Student Support Services

Tana Training Limited will endeavour to support a student through their course of study through means such as access to additional time with trainers and access to professional career guidance counselling when available.

Tana Training Limited will also maintain a directory of organisations known throughout construction and industrial workplaces to provide assistance and guidance to students. Staff at Tana Training Limited will assist the student in making contact with the relevant

organisation and where possible, implement additional requirements or special circumstances needed by the student in order to have a higher chance of success at completing their studies.

Students wishing to seek additional support are requested to complete a Special Needs Form and submit it to the PTE Administration Department.

Privacy and Confidentiality

Tana Training Limited has undertaken to comply with the requirements of the Privacy Act, 1993.

As a Private Training Establishment, Tana Training Limited is required to report on data it obtains from its students to NZQA. The information is collected from students through the issuing of its Enrolment Form provided upon expression of interest in any of our courses. Information about a student, except as required by law or as required by NZQA for Private Training Establishments and is not disclosed without the student's written permission and that of their parent or guardian if the student is under 18 years of age.

Where a student consents to disclosure of information, a copy of the Permission to Disclose Information form is kept in their student files.

Student files are kept in secure facilities at Tana Training Limited offices with access restricted to only key PTE personnel. All PTE personnel are required to sign a Confidentiality Declaration upon being appointed by the company.

Students are encouraged to keep the PTE abreast of changes to their personal circumstances so that information held on file is accurate and the most recent available.

Provision of Quality Training and Assessment

Tana Training Limited is committed providing training that meets the needs of its students as well as the wider industries in which it operates.

As a minimum, Training and Assessment Strategies will be developed for each training programme, course or Unit of Competency on the PTE's scope of registration. These strategies will be developed in consultation with industry and will be validated through the internal review procedures. Details of the consultation will be kept to enable demonstration of it taking place.

Training and Assessment Strategies will reflect the requirements of the relevant Training Package and will identify target groups. The strategies will contain information on Tana Training Limited's staff, facilities, equipment, training and assessment materials.

The strategies will be reviewed upon responses from clients/ students as part of continuous improvement.

Staff

Tana Training Limited utilises the services of both training contractors and full time facilitators to provide training and assessment in accordance with its scope of registration.

Administrative staff are employed to provide support to both the training and assessment staff as well as senior management to assist in ensuring compliance with the requirements of NZQA.

All staff are required to undertake professional development and undergo a staff review at least once a year.

Facilities

Tana Training Limited endeavours to have suitable facilities for its training and assessment services. Facilities used for training will be either under the direct ownership of Tana Training Limited or used under a long-term lease agreement. These facilities are to be fitted with the relevant technology and furniture that can facilitate a comfortable and supportive learning experience.

Where appropriate and agreed, Tana Training Limited will use facilities provided by the employers of students for the purpose of training and assessing.

Equipment

Equipment and machinery are used within training and assessment where possible to ensure students receive understanding of the equipment as per the workplace requirements. At all times the standard operating procedures are used to ensure safety is maintained.

It is the intent of Tana Training Limited to invite industry representatives to participate in an annual review of industry-related equipment and infrastructure.

When developing training plans, equipment and machinery that are used at the workplace are assessed for the availability for training and assessment activities.

Training and Assessment Material

Where possible, Tana Training Limited will endeavour to design and create its own training and assessment material.

Where it is not possible to develop its own material, Tana Training Limited will purchase the materials from a relevant supplier. Priority will be given to suppliers whose material has obtained NZQA recognised status.

All material purchased for use in Tana Training Limited's services to the public will be validated by its own suitably qualified staff or an external consultant to ensure that standards of the relevant training package and industry requirements are being met.

The Tana Training Limited staff have access to all relevant resources for training and assessment.

Assessment

In developing the assessment procedure (including RPL) for each course, the PTE will ensure:

- Compliance with the assessment guidelines from the relevant Training Package or accredited course
- Assessment leads to a qualification under the New Zealand Qualifications Framework (NZQF)
- Formal assessment complies with the principles assessment (i.e. assessment is valid, reliable, flexible and fair)
- Formal assessment complies the rules of evidence (valid, sufficient, current and authentic) guide the collection of evidence
- There is a focus on the application of knowledge and skills to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- Timely and appropriate feedback is given to students
- Assessment complies with access and equity guidelines as outlined by the Tana Training Limited's Access and Equity Policy
- Student's right to appeal is clearly noted

All records of assessment will be in accordance with the requirements of NZQF and Tana Training Limited Record Keeping policies and procedures.

Plagiarism

It is not permissible to attempt to pass off another person's work and ideas as one's own. To do so constitutes plagiarism and will result in penalties, including exclusion from the unit or cancellation of enrolment. All attempts at plagiarism will be treated extremely seriously.

Submission of Assignments

All assignments and homework given to a student must be completed and submitted on the date specified by your trainer/assessor. This is in order for our training and assessing staff to complete assessments before certification can be issued. Should there be any delay, a student is requested to contact our office to discuss your concerns.

Employer Contribution to Learning

In the context of traineeships or apprenticeships, Tana Training Limited endeavours to have students in workplaces that provide sufficient learning opportunities and experiences that relate to competencies in their nominated course.

Prior to the commencement of training, a Training Plan will be negotiated with the student, employer and Tana Training Limited. Once agreed, all parties will sign the document. Students will be asked to record workplace activities, experiences and tasks in a formal Training Journal. Supervisors will be asked to sign these journals to verify authenticity of the information provided.

Tana Training Limited does not accept assessment conducted by workplace supervisors and managers. Assessment is reserved for assessors employed by Tana Training Limited.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process that recognises a student's current skills and experience regardless of where and when the learning occurred. Applications for RPL are based on whole units of competency.

Students can base their application on any combination of formal or informal training and education, work experience or general life experience.

Tana Training Limited will recognise all NZQA qualifications issued by any other Private Training Establishments (PTE). Tana Training Limited will seek verification of the certification from the relevant PTE where there is some ambiguity. If appropriate, the relevant trainer will put forward a request for exemption on behalf of the student.

Procedure

- Student is to discuss request with the relevant Tana Training Limited Trainer/Assessor
- Should the decision be made to progress with RPL, an RPL Kit will be issued to the student
- Where required, appropriate monies to be paid
- All items requesting information in the RPL Kit to be completed and returned to the Administration Department of the PTE
- The trainer will assess the information provided and will make a decision if and for what to grant RPL. If a student presents an NZQA qualification from another PTE, the trainer will take a copy and verify its authenticity.
- The trainer will discuss the outcome of the assessment with the student. Both the student and the Assessor will sign off on the outcome.
- This information will be forward to PTE Administration staff for input into the Student Management System and students' hard copy files.
- Successful candidates will be issued with the courses for which they have equivalency.
- Unsuccessful candidates will be given feedback with options to provide further evidence.

Unsuccessful applicants have a right to formally appeal the RPL assessment, through the Tana Training Limited Complaints and Appeals process.

All information is handled according to the Tana Training Limited Privacy and Confidentiality guidelines.

Mutual Recognition

Mutual Recognition is the process whereby a Private Training Establishment agrees to recognise NZQA qualifications and Statements of Attainment issued by any other Private Training Establishments.

Tana Training Limited does recognise NZQA qualifications and Statements of Attainments issued by other Private Training Establishments, as well as any accredited courses that are recognised by NZQA.

Procedure

- Upon enrolment, students will be made aware that any existing NZQA qualifications or statements of attainment they possess will be recognised by the PTE.
- If a student presents an NZQA qualification or statement to the PTE, a nominated staff member will take a copy and verify the authenticity of the qualification or statement.
- The verified copy of the qualification or statement is placed in the student's file and initialled by the Tana Training Limited staff member who verified it.
- Once the qualification or statement is verified, the relevant Tana Training Limited Trainer will put in a request for the student to be exempt from certain aspects of the training as deemed appropriate.

Issuing of Unit Standards and Statements of Attainment

Tana Training Limited is committed to maintaining a high level of accuracy and integrity with regard to the issuing unit standards and courses towards nationally recognised qualifications. It endeavours only to issue certificates to those candidates who have successfully completed assessment activities that have been assigned to them and who have been deemed Competent in particular unit standards.

The company has implemented stringent guidelines and procedures for issuing certificates, which can be seen below:

- The PTE will issue NZQF qualifications and Statements of Attainment within 15 days of course completion.
- All unit standard completions and Statements of Attainment issued by the PTE will comply with standards outlined within the New Zealand Qualifications Framework.
- The PTE will only issue NZQA unit standard completions and Statements of Attainment within its scope of registration.
- All completions and Statements of Attainment will also have a unique Corporate Identifier that cannot be easily copied so as to ensure against fraudulent issuance.

Procedure

1. Upon completion of the training, the Tana Training Limited Assessor will review the student's work and assessments and make an overall decision on competency.
2. This decision will be recorded on the Student Assessment Record and will be signed by the Assessor.
3. Completed Competency Assessment Records will be handed over to the PTE Administration Department for input into the nominated Student Management System.
4. PTE Administration to confirm accuracy of the Summary of Assessment sheet by confirming all assessments and outcomes thereof are present in the student's file.
5. PTE administration will produce the unit standard certificate as required.
6. Certificates are to be signed off by the Managing Director.

7. All Certificates and Statements of Attainment will be added to the Client Qualification Register.
8. Certificates and Statements of Attainment are to be handed to students personally.
9. Students are required to sign an Acknowledgement of Receipt for the certificate in question.
10. Copies of Certificates and Statements of Attainment are to be kept in students' hard copy and electronic files.

Recording Keeping

Tana Training Limited stresses the importance of accurate and consistent record keeping with all its staff. Record Keeping is conveyed as being an integral aspect of the company's compliance obligations under NZQA.

Student Information

Records of the following, amongst other items, are maintained:

- Student enrolment records
- Student attendance records
- Student assessment records
- Student/Employer Workplace Agreements
- Student workplace experience and learning
- Fees paid and refunds given
- Details of complaints and appeals

Records of results, unit standard completions and Statements of Attainment for all students are stored in individual student files at a central location and will be kept for a period of 30 years.

In the event that Tana Training Limited ceases to operate, it will provide, within 10 working days, transfer all records to the New Zealand Qualifications Authority and ensure all participants have all received a copy of their records.

Student Management System

Tana Training Limited has purchased and implemented the use of an NZQA compliant Student Management System (SMS). Certain nominated staff within Tana Training Limited are specifically trained in how to record and extract data related to students and our training services.

Information that the SMS is able to record, amongst other things, include:

- Student demographics like age, sex, ethnicity and disability information
- Personal details, e.g. address, phone numbers, etc
- Course selection of each student
- Training Progress Reports for each student
- Assessment outcomes for each student
- File notes of all interactions and communications with the student
- Payment and refund details

- Copies (scanned or photo) of certificates / qualification
- Disciplinary actions (if applicable)
- Details of complaints and appeals

File Note Policy

Tana Training Limited implements a File Note Policy with regard to student records and information.

Any changes to a student's enrolment or training activities will be captured using a File Note system that will include the date, a short description of the relevant item and the name of the person who actioned it. File notes will be kept against a student's enrolment on the Student Management System.

Hard copy file notes may also be kept in the students hard copy file as appropriate.

Electronic Back Up Policy

Electronic files are kept up to date and backed up regularly each day. The backup copy is to be kept offsite or in a fireproof and flood-proof safe.

Student Access to Information

Tana Training Limited is able to provide students with copies of information held about them at their request. Please provide adequate notice (at least one week) in this regard.

Procedure

- Student to complete an Information Request Form
- Completed form to be submitted to PTE Administration Department
- Allow 1 week for processing
- PTE to contact student when information is ready for collection
- Administration to sign off that information has been collected

Fees and Charges

Tana Training Limited advises students prior to enrolment of:

- The fees applicable to the training and / or assessment to be undertaken, and
- The organisation's cancellation and refund policy

Fees Collected in Advance

As a Private Training Establishment, Tana Training Limited is required to implement a process or strategy that will ensure that fees collected in advance from students are suitably protected.

Payment Options

On enrolment students will take up one of the following options:

- Pay the required upfront fees prior to the commencement of training
- Present a signed letter from the employer to invoice that employer for the Course Fees (and other charges as applicable) that relate to that student
- Confirmation from Studylink regarding student fees have been paid to Tana Training Limited.

Students who fail to take up one of the above options will not be enrolled.

Refund Policy

Requests for refunds need to be made in writing and submitted to the Tana Training Limited's Administration Department. Refund Forms are available from the Tana Training Limited's website and PTE Administration Department.

Reasons to request a full refund may include:

- Withdrawing from a training program
- Enrolment into another training programme.
- Unable to continue the training programme due to illness, or injury

All course fees are fully refundable up until 30 days prior to commencement of training. If a student should withdraw from a course between 8 and 20 days prior to the course start date, a \$50 administration fee will be charged. If you withdraw from a course 7 days or less prior to the course start date, no refund will be given. If a student withdraws from a course prior to its completion for reasons other than those related to occurrences that were beyond their control, then Tana Training Limited will offer a maximum of 30% refund.

When fees have been paid / will be paid by an employer and the candidate leaves that place of employment, no credit will be available to either the candidate or the employer. Fees paid for a particular individual's training is non-transferable.

Partial Refund

Partial refunds are at the discretion of Tana Training Limited and will be considered for reasons of personal circumstances beyond the candidates control of which Tana Training Limited reserve the right to request supporting documentation as proof of circumstance. Tana Training Limited will refund up to 50% of the course fees (minus \$100 administration fee) to successful applicants.

All course fee(s) paid will be refunded no later than the 20th of the month following notice of your cancellation.

Deferments and Extensions

Tana Training Limited will permit extensions to students seeking extra time to complete assignments. The first extension application will be free of charge. All subsequent applications will be charged at a rate of \$100. Extension periods last for a period of 2 weeks. Tana Training Limited reserves the right to refuse an extension in its absolute discretion. Students must contact Tana Training Limited prior to the course end date.

Students seeking to defer their studies must state an intention to do so prior to the commencement of training or within 2 weeks following the commencement of training.

Deferments will only be granted for a period of up to 6 months' additional time. A \$100 administration fee will apply and must be paid before deferment can be granted.

In the event that a student does not complete their course in time, and does not seek either an extension or deferment for the course as directed above, then their training will be considered incomplete. No refund will be given and a new enrolment will be pursued.

Other Fees and Charges

Incidental fees and charges are listed on the Tana Training Limited Fees Schedule. Items on this list include fees pertaining to the replacement of lost certificates and fees associated with multiple re-assessments.

Tana Training Limited Cancellations or Postponements

In the unlikely event Tana Training should fail to complete the course (due to insolvency, closure or course cancellation), Public Trust will refund the fee to the student or to Studylink, if a loan has been taken by the student.

Where at all possible the course or training module will be offered at alternative times and dates. If clients / participants are not able to attend alternative courses or training modules, all fees paid for that course or training module will be fully refunded.

Tana Training Limited will also endeavour to provide students with the contact details of an alternative provider should students wish to pursue that avenue.

Student Feedback

Client and student feedback is a very important aspect of the Continuous Improvement cycle that Tana Training Limited implements in its day-to-day operations. All participants studying with Tana Training Limited are required to complete an evaluation form. The evaluation form is completed following each training session or at the end of each course. The evaluation forms are then reviewed by a PTE Manager and a summary report generated.

All forms are completed anonymously.

Employers of students will also be given an opportunity to provide feedback. Tana Training Limited will also, as part of its NZQA reporting requirements, complete the official Learner and Employer Surveys and forward the responses to the relevant authority.

Responsibilities of the Learner

- Report inability to attend training when appropriate
- Attend any face to face assessment meetings that may be scheduled.
- Submit assessments on time
- Read and understand all of Tana Training Limited's terms and conditions (as per student handbook and information on website).
- Discuss any concerns that the learner may have with appropriate Tana Training Limited staff.
- Maintain appropriate contact with trainers/supervisors/employers

- Demonstrate courteous and respectful behaviour when dealing with Tana Training Limited staff, other learners or relevant stakeholders
- Read and maintain resources that are supplied in relation to the relevant course of training
- Maintain awareness for Health and Safety matters
- Exercise appropriate care for any physical property that may be in your care.

Complaint, Grievances and Appeals Form

Tana Training Limited will acknowledge your complaint or appeal in writing, including the outcome.

If you are still unsatisfied with the outcome you may have your concern heard by an independent person or panel which can include a person of your choice. You will have an opportunity to formally present your case and you will be given a written statement of the relevant outcomes, including reasons for the decision.

If you are still unsatisfied with the outcome you will be provided with the contact details of the registering body - NZQA's website for making a formal complaint about the Private Training Establishment.

This information will be kept in the student's file for future reference.

Section A - student to complete	
Personal details	
Date:	Course Name:
Student Name:	Course Start Date:
Student Number:	Student Address:
Trainer Name:	
Student Contact Number:	
H	M
E	
Complaint/Grievance/Appeal Details - <i>Please provide as much detail as you can for your Complaint/Grievance or Appeal application.</i>	

File Note made in Student Management System Yes No

Information has been added to the Complaints Register Yes No

Administration Name:

Administration Signature:

Date:

Section D - PTE Management to complete

What was the final outcome of the Complaint/Grievance/Appeal?

What has this incident revealed about the PTE's current policies and procedures? Where can improvements be made?

PTE Management Name:

PTE Management Signature:

Date:

Section E - PTE Administration to complete (tick off the completed actions)

File Note made in Student Management System Yes No

Information has been added to the Complaints Register Yes No

Administration Name:

Administration Signature:

Date: