

# Learner Handbook 2021



**TRAINING**  
FOR INDUSTRY  
CHALLENGE YOUR FUTURE | WHAKAAEHIA TO WERO

# Kia Ora and Welcome

## Whakatauki | Proverb

Ko te manu kai i te miro, nōna te ngahere

Ko te manu kai i te mātauranga nōna te ao.

The bird that feeds on the miro berry, his is the forest

The bird that feeds on the tree of knowledge, his is the world.

Thank you for choosing AGC Training.

We are committed to helping you gain the skills and knowledge you need to be able to take the next step in your training journey, whether that is into work, or onto further training.

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.

## Table of Contents

Kia Ora and Welcome	2
Our Culture, Our Practice	4
What You Need to Know	6
Keeping You Safe	9
Your Responsibilities	13
Education Information	14
Financial Information	16
The Fine Print	19
Privacy Act	21
Complaints Information	23
Student Disciplinary Procedure	26
Fee Paying Policy & Withdrawal, Refund Procedure	27
If you need some help	32
Contact details	35

# Our Mission, Our Values

## Mission

To provide school leavers and job seekers from the wider Whanganui region with authentic and flexible learning experiences through the delivery of work-ready qualification pathways that leads to employment.

## Values

### *Teamwork*

We work together to get things done. Together we enrich lives and inspire futures.

### *Integrity*

We do what we say we will do and act with responsibility. We trust and support each other. We understand we are responsible for our choices and actions that impact on others.

### *Compassion*

Everyone is a unique individual and is worthy of respect, fairness, honesty, and openness.

### *Community*

We honour Aotearoa's unique heritage. Our connections with our stakeholders and community are an integral part of our success.

### *Ingenuity*

We are clever and resourceful. We are curious and responsive to change. Learning is a journey. We celebrate milestones together.



## What You Need to Know

There are certain guidelines and rules you need to be aware of as a student at AGC Training. It's important you learn about these rules and guidelines, as they are there to help keep you safe and ensure you experience success with your programme of study.

All students will be told about the rules and specific guidelines for each class, at the beginning of their programme. If there is anything you are not sure about, please just ask your tutor.

### 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 the required number of study hours needed to pass the qualification.

Students are not to leave AGC Training or work placement during training hours without permission from their tutor.

If you are going to be absent or late for any reason, you must contact your tutor via the freephone number 0800 348 8215, or the AGC Training's Office, by 8.30am in the morning.

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, so that we can support you.

Absence from an assessment must be accompanied by a medical certificate. This will enable you to sit a retest later and not jeopardise your course marks.

If you don't attend regularly, you may be sent a warning letter, and then you could be dismissed.

## Withdrawal

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

If you do not inform us when you withdraw it could end up costing you money if you continue to receive your allowance. You may have to pay this money back.

## 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 AGC Training. Ask at the Administration Office if you'd like more information.

## Smoking and Vaping

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

## Visitors

All visitors must report to the main office or to the staff member 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 as soon as possible.

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

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 a person's 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 from class or 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.**

Students are encouraged to only bring personal property to class if it assists with your learning.

## Gang Colours

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

## TEC Literacy and Numeracy Assessment Tool for Adults

The Tertiary Education Commission (TEC) is the government funding organisation for 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.

## Keeping You Safe

Your safety is important to us and we are committed to ensuring that students and staff are safe from injury and potential health hazards. To keep you safe, you must always follow the instructions given to you by an AGC Training staff member.

AGC Training wishes to provide a safe working environment for staff, students and all visitors to our 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.

Health and Safety Policy/Notices are displayed around AGC Trainings sites, and must be adhered to at all times, for everyone's sake.

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 us 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 students, security cameras are operating throughout the premises of Wanganui Veterinary Services.

### Workshops and Classrooms

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 and workshops 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. **If you're not sure, please just ask.**

### Report Accidents and/or Near-Miss Incidents

You must report to your tutor or 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 to your tutor immediately.

If you receive an injury you must report it immediately to your tutor or supervisor, who will record it in the accident register.

If an injury is not reported on the day it 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 staff member and call 111 (remember to state the precise location and nature of the emergency).

## Jewellery and Hair Hazards

If an item of 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.

## Fire Emergency

Please 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 staff.
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

It is important to routinely check that electrical equipment, gas taps, etc. are turned off, and doors to rooms and staircases kept clear. **Smoking is only permitted in designated areas.**

## Earthquake

In case of earthquake please 'Drop, Cover, Hold'. If possible, move away from large windows and glassed areas. Follow the Fire Warden's instructions and if evacuation is required, move to the designated assembly point quickly.

## [A Summary of our Safety Guidelines](#)

Make sure you:

- Always follow the instruction of the staff
- Ask when you are in doubt
- Report all accident and near misses
- Use correct tools and equipment
- Keep the workplace clean and tidy
- Have all injuries, however small, properly attended to
- 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 always a priority
- Be aware of the need for any safety measures, safety equipment and protective clothing at all times.

## Your Responsibilities

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

All students are required:

- To observe all AGC Training health and safety rules
- To be responsible for your own learning. If you do not attend, 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
- Students must adhere to hygiene requirements, along with responsibility for your own actions. 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 Rural Animal Technician or Agriculture programmes, we recommend you are up to date with your tetanus and lepto immunisation
- 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 could be 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 or allowances you receive being cancelled.

# Education Information

## Assessments

### About Assessments

Each course has a level and a credit value. Courses at higher levels indicate 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.

### Course Assessment

Students are required to meet all the performance criteria in order to demonstrate competency in each element of a course. 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

Generally, three attempts can be completed in total. If the third attempt is still unsuccessful, the course 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, for example a field trip setting or Marae stay, 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

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.

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 will result in your assessments being returned as failed.

If you are struggling with your assessments, please speak to your tutor. If you believe you qualify for special assistance (reader/writer) you should also inform your tutor.

There is always help available for you, please just ask.

## Financial Information

### Studylink, Loans and Allowances | Work and Income | Financial Assistance

Students studying 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 the programme fees 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 2021
- 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](http://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.

# The Fine Print

On the following pages you will find the following:

- Information about the Privacy Act
- Complaints Information
- Student Discipline Information
- Fee Paying Policy and Withdrawal / Refund Procedure



# The 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 your period of study.

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 (TEC) may also collect information about you from those agencies.

How they use this information

They use this information to:

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

You can see the information

Information about you is held by AGC Training and the TEC. 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 has been 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 rules have been broken

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

## 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.

### Complaints Policy and Procedure

#### 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 Learning and Development Team Leader. All formal complaints will be handled through AGC Training's Quality Management System (QMS) – a copy of our QMS is available upon request.

The Learning and Development Team Leader will keep meeting minutes and notes to assist follow-up. At the end of the process they will write to all parties with an outcome statement which should be signed by you and AGC Training. 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](mailto: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.

# Student Discipline

## Student Disciplinary Procedure

1. A verbal warning is issued to the student
2. Issue a document called '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, Plagiarism, 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/or at the discretion of the Leadership Team, and / or the Director.

## Fee Paying Policy and 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 Policy and Withdrawal / Refund Policy:

### 1. Purpose

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 and Training Act 2020 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

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:*

<b>Programme Length</b>	<b>Withdrawal Period</b>	<b>Refund Amount</b>
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

## Course Closure

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 student's 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.

#### 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>

## If you need some help

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**

39 Drews Avenue

Offers free health (including a doctor/nurse clinic, counselling) 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**

Ladies; Rest Building, 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**

236 Victoria Avenue

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](http://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!**



Freephone	<b>0800 348 8215</b>
Phone	<b>(06) 348 8215</b>
Email	<a href="mailto:info@agctraining.co.nz"><u>info@agctraining.co.nz</u></a>
Web	<a href="http://www.agctraining.co.nz"><u>www.agctraining.co.nz</u></a>
Facebook	<b>AGC Training</b>
Visit	<b>312 No.3 Line, Whanganui, 4582</b>
Post	<b>PO Box 674, Whanganui, 4540</b>

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