

## Form 4 SMS Training Student Information

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### **Welcome to SMS Training.**

We are committed fully to making your learning experience with SMS Training rewarding and enjoyable. The information in this introduction has been developed to assist you in gaining the most from your learning in partnership with us. By taking a few moments to read this information you can ensure that your learning experience with SMS Training is based on a sound understanding of what each of us needs to bring to the partnership.

### **What You Should Expect Of Us**

SMS Training provides training in environmental health, emergency management, resource management, food safety and related topics. It is our aim to provide quality training and be a leader in these training fields. Our undertaking to you is that we will strive to ensure:

- Course publicity material clearly and accurately reflects the course content.
- Course content represents current knowledge and practice.
- Courses are structured to ensure an optimal learning environment.
- Course presenters are equipped with a sound understanding of the course content and the teaching methods to be employed.
- Course materials are relevant to your needs.
- Course venues are suitable for the type and duration of the course, the method of presentation and number of students.
- Courses are administered effectively and efficiently.
- Student assessment procedures meet all regulatory requirements, good educational practice and the requirements of student sponsoring organizations (where applicable).
- Assessment procedures are impartial, equitable, transparent, monitored and moderated where applicable.
- Your feedback is sought and appropriate corrective action taken where necessary.
- Courses are reviewed on a regular basis and updated where necessary to ensure that the content remains relevant and current.
- You are treated fairly and with dignity,
- The principles of the Treaty of Waitangi are upheld.
- Appropriate support systems are in place to meet your training needs and that, where, these needs are beyond the resources of SMS Training you are referred to the appropriate agencies.
- Complaint and appeal procedures are in place to ensure that complaints and appeals are dealt with promptly and professionally.

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### What We Expect Of You

You are expected to provide full and accurate details of previous work experience, entry qualifications and personal details where requested to do so.

During the course, including any residential component, you are expected to behave in a manner that respects the dignity and learning needs of other members of the group; and not to behave in a way that is disruptive, discourteous or offensive to others.

That work produced for the purpose of assessment is your own and that any collaboration is strictly within the terms of the teaching guidelines for that piece of work.

You are expected to abide by the rules and conditions of any assessment/examination.

You are expected to abide by New Zealand law.

Should you fail to meet these obligations you may be subject to disciplinary action in consultation with your sponsor and employer.

### Student Entry

Our policy is to maintain open access to opportunities for learning and strive to eliminate any unreasonable barriers to entry. Entry is subject only to you being able to show sufficient prior knowledge and/or experience to ensure a reasonable chance of success in attaining the qualification that the course leads to. Where entry requirements are required these will be clearly stipulated prior to enrolment.

If work experience is a pre-entry requirement of your course you may, nevertheless, be granted entry if you have partially fulfilled this requirement, however, the awarding of any qualification may be withheld until the necessary work experience has been obtained.

Should this be a requirement you will be informed at the time of enrolment.

Where SMS Training offers courses that are accredited by other agencies e.g. NZQA entry requirements will be administered in accordance with requirements governing that accreditation.

We endeavour to make enrolment procedures equitable and user friendly. Please let us know if you believe that these procedures could be improved.

### Fees

For the majority of SMS Training courses course fees will have been paid by the students sponsor as part of the contract between SMS Training and the sponsor.

In circumstances where individual students make payment, fee information is provided to or at the time of enrolment. This includes course tuition fees, late enrolment charges, as well as materials and assessment /examination fees. If you have not received this information please ask your course leader or call us at SMS Training Head Office in Invercargill.

In accordance with NZQA requirements the total costs and other financial commitments associated with the training course for which you have sought enrolment and any costs of fees for student services have been provided in the Course Information Flyer and course Registration Form which you or your employer will have completed for enrolment purposes. These forms are located on the SMS website, located in Services, Training.

(<http://www.smsl.co.nz/Services/Training/Course+Time+Table.html> ).

### **Withdrawals and Refunds**

You must notify SMS Training of your withdrawal from a course.

If you are part of an in-house course funded by a sponsor, personal refunds are not applicable and any variation in student numbers or attendance will be negotiated with your sponsor within the terms of our contract.

Refunds are provided if adequate notification, in writing, is given of your withdrawal.

However withdrawal, particularly at the last minute, may attract an administrative penalty.

If SMS Training is not advised of your intention to withdraw we reserve the right to refuse to provide a refund of fees paid. This right may be fully or partially waived at the discretion of SMS Training in the light of your personal circumstances.

You should check any conditions of withdrawal and penalty payments on course publicity as these may vary between courses.

### **Support and Guidance**

As an adult learner studying over a short term you will probably require little in the way of support and guidance from SMS Training on matters other than those directly relating to the course being undertaken. However, should you require personal guidance beyond learning support please do not hesitate to ask for assistance either from your course manager or SMS Training Head Office in Invercargill. We will do our best to help and, if necessary, direct you to the appropriate support agency.

Should you require learning support this will be provided either directly through the course tutor or, if this is not appropriate, through suitable arrangements with SMS Training Head Office in Invercargill.

Should you experience personal difficulties, which impair your ability to learn or remain on the course, please talk these through with us. We will take all reasonable steps to assist you to overcome the impact of these difficulties on your course involvement.

### **Assessment and Re-assessment**

Where student assessment is a requirement of any course either as a result of a contract for service with an employing agency, or to meet the delivery and assessment criteria of an accrediting or certification body, SMS Training will provide equitable, transparent, impartial and professionally managed examination and assessment procedures which are subject to appeal provisions.

SMS Training maintains records of student attainment. The employing agency and/or student will be informed promptly of the results of assessment and may request copies of assessment documentation. Where appropriate, reasonable opportunities for reassessment will be offered and details will be provided to unsuccessful candidates with the results of their assessment.

### **Appeals of Assessment Results**

Where a student wishes to appeal their assessment/re-assessment result this appeal should be lodged with SMS Training within 20 working days of the receipt of results. SMS Training

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will forward the appeal to the appropriate course sponsor for determination. Results of an appeal will be provided to the appellant in writing within 10 working days of receipt of the sponsor's determination.

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

Due to the nature of our professional development courses it is unlikely that applications for Recognition of Prior Learning or cross crediting will be received by SMS Training. Any such application will be forwarded and discussed with the students sponsor.

### **Records of Student Attainment**

SMS Training maintains complete records of student attainment. You may obtain a copy of your records by contacting SMS Training Head Office in Invercargill. Assignments, test papers, examination scripts etc, where not returned to students as part of course feedback, will, in most cases, be retained for a period of 2 years from the date of assessment. Where the assessment relates to a warranting procedure assessments will be retained for the period of warranting.

The provisions of the Privacy Act will apply in respect of all student records.

### **Learning Resources**

SMS Training will provide you with your own set of course materials that remain your personal reference after course completion.

The provision of supporting standards or legislation will be considered on a case-by-case basis in accordance with the terms of the contract for service provision. Professional students are normally expected to provide their own legal references and any exceptions to this will be advised prior to your enrolment.

### **Practical or Work Based Course Requirements**

Where an SMS Training course involves fieldwork or access to work environments we will make arrangements to ensure that all OSH and ACC requirements are complied with.

### **Your Comfort and Safety**

As a mature learner it is anticipated that you will take all reasonable care to safeguard yourself and others from injury. We will make every effort to ensure that teaching venues are comfortable and suitable for the type of training to be provided, however, should you find that conditions are not acceptable please bring this to the attention of the course manager.

SMS Training does not provide training from its own premises. Premises are hired for the duration of the course and whilst every reasonable care is taken to ensure the safety of students SMS Training cannot be held responsible for injury or illness to students caused by building related hazards. The course manager will discontinue training if there are reasonable concerns relating to safety.

Should you have concerns about well-being or safety please bring them to the attention of your course manager.

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### Misconduct

Misconduct includes giving, receiving or using unauthorised aid on work submitted for assessment, misconduct during tests or serious/repeated breach of attendance requirements or acceptable standards of behaviour.

SMS Training may impose, any of the following penalties on a student found guilty of misconduct:

- A verbal warning
- A written warning
- Decline of submitted work
- Require a student to repeat an assessment
- Suspension from a course

The matter may also be brought to the attention of the course sponsor and / or the student's employer.

### Complaints

We will fully and impartially investigate all complaints and attempt to resolve them to the mutual satisfaction of everyone involved.

Minor problems are best resolved informally by talking with your course manager or contacting SMS Training Head Office in Invercargill.

If you feel you have grounds for a more serious complaint or have failed to obtain resolution informally you should make a formal complaint, in writing and including as much information as possible, to SMS Training Head Office in Invercargill.

SMS Training will assign an investigating officer to investigate the complaint, identify causes and corrective action where applicable.

Should you not be satisfied with the outcome of the SMS complaints procedure you are able to complain to the New Zealand Qualifications Authority (NZQA) to investigate the complaint. You may also lodge a complaint with NZQA using the "Complaints Kit for Formal Complaints about Providers" available from the NZQA web site [www.nzqa.govt.nz](http://www.nzqa.govt.nz)

For further information about complaints to NZQA contact:

The Complaints Officer  
Approvals, Accreditation and Audit (AAA)  
New Zealand Qualifications Authority  
PO Box 160  
Wellington

Alternatively:

- phone 0800 QA HELP (0800 724357)

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### **Harassment**

SMS Training seeks to provide a positive, student centred learning environment which takes account of individual student needs, is free from discrimination and recognises cultural differences.

SMS Training will not tolerate sexual or cultural harassment of students. Should you feel that you have been subjected to discrimination or harassment please take this up with your course manager or SMS Training Head Office Invercargill. We will act promptly to ensure that your rights and privacy are protected and that the allegation is investigated.

### **Conflict of Interest**

SMS Training PTE governing members have completed a Statutory Declaration regarding any potential or material conflict of interest and any interest they may have in an education or immigration organisation supplying goods or services to tertiary students. SMS Training PTE governing members have no conflicts of interest or other interests declared.

### **Privacy Act**

SMS Training will protect student information as required by the Privacy Act. Information you provide to us will be used as appropriate for the normal educational activities of SMS Training.

### **Contact Details**

It is our aim to make your learning experience with SMS Training enjoyable. Communication is a key ingredient in achieving this. Should you have any enquiries, concerns or comments that you are unable to resolve in consultation with your course manager we would be happy for you to contact us.

Call Kevin Campbell on:

Phone: 03 214 2375

Fax: 03 214 2410

Email: [kevin.campbell@smsl.co.nz](mailto:kevin.campbell@smsl.co.nz)

P O Box 1364

Invercargill

Or if you are in Invercargill drop in and see us at 61 Hensley Street.