

The Fine Print

In this booklet you will find the following:

- Information about the Privacy Act
- Complaints Information
- Student Discipline Information
- Financial Matters
- 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, lodged within 30 days of the incident and referred to AGC Training's Learning and Development 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 Learning and Development Manager 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

Response from AGC will be communicated and agreed with the complainant (dependant on the severity of the complaint) promptly and to the best of our ability within a 30 day timeframe.

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.

Complaints Procedure



PROBLEM



First speak to your tutor, campus support or learner support
OR You can fill out a complaint form (from the office)



If you feel that the problem has not been resolved, contact Sally, our business Manager - 021 210 6650

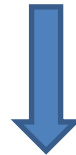


If you not satisfied with the outcome of the internal complaints process, or are still deadlocked after two months – you can lodge a complaint with the Quality Commission – PO Box 9514, Marion Square, Wellington 6141
Ph: 04 472 2757

Email: commissioner@qualitycommission.co.nz

Web: www.qualitycommission.co.nz

Alternatively, you can go to: [Student complaints about an education organisation » NZQA](#)



Or if you still feel the matter has not been resolved fairly, contact
THE NZQA COMPLAINTS OFFICER at 0800 724 357
Or write to: The Complaints Officer, AAA, NZQA, PO Box 160, Wellington.



Student Discipline

Student Disciplinary Procedure

1. A verbal warning is issued to the student.
2. If behaviour/issue doesn't improve: A letter of expectation will be issued and discussed. A meeting will be arranged between the learner, tutor and the learner support team. An agreement is made when this letter is signed.
3. If behaviour/issue still doesn't improve: A final warning is issued in writing to the student.
4. Dismissal from the course is the final step.

Where an unsatisfactory situation arises, dismissal can be instant and/or at the discretion of the Leadership Team, and / or the Director. 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. 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 (for Level 5 programmes).
3. Any student found to be helping another to cheat, e.g. passing on own work; will also have failed the assessment concerned.

Financial Matters

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 assistance from Work and Income. You are to 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>



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. To study with a tertiary organisation 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 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.

TTAF

Another government funded initiative is The Targeted Training and Apprenticeship Fund (TTAF; also known as free trades training). TTAF will support learners to undertake vocational education and training without fees. It is targeted towards industry skill needs where demand from employers for these skills will continue to be strong, or is expected to grow, during New Zealand's recovery period from the impacts of COVID-19.

The TTAF will cover fees from 1 July 2020 until 31 December 2022. Eligibility applies to the construction and agriculture sectors at AGC Training and includes our Carpentry L3, Milk harvesting L3 and or Rural Animal Technician L5 courses.

[Targeted Training and Apprenticeship Fund \(free trades training\) | Tertiary Education Commission \(tec.govt.nz\)](#)

[Finding out is easy and we can help.](#)

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 Learning and Development 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 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:

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

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>