



+IMPAC

Less risk, safe people, better business



LEARNER HANDBOOK

IMPAC PUKAPUKA ĀKONGA

Certificate in Occupational H&S Leadership



+IMPAC

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AN OVERVIEW OF IMPAC

IMPAC is an **Incorporated Limited Liability Company (977706)** registered 16 September 1999 under the provisions of the Companies Act 1993.

IMPAC has been a **NZQA registered Private Training Enterprise (PTE)** since 2000 and a **category one PTE**.

IMPAC is New Zealand's leading health and safety solutions provider – we take the time to understand our clients' health and safety requirements and work with them to diagnose, recommend and deliver relevant, practical solutions, including:

- + **A comprehensive training portfolio** and the only NZ based NEBOSH Gold Status Learning Partner
- + **Innovative, locally developed** health and safety IT management and analytics systems
- + **PREQUAL** contractor pre-qualification programme
- + A team of **highly experienced and qualified consultants** who help guide health and safety leadership and solutions in organisations across the country.





Recognising **people** are an organisation's greatest strength, our goal at IMPAC is to ensure **everyone gets home safe from work every day.**

NZQA External Evaluation and Review

IMPAC has an External Evaluation and Review conducted by NZQA every four years. The purpose of this external evaluation and review report is to provide a public statement about IMPAC in its capacity as a Private Training Organisation (PTE) regarding educational performance and capability in self-assessment in accordance with the requirements of course approval and accreditation under Sections 258 and 259 of the Education Act 1989.

The external evaluation and review forms part of the accountability process required by Government to inform investors, the public, students, prospective students, communities, employers, and other interested parties. It is also intended to be used by IMPAC itself for quality improvement purposes.

NZQA has awarded IMPAC a high rating for a Tertiary Education Organisation for its educational performance

because of its findings during the External Evaluation and Review (EER) of IMPAC in 2019.

The NZQA findings are Highly Confident for IMPAC's educational performance and Confident in its self-assessment capability. IMPAC is delighted to receive this positive acknowledgement. Achieving this level of external quality assurance reflects the commitment IMPAC has to its students, staff, and employers and other stakeholders within our communities of interest. With a practical, experienced approach that recognises risk is inherent in life, IMPAC works closely with organisations and government agencies across the country to help drive strongly engaged cultures that prioritise health and safety.

PROGRAMME OVERVIEW

Qualification	New Zealand Certificate in Workplace Health and Safety Practice (Level 4)
Programme Title	Certificate in Occupational Health and Safety Leadership (Level 4)
Learning Hours	600 Hours A minimum of 80 hours will be spent in facilitator directed learning activities, face to face and/or online. The remaining at least 520 hours will be spent on assignment based self-directed learning, applying their new skills and knowledge in a variety of contexts including their home, workplace and/or community.
Duration	Students enrolled have two years to complete the programme. * * <i>If required students can apply to IMPAC for an extension of this programme</i>
Entry Requirements	<ol style="list-style-type: none">1 Learners must be over the age of sixteen.2 Learners need proficient understanding of the English language, literacy, and numeracy3 Learners must be able to apply their developing skills and knowledge in a workplace or community, preferably in a role that requires at least some health and safety risk assessment and communication.* <p><i>*Students will be required to complete enrolment form to confirm they meet the entry requirements and provide contact details for an individual (Manager, Supervisor or Peer) who can verify entry requirement three is meet.</i></p>
Pre-Requisites	Learners who enrol into this programme must meet at minimum one of the following criteria: <ul style="list-style-type: none">+ Hold one or more of the below qualifications:<ol style="list-style-type: none">a National Certificate in Occupational Health and Safety - Level 3b New Zealand Certificate in Workplace Health and Safety – Level 3c National Certificate in Occupational Health and Safety - Level 4; ord An equivalent professional qualification or academic achievement; or+ Significant industry based applied knowledge and experience <p><i>*Students will be required to complete an enrolment form and asked to confirm they meet the pre-requisites and to provide specific details e.g., qualification name.</i></p> <p><i>IMPAC may request during the processing of an application verification of the criteria, for example a copy of a student's qualification parchment or an attestation from an individual (Manager, Supervisor or Peer) who can verify the student has significant industry based applied knowledge and experience.</i></p>

The programme is approved by the New Zealand Qualifications Authority under section 439 of the Education and Training Act 2020, and Impac Services Limited is accredited to provide it under section 441 of the Education and Training Act.

Kua whakamanatia tēnei akoranga e te Mana Tohu Mātauranga o Aotearoa i raro i te wāhanga 439 o te Ture Mātauranga me te Whakangungu 2020, ā, kua whakamanatia hoki a Impac Services Limited ki te whakahaere i taua akoranga i raro i te wāhanga 441 o te Ture Mātauranga me te Whakangungu 2020.

A woman with dark hair pulled back, wearing a dark sweater, is smiling and looking towards the right. She is in a meeting room with other people in the background. A blue text box is overlaid on the top right of the image.

E kore e mutu te ako

Learning is a journey
not a destination

PROGRAMME CONTENT

Compulsory Courses (62 Credits)

COURSE NAME	UNIT STANDARDS ASSESSED	CREDITS	LEVEL	DELIVERY METHOD	PUBLIC PRICE* <i>Excl. GST</i>
H&S Leader: Leadership and Culture	30269	4	4	Blended learning	\$875
H&S Leader: Training & Competency	30271	5	4	Blended learning	\$875
H&S Leader: H&S Risk Management Systems	5616	10	4	Blended learning	\$875
	30267	5	4		
	30268	5	4		
Working with Multiple PCBUs: Contractor Management	17595	8	4	Blended learning	\$875
	30270	10	4		
Auditing HSMS	5619	15	4	Blended learning	\$1495

*Please note pricing indicated is subject to change.

Course Delivery Methods

IMPAC offers courses through a range of different delivery methods. Please see below an explanation of each delivery method offered by IMPAC.



FACE TO FACE

A short term (traditionally 1- or 2-day) courses that include interactive small group work, individual exercises, and individual support from an IMPAC trainer.



ONLINE TRAINING

Synchronous learning short term (traditionally 1- or 2-day) courses delivered via Zoom by an IMPAC trainer. This includes interactive small group work, individual exercises, and individual support from an IMPAC trainer.



ELEARNING (DISTANCE)

Learners are self-directed through the course in IMPAC's learning management system. To successfully complete the course and be successfully assessed in the unit standard they are required to complete interactive course modules including reading content, watching videos, and completing activities and an assessment. This course is completed at a learner's own pace and they are provided individual support from an IMPAC trainer and access to forums to communicate and collaborate with other learners.



BLENDED LEARNING

Blended learning is when a learner attends a short-term face to face or online course but completes and submits for marking an off-course assessment in IMPAC's learning management system. This assessment paper is required to be completed off-course as the learners need to complete practical assignments and demonstrate on job applications of skills in planning, executing, and reviewing communication and risk assessment, for example issuing a permit.



FINANCIAL COMMITMENTS

As students can enrol in the courses for this programme over an extended period, they are not required to pay the entire programmes fees in advance. Instead, students will be required to pay the individual courses fees before commencing the specific course.

IMPAC's cancellation policy

For IMPAC's latest cancellation policy please go to the below webpage:

<https://impac.co.nz/training/training-cancellation-policy/>

**Please note that IMPAC will refund paid programme or course fees to the original payer as required under section 235, 235a of the Education Act 1989.*

PERSONAL INFORMATION

Please note your personal information including your full name, gender, ethnicity and date of birth is required to identify your record of learning in the databases of IMPAC, New Zealand Qualifications Authority (NZQA) and the National Student Index (NSI). This information is shared with NZQA and NSI for statistical and reporting purposes.

All responses to our question asking for vaccination status at the time of booking training on our website or at signing in at our office or site will be securely stored within IMPAC's training or visitor registration systems, but no medical documentation or verification of vaccination is stored.

Students response information is available to limited IMPAC staff only as is relevant and specific to the students presence at our office or site. This information will not be shared with any third party.



NZQA ASSESSMENT PROCESS

NZQA assessment requirements will be explained by your trainer. Assessment can be verbal if required and your trainer will work through this with you.

Please let us know of any concerns you may have about completing the assessment criteria.

Please note that assessment in te reo Māori is allowed but you must apply in writing in advance to our training office.

Re-Assessment

If required, your trainer or the nominated IMPAC assessor will advise you what you need to do to complete a re-assessment.

Appeals of Results

If you would like to appeal your results please contact our Training Manager on 0800 246 722 in the first instance.

Your assessment can be re-marked by another IMPAC assessor if you are unhappy with your result and if you are not satisfied following re-marking, you can ask for independent moderation from the Industry Training Organisation (ITO).

Reporting of Results

Students who have completed training through IMPAC are issued with a certificate to confirm that they have been deemed competent. Those Unit Standards awarded are recorded on the learner's Record of Achievement with NZQA and when required, the host employer is notified of the employee's achievements. This is so these can be recorded and used in any records of Occupational Health and Safety training.

ADDITIONAL SUPPORT IMPAC CAN OFFER

Students are deliberately included in a safe and enabling learning culture at all IMPAC courses. Trainers make sure students know they can comfortably and confidentially raise any issues with their trainer about their training and situation generally.

We ask if possible that you let IMPAC know of any special learning difficulties or physical impairments. Our trainers have been provided a range of techniques and on-going support to support learners with these difficulties. For example, learner with language barriers or broken arms can be assessed through verbal assessment, dictation etc.

COMPLAINTS PROCEDURES

IMPAC aims to assist all students to resolve any complaints, disputes and grievances as quickly and efficiently as possible. All students are entitled to a fair hearing. To ensure this happens, you may follow the steps outlined in the following procedure:

If you are having problems with another person (student):

- 1 Firstly, try to sort the problem out with the person concerned.
- 2 If the problem is not resolved, then approach your Trainer who will try to assist you to resolve the problem.
- 3 If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing to the Trainer within 10 working days of the cause of complaint or grievance stating fully the matter for concern.
- 4 The Trainer shall reply formally in a written reply within seven days, with the decision to assist you to resolve the problem.

For cases where complainant is not satisfied with the above:

- 1 If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing within seven days of the receipt of written reply from Trainer, to the Head of Training, enclosing both the original letter of complaint to the Trainer and the latter's response.
- 2 The Head of Training shall consult appropriately. Both parties shall be informed of the decision in writing within 10 working days.
- 3 You may request a meeting with the Head of Training after lodging a formal complaint in writing. A support person may accompany you. The Head of Training will assess the situation and take necessary action to resolve the problem.

For cases where a complaint is still not resolved satisfactorily:

You may lodge a formal complaint in writing with the NZQA via one of the following modes:

PO Box 160, Wellington

0800 72 4357

helpdesk@nzqa.govt.nz

If you have a concern or complaint regarding your course or course Trainer:

- 1 Approach your Trainer who will try to assist you to resolve the problem.
- 2 If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing to the Head of Training within seven days of the cause of complaint or grievance stating fully the matter for concern.
- 3 The Head of Training shall consult appropriately. Both parties shall be informed of the decision in writing within seven days.
- 4 You may request a meeting with the Head of Training after lodging a formal complaint in writing. A support person may accompany you. The Head of Training will assess the situation and take necessary action to resolve the problem.

If a third-party has a concern or complaint about IMPAC:

- 1 Please contact IMPAC's training team (training@impac.co.nz or 0800 246 722) to discuss your concern or complaint.
- 2 If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing to the Head of Training within seven days of the cause of complaint or grievance stating fully the matter for concern.
- 3 The Head of Training shall consult appropriately. Both parties shall be informed of the decision in writing within seven days.
- 4 You may request a meeting with the Head of Training after lodging a formal complaint in writing. A support person may accompany you. The Head of Training will assess the situation and take necessary action to resolve the problem and ensure continuous improvement.

If the matter is not resolved satisfactorily

You may lodge a formal complaint in writing with the NZQA via one of the following modes:

PO Box 160, Wellington

0800 72 4357

helpdesk@nzqa.govt.nz



Make a complaint about IMPAC

If you have a complaint about IMPAC, you should use the procedure outlined on the previous pages in the first instance. If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing using the following NZQA Complaints links.

- + <http://www.nzqa.govt.nz/assets/About-us/Complaints.pdf>
- + <http://www.nzqa.govt.nz/assets/About-us/Complaints-Form.pdf>

These documents explain the procedures - when, why and how – in making a formal complaint.

It is your responsibility to discuss any grievances with personnel from IMPAC before you take these grievances outside the organisation. After you have been given an opportunity to express your concerns, a plan will be developed to deal with the issue, in consultation with you. All discussions will be documented, and you will have access to this documentation.

Confidentiality of Grievances

To protect the complainant their concerns will be handled in the strictest confidence and, if necessary, they will be referred to expert help outside the organisation. No information or documentation they have provided will be handed over to an outside organisation without their permission. The lodging of a grievance will not affect a student's ability to continue studying, or receiving other services they are eligible to from the organisation.



Unprofessional Conduct

Unprofessional Conduct is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination.

If you engage in malpractice, such as copying, using unauthorised notes or aids, or sharing your written papers so that another student may copy them, you will be liable to disciplinary action.

The penalties for unprofessional conduct in an assessment range from the issuing of a 'not competent' result in the subject being assessed, to exclusion from IMPAC courses for a specific period of time.

Cheating

A student shall not cheat or attempt to cheat in any assessment. A person, whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment.

Where a Trainer/Assessment Supervisor believes that a student is cheating, the student will be instantly informed of such, but allowed to finish the assessment.

The Assessment Supervisor will prepare a written report on the alleged cheating and attach the report to the student's assessment paper.

The matter will then be referred to IMPAC's Training Manager for appropriate action as outlined under Disciplinary Action.

Misconduct is a Disciplinary Offence

Misconduct of a Student is any behaviour which:

- + Disrupts the learning of others
- + Prevents staff members from performing their duties
- + Endangers the health and safety of staff or students/ trainees
- + Interferes with the conduct of IMPAC operations

Misconduct is a disciplinary offence and includes but is not limited to:

- 1 Wilfully obstructing or disrupting any IMPAC meeting, activity, class or assessment.
- 2 Wilfully carrying out behaviour that may be detrimental to the health and safety of other students/ trainees or staff.
- 3 Any form of harassment, whether based on gender, race, age, sexual preference or religious belief.
- 4 Wilfully damaging, or wrongfully dealing with, any of IMPAC's property or the property within premises under the control of IMPAC.
- 5 Assaulting or attempting to assault any person within IMPAC.
- 6 Drunken and disorderly behaviour on premises under the control of IMPAC.
- 7 Cheating and plagiarism.
- 8 Making a false representation as to a matter affecting student/trainee status.
- 9 Breach of any rules relating to conduct of assessment.
- 10 Any indictable offence which impinges on IMPAC operations.
- 11 Possession of prohibited or dangerous articles.
- 12 Breaching Workplace Health & Safety responsibilities.

Disciplinary Action

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the student rules as set out in this Handbook. You can appeal against certain penalties. (Refer to Complaint Procedure and/or Appeal Procedure) Your penalty might then be reduced, removed, or increased.

Consequences of Misconduct

First Offence - In the first instance (a first offence), a verbal warning shall be issued, and counselling shall be provided to the student advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and the student receiving the disciplinary action and this record shall be placed in the student file.

Second Offence - A Formal written warning will be issued to the student advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a Third time.

A record of this written warning shall be documented, dated and signed by the Training Manager, the person issuing the warning/counselling and also the student receiving the disciplinary action and this record shall be placed in the student file.

Third Offence - A third offence will result in the removal of academic privileges by IMPAC. The student will be advised of the time to attend a meeting with the Training Manager and the person issuing the disciplinary action.

The student will be provided with the reason for this disciplinary action in writing, and any comments the student makes in relation to the misconduct should be documented.

A copy of this record shall be dated and signed by the Training Manager, the person issuing the disciplinary action and the student receiving the disciplinary action and this record shall be placed in the student file.

If the student has acted in, or engaged in any 'Serious Misconduct' the following steps shall be taken:

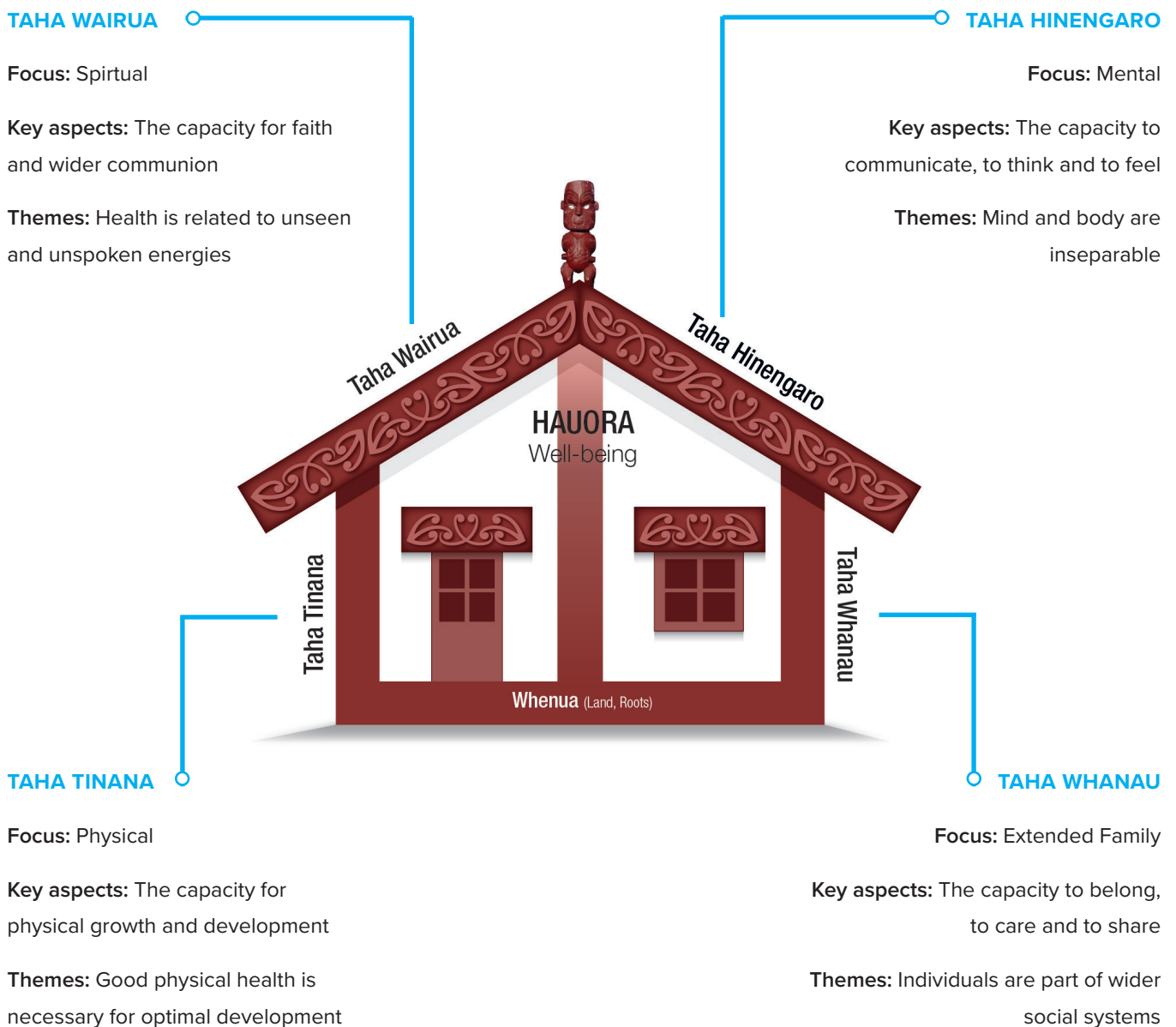
- 1 The student shall be immediately suspended for 24 hours from attendance at class.
- 2 The Trainer shall advise the Training Manager immediately and provide a written statement, which details the circumstance of the student suspension.
- 3 The student will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Training Manager.
- 4 The student will be provided with the reason for this disciplinary action in writing, and any comments the student makes in relation to the misconduct, along with the disciplinary action taken as a result, should be documented. A copy of this record shall be dated and signed by the Training Manager, the person issuing the disciplinary action and the student.
- 5 The student receiving the disciplinary action and this record shall be placed in the student file.
- 6 The student shall also be advised in relation to their right of appeal against certain penalties.
- 7 The Training Manager shall give the student a reasonable opportunity to be heard in relation to the misconduct and may then either:
 - a Modify or dismiss the charge.
 - b Reprimand and warn the student/trainee against repetition of the breach of discipline.
 - c Suspend the student/trainee for a period not exceeding 14 days, which shall include any period of suspension.
 - d Remove Academic Privilege and Student from the course.

STUDENT WELLBEING

Wellbeing is fundamental to individuals' health and overall happiness, and is a complex combination of factors. The Te Whare Tapa Wha model compares health to the four walls of a house; all four being necessary to ensure strength and symmetry, though each representing a different dimension: Taha Wairua (the spiritual side), Taha Hinengaro (thoughts and feelings), Taha Tinana (the physical side), Taha Whanau (family).

Tinana is the physical element of the individual and Hinengaro the mental state, but these do not make up the whole. Wairua, the spirit and Whanau the wider family, complete the shimmering depths of the health pounamu, the precious touchstone of Maoridom¹.

Te Whare Tapa Wha model



¹ DURIE, M. (1994). WHAIORA: MAORI HEALTH DEVELOPMENT. AUCKLAND; NEW ZEALAND: OXFORD UNIVERSITY PRESS

WHĀINGA RAUTAKI ORA (WELLBEING STRATEGIC GOAL)

Our wellbeing goal

Our learners get home from training, to their loved ones safe and well.

Tō mātou whāinga oranga

Ka hoki haumaruru atu, ora atu ā mātou ākongā ki te kāinga i te whakangungu, ki ō rātou whānau.

IMPAC, our clients and students are a team, and together we will meet this goal by taking all reasonable practicable steps, to support and protect the wellbeing of one another including:

- + Creating an inclusive learning environment that supports understanding, acceptance and connection for all
- + Upholding and respecting the cultural needs of learners
- + Respecting and uplifting each others mana
- + Facilitating the building of connections during the course to develop and grow support networks in industry and the community
- + Supporting and encouraging safe work practices
- + Providing a physically safe learning environment



WHANAUNGATANGA
(WHANAU CENTRIC)

AND

MANAAKITANGA
(LOOKING AFTER EACH
OTHER)

EXTERNAL RESOURCES

IMPAC will endeavour to help support our students to stay healthy and keep safe where possible including sharing knowledge of resources.

+ Ministry of Health

The Government's principal advisor on health and disability, improving, promoting and protecting the health of New Zealanders

www.health.govt.nz

+ Healthpoint

Provides up-to-date information about healthcare providers, referral expectations, services offered and common treatments

www.healthpoint.co.nz

+ Dental Care New Zealand

Provides a database registered oral health practitioners
www.dcnz.org.nz/patients-the-public-and-employers/

+ Mental Health Foundation of New Zealand

Provides resources including a database list of some of the free support groups available without a referral

<https://mentalhealth.org.nz>

+ Strengthening Families

The Strengthening Families process connects a whānau or family who require assistance from more than one agency or community service. Together, you discuss the support your whānau or family needs and agree on the steps everyone will take to help you achieve their goals

www.strengtheningfamilies.govt.nz

The following organisations are available to call at any time (24/7):

- + Need to talk? 1737 – free call or text
Trained counsellor and peer support workers

- + The Depression Helpline 0800 111 757
Offers free help for anyone seeking support, tools and information about depression and anxiety

- + Healthline 0800 611 116
Provides free health advice and information

- + Lifeline 0800 543 354
Provide suicide prevention services, mental health support and emotional assistance

- + Samaritans Aotearoa 0800 726 666
Provides confidential, non-judgemental and non-religious support for those experiencing loneliness, depression, despair, distress or suicidal feeling

- + Youthline 0800 376 633
For any young person in New Zealand, or anyone who is supporting a young person

- + Alcohol Drug Helpline 0800 787 797

- + Victim Support 0800 842 846

Other external resources available on IMPACs website include:

- + Family Violence Resources
- + Mental Health, Addiction and Emotional Support Services
- + Cultural Support
- + General Personal Health and Wellbeing resources
- + What to do in an emergency guidance
- + Keeping safe at work
- + Keeping safe in New Zealand
- + Financial and Emergency Assistance

To view more resources please go to:

<https://impac.co.nz/training/student-health-and-wellbeing>

If you need help from the Police, Fire and Emergency New Zealand or you need an ambulance **dial 111** and the emergency operator will connect you to the right place.



HEALTH AND SAFETY

Your Trainer and all persons directing the work of others will share responsibility for the safety of all persons in their charge. They will actively take steps to identify hazards, which could cause harm to persons in their area of control or operation and take prompt action to remove or control, or alternatively report them to another person who has the authority and capability to do so. Trainers/assessors, may delegate safety duties or activities to others, but responsibility remains with them.

Students must take care of their own health and safety and that of their fellow students to the extent of their capability. This means that the students have obligations under workplace health and safety legislation relevant to their jurisdiction including:

- + Students should always act in a manner which protects the health and safety of themselves or any other person while at a course being run by IMPAC
- + Students must carry out safety directions given by members of IMPAC
- + Students must follow all safety rules, procedures and instructions of Trainers, supervisor or any other management person/s involved during their day to day training activities
- + Students should always respect anything provided in the interests of health and safety at IMPAC

NOTE: Students who do not comply with these legal requirements may be committing offences against workplace health and safety legislation relevant to their jurisdiction, which may expose them to civil and/or criminal penalties. Such persons are also in breach of the Student Rules and can face disciplinary action.

Health & Safety Policy

The Health and Safety Policy of IMPAC aims to protect students and others at our workplace or training venues from work-caused injury and ill health and complies with all relevant safety legislation, codes of practice and standards.

Student Health & Safety Briefings

Students will receive a health & safety briefing from the Trainer at the start of the course and prior to any practical activities that may be included in the course.

First Aid

IMPAC recognises that in accordance with Occupational Health and Safety Legislation it has a responsibility to provide first aid assistance to staff and students who sustain an injury while on premises where IMPAC has organised training delivery or the premises supplied by the host employer.

To achieve these responsibilities, IMPAC shall, as far as is reasonably practicable

- + Ensure first aiders are available on site
- + Advise emergency/evacuation procedures

IMPAC'S Unwell Student Policy

If an attendee is (or appears) unwell on the day of training, the IMPAC trainer reserves the right to ask the attendee to leave. The attendee will then be contacted by IMPAC and rescheduled onto another course at no penalty.

COVID-19 Vaccination Policy

IMPAC has a Covid-19 Vaccination Policy that will come into effect if Public Health Guidelines change.

For more information about IMPAC's COVID-19 Vaccination Policy please go to the below webpage:

<https://impac.co.nz/training/vaccination-policy/>

Personal Presentation and Personal Protective Equipment (PPE)

IMPAC has a duty of care to all participants, students, staff and visitors to ensure their safety and welfare. For personal presentation, participants are required to wear appropriate casual attire for any scheduled training session. Covered footwear is essential for some courses as notified in the registration confirmation information. Failure to comply will result in the participant being asked to leave and return at another time.

For programmes that include practical demonstrations and practice the appropriate attire and PPE must be worn. The registration confirmation information will identify this. You may be required to:

- + Wear steel cap boots
- + Bring your own hard hats, ear protection, high visibility vest and wet weather gear
- + Bring your own gloves

Smoke Free Workplace Smoking Policy

It is IMPAC's policy to adhere to the Health and Safety in Employment Act and Smoke-free Environments Act and Associated Regulations.

Drugs, Alcohol and Articles Considered Dangerous

IMPAC prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course or workshop being run by IMPAC. Training will not be delivered to students who are deemed by an IMPAC representative to be under the influence of alcohol or drugs.

If a student was under the influence of alcohol or drug, this would be serious misconduct and the penalties range from exclusion from IMPAC courses for a period of time, to 'Removal of Academic Privilege'.

Breaks

Breaks are provided for morning/afternoon tea and lunch. We will provide the refreshments for our public courses but there may be some in-house courses where it is recommended that you bring your own morning/afternoon tea and lunch, as this is not provided. The registration confirmation information will identify this.

Sensitive Course Material

IMPAC endeavours to minimise the use of sensitive material. Some of the material used on courses may cause distress because these may depict real situations. If you are upset by the material, please talk to your Trainer. Your Trainer is trained to help and can recommend support agencies for further assistance.

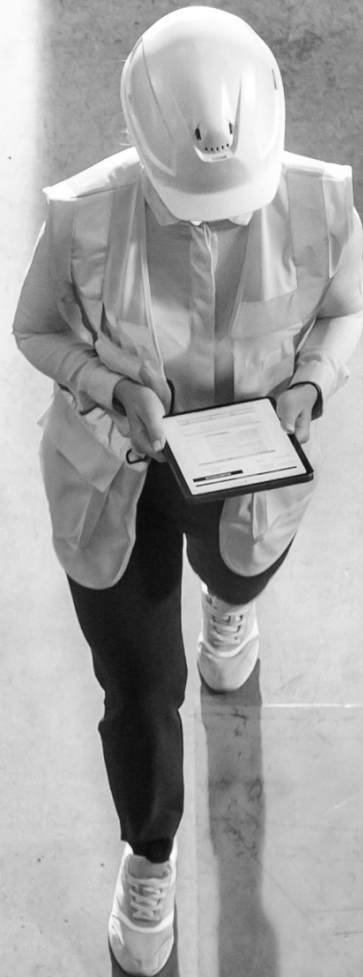


FURTHER INFORMATION

For more information including IMPAC's policy of recognition of prior learning, please go to the below webpage to view IMPAC's full Learner Handbook.

<https://impac.co.nz/training/student-health-and-wellbeing>

To view our course catalogue and upcoming events please go to www.impac.co.nz.



CONTACT DETAILS

Our team can be contacted by phone, email, or mail or in person at our offices.

Please do not hesitate to contact us if you have any questions about any aspect of your training.

0800 246 722

training@impac.co.nz

www.impac.co.nz