

LEARNER

*new era of
my education*

The logo for 'LEARNER ME' features the word 'LEARNER' in a bold, dark blue, sans-serif font. The letters 'N', 'E', 'R', 'M', and 'E' are contained within a square frame with a double-line border. The letters 'M' and 'E' are stacked vertically within the frame.

Student Guide



Student Guide

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Student Guide

Introduction

All learners are required to read and understand the following Student Guide, then sign the Student Declaration verifying that the information has been clearly explained and that they have read and understood it in full.

This Student Guide comprises the following parts:

- a) Student Entry
- b) Learner Information
- c) Learner Me Organisation-Wide Information

(a) Student Entry

1. Selection Criteria & Requirements

This is an open entry Course with no prerequisites. Although, students must at least 16 years old (at the date of admission), demonstrate a reasonable likelihood of success and have sufficient literacy and English language proficiency. Students are required to attend an interview before being accepted.

Prior to entry will be required to undertake an interview to establish and discuss their training needs. This interview will cover the applicant's background and plans or motivations for enrolling in specific study courses, to ensure that each individual makes an informed decision on the option that best fulfils their needs. This interview will also be used to clearly establish Learner Me's expectations of learners in regard to their attendance, achievement and behaviour.

2. Admission and Enrolment Process

Enrolment Steps

Step I: Find a study option that suits you

You can contact us, go to the Learner Me website or visit our premises for help. We must ensure that your proposed programme of study is the right fit

Step II: Fill out an Enrolment Form and return it to us

You can also apply online. Provide documentation verifying your identity and provide background information. Full and honest disclosure of information is very important.

Step III: Learner Me assesses your enrolment application

Step IV: Learner Me confirms your eligibility to study and offers you a place

Applicants are informed in writing of the outcome of their application. Successful applicants are sent an Offer Letter and an Enrolment Agreement to complete. Offer make be subject to the provision of exam results or other documentation

Step V: You complete the Enrolment Agreement

Return the form to us and secure your place

Step VI: Learner Me officially enrolls you and sends you a confirmation letter

You are provided with clear and accurate information about start dates, times, venues and contact details. Also details of the Course and attendance requirements.

Step VII: Student is invoiced and pays fees

Step VII: Orientation

Accepted learners will be invited to the training facilities for orientation and guidance, taking place one month prior to the start of the training course. At this point learners will be provided with this Student Guide and given an overview of Health and Safety, rules and requirements, as well as the contact list should concerns or additional questions arise;

Learner Me's office remains available for communication until the start of the training programme, should the learner's situation or needs change.

3. Student Induction

Learner induction takes place on the first day of formal study, and serves as a continuation and reinforcement of the orientation provided at the time of enrolment. Induction serves as a formal introduction to Learner Me's facilities and staff, as well as to the training programme enrolled in and the other learners enrolled.

The induction process comprises of the following:

- Introduction and welcome to Learner Me's facilities and staff;
- Introduction to other learners in the group;
- Overview of the enrolled programme, including its structure, expectations, and requirements;
- Distribution of course and induction documentation including: health and safety information, the Student Guide, and course-specific paperwork;
- Registration of learners into Learner Me's local and online systems, including individual learner email addresses to be used for the training period (learners will also be assisted in creating a personal, permanent email address should they not have one);
- Information on study practices and how to get the most out of the course will also be covered;

(b) Student Information

1. Student Learning and Academic Support

Learner Me will provide learners with support, who are encountering difficulty with elements of the course material, assignments or assessments. This typically comes in the form of one-on-one sessions with the Student Support Coordinator or another qualified member of staff, either in place of or in addition to normal class hours and activities. Learner Me tailors this support for individual learners based on their individual circumstances and needs.

Academic support can be requested from the Student Support Coordinator directly or through another member of staff. The Student Support Coordinator will meet with individual learners to determine the support that best suits them and set out a schedule. Learners who are observed as having difficulties may be offered opportunities for additional support.

Course progress and completion requirements: Students are expected to make reasonable progress through their course of study and complete the Course in the allocated, required time. Students who are having difficulty with their studies, encounter barriers to Course completion and are at risk of non-completion should discuss this with the Learner Me Student Support Co-ordinator. Student requests for additional time to complete the Course will be considered on their own merits on a case by case basis.

Student Workload and NZQA Course Learning Hours Requirement: All Courses offered by the PTE meet the NZQA requirement of a minimum of 10 notional learning hours per credit. Notional learning hours comprise all learning activities leading toward achieving the Course learning outcomes. This includes all relevant classroom learning activities such as face-to-face Tutor lectures; plus, all relevant non-classroom learning activities such as online study and work experience

2. Student Pastoral Care and Support

Learner Me takes a Hauora approach to the wellbeing of its staff and learners, based on Māori philosophy and a holistic approach to personal health. This model comprises of four key components:

The Student Support Coordinator is responsible for monitoring the overall wellbeing and pastoral care of learners and ensuring that there is early identification of issues and that the necessary guidance and support is provided to individual learners.

This pastoral care commences at the point of entry and induction. Learners who may require particular assistance or specific support and guidance are identified and provided for. Individual learner learning style will be identified at enrolment or induction.

Learner attendance, progress and wellbeing will be monitored by the Student Support Coordinator. This includes progress towards individual learner learning goals and milestone. The Coordinator will meet with learners on a regular basis to complete and track the Student Learning Plan and Career Pathway Plan.

Learner Me: Strategic Goals for Learner Wellbeing

Vision

Our vision is to create an inclusive and supportive learning environment that promotes the physical, mental, emotional and spiritual wellbeing of all our learners, staff and stakeholders, honouring the principles of Te Tiriti o Waitangi and the values of Te Ao Māori.

Mission

To weave wellbeing into every aspect of our learning environment, from our curriculum and teaching methods to our institutional culture and policies, respecting and celebrating the Māori worldview.

Strategic Goals

Whanaungatanga (Relationships): Foster strong relationships based on mutual respect and understanding among learners, staff and stakeholders. This could include marae visits, shared meals and group activities.

Manaakitanga (Care and Support): Create an environment where everyone feels valued, respected and cared for. This could involve peer support programs, open-door policies and regular check-ins.

Hauora (Health and Wellbeing): Promote holistic health and wellbeing, encompassing taha tinana (physical health), taha hinengaro (mental health), taha whānau (family health) and taha wairua (spiritual health). This could include physical activities, counselling services and spaces for quiet reflection.

Mātauranga (Knowledge and Learning): Ensure learners are supported academically and culturally. This could include tutoring services, study skills workshops and te reo Māori and tikanga Māori classes.

Tino Rangatiratanga (Self-Determination): Empower learners to take charge of their own learning and wellbeing. This could involve learner-led initiatives, opportunities for leadership and flexible learning options.

Implementation Strategies

Te Tiriti o Waitangi: Uphold the principles of partnership, participation and protection under Te Tiriti o Waitangi in all wellbeing initiatives.

Cultural Competency: Provide training for staff on cultural competency, understanding Māori perspectives and inclusive teaching practices.

Te Reo Māori: Incorporate te reo Māori into the learning environment, such as bilingual signage, mihi (greetings) and karakia (prayers or incantations).

Māori Consultation: Regularly consult with Māori learners, staff and stakeholders to ensure their voices are heard and their needs are met.

Measurement and Evaluation: Regularly assess and evaluate our wellbeing initiatives to ensure they are effective and meeting the needs of our learners, including our Māori learners.

At Learner Me, we believe that wellbeing is integral to learning. By prioritizing the wellbeing of our learners and incorporating Māori perspectives, we can create a positive and supportive learning environment where everyone can thrive.

3. Student Behaviour

Student Behaviour Rules

The following Student Behaviour Rules apply to all students while present at the PTE. A breach of these Student Behaviour Rules may result in disciplinary procedures and /or disciplinary action against the student concerned depending on the seriousness of the case.

All students must:

- i. Dress in appropriate clothing and footwear. No hats are to be worn in the classroom.
- ii. Meet all attendance requirements. Attend all scheduled class sessions and arrive on time ready to learn.
- iii. Always use appropriate language – offensive, threatening, disparaging or inappropriate comments and socially unacceptable behaviour such as bullying or harassment will not be tolerated.
- iv. Follow all reasonable instructions given by the Course Tutor and Learner Me staff.
- v. Treat all staff, visitors and other students with dignity, courtesy and respect.
- vi. Attend the PTE free from the influence of alcohol or non-prescription drugs; smoking and the consumption of alcohol are not permitted at the Learner Me venue.
- vii. Follow these Student Behaviour Rules and comply with all other Learner Me rules, requirements and expectations.
- viii. Behave appropriately in class and do not disrupt or hinder the learning or progress of other students.
- ix. Turn off and do not use cell phones in the class room or during staff presentations.
- x. Make the Course Tutor aware of any special assessment conditions and any medical or physical conditions, disabilities or limitations, including any diagnosed learning disabilities, which may affect your learning, participation or assessment during the Course.

- xi. Treat the Learner Me premises, buildings, utilities, facilities (including common room areas), equipment and learning resources with care and respect.
- xii. Report the absence of other student's, personal issues, student injury or illness, and any inappropriate or socially unacceptable behaviour by other students.
- xiii. Comply with the Learner Me Health and Safety Policies, procedures and requirements and take all reasonably practical steps to ensure your own safety and the safety of others.
- xiv. Use the Learner Me computer system and computer network responsibly & appropriately and comply with all the Learner Me's internet, privacy, email, copyright and personal use procedures and requirements.
- xv. Act honestly and with integrity at all times, including during the assessment process and when carrying out research. All student work presented for assessment must be authentic.

Additional Student Behaviour Requirements

General classroom behaviour:

All learners are expected to act with due respect towards all other learners, staff and property. Learners who display persistent challenging behaviour will be subject to disciplinary procedures.

In respect to Learner Me computer systems:

Learners are expected to make use of Learner Me's computer systems in compliance with all legal and ethical standards and requirements.

While some degree of personal use of computers and the internet is expected and allowed for, this should be kept to a minimum where it does not directly relate to coursework or otherwise approved beforehand. Private communication or entertainment systems, such as Skype or gaming, should not be used unless they are a genuine component or requirement of a training programme.

Learners are not permitted to share their (or intentionally use, seek or make changes to others') computer access privileges, including login and account passwords. Learners should not share their login or account information for Learner Me's systems with any individuals within or outside Learner Me.

Learners are not permitted to make, or attempt to make, alterations to computer software or hardware configuration, or location. This includes installation or use of unauthorised software on computers, or connection of any hardware not approved ahead of time.

Learners should not attempt to copy or reproduce Learner Me's proprietary software or documentation without authorisation.

In respect to Learner Me's other equipment and facilities:

Learner Me will undertake reasonable measures to adjust the learning environment to accommodate learner needs for safety and comfort. Any such alterations must be discussed and approved by Learner Me beforehand, and only undertaken by authorised, qualified staff. Learners are not permitted to move, rearrange, alter or remove Learner Me equipment from their intended location.

It is expected that learners and visitors treat Learner Me's facilities and property with due care and respect to avoid damage or loss.

Any damage or suspicion of damage should be reported to Learner Me staff, in accordance to the hazard reporting procedure set out in section 7 – Student Health and Safety, of this guide.

Student Dress Code Guidelines

Learner Me's training objectives are to assist learners in becoming modern, professional workers. As part of achieving this, as well as allowing learners to learn comfortably while projecting a professional image, Learner Me has an established 'Business Casual' dress code similar to those found in modern offices and workplaces.

Generally, clothing that is not acceptable includes:

- Clothing that reveals or exposes substantial parts of the body or underwear, including shorts or short skirts, tops with bare shoulders and t-shirts (unless worn under other clothing);
- Clothing that is torn or dirty;
- Contains words, terms or imagery that may be offensive to others;

This dress code may not cover all contingencies, and so a certain level of judgement should be exercised by the individual. If there is any uncertainty about what may or may not be acceptable, please ask the office or a staff member.

Failure to meet standards will result in a request not to wear the item again. Ongoing issues will result in a verbal warning and escalate in accordance with Student Discipline procedures, as set out in the following section. Individuals may also be asked to return home to change clothing before attending training, per staff member discretion.

4. Student Discipline

Background

Learners will be treated fairly, equitably and consistently in a way that respects their dignity and personal rights. Breaches of Learner Me's rules and regulations will be handled and investigated promptly, in a manner that preserves the mana and personal dignity and integrity of the individuals involved. Learners will be kept well-informed during all stages of any investigation.

Normally, a verbal warning will precede a written warning depending on the seriousness of the misconduct. At all times during an investigation, Learner Me will adhere to the principles of natural justice, transparency, the right to privacy, fair process and good faith.

During disciplinary situations, learners will be fairly heard and have the opportunity to put forward their version of events, which will be considered with an open mind and with no

predetermination. Only the relevant information will be considered in dealing with discipline issues.

Breaches of the Student Behaviour Rules and Regulations, ongoing, continual non-compliance and breaching course or Learner Me rules and requirements (including continual, unexplained absenteeism) will be handled in accordance with the seriousness of the offence and the consequences will be directly proportional to the severity of the breach.

Breaches of assessment rules will be handled as per the Assessment rules below, and will be followed up and investigated.

Disciplinary Procedures

The emphasis of disciplinary procedures and any resulting action is on problem-solving and the corrective action required to amend the learner's conduct, not on punishment. Learners will be provided with reasonable opportunity to do so, and where appropriate the disciplinary procedures may include assistance and support such as counselling to help the learner overcome the issue.

Serious breaches of discipline, including ongoing unacceptable behaviour, ongoing and continual breach of rules, misconduct and serious misconduct will involve:

- (1) Investigation and assessment of the situation by the CEO to determine whether the issue is serious enough to require the implementation of disciplinary procedures.
- (2) A written notice to the learner describing the specific inappropriate behaviour or misconduct, providing all the necessary information and documentation.
- (3) A meeting set up with the learner to give them the opportunity to discuss the problem, comment and provide an explanation for the behaviour.
- (4) The learner's response will be considered by the CEO with an open mind.
- (5) Records of all discussions and meetings will be kept.
- (6) Further investigation will be carried out if considered necessary.
- (7) The learner has the right to representation and support at any time during the disciplinary process.
- (8) A decision will be made by the CEO based on the relevant facts and evidence. Reasonable grounds are needed to support decisions that misconduct has occurred.
- (9) The learner will be advised of the decision in a respectful and appropriate way.
- (10) If a breach of discipline has occurred, then disciplinary action will be taken as detailed below.

Disciplinary Action

Disciplinary action may include the following, or a combination thereof, depending on the seriousness and particular circumstances of each case:

- Discussion of the problem or counselling;

- An verbal or written warning;
- A directive for the learner to apologise;
- Restorative justice procedures;
- Denial of credits (for a breach of assessment rules);
- Restitution requirements;
- Stand down or suspension;
- Termination of enrolment or withdrawal from course;
- Expulsion from Learner Me.

Misconduct means some form of deliberate wrongdoing, such as bullying or other socially unacceptable behaviour, including continued disruption of other students' learning.

Serious Misconduct involves deliberate serious wrongdoing such as violence to staff or other learners, theft, dishonesty or drug offences. Serious misconduct would normally involve immediate suspension followed by the implementation of disciplinary procedures and possible disciplinary action.

5. Assessment Appeal Procedures

If a learner has an issue or problem with any aspect or decision associated with the assessment process, they are entitled to lodge an appeal. Before lodging an appeal, learners should first informally discuss the assessment decision and the issue involved with the Assessor or Tutor concerned.

If the issue is not resolved and the learner is still not satisfied, the learner has 10 days from the date that the work was returned to lodge a formal written appeal to the Programme Leader.

The Programme Leader will investigate the matter and make a decision. If still not satisfied with the decision, the learner can request that the case be referred to an independent External Assessor.

6. Student Complaint Procedures

If a learner believes they have been wronged, treated unfairly or have another legitimate issue, concern or grievance regarding any aspect of a course that they have been participating in, they are entitled to lodge a complaint. Learners should first raise any issues, problems or concerns with the Course Tutor before invoking formal procedures.

If the issue cannot be resolved or the learner is not satisfied with the outcome, or is uncomfortable raising the issue with the tutor, the learner can take the complaint or grievance directly to Learner Me's CEO. This can be done by submitting a written, signed statement outlining the circumstance and reasons for the complaint and sending it in an envelope marked "Student Complaint Confidential" to:

Simon Singh
Learner Me LTD
127 Gill Street
New Plymouth

The CEO and management will investigate the matter, clarify any issue and advise the learner of the decision, outcome and action to be taken. If a satisfactory outcome is not achieved from the complaint, the learner is entitled to lodge a formal complaint directly to NZQA. This must be done within 6 months by using the correct NZQA procedures and forms found in the NZQA Complaints Kit from the NZQA website and posting it to:

The Complaints Officer
NZQA (Quality Assurance Division)
PO Box 160
Wellington 6140

7. Student Health and Safety

All learners will be provided with a safe physical, cultural and emotional environment while attending Learner Me, including during off-site learning activities. Learner Me's buildings, premises, facilities, utilities and equipment will be well-maintained and safe.

Learners have a responsibility to:

- i. Take all reasonably practical steps to ensure the safety of themselves and others.
- ii. Recognise and notify the existence of hazards.
- iii. Report any significant health and safety issues, learner accidents, injuries, illness and other incidents that occur during their time at Learner Me.
- iv. Ensure that no action or inaction causes harm to any other person.
- v. Behave in a safe and responsible manner at all times.
- vi. Comply with Learner Me's Health and Safety Policy, procedures and requirements.
- vii. Ensure that Learner Me is aware of any relevant medical conditions or disabilities and if help is required to evacuate the building in the event of an emergency.

Hazard reporting

If you have a concern about a situation, individual, or object on Learner Me's premises which you believe has the potential to cause harm to a person, this should be reported to the nearest staff member.

If the situation poses an immediate risk to people's health or safety, or you have reason to believe it does, you should remove yourself from the immediate area and notify others of the hazard so that they are aware.

All staff, learners and visitors are encouraged to report hazards and incidents to tutors, staff and the Health and Safety Coordinator. This should be done as soon as it is practical to do so in person or over the phone. At most, a report should be submitted in some form within no more than 24 hours after an incident has occurred or a hazard identified.

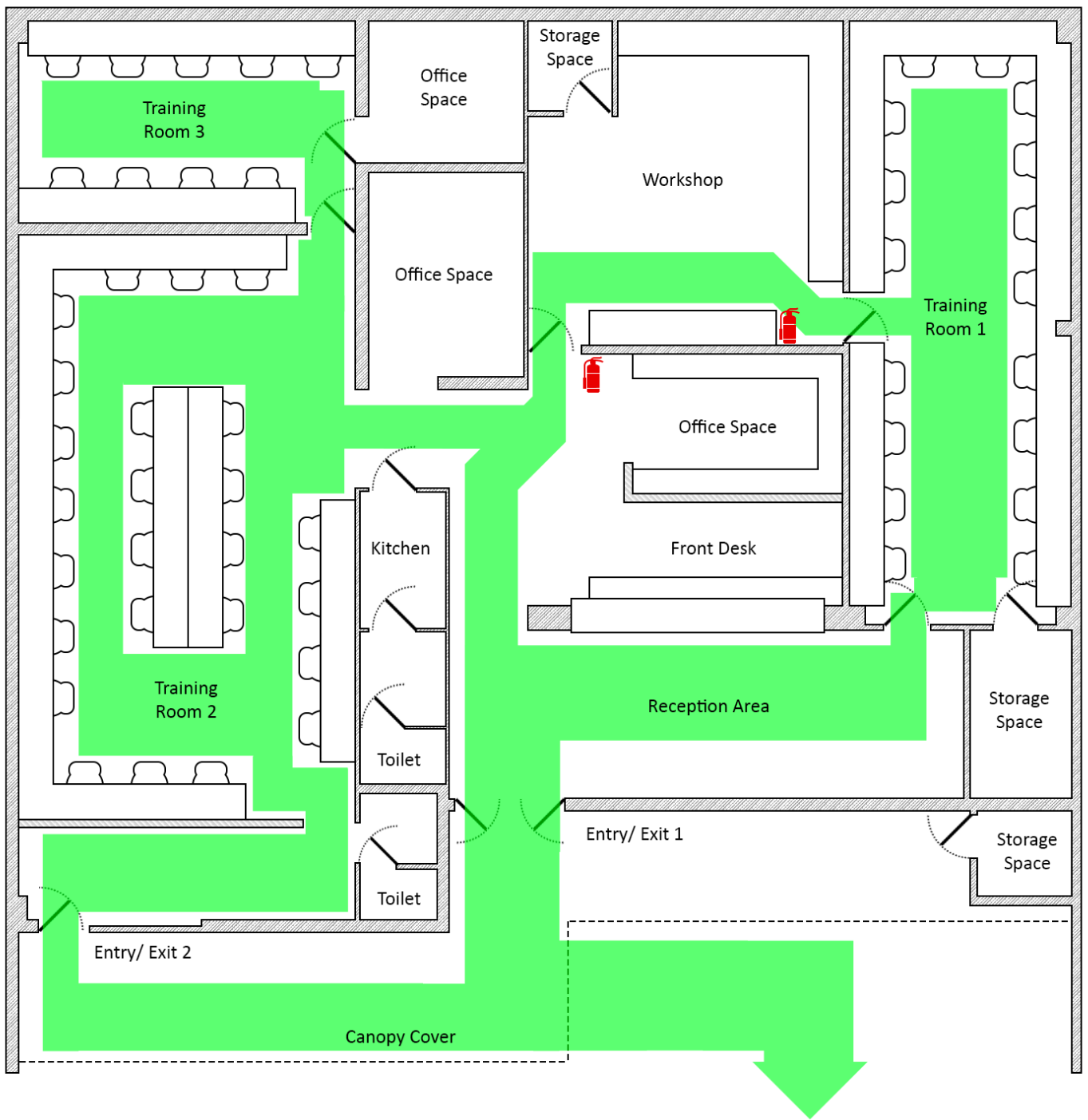
Learner Me staff will investigate and work to isolate and eliminate any hazards within the shortest period possible, and with the smallest disruption to regular operations.

Emergency Plan

In event of emergency where evacuation is necessary, staff will guide learners to the main exit at the front of the building and to the assembly point across the road. Should the main exit be blocked or inaccessible for whatever reason, a secondary exit can be reached through the doorway to Plug N Play next door.

The main exit to the training room is at the front, where the exit can be reached through the reception area. Should this door be unavailable, the second door leading through the staff office may also be used.

The emergency plan below illustrates the recommended pathways from the training room to the primary and secondary exit. The marked region is also the area that the safety officer will explore in event of emergency to ensure that no staff or learners are left behind.



Gathering Point Across the Road

8. Assessment Rules

- i. Candidates must present themselves for assessment free from the influence of alcohol or any non-prescription drugs.
- ii. Learners must behave appropriately during the assessment and not disrupt, influence or hinder other candidates.
- iii. Learners are required to make the assessor aware of any special assessment conditions, physical or learning disabilities, health factors or medical conditions, physical limitations or special needs they have that are relevant to the assessment.
- iv. Learners must follow all reasonable instructions given by the assessor.
- v. Learners must act honestly and in 'good faith' at all times during an assessment.
- vi. Learners must not accept, receive or provide undue assistance or unauthorised help to or from any person in the completion or submission of their assessment work.
- vii. All work presented for assessment must be genuinely that of the learner concerned.
- viii. All assessment work must be completed and submitted before or on the due date.
- ix. It is the learner's responsibility to utilise assessment and reassessment opportunities when they are offered them by the tutor.
- x. All candidates are to sign a Learner Declaration form which includes an Assessment Authenticity Statement, prior to the start of their course.

9. Assessment Procedures

Candidates will be given the opportunity to be assessed against an Assessment Standard once they have completed the required learning and associated activities and or when the assessor considers that they are ready to be assessed. Learners should endeavour to utilise assessment opportunities when they are offered to them by their tutor. The assessment process and assessment task or activity will be well explained by the assessor, including how it links to the course, the expected learning outcomes and the evidence requirements of the standard.

Learners will also be made aware of any specific assessment condition, the assessment procedures, authenticity requirements and the assessment timeline.

Special Assessment Conditions

Candidates with a diagnosed permanent or long term medical or physical condition or disability, or specific learning disability, physical limitation or special need that directly impacts on their ability to be fairly assessed against assessment standards may be eligible for special assessment conditions.

Learners who wish to be considered for a special assessment condition entitlement should first discuss this with their tutor and then lodge an application with the Programme Leader. This application must include supporting documentation such as a current evaluation from a suitably qualified professional recommending special assessment conditions to address specific needs.

If a candidate wishes to be assessed in Te Reo Māori they must apply in writing to the Programme Leader and gain approval at least 1 month prior to the assessment.

10. Reassessment

If a candidate does not achieve an Assessment Standard on the first attempt they will be given the opportunity to provide additional evidence of achievement or performance – this is called reassessment.

Reassessment will take the form of either resubmission or further assessment. **Resubmission** is used by the assessor when the candidate has made a small number of minor errors or omissions and additional assessment evidence is required. The decision to offer a resubmission opportunity is at the assessor's discretion and will depend on the specific circumstances.

Further assessment (resit) is when a learner is given another complete assessment opportunity to provide further evidence of their best achievement. Further assessment opportunities will only be provided after further learning and teaching has taken place. Depending on the particular circumstances, learners may be offered a maximum of two resubmission opportunities and one further assessment opportunity.

11. Breach of Assessment Rules

Any suspected breach of the assessment rules, such as failure to follow instructions, dishonest practice, plagiarism, serious misconduct or failure to meet authenticity requirements will be investigated by the Programme Leader. If a breach of the rules is proven, it may result in disciplinary procedures or action being taken against the learner. Any breach of the rules involving serious dishonesty may also be referred to the Police for further investigation and action.

12. Academic Honesty and Authenticity of Student Work

Learners must demonstrate academic honesty and integrity at all times and not breach authenticity requirements. Learners must take academic honesty and integrity, and the authenticity of learner work very seriously.

All work submitted by learners for assessment, as evidence of achievement, must be authentic and free from plagiarism. It must be genuinely the work of the learner concerned. Learners must not receive undue assistance or unauthorised help from any person in the preparation and submission of their assessment work.

All learner assessment work will be closely checked for authenticity. Any suspected breach of the rules, such as academic dishonesty or plagiarism, will be investigated.

13. Recognition of Prior Learning (RPL)

Learners have the right to have their extra and current skills, competencies or knowledge (gained through relevant previous experience, qualifications or learning) recognised and acknowledged and gain credit for this in their course, through the process of Recognition of Prior Learning.

Your work experience, informal or uncertified learning may count towards achieving your qualification; with the Recognition of Prior Learning we can measure and match your existing knowledge and skills against credits in your course.

Learner Me has procedures in place to ensure that relevant skills, competencies or knowledge that learners currently have that are directly relevant to the learning outcomes of an assessment standard, the course or a component of the course, are evaluated, recognised and acknowledged.

Prior learning is usually identified, evaluated and addressed by Learner Me before the start of the course. The evaluation of prior learning will be made on merit on a case by case basis. Learners who believe they meet these requirements should discuss this with the Student Support Co-ordinator or their Course Tutor.

14. Credit Recognition and Transfer (CRT)

Credit Recognition and Transfer is a process whereby credit already achieved from a course or qualification (awarded by Learner Me or a different tertiary institution) is recognised and used to contribute credit towards another qualification.

Learners are entitled to apply for the credit recognition and transfer of credit, from the programmes or qualifications that they have already completed, to the course currently being studied. Candidates are required to apply in writing to Learner Me, detailing their existing qualifications or achievement and provide supporting evidence and documentation. Applications will be considered on their own merit and on a case by case basis. This should first be discussed with the course tutor.

15. Contact List

Learner Me Internal Contacts

All Learner Me staff can be contacted through the office phone from 9:00am to 5:00pm and asking for the specific staff member.

Office Phone.....+64 6920 3424

Individual staff can be contacted directly via email:

Simon Singh *CEO / NZQA Liaison*
Emailsimon@learnerme.com

Sachin Modgill *Administration Team Leader / Programme Leader*
Email sachin@learnerme.com

Pallak Singh *Health and Safety Coordinator / Student Support Coordinator*

Email pallak@learnerme.com

External Contacts

NZQA Call Centre – Open Monday to Friday, 8:00am to 5:00pm except on public holidays

NZ Freephone.....0800 697 296

Telephone +64 (4) 463 3000

Postal Address..... PO Box 160
Wellington 6140

Website

<https://www.nzqa.govt.nz/>

Careers NZ – Available Monday, Tuesday, Thursday and Friday 8:30am to 5:00pm,
Wednesday 9:30am to 5:00pm, closed on public holidays

NZ Freephone.....0800 222 733

Postal Address..... Tertiary Education Commission
PO Box 27048
Wellington 6141

Website

<https://www.careers.govt.nz/>

Citizens Advice Bureau – Open Monday to Friday 9:30am to 3:30pm

NZ Freephone..... 0800 367 222

Local Advice Bureau 06 758 9542

Physical Address.....Community House
32 Leach Street
New Plymouth

Website

<https://www.cab.org.nz/>

Work and Income NZ – Open Monday to Friday 7:00am to 6:00pm, Saturday 8:00am to
1:00pm for general enquiries

NZ Freephone..... 0800 559 009

Physical Address.....Dawson House
160 Devon Street West
New Plymouth

Postal Address.....Private Bag 2005
New Plymouth 4342

Website <https://www.workandincome.govt.nz/>

Email OnlineSupport@workandincome.govt.nz

(c) Learner Me Organisation-Wide Information

1. Learner Me's Background

Learner Me was born out of our struggle to find skilled employees. All applicants lacked the technology and interpersonal skill sets we required to hit the ground running. Due to the absence of up-to-date training programmes in New Zealand with modern industry knowledge, we have come together to be the provider that improves the quality of applicants and helps new employees get up to speed quicker.

Our team consists of widely networked people with extensive experience working within the primary, secondary and tertiary education sectors, technology, business and community. With many years operating in the back and front lines of business, we bridge the gap between training and the workforce.

Learner Me has only just been established (in 2020) and as yet has no NZQA EER (External Evaluation and Review) category or current NZQA EER Report.

2. Student Records and Information

Learner Me collects and stores private and confidential information to comply with agencies such as TEC, NZQA and ITOs. The collection, input and storage of data and information, such as learner personal details and assessment results, is strictly controlled, managed and securely stored by Learner Me in accordance with the Privacy Act (2020) and Learner Me's Privacy Policy and procedures.

Individuals within Learner Me that may have access to learner personal information are restricted to: Course Tutors and Assessors, NZQA Liaison, the Student Support Coordinator and Learner Me's CEO.

All learners' enrolment records and personal details will be kept for a minimum of 7 years after the learner completes their course. Learner final achievement results and qualification records will be retained indefinitely, and safely and securely stored and archived.

If a learner has any issues or concerns about the privacy or security of their personal information, they should first discuss this with the Student Support Coordinator.

Learners have the right and are given the opportunity to access (by appointment), check, and correct any personal information about them held by Learner Me, including assessment information.

3. Student Fees and Enrolment Costs

The compulsory PTE Tuition Fees for each Course are shown on the Course Information in the Learner Me Prospectus and also in the Student Enrolment Agreement. The Courses do not have any additional fees. Students are expected to provide their own stationery and computer items.

Fees must be paid in full, or arrangements made for payment at the time of enrolment, or by the start of the course. The costs associated with each course may be fulfilled directly by the learner, on their behalf through a financing arrangement, or through an arrangement with Learner Me through an employer or school.

These options will be discussed with individual learners to enable each to make a fully informed decision before any agreements are entered into.

Once the Enrolment Agreement is signed Learner Me will record the enrolment, invoice the student for the Course Fees, receipt the money when it is paid and deposit the funds directly into the Learner Me Fee Protection Trust Account.

The following computer and digital resources will be provided to students by Learner Me free of charge:

- Personal, off-site access to an online learning portal;
- A Learner Me hosted email address available for use during, and for the purposes of, the training; and
- A one-year Home License of Microsoft Office 365 to be installed on the learner's personal computer;

Where appropriate, learners may be supplied a laptop for hire for the duration of their study. This will typically be offered where independent study and practice is required or recommended as part of the learning programme, but the individual learner does not have a suitable personal computer to do so outside of Learner Me. The need for this will be discussed with individual learners prior to the start of their training, and will require a separate hire agreement.

4. Fee Protection and Student Withdrawal / Refund Procedures

Learner Me pays collected fees into a student trust account, where they will be held in full for the statutory refund period, and then drawn out of the trust account gradually over the course of the training programme. This ensures that any components of the training which have not yet been delivered to students may be refunded in the event that Learner Me stops providing, or is unable to provide the training programme.

(1) Fee Protection Arrangements

- Learner Me uses a Public Trust to hold all course fees and other related financial commitments paid by, or on behalf of, learners to Learner Me. These fees will draw down after the end of the statutory withdrawal period, on a monthly basis over the length of the course, and in a proportion that ensures that sufficient funds are held in the trust to cover any services or course tuition not yet provided at that time.
- The Fee Protection trust is provided through Public Trust (Te Tari Tiaki Iwi), using its Fee Protect trust service specifically designed for education and training providers. Its Standard Trust solution has been set up to protect fees for the whole course, to ensure Learner Me retains the necessary funds to refund any undelivered component of its training. This trust mechanism separates fees into individual student trust accounts, ensuring separation and individual reporting.
- **The Public Trust's Fee Protect service is an NZQA-approved mechanism under the current Student Fee Protection Rules. This arrangement has been accepted by NZQA as meeting the requirements of the Education Act 1989 and the Student Fee Protection Rules 2013**

- Learner Me will provide newly enrolled and prospective learners with a written statement of their refund entitlements in the event that the learner withdraws from a programme or training scheme. Learner Me has clear withdrawal and refund procedures in place (see below) that are available to learners.
- The main purpose of the student fee protection mechanism is to protect the interests of learners especially if Learner Me closes or stops offering a course in which learners are enrolled.
- Learner Me will hold all the required records of learner courses start and end dates and total monies paid by individual learners. Signed schedules will be obtained from learners acknowledging who the trustee is and the payment details to the trust account.

(2) Fee Drawdown and Refund Procedures

Learner Me will implement the following procedures when drawing down learner fees from the Student Fee Protection transition plan.

- No drawdown of any portion of fees will be made until after the end of the Statutory Withdrawal Period that applies.
- The amount of the fees remaining in the trust account after the end of the statutory withdrawal period will be drawn down monthly in arrears, over the length of the course, including holidays.
- After the initial drawdown at the end of the statutory withdrawal period, Learner Me will ensure that at all times there are sufficient funds to cover any services or course tuition not yet provided to learners.

(3) Learner Me Withdrawal and Fee Refund Procedures

Learners are encouraged and supported to complete their courses and qualifications.

Applications for course withdrawal or fee refund, including supporting information such as fee receipts, must be made in writing to the CEO, who will consider the request, provide advice to the learner and keep good records of the process. If approved, the CEO will provide instructions and information to the trustee to refund the learner fees directly to the learner.

• Student Withdrawal

Learners enrolled in courses of three months or longer that withdraw from a course before their first day of attendance, or within seven days that follow the first day of the course start date, will be entitled to a Fee Refund of any deposit or money paid. If the learner is making a complete withdrawal from the establishment Learner Me will retain an administration cost of up to 10% of any amount paid or \$500, whichever is the lessor, depending on the costs already incurred by Learner Me. Any fees retained by Learner Me will remain in the Fee Protection mechanism for the required period.

Learners enrolled in courses of three months or longer that withdraw from a course after the Statutory Withdrawal Period is over will not normally be eligible for a fee refund, except in extenuating circumstances, such as serious illness of the learner or death of a

close family member. Each individual case will be considered on its own merits, having regard to the circumstances, time enrolled and credits achieved. If approved, Learner Me will retain sufficient funds to cover the costs already incurred and the balance reimbursed to the learner.

Learners enrolled in courses of less than three months that withdraw are entitled to the following NZQA-specified withdrawal periods and refund amounts:

Course Length	Withdrawal Period	Refund Amount
For courses of 2 days or less	None	Any refund is at Learner Me's discretion
For courses of more than 2 days but under 5 weeks	Up to the end of 2 calendar days of the course commencing	A minimum of 50% of the amount of the learner paid in respect of the course
For courses of 5 weeks or more but less than 3 months	Up to the end of 5 calendar days of the course commencing	A minimum of 75% of the amount the learner paid in respect of the course

- **Course Cancellation or Cessation**

Learner Me reserves the right to cancel a course. If a course is cancelled before the course start date, a full refund will be made to learners. If a course that has started is voluntarily terminated or closed by Learner Me and ceases to be delivered before completion, a refund will be made, and financial credit given to the learner on a pro-rata basis, according to the undelivered proportion of the course.

Refunds will be made within five working days from the date of the close or cessation, unless NZQA permits a longer period. The tuition fee portion of the pro-rata refund will be calculated as per the NZQA formula. See appendix C of the Student Fee Protection Rules Version 2 for details.

If Learner Me ceases providing a course before its scheduled end date, Learner Me will meet all relevant and reasonable costs incurred by learners associated with the cessation of the course.

- **Voluntary Closure of Learner Me**

If Learner Me voluntarily closes and ceases to deliver a course before the course starts, a full refund will be made to the learner. For courses that have already started, learners will receive a pro-rata refund, for goods and services paid for by the learner but not yet provided to the learner, within five working days of the closure of or course cessation unless NZQA permits a longer period.

- **Course Closure Events**

Course closure events include the closure of Learner Me due to insolvency, loss of Code of Practice signatory status, regulatory closure, ceasing to operate, loss of body corporate status, cancellation of NZQA Registration or course closure due to withdrawal of programme accreditation by NZQA.

In the case of a course closure event, a learner is entitled to a refund of fees on a pro-rata basis according to the portion of undelivered services provided by Learner Me. The pro-rata amount is subject to the allowable drawdown requirements.

Learner Me will also meet all relevant and reasonable costs incurred by learners associated with cessation of the course, as set out above in Course Cancellation or Cessation.

- **Other Student Course Withdrawals**

Learners that breach Learner Me or course rules, such as continued unexplained absenteeism, and as a result have their enrolment terminated and withdrawn from their course as a part of disciplinary action by Learner Me, will not be eligible for a refund of their learner fees.

No fee refunds will be made to learners who have been expelled from Learner Me and withdrawn from their course due to serious misconduct. Special conditions will apply to course closures caused by a natural disaster. Refer to NZQA Fee Protection Rule (2013) V2 for details.

(d) Privacy Act 2020

Learner Me places high value on privacy and transparency when working with personal information. This section outlines how Learner Me collects, uses, stores and discloses personal information as well as the rights learners have under the Privacy Act 2020. This information may be updated from time to time, and learners will be notified in writing if this is done.

Authorisation

By signing an enrolment application, learners acknowledge that Learner Me will collect, use and disclose information in accordance with the sections below and the Privacy Act 2020. Learners also authorise any agency holding the source of information provided to release this information to Learner Me on request.

Personal Information Collected

Information you supply – Personal information is collected when you enquire, enrol, complete forms or surveys in person or online, and through use of Learner Me's services over the period of enrolment. Some of these, such as surveys, may have the option to remain anonymous available.

Information automatically collected – Learner Me automatically collects information about your learning activities and progress over the enrolment period. This may include grades, course and qualification completion, as well as interaction with Learner Me’s online platform and assessment systems.

Information from third parties – Learner Me may receive information about you from following:

- New Zealand Qualifications Authority (NZQA);
- StudyLink;
- The Ministry for Social Development (MSD);
- Work and Income New Zealand (WINZ);
- The Accident Compensation Corporation (ACC);
- Agencies providing scholarships;
- Your employer, where enrolment is part of an employment agreement or other support arrangement; or
- Other education providers, where courses are co-taught in collaboration with Learner Me, or records are transferred from another institute.

Purpose of Information Collection

Learner Me collects personal information to fulfil its functions as an education provider under the Education Act 1989, including Section 181(a) which reads: “to ensure that the institution attains the highest standards of excellence in education, training and research.”

As part of this, Learner Me collects and uses your personal information in the following:

Compliance with external requirements by:

- The Ministry of Education – student statistical returns;
- NZQA – record of achievement registration and unit standards outcomes;
- Industry Training Organisations – funding and academic outcomes;
- MSD – confirmation of enrolment and academic outcomes;
- Inland Revenue Department – student loan interest rebate;
- Department of Immigration – if you are not a New Zealand citizen or permanent resident; and
- Agencies supporting specific learners through scholarships or other awards.

Activities as an education provider, including:

- Selecting learners for qualifications;
- Providing you with information on Learner Me’s courses and programmes;
- Managing internal administration processes and procedures;
- Providing advice and support on tuition;
- Providing advice and support on academic matters;

- Administering the study programme, including setting up online profiles, examinations, assessments, placements and/ or workshops;
- Managing queries and complaints;
- Internal reporting; and
- Maintaining order and discipline.

Tracking and analysis of learning process for:

- Ongoing improvement of the quality of services;
- Tailoring support services and pastoral care to individual needs;
- Supporting learning and academic achievement;
- Personalising communications with learners; and
- Monitoring attendance and engagement.

Note that Learner Me may aggregate and anonymise collected information so that no individual may be identified. In this case the information held no longer qualifies as 'personal information' and will no longer be subject to this privacy policy.

Learner Me will also use your information to communicate with you and carry out marketing activities. Learner Me will not release your information to other organisations for marketing purposes.

Disclosure of Personal Information

Personal information may be disclosed to Learner Me staff and contractors, where the disclosure is for the purposes for which that personal information was collected, or is directly related to those purposes.

Personal information about you may be supplied to other education institutions, assessors or relevant licensing and registration bodies where you:

- Enrol in a course taught at another institution in association with Learner Me;
- Are transferring your records to another institution;
- You are enrolled in a course leading to a qualification awarded by another institute or body;
- You are enrolled at Learner Me but are receiving support at another institution or organisation in association with Learner Me; or
- You have enrolled at Learner Me following a contract Learner Me has with any Industry Training Organisation, secondary school, employer or government or regulatory department, such as WINZ.

Learner Me may also be required by law to provide some personal information to other government agencies or persons upon request, such as the Police, where permitted under the Privacy Act 2020.

Storage of Personal Information

Learner Me will take all reasonable steps to ensure that your information is secure against loss or unauthorised disclosure. In support of this, physical and digital records of your

information may be transferred and held by service providers within New Zealand or overseas.

Learner Me will not transfer your personal information to any overseas service provider unless we are satisfied that the service provider has an obligation to protect the information in ways and to a degree comparable to the protections afforded by New Zealand privacy laws.

Retention of Personal Information

Under the Education Act 1989, Learner Me is required to retain some forms of personal information indefinitely.

Where not required under the Act, Learner Me will not retain personal information for longer than required for the purposes for which the information was collected for, and may lawfully be used, as determined by Learner Me. Following this period, the personal information will be securely disposed of.

Your Rights under the Privacy Act 2020

You have the right to access and correct or annotate all personal information held about you. If you have queries regarding access, correction or the use of your personal information, you may contact the office during operating hours.