



STUDENT HANDBOOK (New Zealand Students)

2012

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MESSAGE FROM NATIONAL BUSINESS MANAGER

*Private Bag 10002
Feilding
New Zealand*

*Telephone: 0800 475 455
Facsimile: 06 323 9514
e-mail: agnztraining@pggwrightson.co.nz*

Dear Student

Welcome to your Agriculture New Zealand Course. Thank you for choosing Agriculture New Zealand as your preferred tertiary provider. You have chosen to enrol with one of New Zealand's largest providers of Agricultural and Horticultural Training. Agriculture New Zealand strives to remove barriers to learning by arranging programmes at times and venues which promote access to education.

This handbook is designed to provide you with some key information relating to your chosen course and to ensure that you know your rights while on this course and that you are provided with appropriate information to ensure your health and safety while training with us. Should you need help with anything while on your training programme, please contact your Course Tutor or Programme Coordinator.

Page 2 contains a quick reference to some information that might be helpful and the best people to contact if you have further questions. Our National Office staff are always available to help, so if you have any questions phone 0800 475 455 and we'll do our best to help.

I am delighted you have chosen to enrol with Agriculture New Zealand and wish you all the best for your time in training with us.

Sincerely,

Colin Spence
General Manager

AGRICULTURE NEW ZEALAND POLICIES

Agriculture New Zealand has a policy manual which contains full details of all our Policies and Procedures.

1. Summaries of policies that you may need to refer to during your time studying with Agriculture New Zealand are included on the following pages.
2. Once enrolled your Course Tutor and Programme Coordinator are your key contacts within Agriculture New Zealand and will be able to answer many of your questions. Your Programme Coordinator has a copy of all relevant policies.
3. ***Our National Office staff are always available to help, so if you have any questions related to any aspect of your course, phone 0800 475 455 and we'll do our very best to help you.***
4. ***This page should help direct you to the information you need.***
5. From time to time our policies may change. If this should happen while you are in training with us, and the policy could impact on you, our tutors will provide you with an update.

QUICK REFERENCE FOR STUDENTS:

| <i>If you have a query about:</i> | <i>..read page:</i> | <i>.. or talk to your Tutor/Programme Coordinator .. or phone 0800 475 455 and ask to speak to: or....if more help needed:</i> | |
|--|----------------------------|---|--------------------------|
| Your enrolment | 3 | Student Registry Administrator | Student Registry Manager |
| Student Support | 3 / 14 | Tutor | Programme Coordinator |
| Work Place Training | 4 | Tutor | Programme Coordinator |
| Health and Safety | 5 | Tutor | Programme Coordinator |
| Financial Information | 7 | Accounts Administrator | Management Accountant |
| Academic Information | 8 | Student Registry Manager | Academic Manager |
| Behaviour & Discipline | 11 | Programme Coordinator | Academic Manager |
| Grievances & Complaints | 12 / 14 | Programme Coordinator | Academic Manager |

ENROLMENT POLICY

As a registered and accredited training provider Agriculture New Zealand is required by the Ministry of Education to collect information on all students. Information about students may be supplied to, and sought from, other educational organisations for the purpose of verifying academic records. In accordance with the Privacy Act 1993 any student may request to see any information held about them, or amend any errors in that information by contacting the Student Registry, agnztraining@pggwrightson.co.nz or 0800 475 455.

Agriculture New Zealand can only enrol:

1. Domestic students who meet the Ministry of Education's Criteria for Domestic Students **OR**
2. ITO eligible overseas students who have a current Work Permit AND are in a current ITO Training Agreement

STUDENT SUPPORT

Agriculture New Zealand prides itself on the continued support our students receive from their Course Tutor. If you have any concerns about any aspect of the programme including your farm placement or classroom activities or completing assessments, please talk to your Course Tutor. For personal help the following National support agencies are available:

| | | |
|---------------------------------|---------------|-------------------|
| ACC – Claim Enquiries | 0800 101 996 | |
| Citizens Advice Bureau | 0800 367 222 | 0800 FORCAB |
| Driving / Licensing Information | 0800 822 422 | |
| Alcohol Help Line | 0800 787 797 | (10am-10pm daily) |
| Rental / Tenancy Advice | 0800 836 262 | |
| AIDS Hotline | 0800 802 437 | |
| WINZ | 0800 559 009 | |
| Electoral Roll | 0800 367 656 | 0800 ENROL NOW |
| What's up (Youth Line) | 0800 376 633 | |
| Youth Law (Legal Advice) | (09) 309 6967 | or call collect |

Your Course Tutor has more information regarding Local Support Agencies and these are available to you at any time.

LITERACY & NUMERACY ASSESSMENT

If your course is a level 1 – 3 course subsidised by the government through certain funds, we are required to assess you using the Tertiary Education Commission's National Literacy and Numeracy Assessment Tool. We sincerely hope you will not be offended by this requirement. This tool serves a number of purposes including:

1. It allows us to identify students who may have the difficulty with the demands of the course because the study guides and assessments require a higher level of literacy and numeracy ability than the student currently has. We can then put in place strategies to support that student and help them to succeed in their course of study.
2. It is assisting New Zealand to gather data that may inform future strategies to address a significant national problem.

If you are having difficulties with the Literacy and/or Numeracy demands of your course please talk to your tutor who will provide additional support.

WORKPLACE TRAINING

Some of your practical training may take place at your place of work or on your own your own property. If you don't have a suitable property to complete the practical training, Agriculture New Zealand will organise a placement for you with a workplace trainer, this may be on a farm, horticultural property or other another agricultural related business. You must comply with your workplace trainers policies and procedures. You need to pay particular attention to their Health and Safety and Drug Policies.

Full details of the responsibilities of each party are included in the work place training agreement that you will sign.

Your responsibilities are:

- Sign Training Agreement with Agriculture New Zealand and work place trainer.
- Attend work place training for the required number of hours as specified in the programme information supplied by Agriculture New Zealand.
- Participate in the full range of tasks required to complete the requirements of the programme.
- Familiarise self with and adhere to all work place policies and practices, including health and safety requirements.
- Take all reasonable care to ensure the safety of self and others during work place training.
- Maintain a record of practical activities related to the programme to assist with the assessment process.
- Contact Agriculture New Zealand staff member if there are any concerns related to the training programme or work placement.
- Complete practical assessment tasks as requested.
- Adhere to Agriculture New Zealand's Code of Conduct during training period.
- Take all reasonable care when on the work place trainer's property, while using their equipment or when working with their animals or crops to minimise the risk of causing any damage.
- If you cause any damage during workplace training (including, but not limited to damage to property, equipment, vehicles, stock or crops) you must notify the work place trainer as soon as possible.

HEALTH AND SAFETY

Creating a safe and healthy workplace is a requirement of New Zealand Law. While on your course your health and safety is the combined responsibility of Agriculture New Zealand, you - the “workplace student - and the Property Owner¹ The Health and Safety in Employment Amendment Act 2002, clearly states that during work place training your employer or workplace trainer has to make sure your workplace is safe.

You, as a “workplace student” also have a number of responsibilities.

This section summarises what needs to be done to ensure your safety during your course. Further information is available through the Department of Labour’s WorkInfo service (www.workinfo.govt.nz or 0800 209020).

AGRICULTURE NEW ZEALAND’S RESPONSIBILITIES

- Check for potential hazards in the training venue and on field trips, notifying you of those hazards and informing you how to minimise the risk of those hazards. This includes checking the safety of any equipment used.
- Inform you of emergency procedures when in training venues and on field trips and show you where any safety equipment is kept.
- Ensure you have access to facilities for your Health and Safety in any training environment.
- Ask if you have any medical problems, which could increase the risk to your health and safety in any training environment.
- Document, investigate and report any serious accidents that occur.
- Understand and abide by the requirements of the Health and Safety in Employment Act 1992, and Health and Safety in Employment Amendment Act 2002.

YOUR RESPONSIBILITIES

- Follow the instructions of your tutor or the property owner at all times in the training venue, on field trips, in the workplace and especially in the event of any emergency.
- Behave in a responsible manner.
- Notify your tutor of any medical problems which could increase the risk to your health and safety in any training environment. – e.g. epilepsy; asthma; allergy to bees; prone to fainting, etc.
- Talk to your tutor if you require any additional information about Health and Safety during your training programme.
- Make sure you attend the Health & Safety sessions in your course.
- Help to make your workplace safer by being involved in your workplace health and safety system; sticking to correct procedures and equipment; wearing protective clothing and equipment; communicating concerns to your workplace trainer.
- If you are tired or stressed because of family or work reasons, or under the influence of alcohol or other drugs, your practices may become unsafe.
- Avoid behaviour that puts you at risk. Let your workplace trainer know about anything that might affect your ability to perform your work safely.
- Never think “just this once, because the job has to be done”. Taking a risk once is once too often.
- Any accident in your workplace, should be recorded. You must make sure your workplace trainer knows about any accident.
- Where you have genuine concerns about your immediate safety you have the right to refuse the unsafe work. This should only occur when other avenues to deal with the problem have not been successful. During the time when your concerns are being investigated you may have to perform other duties.

¹ Property owner refers to the owner of any farm or premises visited as part of a training course, & include any representative of the owner involved in your visit. This could be your employer or workplace trainer.

HEALTH AND SAFETY

- If you see a hazard at your workplace, you should raise it immediately. Hazards can include: unsafe premises or equipment; inadequate or misused safety equipment; bad work practices; lack of adequate information about equipment or processes.
- Sometimes workplace hazards can lead to illnesses, not just accidents. If you are concerned that an illness may be related to work you are carrying out, let the right person know.

WORKPLACE TRAINER'S RESPONSIBILITIES

- Your workplace trainer must adhere to the requirements of the Health and Safety in Employment Act 1992 and the Health and Safety in Employment Amendment Act 2002 including:
 - i. Have a system to manage the workplace to ensure that students are safe. To establish a health and safety system, workplace trainers must identify hazards in the workplace, and then ensure that those hazards are eliminated or reduced.
 - ii. If the hazard can reasonably be eliminated, then it should be. That depends on how much harm it might cause, and how difficult and expensive it would be to eliminate the risk.
 - iii. When a hazard cannot be eliminated, your workplace trainer has to tell you about the hazard the level of risk, and what you need to do (or not do) in order to work safely.

Your workplace trainer must:

- i. Inform you of any policies related to Health and Safety. These may require you to consent to drug testing – either random or frequently, if they have reason to suspect you are under the influence of drugs.
- ii. Provide you with information about any hazards and how to protect yourself from them. For example, you should be told how to deal with any hazardous chemicals you are using, the symptoms associated with them, and how to get help easily if there are problems.
- iii. Ensure that you have and use the right protective equipment or clothing. You can choose to provide your own protective clothing, if you make that decision the workplace trainer must ensure it is good enough for the job.
- iv. Record accidents and/or “near misses” to you, your fellow workers and visitors to the workplace.

Your workplace trainer must explain how you should report an accident or a near-miss accident.

NOTE: A workplace is anywhere you are required to be as part of your training, whether on-site or off-site. This includes places like the lunchroom, the car park, any vehicle you drive as part of work, and any equipment you use such as a tractor or a ladder. **Your vehicle** is also a workplace if you use it to drive from job to job **while on your training property**.

FINANCIAL INFORMATION

COURSE FEES

1. Course Fees are set annually by Agriculture New Zealand and are detailed on promotional material for each programme.
2. Where a deposit is required the student will be advised at the time of enquiry¹.
3. Course Fees are required in full from students by the first day of the course.
4. Non-payment of fees by the third class may mean you will be asked to leave the course.
5. Full details of all course fees, including fees for class materials, books, special clothing, safety equipment, tools and any other items required are provided in the course brochure and your letter of offer.

ADDITIONAL FEES

As well as Course Fees, additional fees may include:

| | |
|--------------------------------------|---|
| Academic Results (Additional Copy) | \$5.00 |
| Replacement of Certificate | \$65.00 |
| Reassessment Charges | Minimum charge \$50 \$10.00 / credit – theory; \$25.00 / credit – practical |
| NQF Credit Registration | \$1.55 per credit if required |
| NZQA Certificate Fee | \$15 if required |
| Birth Certificate | \$25 (if required for verification purposes) |
| Assessments submitted after due date | \$5 - 15/credit + \$50 admin fee may be charged. Fee may be exempted or reduced if valid extension has been granted. ² |

PAYMENT OPTIONS

- Cheques are to be made out to “Agriculture New Zealand Limited”.
- Electronic Transfer (Internet Banking) # **03 0728 0204014 00**
- Invoice³, in all cases you will be provided with a TAX INVOICE confirming the fee details.
- If paying by cash, please ensure you obtain a receipt when paying.

STUDENT LOANS AND ALLOWANCES

- New Zealand students may be eligible for a Student Loan and/or Allowance.
- To find out if you qualify and to understand your responsibilities and the implications of receiving a Student Loan or Allowance, you need to contact StudyLink and tell them you will be enrolling on a course with Agriculture New Zealand.

INTEREST FREE STUDENT LOANS AND OTHER INTEREST WRITE-OFFS

- If you have a student loan, or anticipate applying for one this year, you may be entitled to have the interest on your loan written off for the period of study.
- On 1 April 2006, legislation was introduced to make student loans interest free for borrowers living in New Zealand. For more information on how to become eligible for interest free student loans, visit www.ird.govt.nz/studentloans. If you think you may be eligible for an interest write-off, you should contact the Inland Revenue Department directly.
- Government Legislation has put a ‘Lifetime Limit’ on student loans from 2011. For more information check the StudyLink Website - www.studylink.govt.nz or phone StudyLink on 0800 88 99 00

¹ Deposits may be required where a course is over subscribed

² Detailed information for Agriculture ITO Trainees is provided in Letter 19

³ This option is not available for courses less than 3 weeks duration.

FINANCIAL INFORMATION

PROTECTION OF STUDENT FEES

Student fees are placed in a special trust account operated by an independent trustee. Fees for each student are accounted for separately. The trustee releases funds to Agriculture New Zealand each month after you have received tuition. They are also released in part if a student withdraws from a course. International students must also lodge accommodation expenses and living costs in their individual student fees trust account, managed by the trustee. The trustee releases such money, usually in monthly instalments, at the beginning of each month.

PROTECTION (INDEMNIFICATION) OF FEES IF AGNZ IS UNABLE TO COMPLETE A COURSE

Our student fees trust account also protects your fees if we are unable to complete a course – e.g. if our premises are destroyed, or if student numbers fall to an uneconomically low level. In those circumstances you are reimbursed for the weeks of the course that cannot be delivered. If you choose to transfer to another provider which has a similar course, your study credits will be transferred to the new provider and the remainder of your fees will be paid to that provider.

REFUND POLICY - STUDENT WITHDRAWALS

This section summarises our policy in situations where a student withdraws from a course.

1. Your course fee is due on the first class day, but in certain circumstances a fee refund may be provided:
 - If you advise us of your intent to withdraw within 8 calendar days of the start of a course a full refund of fees will be given.
 - If you advise us of your intent to withdraw more than 8 calendar days after the start of a course, refund of course fees will be considered on a case-by-case basis by the National Business Manager.
 - If Agriculture New Zealand cancels a course due to lack of numbers, a full refund of fees will be given.
 - If Agriculture New Zealand is unable to complete a course, our student fee protection arrangements will ensure you receive a pro-rata refund or can attend an alternative course, where available.
2. Refunds may have the following deducted from them:
 - Any specified charges for programme costs and/or consumables
 - Any other fees owing to Agriculture New Zealand
3. The Fee Refund Policy may vary slightly if you are enrolled with one of our Polytechnic Partners. Full information will be provided prior to you enrolling.

REFUND POLICY - PTE WITHDRAWAL (IF A COURSE IS CLOSED)

This section summarises our policy in the rare situation where Agriculture New Zealand might withdraw from a course.

| <i>Course Category</i> | <i>Fees Refund</i> | <i>Other Refunds (often applicable to international students)</i> | <i>Transfer Arrangements</i> |
|--|---|---|--|
| 1-5 days length, less than 50 hours tuition or less than \$500 in tuition fees | Refund unlikely: AgNZ will apply to NZQA for an exemption | None | Not applicable |
| Courses of more than 5 days or with tuition fees over \$500 | Pro rata refund of total fees less \$500 or 10% of fees received less 15% of fees remaining in trust, if closure is after day 9 | Living expenses & unallocated accommodation funds held in trust account | Students given the choice of a transfer to a suitable new provider, or a refund. If they choose a transfer they also choose provider |

ACADEMIC INFORMATION

ACADEMIC PROCESSES⁴

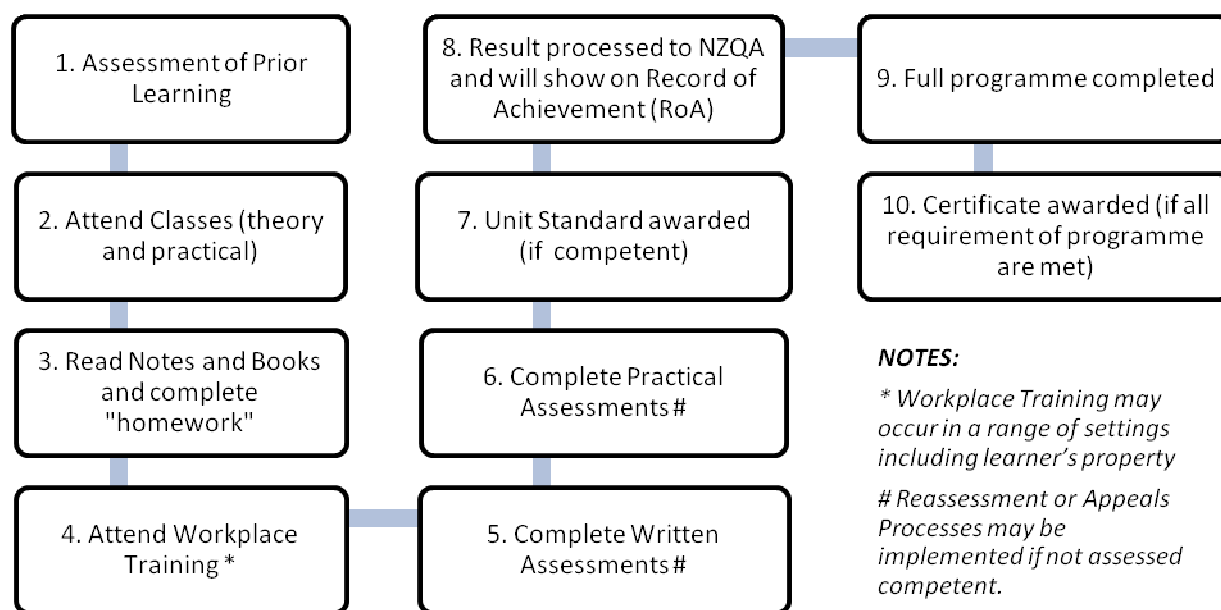
We provide for Recognition of Prior Learning (RPL). If you believe you have the knowledge or skills required for part of a course we will give you the opportunity to demonstrate them when the course begins. If your demonstration is adequate, you will then be awarded the credits for that part of the course.

During your course you will be working towards a Certificate in Agriculture or Horticulture. This involves written and practical assessments, projects and other assignments which you will be asked to complete. Once the assessor is satisfied with your written answers or practical skills you will be credited with the Unit Standard. Some written assessments and practical assessments will be done on class days. Some assessments will be done as "homework". Some practical assessment will be done at your place of work or on your property.

Your Course Tutor and Workplace Trainer will be monitoring your practical skills and when you are ready to be assessed your Course Tutor will assess you. If at the first attempt you are not able to answer all questions or demonstrate practical skills to a satisfactory standard, you will be given the opportunity for reassessment.

If you are not happy with the decision of an assessor employed or acting for Agriculture New Zealand you may ask for a review of that decision under our Appeals Policy. If you are not happy with an assessor's decision, talk to your Course Tutor as the first step to take. They will work through the appeals process with you.

SUMMARY OF ACADEMIC PROCESSES



STUDENT RESPONSIBILITIES⁵

Agriculture New Zealand is required to have systems in place to make sure that your results are processed in a timely manner. We have such systems and most of the time they work well. From time to time there can be a break down in even the best processes. We do our best to prevent such breakdowns, but sometimes despite our best efforts things go wrong and results don't get processed. There are a number of things you can do that will reduce the possibility of anything going wrong: pay your Course Fee (if applicable) on time; submit your assessments on time; follow procedures for submitting late work; pay any late marking fees; check your results notice and let us know immediately if you identify any errors.

⁴ Processes for ITO trainees differ slightly. AgNZ is not responsible for your Workplace Training; we only report your results as far as the ITO; we don't issue your certificate. Your ITO Training Adviser can explain their processes.

⁵ Detailed information for Agriculture ITO Trainees is provided in Letter 20

RECOGNITION OF PRIOR LEARNING & ACHIEVEMENT

1. A Record of Learning will be requested for all students enrolling on a course. Students must inform Course Tutor if they know that they hold any unit standard included in the programme.
2. Agriculture New Zealand will only award a Unit Standard if competence is demonstrated through the Assessment Process. These assessments may incur a fee, which will be quoted in writing and will be calculated on the same basis as that described in our re-assessment policy.
3. Agriculture New Zealand will direct people to the appropriate agency if they have a qualification which could cross-credit to a current qualification.

ASSESSMENT POLICY

4. All courses are based on Unit Standards, which require you to complete written and/or practical assessments.
5. All assessments must be the Student's own work and answers must be in your own words. Copying from a website, book, studyguide, article or another student will not be tolerated. Students may work together to 'learn' but cannot work on assessments together.
6. Assessments must be submitted by due dates
7. Processes for submission of Late Assessments vary for different courses. Detailed information will be provided by your tutor.⁶
8. The timing of assessments will vary depending on the course you are attending. Your Course Tutor will explain this to you.
9. Course Tutors shall use methods of assessment which meet the assessment requirements of the unit standard and do not unfairly disadvantage any student.
10. All assessment is standards based assessment and will meet the Standard Setting Bodies requirements.
11. Your Course Tutor uses a marking schedule to mark your work.
12. All of our assessors are involved in both internal and external moderation to ensure there is a consistent standard for marking assessments.
13. Once you have been assessed at the standard for a unit and your results verified, your results will be forwarded to the NZQA or ITO⁷ and will be added to your Record of Learning. Depending on the timing of your assessment, it may be 2-3 months before this will be fully processed.
14. Assessments handed in late may be subject to a late marking fee. Refer Fee Section
15. You will be able to view all assessments once marked, however all Assessments are retained by Agriculture New Zealand until the end of a course.
 - a. If a written assessment is a "closed book assessment" this will be retained by Agriculture New Zealand indefinitely
 - b. If a written assessments is a project type assessment, it may be returned to you.

REASSESSMENT POLICY

16. Students are entitled to retake an assessment up to two times at no extra cost, within a timeframe specified by the tutor.
17. Where a student wishes to pay for additional assessments and Agriculture New Zealand is able to provide this opportunity, the cost will be calculated according to the amount of tutor time involved; the level of the assessment; number of credits; and type (theoretical / practical) will impact on this cost. A minimum charge of \$50 will apply to all additional reassessments.

⁶ Detailed information for Agriculture ITO Trainees is provided in Letter 21

⁷ Results are not processed until fees have been paid in full

RESULTS AND CERTIFICATES

18. Your results will be entered into our database and then submitted to the NZQA⁸ and will then appear on your NZQA Record of Achievement (RoA).
19. You may request a Results Notice from your Course Tutor at any time.
20. On successful completion of your programme of study, you may be eligible for an Agriculture New Zealand and / or National Certificate. To be eligible for a certificate, you are required to complete and achieve the required standard for each Unit Standard you are enrolled in. You also need to meet the required attendance standard. Your tutor will advise you of what's required.
21. Your certificate will be mailed to you. This can take up to 6 months after your final results are submitted.
22. The cost of your certificate is included in your course fee. If you lose your certificate and require Agriculture New Zealand to issue a new one a fee will be charged.

APPEALS ON ASSESSMENTS

23. Students are entitled to appeal the results of assessments. **If you wish to appeal an assessment** you should initially talk to your Course Tutor about it. The Course Tutor may amend the assessment if evidence supplied supports that decision.
24. **If you are still not satisfied with the Course Tutor's decision** you should ask for a copy of Agriculture New Zealand's Appeals Process for Students Form. You will need to supply evidence to support your appeal. The Course Tutor may amend the assessment if evidence supplied supports that decision.
25. **If you are still not satisfied with the Course Tutor's decision, you may request an independent assessment of your work.** You should make this request in writing to Agriculture New Zealand's National Business Manager.
26. You will need to supply evidence to support your appeal. The independent registered assessor shall be agreed by the student and Agriculture New Zealand. **The decision of the independent assessor shall be final.**
27. When the student advises the Course Tutor of their intention to appeal an assessment; they must be asked to address their concern in writing to the Course Tutor.

PLAGIARISM POLICY

Our Definition: "Plagiarism" includes:

- assessments which contain information that has been copied word for word from a book, website or studyguide.
 - assessments which have been copied from another students work
 - Where two students submit identical work because they have worked together on an assessment and 'come up with the words together', It is still plagiarism as they are 'passing the work off as their own', when it is not.
1. If there is any evidence that Plagiarism has occurred, a full investigation will be conducted as per our Serious Misconduct Policy. The student will be invited to a meeting. Following the investigation and meeting the outcome will be one of the following:
 - No action. Student's explanation was acceptable
 - First and Final Written Warning
 - Dismissal (if second similar offence)
 - Further investigation by the Quality and Academic Manager

⁸ Results are not processed until fees have been paid in full

BEHAVIOUR AND DISCIPLINE

All students have the right to learn in a safe and secure environment and to receive fair and just treatment at all times. Inappropriate behaviour by one student can impact on the learning of others. All students have the right to have behaviour deemed inappropriate by a staff member investigated appropriately by an independent person.

BEHAVIOUR POLICY

1. Course Tutors have a clear responsibility to ensure that all students on Agriculture New Zealand courses are treated with respect and enjoy an atmosphere conducive to learning
2. At the beginning of each course, course rules will be negotiated with all students.
3. In addition to these negotiated standards, the non-negotiable standards documented in the Code of Conduct will be strictly enforced by the Course Tutor.
4. Students will abide by the non-negotiable and negotiated standards of behaviour at all times while in a tutorial session, in PGG Wrightson premises, in their dealings with Agriculture New Zealand staff and on workplace trainer properties.
5. Students who breach the Code of Conduct will be disciplined following Agriculture New Zealand Disciplinary Procedure.

DISCIPLINARY POLICY

1. All matters requiring disciplinary action will be determined by either the Programme Coordinator or Course Tutor and will be opened for discussion with the student(s) involved.
2. For Serious Misconduct, Agriculture New Zealand's Serious Misconduct Policy will take effect.
3. In the interests of the safety and well-being of all parties, any Agriculture New Zealand staff member or contracted tutor may stand-down a student for an initial period of 24 hours where they have any concerns for the safety and wellbeing of themselves, a student or another party (Eg Workplace Trainer)

SERIOUS MISCONDUCT POLICY

1. In the event of Serious Misconduct, a full investigation will take place involving:
 - The Programme Coordinator/ Tutor
 - An independent Agriculture New Zealand representative which may be the Courses Manager if they were not directly involved in the incident.
 - The workplace trainer (if involved or on request of any party)
 - The student(s) involved and additional representation as requested by the student
2. Attendance at the training programme while the investigation takes place is at the discretion of the parties involved. If any party (including the student) requests the student to be "stood down" during the investigation, this request will be respected.
3. The National Business Manager will review the finding of the investigation, seek further information if required and make a decision.
4. The National Business Manager will notify the student of the outcome of the investigation, in writing, within 5 working days of the conclusion of the investigation.
5. If the student is not satisfied with the decision, a formal complaint should be raised.

NON-ATTENDANCE POLICY

1. Absence of more than 5 consecutive days without explanation will result in automatic withdrawal from the programme.
2. During any period of non-attendance the Programme Coordinator will be making reasonable attempts to contact you to allow you the opportunity to provide an explanation.

GRIEVANCES AND COMPLAINTS

GRIEVANCES AND COMPLAINTS

Note: A grievance is a feeling of injustice or dissatisfaction; a complaint is formal notification about a grievance, made because you want some action to be taken.

Agriculture New Zealand will make every effort to ensure things go as well as possible during your course. We acknowledge that from time to time things may go wrong.

If you are dissatisfied with any aspect of the course, we encourage you to raise your concerns with one of our staff (grievance) or make a formally notify us of your concerns (complaint).

Agriculture New Zealand will receive, consider and respond to all complaints in a manner that is fair to all parties.

The following section answers some questions a student may have about concerns and complaints.

1. How Do I Voice A Grievance?

In the first instance you are encouraged to raise your grievance directly with the relevant staff member or Programme Coordinator and seek resolution. It is often helpful to discuss your grievance with someone else who can provide initial advice, such as staff from Agriculture New Zealand's National Office.

2. What If My Grievance Is Not Resolved Or I Wish To Make A Formal Complaint?

If discussing your grievance with relevant personnel does not reach a satisfactory resolution, you may lodge a formal complaint. Formal complaints must be made in writing and must include the complainant's name UNLESS there are special circumstances for which confidentiality must be maintained. You should use the form shown in Appendix 3 which helps you to start the appeals process.

Agriculture New Zealand is committed to ensuring that all complaints are resolved quickly and satisfactorily. Complaints will be managed in a manner that protects the rights of both students and staff. The complaints process aims to achieve a positive outcome for all parties concerned.

The complaints process is detailed in the Complaints and Grievances Policy. You can obtain a copy from your Course Manager. Please note that this policy does not cover complaints about harassment which are covered by Harassment Prevention Policy.

3. What Happens To My Complaint Now That I Have Raised It?

All formal complaints are forwarded to the Quality and Academic Manager and logged on the Complaints Register. You will receive a letter of acknowledgement and your complaint will be reported to the National Business Manager for investigation. The Quality and Academic Manager will try to resolve the complaint through discussions with you and other parties involved (if applicable), or through mediation if this is required. If your complaint is satisfactorily resolved, it will be closed off on the Complaints Register and all parties will be notified in writing.

GRIEVANCES AND COMPLAINTS

4. *What If I Am Not Satisfied With The Outcome Of The Investigation?*

Unresolved complaints may be appealed against in writing to the General Manager, Agriculture New Zealand. You may also raise your concerns by complaining to the New Zealand Qualifications Authority (NZQA).

There is also a process by which students may forward complaints to the Student Ombudsman. However, complaints cannot be passed directly to the Ombudsman without first being processed through Agriculture New Zealand's internal complaint handling procedure.

5. *How Can I Be Sure My Complaint Will Not Affect My Marks?*

Agriculture New Zealand is committed to ensuring that any person raising a concern or complaint is protected against harassment, retaliation or victimisation. If at any time you feel you are being treated unfairly since making your complaint, you can bring this to the attention of the National Business Manager, Agriculture New Zealand.

6. *What Happens With All The Information About Complaints?*

Agriculture New Zealand's Quality and Academic Manager keeps a copy of documents related to each complaint on file. This is a confidential file. Every quarter a Complaints Report is prepared which summarises the nature of complaints received while maintaining confidentiality. The complaints report is analysed by senior management. The information provided is useful for ensuring that Agriculture New Zealand implements improvement opportunities. An annual summary is also prepared to analyse trends.

LIBRARY AND INTERNET

Agriculture New Zealand Course Managers have a class library which you may use during class. We provide comprehensive course notes for all courses. If you are struggling to complete course work with the resources provided, please discuss with your tutor who will make arrangements to obtain additional resources for you.

The remote locations where many of our classes are held means we cannot provide internet access to students. Our tutors will provide assistance by recommending internet sites relevant to the course. Most public libraries provide internet access.

APPENDIX 1 - GRIEVANCES, COMPLAINTS AND APPEALS FORM

Purpose of this Form

- This form is for both students and staff. It is used to solve problems - to express a grievance or register complaint, or to appeal against an assessment decision, or some other decision. Note, however, that grievances are usually resolved by discussion.
- Filling in the form is a positive step to get action on a problem.
- The form can be initiated by either a students or staff member
- The original of this form should be held by the Quality and Academic Manager
- Complainant should be given a copy.

NOTE: Information about grievances and complaints procedures is provided in the student handbook. In addition, addresses of external appeal authorities are given and an explanation is provided on the nature of the International Education Appeal Authority

SECTION 1: COMPLETED BY THE PERSON INITIATING THE COMPLAINT

A. Name & Contact Details – of the person who wishes to have their complaint investigated

B. Type of Problem - Tick the type of idea or problem you want looked into.

- | | |
|--|---|
| <input type="checkbox"/> Course of Study | <input type="checkbox"/> Learning Environment |
| <input type="checkbox"/> Withdrawal from Course | <input type="checkbox"/> Assessment - appeals against decisions |
| <input type="checkbox"/> Administration | <input type="checkbox"/> Unprofessional Behaviour |
| <input type="checkbox"/> Absence | <input type="checkbox"/> Leave |
| <input type="checkbox"/> Health and Safety | <input type="checkbox"/> Appeal against a Management Decision |
| <input type="checkbox"/> Other (provide your own heading): | _____ |

C. Details of Problem

D. Actions Taken at Agriculture New Zealand – what triggered this complaint?

| Actions | People Involved | Dates |
|---------|-----------------|-------|
| | | |
| | | |
| | | |
| | | |

Name and Signature of Complainant: _____

Name and Signature of Manager receiving complaint: _____

Date Complaint received:: _____

APPENDIX 1 - GRIEVANCES, COMPLAINTS AND APPEALS FORM

SECTION 2: COMPLETED BY THE MANAGER INVESTIGATING THE COMPLAINT

E. Appeals to an External Authority (if necessary)

| APPEALS AGAINST: | APPEAL LODGED WITH EXTERNAL AUTHORITY | DATE |
|-----------------------------------|--|------|
| assessment decisions: | AgNZ's external assessment moderator, then NZQA | |
| in-house decisions on complaints: | Tertiary Education Commission (training issues) | |
| | New Zealand Qualifications Authority (academic issues) | |
| | International Education Appeal Authority (pastoral care issues affecting international students) | |
| | Human Rights Commission (personal human rights issues) | |

F. Outcome of Investigation- Background to complaint; Who have you discussed the complaint with? What actions have been taken?

G. Recommendations for Agriculture New Zealand Management

If a grievance, complaint or appeal is found to be justified, a change of policy or procedures may be needed. The Manager concerned is asked to list below any changes needed and to submit those to the Quality and Academic Manager.

SECTION 3: COMPLETED BY QUALITY AND ACADEMIC MANAGER

H. Action Plan

Start Date of Investigation: _____ Date

End Date of Investigation: _____ Date

Complaint discussed at Management Meeting _____ Date

Quality and Academic Manager sign off:

Recommendations implemented, complainant advised of outcomes and complaint closed

_____ Signature and date

Audrey Spence – Quality and Academic Manager

ABOUT AGRICULTURE NEW ZEALAND

Agriculture New Zealand is a national multi-site Private Training Establishment. We are registered and accredited with the New Zealand Qualifications Authority to deliver approved training courses at levels 1-6 on the National Qualifications Framework. Agriculture New Zealand has been a specialist provider of quality agricultural and horticultural training since 1993 and holds the AgExcel Quality Mark which recognises industry relevant, superior training and is endorsed by DairyNZ and Beef + Lamb New Zealand.

Agriculture New Zealand is owned by PGG Wrightson, one of New Zealand's largest agribusinesses, which under various names has served the New Zealand farming industries for well over 100 years. We have skilled staff with qualifications and experience in adult learning and the appropriate discipline who operate out of our 16 permanent locations from Kumeu to Invercargill. Our special relationship with farmers throughout New Zealand allows us to provide on-farm training in a commercial farming environment to our students.

Each year our skilled and qualified staff provide training to over 3000 learners throughout New Zealand. Much of the training is delivered in partnership with Telford (a division of Lincoln University), the Agriculture ITO, Aoraki Polytechnic and the Western Institute of Technology Taranaki (WITT). We provide training to Landcorp staff throughout New Zealand and deliver the formal training programme on Smedley Station – a long established training farm in the Hawkes Bay.

Agriculture New Zealand provides training for all stages of the agriculture or horticulture career ladder:

- Programmes for School Students – either in school or after school hours
- Pre-employment programmes for people beginning their agricultural and horticultural careers
- Training for farm workers and farm owners in partnership with the Agriculture ITO
- Specialist programmes in Organic Horticulture, Sustainable Agriculture and Riparian Re-vegetation
- Programmes for lifestyle block owners aimed at improving productivity and reducing animal welfare issues

Our full-time courses are ideal for people starting their agriculture or horticulture careers. These courses are offered at various sites throughout New Zealand:

- Future Farmer
- Destination Dairy
- Introductory Rural Skills (Agriculture and Horticulture)
- Rural Servicing
- Fruit Production Cadetship

Our part-time courses provide flexible learning options for a wide range of people and include topics such as Practical Horticulture, Organic Horticulture, Sustainable Agriculture, Riparian Re-vegetation, Practical Farming for Small Blockholders, Farm Safety and Go Dairying.

For more information about any of the services Agriculture New Zealand offer please contact us on the details below:

Phone: 0800 4 SKILLS (0800 4 754 55)
Fax: 06 323 9514
Website: www.agnz.co.nz
Email: agnztraining@pggwrightson.co.nz

If you want quality training, you want Agriculture New Zealand!

