

Student Handbook 2020

Delivering programmes of study in:



Agriculture
Animal Care Technology
Construction, Carpentry & Allied Trades



TRAINING
FOR INDUSTRY
CHALLENGE YOUR FUTURE | WHAKAAEHIA TO WERO

Welcome to AGC Training!



AGC Training welcomes you to our campus and we're looking forward to helping you through your training to become qualified!

We are dedicated to helping you gain the qualifications and skills you need to be successful in your chosen career. The staff and tutors at AGC Training are here to help you in any way we can – not just with your studies but in any aspect of your student life. We are committed to making sure that you are given all the help you need to achieve success so if you need help with something, please feel free to ask.

We hope you enjoy your studies with us and wish you every success in your future.

NZQA has rated AGC Training in an external evaluation review as Confident in Self-Assessment and Not Yet Confident in Educational Achievement

*There are no registered conflicts of interest with the Director,
Governance and Management of AGC Training.*

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AGC TRAINING STAFF

Governance	
Company Director	Stephen Gudsell
Executive Assistant	Peter Macdonald
Management Team/Administration	
Business Manager	Sally Ross
Education Manager	Frances Dowers
Business Development	James Towers
Administration	Sandra Osman
Administration & Tutor Support	Kim Rees
Administration	Neela Dahya
Marketing / Trades Academy Co-Ordinator	Kristine Dickson
Agriculture	
Agricultural Tutor	Tim Evans
Agriculture Tutor	John Feldberg
Chainsaw Tutor	John Reid
Trades	
Carpentry Tutor	Karney Herewini
Carpentry Support Tutor	Mark Pellow
Carpentry Tutor	Colin Gibbs
Trades Tutor	Jo Wakeling
Trades Tutor	Glen Blythe
Student Support	Jayson Herewini
Animal Technology	
Animal Technology Tutor	Melanie Thompson
Animal Technology Tutor	Justin Todd
Animal Technology Tutor	Delma Dunham
JOBS	
JOBS Co-ordinator / Work Broker	Henry Chase
JOBS Co-ordinator / Work Broker	Alan Davis

MISSION STATEMENT

Our mission is to challenge students to challenge their futures.

AGC Training is an equal opportunity, multi-cultural organisation. By this, we mean there will be no discrimination during staff or student selection concerning race, religious belief, ethnic or national origins, gender, sexual orientation, age, marital status or disability.

It is our intention to ensure all people are treated fairly in all areas.

We aim to deliver our programmes in a variety of ways so as not to disadvantage learners. We recognise the founding documents of the Treaty of Waitangi and the Employment Relations Act 2000.

Our major purpose is to provide well-structured training programmes to allow students to confidently recognise their own direction.

Our aim is to give our students the opportunity to experience an environment that is conducive to their individual learning styles.

We aim to take the students through our courses to enable them to secure unit standards leading to recognised qualifications and skills for employment.

A holistic approach is undertaken where the personal growth and self-discipline of the student is paramount. Life skills will be encouraged always throughout the training programme.

Our aim is to develop leadership within students and to assist them to develop skills for working as a team and as individuals.

The structure of our organisation will allow us to help students identify their needs and assist them in their career goals and personal development.

IMPORTANT DATES

PUBLIC HOLIDAYS 2020:

New Year's Day	Wednesday 1 January
Day after New Year's Day	Thursday 2 January
Waitangi Day	Thursday 6 February
Good Friday	Friday 10 April
Easter Monday	Monday 13 April
ANZAC Day Holiday	Monday 27 th April
Queen's Birthday	Monday 1 June
Labour Day	Monday 26 October

SCHOOL TERM & HOLIDAY DATES:

Term 1

Monday 3rd February to Thursday 9th April

*School Holiday: Saturday 11 April - Sunday 26 April
(includes Easter, Easter Tuesday and ANZAC day)*

Term 2

Tuesday 28 April to Friday 3 July 2020

School Holiday: Saturday 4 July – Sunday 19 July

Term 3

Monday 20 July to Friday 25 September 2020

School Holidays: Saturday 26 September – Sunday 11 October

Term 4

*Monday 12 October to Friday 18 December 2020**

* Breaks may vary depending on the course/programme you are enrolled in.



TIPS FOR SUCCESS

If you want to succeed at AGC Training and get a job after you finish, here are a few tips that will help:

- Be on time for class and work experience and don't be absent without a good reason.
- Don't be lazy. If a tutor or supervisor always has to push you to complete your work, they are not likely recommend you to a future employer.
- Ask questions if you are unsure of anything. If you don't feel comfortable asking in class, approach the tutor after the class has ended.
- When on-site or on work experience make sure you always keep busy. Look for something that needs doing or ask what else you can do.
- Make sure you put tools and materials away after you use them and clean up your work area.
- Show that you are interested in learning and that you are keen.
- Be professional and be careful.
- Listen carefully to instructions.
- We encourage all students to bring their own Laptops for use in the Classroom.



STUDYLINK, WORK & INCOME, FINANCIAL ASSISTANCE

Students studying in programmes at Level 2, Level 3 and above may be eligible for a student loan and/or allowance. It is recommended that students apply for loans and allowances immediately after acceptance onto the course.

You can check if you're eligible here:

<https://www.studylink.govt.nz/online-services/eligibility/index.html>

For information regarding any financial assistance to which you may be entitled, you may also phone: **StudyLink** 0800 88 99 00

If you are receiving a student allowance payment you must notify StudyLink immediately if you withdraw from a course. AGC Training is also obligated to inform StudyLink of a student's withdrawal from a programme within five days of withdrawal.

If you started later in the year with us, and your course goes into the following year, you will not be entitled to Studylink over the Christmas break as it will be longer than three weeks. You may however be entitled to financial assistant from Work and Income. You are contact them directly to see if you are eligible.

If for any reason you require an extension to your programme, Studylink will not support this extra time of study with your Student Allowance.

IMPORTANT TO NOTE

As each student's circumstances are different, we encourage you to talk with your Work and Income Case Manager if you are receiving any type of benefit from Work and Income.

There may be debt incurred if you are receiving the wrong benefit whilst you are studying.

Helpful Websites:

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

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

ACCESSING FEES FREE

With Fees Free you don't have to worry about a student loan as the Government will pay these for you.

Eligible learners can access either their first year of tertiary study, or their first two years of industry-based training, fees free.

You must:

1. be a New Zealand citizen, or
2. be ordinarily resident in New Zealand, and either:
 - have been living in New Zealand for at least 3 years while holding a residence class visa, or
 - be a refugee or protected person, or
 - be sponsored into New Zealand by someone in their family who, at the time they were sponsored, was a refugee or protected person, and
3. not be enrolled in a school at the start date of the course or programme, and
4. not have previously undertaken more than half a year of equivalent full-time tertiary education (0.5 EFTS or 60 credits), at level 3 or above on the New Zealand Qualifications Framework (NZQF), including tertiary education at an equivalent level undertaken in any other country. This excludes any tertiary education undertaken while enrolled in a secondary school.

There are no age requirements or restrictions.

To be eligible for fees-free funding, the course or industry training programme must:

- start in 2020
- be funded by the Tertiary Education Commission (TEC)
- be recognised by the New Zealand Qualifications Authority (NZQA)
- at Level 3 or above on the New Zealand Qualifications Framework (NZQF), and
- for industry training only, be at least 120 credits.

To find out if you're eligible:

Go to www.feesfree.co.nz and enter your NSI number and date of birth. Some learners will need to complete a statutory declaration before we will recognise them as being eligible for fees-free study.

The statutory declaration process involves the learner returning a witnessed declaration to the TEC for verification, attesting to their eligibility for fees-free study.

Finding out is easy and we can help!

PRIVACY ACT

The Privacy Act makes rules about how information about you is collected and used.

AGC Training and the Tertiary Education Commission need to know some information about you so they can do their jobs. Information is collected on the enrolment form and a record of your progress is kept during training.

WHO USES THIS INFORMATION?

This information may be shared with AGC Training, Work and Income New Zealand, New Zealand Qualifications Authority, Workbridge and employers. AGC Training and the Tertiary Education Commission may also collect information about you from those agencies.

HOW THEY USE THE INFORMATION

They use this information to:

- Check if you meet the entry criteria for a training course
- Check your progress on training courses
- Check if you are eligible for income support
- Check what credits you may have earned on the National Qualifications Framework.

SEE THE INFORMATION

Information about you is held by AGC Training and the Tertiary Education Commission. You have the right to see this information and ask for it to be changed.

When information about you can be easily retrieved, you have a right to:

- Find out from AGC Training and the Tertiary Education Commission what information they have about you
- See that information

IF YOU THINK THERE IS A MISTAKE

You have the right to ask for that information to be changed if you think there's a mistake. If the information is not changed, you can ask that a letter be attached to your information saying that you wanted it to be changed.

IF YOU THINK THE RULES HAVE BEEN BROKEN

Contact the Tertiary Education Commission, explain what has happened, and ask that the matter be put right.

COURSE ASSESSMENT INFORMATION

About Unit Standards

To pass a certain skill in this course, students have to meet a set standard. Usually that standard will be 100% in theory or 'complete task without supervision' in practical. Each **unit of work** is therefore called a **Unit Standard**.

The unit standards have a mixture of knowledge and practical skills. Each has a **level** and a **credit value**. Unit standards at higher levels describe advanced skills or complex understanding. The **credit value** gives an estimate of the amount of learning time usually required before the knowledge or skill is achieved. Each qualification requires you to achieve a certain number of credits.

Course Assessment

The course work is internally assessed to ensure the students are fully up-to-date with each topic.

Assessment procedures meet New Zealand Qualifications Standard and are administered by the appropriate Industry Training Organisation or NZQA.

Students are required to meet all the performance criteria in order to demonstrate competency in each element of a unit standard. Should a student not meet all the criteria, they will be given the opportunity for a reassessment of the particular area in which they did not demonstrate competency.

Reassessment

Three attempts (two re-assessments per unit standard) can be completed in total. If the 3rd attempt is still unsuccessful, the unit must be taught again. All attempts must be discussed and agreed by the Tutor.

Tutors will ensure there is sufficient time allocated in the course to enable students to undertake reassessments where practicable.

Tutors will make decisions on reassessments and may require the student to demonstrate evidence of further study/practice before allowing the student to undertake a reassessment.

Where a student is unable to undertake an assessment (for justified reasons such as medical conditions) under prescribed conditions e.g. field trip setting, Marae stays, the Tutor may approve competency being assessed under alternative conditions.

Assessment of Prior Learning

Recognition of prior learning will only be granted to students who demonstrate that they have met the required performance criteria. Students are required to undertake an assessment (theory and/or practical) to determine their level of competency. A Record of Learning is required for cross credit or credit transfer arrangements.

Appealing Assessments

Students are encouraged to raise concerns about assessment results with their tutor in the first instance. If an agreement is not reached and the student wishes to lodge a formal appeal, they may do so in writing to the Education Manager.

Careers New Zealand

Have you checked out all the information available on the Careers New Zealand website? Start planning your career today ...

<https://www.careers.govt.nz/plan-your-career>

NZQA STUDENT FACT SHEET - Gaining NCEA Level 2 after Leaving School

NCEA Level 2 is an important and well-regarded qualification and is often an entry-level requirement for jobs and some tertiary courses.

Some students who have left school without Level 2 NCEA manage to complete the qualification while undertaking tertiary study. This means they may now have the 80 credits needed to achieve NCEA Level 2 but may not be aware of this.

The New Zealand Qualifications Authority is working to ensure that students who have successfully gained NCEA through further study or workplace training are aware of their achievement.

What to do if you think you may have achieved NCEA Level 2 after leaving school

To confirm the credits towards NCEA you may have earned while undertaking other study and training (outside of school) you can contact NZQA to discuss your record of achievement.

How do I contact NZQA?

There are several different ways you can contact NZQA to find out about your NCEA achievements and discuss your records:

- Use the Learner Login section of the NZQA website (www.nzqa.govt.nz/login) to get results, update details and request a record of achievement. You will need your National Student Number (NSN) and password.
- If you haven't logged in to the NZQA website before but know your NSN, you can register on the NZQA website (www.nzqa.govt.nz/login) and a password will be sent to you. You will then be able to use the Learner Login.
- Phone the NZQA call centre on 0800 697 296. You don't need to know your NSN but have it handy if you've got it.
- Email helpdesk@nzqa.govt.nz. Include your NSN if you know it. Put "Do I have enough credits for NCEA Level 2" in the subject line.

What happens next?

NZQA will advise you of your NCEA achievements and provide you with information about the options you have for getting copies of your results. For example, you might need to know how to log in and order a copy of your Record of Achievement or order a certificate that you may have achieved.

COMPLAINTS INFORMATION

AGC Training believes that we have a responsibility to provide you with a study environment which is physically safe, free from harassment of any kind, and conducive to the achievement of good learning outcomes.

Principles

1. We will try to deal with your complaints in a sensitive and confidential manner. There may be times when we will need to discuss the issues with the person you are complaining against if we are to help achieve a resolution. If so, we will discuss this with you and get your agreement before proceeding.
2. Problems should be dealt with as close to the source as possible. They will be referred to a higher level only after attempts to resolve them at the lower level have failed.
3. The person you are complaining about has as much right to a fair hearing as you do. We will listen to both sides without prejudice.
4. Our focus is on solving problems, not on laying blame or holding grudges. However, where disciplinary action becomes necessary, we accept the need to pursue this.

Procedure

We can deal with your complaint formally or informally.

Informal Complaints

Informal complaints are suitable for minor issues which can be resolved with the minimum of difficulty, in keeping with the principles of dealing with problems at the lowest level. Examples of informal complaints might include the following:

- minor classroom irritations (other students break concentration by always talking in class, tutor fails to keep order)
- concerns arising from miscommunication or misunderstanding
- minor disagreements over academic matters (tutor didn't accept my late assignment, when I felt I had a good excuse)
- resource difficulties (e.g. internet connection keeps crashing)

Informal complaints are usually made verbally. You will be directed to the person best able to address your complaint and facilitate a speedy resolution, i.e. the tutor. Resolution will be determined when you express satisfaction with the outcome, or at least verbally accept the decision reached by the facilitator. If you cannot accept the outcome; you may lodge a formal complaint. It then becomes a formal matter which will be recorded in the Complaints Register.

Formal Complaints

Formal complaints are suited to more serious issues. A formal complaint must be made in writing and referred to AGC Training's Education Manager. All formal complaints will be handled through AGC Training's Quality Management System (QMS) – a copy of our QMS is available upon request.

The Education Manager will keep meetings minutes and notes to assist follow-up. At the end of the process the Education Manager will write to all parties with an outcome statement which should be signed by you and the Education Manager. Examples of formal complaints might include the following:

- harassment by staff or other students
- inappropriate treatment by staff or other students
- unfairness in a formal assessment situation
- unfairness of institutional policies
- unsafe learning situation

To help us investigate your complaint fully, please include:

- Your contact details, including name, address and contact number
- A brief description of the complaint, and any steps that have been taken to try to resolve it
- Copies of any relevant documents

Appeals

If you are not satisfied with the outcome, you may appeal the decision to an external party. Should you want to pursue the matter outside your institution you may lodge an appeal with the Quality Commissioner which is part of Independent Tertiary Education New Zealand (ITENZ). This appeal must be notified to the Quality Commissioner within 6 months of the date of the act or omission giving rise to the complaint.

The Quality Commission, PO Box 6411, Marion Square, Wellington 6141

E-Mail: commissioner@qualitycommission.co.nz, Ph: 04 472 2757, Fax: 0800 692 737

If complainants are still not satisfied, their final recourse is to the NZQA Student Complaints Process

<http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

This appeal must be notified to NZQA within 6 months of the date of the act or omission giving rise to the complaint.

AGC TRAINING RULES

All students will be verbally informed of these rules and specific guidelines for each class will be discussed with students at the beginning of the course. All rules are posted on AGC Training walls and are included in the student handbook. These rules may change / be added to as required.

Failure to follow these rules may result in instant dismissal or any other sanction.

ATTENDANCE

- Students are expected to attend every class and be punctual unless there is a legitimate reason for not being there. **Above 80% attendance must be maintained at all times. If your attendance falls below 80%, you may not have enough hours completed to pass the qualification.**
- Students are not to leave AGC Training or work placement during training hours without permission.
- If a student is going to be absent or late for any reason, he/she MUST first contact their Tutor via the FREE phone 0800 348 8215 or the AGC Training office **by 8.30 am.**
- Students may be required to produce evidence to support extended absences due to illness or bereavement.
- A medical certificate is required if you are absent due to ill health for three or more days. If you have a serious health problem, please inform your tutor
- Absence from a test or exam must be accompanied by a medical certificate. This will enable you to sit a retest at a later date and not jeopardise your course marks.

Please advise the office if you are not going to be at course for any reason. ***Failure to attend regularly will result in a students dismissal. Phone FREE: 0800 348 8215***

WITHDRAWAL

If you no longer wish to attend your course or you obtain work, please inform the Administration office and complete a **Withdrawal Form**. If you leave the course, please ensure Administration have your current contact details.

CHANGE OF PERSONAL DETAILS

If you move or change phone numbers during the year, please ensure the Administration staff have your new details.

RECOGNITION OF PRIOR LEARNING

Any relevant units you have achieved that are recorded on your NZQA Record of Learning will be transferred to your current course, upon application and approval by the Education Manager.

COMMON AREA'S

It is your responsibility to ensure the student common areas are kept **clean and tidy**.

PHONE CALLS

Personal phone calls from the admin office are not encouraged. Staff will not be available to run messages for students. If necessary, you can make a personal phone call during your break times using your own phone. If you do not have a personal phone Administration does have a phone that you can use if the matter is urgent; please ask for permission from your tutor first. You are unable to make toll calls from this phone.

SMOKING

Smoking is not allowed anywhere within the AGC Training facilities. Designated smoking areas are signposted.

WORKSHOPS / CLASSROOMS

Do not enter any workshops / classrooms without permission by the relevant tutor.

VISITORS

All visitors must report to the main office or to the tutor in charge. This is a training environment and the facilities are for students only.

FIELD TRIPS

Field trips may be an important part of your learning. You will be given notice of up and coming field trips and you are expected to attend. If you are unable to do so, please notify the tutor.

Any necessary precautions to be taken on these visits will be advised prior to the date. You must take care to ensure your own safety at all times and must not compromise the safety of others whilst on class visits.

Transport will be provided for field trips undertaken out of the area. No private vehicles are to be used.

RESPECT FOR STAFF AND STUDENTS

Each student has the right to be treated with fairness and respect.

AGC Training will not tolerate any form of sexual harassment or discrimination based on persons' religious beliefs, sex, cultures, disabilities, marital status or sexual orientation. ***Any abusive, threatening language and/or behaviour or violence, will result in instant dismissal.***

DRUGS AND ALCOHOL

AGC Training does not tolerate any Drugs or Alcohol anywhere on site. If it is suspected that you may be under the influence of drugs or alcohol you will be asked to leave the premises, and you may also be stood down or even dismissed.

THEFT OR DAMAGE TO PROPERTY

Any theft or wilful damage of property belonging to AGC Training or to other persons will result in instant dismissal. ***AGC Training is not liable for any loss or damage to student's property.***

GANG COLOURS

Gang patches or gang colours are not tolerated and are not to be worn during AGC Training course hours.

TEC LITERACY AND NUMERACY FOR ADULTS ASSESSMENT TOOL

The TEC is the government funding organisation for all tertiary training. The TEC require that all tertiary students use their online assessment tool. At AGC Training this will be organised by your Tutor at regular intervals.

The assessment tool results are private, and your tutor will discuss with you ways we can help improve your learning.

Individual results are combined into class groups and this information will be used by the TEC to judge the effectiveness of all tertiary training.

You have given AGC Training permission via your enrolment form to use these results to structure your learning.



STUDENT HEALTH & SAFETY

Safety of the individual is paramount. AGC Training is committed to ensuring that students and staff are safe from injury and potential health hazards. Health and Safety Policy/Notices are displayed and must be adhered to at all times.

Students and staff must work within the guidelines of the Health and Safety at Work Act. Required safety clothing and footwear must be worn at all times during practical sessions and safety equipment must be used.

If you have a health condition please advise when you enrol so staff are aware of your condition, and what measures, if any, are needed to help in case of emergency.

For the safety of staff and student's, security cameras are operating throughout the premises of Wanganui Veterinary Services.

WORKSHOP/CLASSROOM

To help avoid accidents, the workshop must be kept tidy and no tools, materials or equipment should be left out of place. **All** students will be responsible for cleaning working areas and keeping the classroom tidy as directed by the Tutor at the end of each day.

PERSONAL RESPONSIBILITY

Students are expected to behave responsibly and avoid any activity or any behaviour that could result in an accident.

PROTECTIVE CLOTHING, SOLVENTS & CHEMICALS

Always use the correct protective clothing or equipment for all tasks. Always find out whether there are any dangers to your health before you use any solvents or chemicals.

REPORT ACCIDENTS AND/OR NEAR-MISS INCIDENTS

You must report to your Tutor / Supervisor every hazard or safety problem that you notice **immediately**. If you witness an accident or a near-miss incident where someone could have been injured or harmed, you **must** report it immediately.

If you receive an injury you must report it immediately to your Tutor / Supervisor who will record it in the accident register.

If an injury is not reported on the day the injury occurs, then it may affect your right to ACC compensation.

FIRST AID

There are first aid kits at each site and in each van. In the event of any emergency requiring an ambulance immediately inform the nearest Tutor and call 111 (remember to state the precise location and nature of the emergency).

ELECTRICAL EQUIPMENT / HAND TOOLS

Always check leads and equipment before use. Use a transformer or an earth leakage circuit breaker (ELCB) and check it daily. Keep all tools in good condition. Use the right tools for the right job.

If you're not sure, just ASK!

JEWELLERY AND HAIR HAZARDS

If an item of your jewellery is a hazard to health and safety, the Tutor has the right to ask the student to remove it. If the length or style of a student's hair poses a potential health and safety risk in the operation of machinery, the Tutor has the right to ask for hair to be tied back or put up under a hat.

DANGEROUS ITEMS

Items that are identified by a Tutor as being dangerous are forbidden to be taken by students to any training venue.

TRAINING AND SUPERVISION

If you are asked to carry out a task which requires you to use materials, equipment, or chemical substances, that you have not yet been trained in the safe use of them:

Do Not Proceed
If You Are Uncertain About Anything
ASK your Tutor or Supervisor!



FIRE EMERGENCY

You must familiarise yourself with the location of fire doors, fire exits and emergency evacuation routes, so that you know how to exit from any AGC Training sites in the event of an emergency.

All staff and students should know the location of the nearest fire alarm and how to use them.

In the event of an actual or suspected fire emergency:

1. Operate the nearest fire alarm.
2. Immediately leave the building by the closest evacuation route – do not run, follow the instructions of the tutors.
3. Assemble at the designated assembly point. (Each site will have its own assembly point. Make sure you know where it is!).
4. Do not leave the assembly point or re-enter the building until authorised to do so.

FIRE PRECAUTIONS

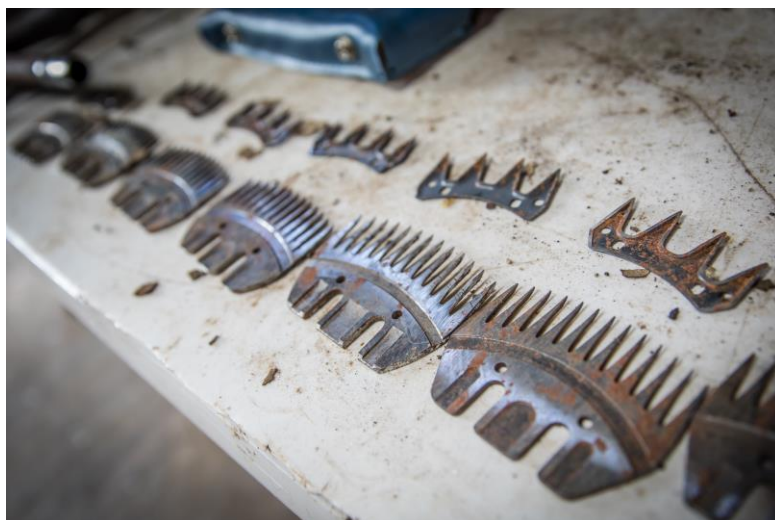
Emergency evacuation routes must remain tidy and free from obstacles. You must not place or store equipment so that it blocks exits or evacuation routes or immediate access to fire alarms, fire equipment or electrical switchgear.

FIRE PREVENTION

The value of routinely checking, cannot be overemphasised; electrical equipment, gas taps, etc. turned off, doors to rooms and staircases kept clear. **Smoking is only permitted in designated areas.**

EARTHQUAKE

In case of earthquake please move carefully to a safe part of the building, e.g. door frames, under desks or tables. Move away from large windows and glassed areas. Follow Wardens' instructions and if evacuation is required, move to the designated assembly point. Drop, Cover, Hold!



SAFETY RULES – A SUMMARY

AGC Training wishes to provide a safe working environment for staff, students and all visitors to these premises. Safe conduct means working with due consideration of your own safety and the safety of others AT ALL TIMES. All persons entering our buildings must adhere to the health and safety policies and procedures of AGC Training.

Make sure you:

- Carry out instructions properly; always follow the instruction of the tutor
- Ask when you are in doubt
- Rectify and report all hazards
- Use correct tools and equipment
- Keep the work place clean and tidy
- Have all injuries, however small, properly attended to
- Report accidents/near-miss incidents as soon as practicable using an injury/incident form which is in the Workplace Injury and Investigation Register kept in the main office
- Do not distract others
- Wear or use the protective clothing and equipment provided.
- Obey all safety rules and signs
- Equipment should be correctly stowed away at all times
- Hygiene and cleanliness in the kitchen and toilet areas is a priority at all times.
- Be aware of the need for any safety measures, safety equipment and protective clothing at all times
- Be aware of the need for special and specific safety requirements when visiting work experience sites
- Cell phone, First Aid Kit (and fire extinguisher where applicable) must be on site or taken on field trips at all times



STUDENT RESPONSIBILITIES

All students at AGC Training (whether on AGC Training premises or at an activity off campus), are expected and required to behave at all times in a reasonable and lawful manner.

All students are required:

- To observe all AGC Training health and safety rules
- To treat all people, including AGC Training staff and students in a lawful manner and with respect and consideration. There will be no tolerance for the harassment of any person whilst on AGC Training premises or at an activity off campus
- To attend AGC Training course activities and tuition without the influence of alcohol and/or illegal substances – Zero Tolerance
- To take reasonable care not to damage or destroy resources and to use all those resources in accordance with AGC Training directions
- Not to discriminate against any person in any way
- To act in a manner that maintains the well-being of that student and all staff and students at AGC Training
- To be responsible for your own learning. If you are not in class, you can't complete the course/units
- Punctuality is paramount for the smooth operation of a class. Lateness is disruptive to the teaching session and disrespectful to other students
- You will need to produce a medical certificate if you are sick for more than three days. If you are away for a tangi, family emergency or special circumstances you may be asked to provide proof
- **If a student is absent for a continued two-week period, without an acceptable explanation or medical certificate, the result will be instant dismissal.**
- **If a student is absent for five consecutive days without acceptable explanation, AGC Training will notify Studylink which may affect your Student Allowance**
- **Attendance is required and is reported to various government departments on a regular basis, unexplained or continued absences may result in any other benefit/allowances you receive being cancelled.**
- If management feel that repeated absences are affecting your training, you may be dismissed from course
- Students must adhere to hygiene requirements, along with responsibility for your own actions and self, due to issues around Zoonoses (diseases that people can catch from animals). Please inform the staff if you are pregnant or if you have any health conditions that we need to be aware of
- Students who are studying Vet Nursing, Rural Animal Technician or Agriculture programmes, we recommend you are up to date with your tetanus and lepto immunisation

STUDENT DISCIPLINARY ACTION

DISCIPLINARY PROCEDURE

1. A verbal warning is issued to the student
2. Issue 'Course Requirements Review' during meeting with the Tutor
3. A final warning is issued in writing to the student
4. Dismissal from the course is the final step. You may be dismissed without prior warning in the case of a serious offence

CHEATING/AUTHENTICISM/COPYING

Cheating in any form is completely unacceptable. Any student found to be cheating will have failed the assessment in question and will have to pay the fee for a re-sit assessment, if applicable.

Forms of cheating include:

1. Copying work from another student on the programme and submitting it as your own.
2. Using notes during a closed book exam.
3. Plagiarism - Copying work word-for-word from another source (internet, copying from a book, magazine article or a former student) and submitting it as your own.
4. Any student found to be helping another to cheat, e.g. passing on own work; will also have failed the assessment concerned.

Where an unsatisfactory situation arises, dismissal can be instant and at the discretion of Management, and / or Director.



ANIMAL TECHNOLOGY PROGRAMMES RULES DELIVERED AT WANGANUI VET SERVICES

RISK EXPOSURE

The New Zealand Certificate in Animal Technology (L5) and Animal Care (L3), has many potential risks that students may be exposed to during their course of study. These risks are closely managed, and the overall risk is minimal when applying the strategies identified below.

Risk	Description	Strategies to minimise risk
Lifting	Lifting of animals during work placement in a vet clinic and class handling sessions	Animals >20kg – 2 people to lift, trolley used when applicable Correct lifting technique taught
Bites/Scratches	Animal handling	Animals used during teaching sessions are assessed at low risk Students taught to recognise at risk behaviours in cats and dogs and appropriate approach, handling and restraint methods Current tetanus vaccination recommended
Radiation from x-ray equipment	Exposure during veterinary clinic placement	Persons under the age of 16 or those who are pregnant cannot assist with x-rays All veterinary clinics comply with the current legislation in relation to radiation in veterinary diagnosis Students taught correct procedures and safety protocols
Zoonoses (disease transferrable from animals to humans)	Any animal exposure e.g. ringworm, fleas, mange, toxoplasmosis, toxocara canis, leptospirosis etc	Students taught about zoonotic diseases and appropriate hygiene practices and risk factors
Computers	For study and in veterinary clinic placement	Computer desks set up correctly and correct seating
Sharp Instruments	Needles, scalpels, surgical instruments	Correct techniques for dealing with sharps taught Personal protective equipment worn
Gaseous anaesthetic	In veterinary clinics monitoring animals having surgery and refilling vaporiser	All veterinary clinics comply with Health and Safety legislation – scavenging systems and machine checks etc Any pregnant students will not be able to work with gaseous anaesthesia due to the risk to the unborn child

Risk	Description	Strategies to minimise risk
Chemical/drugs	All veterinary clinics have drugs which may cause illness, burns, cancer or affect unborn children	Health and Safety training is the first thing taught to all students Wearing personal protective equipment compulsory Students with allergies to penicillin or latex are advised to notify the tutor ASAP
Electricity	Risk is if electrical items are used near water	Students taught safety when working with electricity and correct use of the equipment
Fire	Risk anywhere	Students are shown and instructed in fire evacuation protocols
Gas cylinders	Oxygen, Nitrous oxide and compressed air can be in veterinary clinics Highly flammable	Students instructed in safe handling and cylinder strapped to anaesthetic machine or wall at all times
Mercury thermometers (glass)	If accidentally broken and then mercury is toxic and glass is broken	Mercury mops are used if breakage happens Students instructed on safe use of thermometers
Large Animals	Zoonosis or crush injuries	Students are taught large animal handling techniques They are supervised by veterinarians with any contact with large animals in the field during their placements

WORK EXPERIENCE & PLACEMENTS

The objective of work experience placements is to give students the opportunity to observe, learn, and be part of the different aspects of Veterinary Nursing and Animal Care.

Work experience placements are a **compulsory** component of the Animal Technology programmes. Attendance must be at a minimum of 80% in order to fulfil practical components/logbooks and complete the required hours for your programme.

Absenteeism will not be tolerated and will be treated the same as absence from an exam. A medical certificate must be produced if absent from a work placement. Students must inform the placement and their tutor of their absence immediately.

Professional Behaviour:

Course scrubs and Student I.D. Badge are expected to be worn at all times. Appropriate covered in toe footwear must also be worn. **You will be sent home if you turn up inappropriately dressed.**

When on any work placement you are required to exhibit professional courtesy to all staff at all times. No bad language will be tolerated. All workplaces are smokefree.

Students are cautioned against making statements in the presence of owners/clients that could be interpreted as a diagnosis, a criticism of the animal's condition or the person treating the animal. Students must **NOT** give advice on treatments unless specifically instructed to do so by the Veterinarian in charge of the case. Please remember that you are unqualified at this stage.

Confidentiality:

The importance of confidentiality cannot be stressed enough and students must respect client confidentiality at all times. The Veterinary/client relationship is a confidential one and considerable discretion must be exercised.

Carpentry, Animal Care, Vet Nursing and RAT Placements:

You will be required to complete practical placements over the length of your course. These will be discussed further with your tutor.

EMERGENCY PROCEDURES at Wanganui Vet Services

Fire:

Situated outside the teaching room double doors is an emergency plan in case of fire. These plans are positioned throughout the building and have specific instructions for the areas they are in.

Please read and familiarise yourself with the instructions when working in various areas of the building. Also situated throughout the building are fire alarms and extinguishers. Please take note of their whereabouts.

Building Evacuation:

The assembly point for any evacuation is the large Wanganui Veterinary Services (WVS) sign on Somme Parade. Wardens are identified by their fluorescent vests. Please take note of all instructions given by these people. Please do not leave the assembly area until you have been accounted for and have direction to do so.

Earthquake:

In case of earthquake please move carefully to a safe part of the building, eg door frames, under desks or tables. Move away from large windows and glassed areas. Follow warden's instructions and use WVS sign as assembly point.

FEE PAYING POLICY & WITHDRAWAL/REFUND PROCEDURES

A completed enrolment declares that the student has read, fully understood and agrees to abide by the Fee-Paying Policy and the Withdrawal and Refund Procedures of AGC Training.

All fees are to be paid to and held in Trust by Armstrong Barton, Barristers and Solicitors (the Trustee).

The following is the AGC Training Fee Paying / Withdrawal / Refund Policy:

1. PURPOSE or STATEMENT

The setting of fees needs to follow any legislative and funding guidelines and are not designed to be prohibitive to students accessing study. AGC Training has a system to award scholarships and these are considered upon application by the Education Manager who makes a recommendation to the Director with decisions made on a case by case basis.

AGC Training reviews and sets fees annually with a view that fees provide indication of value to learners of the courses and programmes of study we are offering. For all courses and programmes of study set out in the Investment Plan, fees will be determined by the Management Team with a recommendation made to the Director for consideration, no later than 31 October each year.

Fees are to be advertised in all course or programme of study material. Upon enrolment students accept that in signing the declaration they agree to pay all fees associated with their enrolment.

All course or programme of study fees are payable prior to and fall due on the first day of attendance. It is preferable that students are to have made arrangements for payment of the fees requested in the letter of offer by the date of first attendance.

The students are to make these arrangements with Administration, they are designated to receive payments and assist in arranging approved payment options. We have EFTPOS available at the main office. PLEASE NOTE: for payments only, no cash withdrawal facility available.

All fees must be handled in line with Section 236A of the Education Act 1989 and the NZQA Student Fees Protection published guidelines.

Students will have 3 weeks from the first date of attendance to settle the balance owing before these are deemed as outstanding.

Administration will provide regular updates regarding student fee balances to the relevant Tutors to keep them up to date of any outstanding accounts.

All fees must be fully paid before awarding of any Certificates for course completion.

All students who enrol in a course or programme of study must pay the prescribed fees at enrolment unless agreement has been made to pay under an alternative arrangement

The agreed and approved payment methods are;

- a) Covered by a Student Loan once processed
- b) In full prior to or on the first day of course
 - i. On-Line Bank Deposit, with reference
 - ii. Cheque
 - iii. Cash
- c) In equal instalments (preferably by way of Bank Direct Debit)

Enrolled students who fail to pay outstanding fees or make alternative arrangements will be considered as a bad debtor and action will be taken accordingly. All bad debtors will be reviewed by the Director on a case by case basis. The Director is the only person who has authority to write off any bad debt.

Refund and Closure

Domestic students are entitled to a refund if they withdraw from a programme or training scheme as per section 235 of the Education Act 1989

For courses 3 months and over:

- For courses three months or more, the refund payable to a student who withdraws from their course before the eighth day period will be 90% of the programme fees.

After eight days, no refund of fees is given as of right. However, applications for partial fee refunds will be considered in exceptional circumstances by Governance.

For courses less than 3 months:

Programme Length	Withdrawal Period	Refund Amount
Two days or less	None	No refund
Two days but under five weeks	Up to the end of two calendar days of the course commencing	50% of the amount the student paid in respect of the course
Five weeks or more but less than three months	Up to the end of five calendar days of the course commencing	75% of the amount the student paid in respect of the course

Domestic students withdrawing from courses should refer to the PTE's policy below.

1. AGC Training operates an independent trust account and all fees are paid into this account. In the event of closure, the unexpired portion of fees determined on a pro-rata basis relating to the time elapsed in the course is covered.
2. AGC Training will advise Armstrong Barton, Barristers and Solicitors, Whanganui, of amounts payable in the event of a closure. All practicable steps will be taken to ensure payment is made within 15 working days of course closure.
3. Students should attend any meetings arranged for students and they may consult the Qualifications Authority's website concerning course closure. Course closure events are instances that are outside of the student's control and can occur for various reasons such as but not limited to;
 - Regulatory closure
 - Insolvency of a PTE
 - Withdrawal of accreditation or approval by NZQA

Withdrawal

Students are required as part of their enrolment to commit to regular attendance and/or produce evidence to support non-attendance. If students are sick for more than 3 days a medical certificate will be required.

Students can have up to a maximum of two weeks exception from attending course with agreement from AGC Training, after two weeks however, the student will be withdrawn if not in attendance at the start of the third week.

A student will also be withdrawn if for various reasons continuous training is not taking place e.g. habitual absenteeism etc.

A student can voluntarily withdraw from a course or programme of study.

There are two situations where this could occur:

- i) A student identifies that they no longer wish to continue to study what they are enrolled in. They would then fill in the appropriate withdrawal form and hand to the administration department for actioning.
- ii) A student through non-attendance and after being un-contactable meets the criteria above where not in attendance at the start of the third week they must be withdrawn. The administration department will fill in the appropriate withdrawal form and place on the students file.

Any student wishing to withdraw from a course or programme of study must in the first instance notify the programme tutor in writing using the appropriate form. This paperwork needs to state:

- The date they are giving notice
- The Final Day on which they will be attending
- The Reason for their withdrawal

Refunds associated with student withdrawal are to be reviewed by the Director on a case by case basis and only upon written application.

Students could be expelled immediately following a serious offence or as a result of a disciplinary process. In most cases, no refunds will be given in this instance.

2. APPLICABILITY

Fees are an organisation wide responsibility. Management, Staff, Stakeholders and students will all be affected by Fees.

3. RESPONSIBILITIES

The Director - or a person delegated with the authority by the Director - has the final responsibilities associated with Fees and Refunds. Management will make recommendations to the Director on the setting of Fees in relation to the courses or programmes of study proposed annually in the Investment Plan.



EXTERNAL REFERENCES

<http://www.nzqa.govt.nz/assets/Providers-and-partners/Registration-and-accreditation/Student-Fee-Protection/student-fee-protection-policy.pdf>

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

<http://www.legislation.govt.nz/act/public/1989/0080/latest/DLM185743.html>

<http://www.nzqa.govt.nz/assets/Providers-and-partners/Registration-and-accreditation/Student-Fee-Protection/fee-refund-flow-chart.gif>

FREQUENTLY ASKED QUESTIONS

WHAT IS A UNIT STANDARD?

A unit standard specifies key skills and / or knowledge that learners must achieve to obtain a certain level of skill. These are packaged together to form qualifications. Each unit standard is worth a certain amount of credits, unit standards can contain a theory component, a practical component or both.

WHAT IS COURSE STRUCTURE?

Programmes are run throughout the year with students attending theory classes at AGC Training and practicing practical unit standard components on-site or at a work experience placement.

The course Tutors deliver theory assessments and oversee practical assessments in conjunction with the work experience sponsor on-site or on theory day.

The theory notes come in hand-out form and are a resource for future use. Different delivery methods are used, and some classes involve guest speakers or field trips.

HOW DO I KEEP TRACK OF WHAT UNITS I HAVE COMPLETED?

Student progress is recorded in your Individual Education Plan (IEP) booklet. Please ask your Tutor if you would like to discuss your progress.



WHAT KIND OF ASSESSMENTS WILL I HAVE?

Many unit standards require you to complete a written assessment. Once you complete your assessment, your Tutor will mark your assessment.

Once 'competent' your assessment will be filed in your individual student file. If there is still some work to be done on the assessment where your answers need improvement, the assessment will be returned to you as 'not competent' and you will be given the opportunity to re-write or improve the answers that need more work.

If you feel that your work has been marked unfairly or incorrectly, you have the opportunity to appeal the assessment decision.

Follow the same process in the Complaints Procedure. You will have up to three months after the assessment to lodge your appeal.

If you ever feel that you are having difficulty writing your assessments, please discuss this with your tutor.

You are expected to complete your assessment in an honest and integral manner, any work found to be completed by a third party or showing evidence of copying or plagiarism (refer to page 26) will result in your assessments being returned as failed.

If you believe you qualify for special assistance (reader/writer) you should inform your tutor.

***THERE IS ALWAYS HELP AVAILABLE TO YOU
ALL YOU HAVE TO DO IS ASK!***



USEFUL INFORMATION

If you have any worries or problems that are affecting you while on course these free services may be able to help.

Youth Services Trust: 348-9935

7 Park Place

Offers free health (including a doctor/nurse clinic, counselling etc..) and other youth support services.

WAM – Whanganui Accident and Medical Clinic: 349-0037

100 Heads Road (in the Emergency Department area at the Hospital)

Medical and Health care provider for anyone not registered with a Doctor.

Whanganui Learning Centre: 348-4950

232 Wicksteed Street

You can get free help with reading, writing and maths

The Women’s Network: 345-6833

75 St Hill Street

Women can get help and advice here about many different problems and issues. Drop in anytime

C.L.A.W. Community Legal Advice Wanganui: 348-8288

72A Guyton Street

You can get free legal advice here about anything

You will need to make an appointment

Citizen’s Advice Bureau: 345-0844

120 Guyton Street

For advice on tenancy issues, consumer advice, legal issues, contacts with other community groups etc.

Wanganui Budget Advisory Services: 345-3746

183 Wicksteed Street

If you are having money problems these people can help you to manage your money – at no cost to you. You will need to make an appointment.

TŪ TAUTOKO TĀTOU

WHERE TO GO FOR SUPPORT



SUICIDE CRISIS HELPLINE
For all ages | 24 / 7
0508 TAUTOKO
0508 828 865



KIDSLINE
For ages up to 18
24 / 7
0800 543 754



0800 WHAT'S UP
For ages 5 - 15
Mon - Fri | 1pm - 10pm
Sat & Sun | 3pm - 10pm
0800 942 8787



THE LOWDOWN
For all ages | 24 / 7
thelowdown.co.nz
TEXT 5626



YOUTHLINE
For all ages | 24 / 7
0800 376 633
TEXT 234



SAMARITANS
For all ages
24 / 7
0800 726 666

DEPRESSION HELPLINE
For all ages | 24 / 7
0800 111 757
TEXT 4202

SKYLIGHT
For all ages
Mon - Fri | 9am - 5pm
0800 299 100

LIFELINE
For all ages | 24 / 7
0800 543 354

VICTIM SUPPORT
For all ages | 24 / 7
0800 842 846

HEALTHLINE
For all ages | 24 / 7
0800 611 116

FAMILY SERVICES DIRECTORY
familyservices.govt.nz
0800 211 211

Tupoho Iwi & Community Social Services Trust



TUPOHO IWI & COMMUNITY SOCIAL SERVICES

Social work and counseling.
For all ages
Mon - Fri | 9am - 5pm
Contact Katarina Sheperd:
(06) 345 2042
64 Campbell St, Whanganui



SUPPORTING FAMILIES IN MENTAL HEALTH

Support, information, education, advocacy and peer support groups.
For all ages Mon - Fri | 9am - 4.30pm
Contact Fiona Wakeling:
(06) 345 3301
210 Wicksteed St, Whanganui



TE ORANGANUI

Kaupapa Maori support services and mental health.
For all ages
Mon - Fri | 9am - 5pm
Contact Sharon Crombie:
(06) 349 0007
57 Campbell St, Whanganui



YOUTH SERVICES TRUST

Support services for young people, counseling, health nurse, youth workers.
For ages 10 - 24
Mon - Fri | 9am - 5pm
Contact Jean Benge:
(06) 348 9935
39 Drews Avenue, Whanganui



WHANGANUI HOSPITAL
(06) 348 1234

WDHB MENTAL HEALTH SERVICE
(06) 348 1234

CRISIS MANAGEMENT TEAM
0800 653 358

INFANT, CHILD, ADOLESCENT MENTAL HEALTH & ADDICTION SERVICES
Mon - Fri | 8.30am - 5pm
(06) 348 1901 | 0800 653 358

For primary health treatment, preventive care and health education please contact your General Practice (GP) team

www.wrpho.org.nz

If you believe you, or someone you know, may be in immediate danger, please call



NGĀ TAI O TE AWA

142 Guyton St,
Whanganui 4500
06 348 9902



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Talk to us if you need more information; we're here to help!

**Phone: 0800 348 8215 (NZ Only)
or + 64 6 348 8215**

Email: info@agchallenge.co.nz

Web: www.agchallenge.co.nz

Facebook: AGC Training

Post: PO Box 674, Whanganui 4540

Visit: 312 No.3 Line, Whanganui 4582

“Challenge your future”

