



+IMPAC

Less risk, safe people, better business

IMPAC LEARNER HANDBOOK

IMPAC PUKAPUKA ĀKONGA

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

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KIA ORA,

Whether it is preparing for a new role, upskilling with some professional development, or refreshing your knowledge in the subject area; we are pleased you have chosen IMPAC as your provider.

This Learners Handbook contains a summary of the policies, rules and regulations pertaining to general academic programmes. This includes programme details, fees, disciplinary procedures and site information.

We wish you every success with your learning!

Ngā mihi nui,

The IMPAC Team



This Learners Handbook contains a summary of the policies, rules and regulations pertaining to general academic programmes including, programme details; fees; disciplinary procedures and site information. All information is considered to be correct at the time of publishing and the Learners Handbook is updated as required. Neither IMPAC nor any of its officers can be held liable for any information erroneously omitted or incorrectly stated. IMPAC reserves the right to amend all or part of any section as deemed necessary. The latest version of the Learners Handbook supersedes all previous versions. The Learners Handbook is available online at www.impac.co.nz and will be the most current version.

ABOUT THIS HANDBOOK

IMPAC welcomes you and encourages you to familiarise yourself with the contents of this handbook, as well as the contents of course handbooks for specific courses / modules you are undertaking with us. Services provided to students follow the policies, procedures and assessment standards developed to meet the New Zealand Qualifications Authority (NZQA), NEBOSH and IOSH requirements.

IMPAC will provide accurate, relevant and up-to-date information to students prior to course commencement. This will include, but not be limited to:

- + Scope of registration
- + Facilities
- + Application process and selection criteria
- + Fees and costs Involved in undertaking training
- + Ākonga (student) fees protection
- + Ākonga (student) support services
- + Assessment procedures
- + Arrangement for Recognition of Prior Learning (RPL) and mutual recognition
- + Certification to be issued to the trainee on completion or partial completion of the course
- + Competencies to be achieved during the training
- + Complaints and appeal procedure.

Terminology

Throughout this handbook, IMPAC uses the term "Ākonga" or "Student" or "Learner" in all references to individuals registered for learning through our Tertiary Education Organisation. The term "Client" refers to all people (employees, volunteers and employers) seeking to obtain a service from IMPAC. The term "Head of Training" refers to the most senior leader of IMPAC's training division.

AN OVERVIEW OF IMPAC

IMPAC is Aotearoa's (New Zealand) leading full service health and safety solution provider – we are dedicated to building on the passion, knowledge and leadership and commitment to health and safety excellence.

Our Ambition

Everyone gets home from work to their loved ones, safe and well.

Tō mātou hiahia

Ka hoki haumaruru atu, ora atu ngā tāngata katoa i te mahi ki ō rātou whānau.

Our purpose:

Preventing serious harm happening to people as a consequence of work.

Tā mātou kaupapa

Te kaupapa i te pānga o te tangata ki ngā whakatūrorotanga nui nā te mahi.

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 an **IOSH approved training provider** and is the only New Zealand based **NEBOSH Gold Status Learning Partner**.

IMPAC takes 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 high quality training portfolio** that offers a range of competency based training and assessment programmes that provide:
 - a Solutions for individuals that are interested in learning new skills, upgrading existing skills and gaining recognised qualifications
 - b Solutions for employers wishing to improve or maintain employee's qualifications and compliance with New Zealand Legislative and Regulatory requirements.
- + **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.
- + A **comprehensive product range** for **safety equipment** and supply services from **world leading** manufacturers.
- + **TalentBank** - a recruitment service connecting Health and Safety professionals with organisations.

To view IMPAC's full range of services please go to: www.impac.co.nz

To view IMPAC's course catalogue please go to: <https://impac.co.nz/training/course-catalogue>

Ō mātou uaratanga whakangungu (Our Training Values)



WHANAUNGATANGA (WHANAU CENTRIC)

AND

MANAAKITANGA (LOOKING AFTER EACH OTHER)

We value and nurture our relationships with our students, colleagues, clients, industry and the wider community.

We pro-actively take steps to support and protect the wellbeing of one another and to respect each other.



TOHUNGATANGA (EXPERTISE)

AND

KAITIAKITANGA (GUARDIANSHIP)

We will continue to pursue and grow our expertise so that we may pass on knowledge, ideas and practical tools to our students, colleagues and others. Together we will work to ensure a sustainable future for all.



TIKANGA (APPROPRIATE ACTION)

We will strive to ensure that the tikanga of our people and students is respected, actioned and acknowledged in all of our outcomes.



RANGATIRATANGA (LEADERSHIP)

We will lead by example and do what feels right by demonstrating exemplary leadership and governance, maintaining a high degree of integrity and ethical behaviour in all actions and decisions we undertake.

+IMPAC Business

IMPAC Services Ltd is the parent company in the group, which consists of the following separate divisions and entities:

RISK MANAGER :MEXPRESS	Our cloud-based software solutions are designed to provide risk management processes to meet health and safety requirements and keep people safe. Choose between our cost effective, set-up-and-go solution RM Express - ideal for small to medium organisations; and Risk Manager, with its fully customisable range of modules which can be tailored to the needs of larger organisations.
CONSULTING	We work alongside businesses and organisations to understand their challenges and opportunities. Our hugely experienced consulting team assess, advise, investigate and deliver relevant and practical solutions , applying a sensible risk management approach to Health & Safety.
PREQUAL	Our pan-industry solution to help identify safe contractors . PREQUAL contractor pre-qualification provides an independent, thorough assessment and reporting of a contractor's health and safety systems, insurances, quality and environmental practices and processes.
TRAINING	We deliver New Zealand's most comprehensive portfolio of health and safety training across the country, from Board level Governance, through to practical courses for frontline supervisors and workers. Our highly experienced training team provide engaging interactive scenarios from NZ workplaces to help students develop relevant safety knowledge and skills. We are the only accredited NZ based Gold Status NEBOSH Learning Partner.
VRCOMPETENCY	Our innovative virtual reality programme to quickly and effectively upskill operators of motorised vehicles and machinery in a safe and risk free environment. Our courses accelerate training times, improve and certify skills and offer continuous learning.
TALENTBANK	With our unrivalled industry experience and wide network of talent, our specialist recruitment service helps to connect the right H&S people to an organisation's contract or permanent roles. We fully understand our clients' resourcing needs and know the best way to help H&S professionals build a better career.
SAFEWORX	We supply a comprehensive range of quality standards appraised workwear, personal protection and safety equipment , online and at retail branches nationwide. Our expert team partner closely with customers to develop innovative safety products to address gaps in high risk industries.

IMPAC has NZQA approved sub-contractor agreement with FibreSafe NZ (also known as ITANZ) and InScience Ltd. FibreSafe NZ (ITANZ) and InScience Ltd are not subsidiaries or a division of IMPAC Services Ltd.

Finalists

- FRUCOR SUNTORY
- HAWKINS 2017



Gabby Aves presenting the Safeguard Award Winner 2020 - Best Collaboration between PCBUs category

Our whānau

With Tom Reeves, one of IMPAC's founding Directors, we grew from just three people back in 1999 to the health and safety leaders we are today. As it did then, our strength comes from the passion and expertise of our people. We have some of NZ's leading and most experienced experts to help our clients achieve their health and safety objectives.

Tom Reeves - Director and Principal Consultant

Tom is a founding Director of IMPAC and has over 25 years practicing H&S in a wide range of industries including oil and gas exploration and production, underground and surface mining, electricity, forestry, dairy, pulp and paper, construction, infrastructure, heavy and light industrial manufacturing, and food manufacturing/processing to name a few.

H&S Qualifications / Credentials

- + Bachelor of Business Studies, Massey University (Majoring in Human Resource/Learning and Development)
- + Post Graduate Diploma in Health and Safety (Industrial Hygiene), Massey University
- + Graduate Member of NZ Institute of Safety Management (NZISM)
- + HASANZ Registered Health and Safety Professional
- + Member of NZ Institute of Directors

Gabby Aves - Executive Director

Gabby is a Director at IMPAC, with a focus on internal operational excellence and fit for purpose customer solutions.

She has spent the majority of her career in the construction sector and professional services industries in Human Resource and Change Leadership roles.

Gabby is passionate about being part of an organisation that's making a real difference in the lives of New Zealanders.

Logan Aves - Managing Director

Logan is the Managing Director at IMPAC and Safeworx, and is commercially focussed on operational excellence through engaging leadership of diverse teams, whilst striving for Zero Harm.

Logan has over 15 years of industry experience with a broad range of operational and general business management skills built over that time.

Logan is passionate about Horizon strategy development aligned with customer-centric goals and a strong advocate for people development and growth.



Safeguard Award Winner 2022 Best Collaboration between PCBUs category - Auckland University

Left: Melanie Wood (IMPAC), Associate Professor Andy Wearn, Dr Fiona Moir, Dr Jonathan Christiansen, Dr Bradley Patten (University of Auckland)

Nicholas Matzpoulos - Head of Training

As the Head of Training at Impac, Nicholas brings his 20+ years hands-on experience of serving in one of the busiest Emergency Departments in South Africa to the table. His breadth of knowledge, spanning across Firefighting and Paramedicine, culminated in a profound understanding of Health and Safety, fortified by his roles in training, consultation, and leadership across multiple corporate settings.

Nicholas, equipped with a robust suite of skills, including leadership, project management, mentorship, and problem-solving, continues to establish himself as a true subject matter expert in all his training sessions, upholding a commitment towards fostering professional relationships and efficient operations.

Gemma Dickie - Operations Manager

Gemma is the Operations Manager for The Training Division and has 7+ years of experience in HR, recruitment and management. In her role as Operations Manager she is focused on creating a seamless training function through our people, systems and processes.

Hanna Carroll - Programme Manager

Hanna is the Programme Manager and has 10+ years experience in tertiary education including administration, quality management, accreditation compliance, learning development and design.

She's driven by her passion to help people get home safely to their loved ones and takes pride in providing the best client and learning experience possible.

Emma Fraher - Quality & Compliance Lead

Emma is IMPAC's Quality & Compliance Lead for the training division. With a keen interest in the future of learning, Emma brings extensive expertise in digital training and assessment aligned with NZQA unit standards.

Emma's key skills include training design, delivery and moderation, assessment practice, competency frameworks and stakeholder collaboration.



Trainers

IMPAC's qualified and experienced trainers come from a range of different industries and bring to their training a wealth of real life experiences. All trainers hold appropriate qualifications and experience to deliver the training and assessment offered.

Training Administration

Our Training Administration team works together to provide administration support to our clients and students including but not limited to:

- + General queries
- + Pastoral care
- + Processing Enrolments and learner results
- + Administrative assistance including transfers, reissuing of certificates etc.

To read our full list of staff please go to:
<https://impac.co.nz/about/meet-the-team/#2>



Delivery Sites and IMPAC's offices

IMPAC delivers its programmes from a wide variety of venues all across the country to make it accessible. We also offer training at our clients' premises or sites across New Zealand in accordance with our quality management system.

Many of our clients prefer the benefits of "On-Site" training because it is often the most convenient, affordable choice and offers full flexibility. Each course is developed in conjunction with the client.

This minimises time away from work, while still incorporating our fundamental principles of safety. It also allows delivery of multiple courses in one visit to suit the clients unique training needs, contingency plans, procedures and equipment.

As different disciplines require different arrangements, the venue and ākonga (student) welfare will be fully discussed prior to the training taking place. However, we do reserve the right to cease delivering any course where our trainers consider the health and safety of the trainees is put at risk by either the equipment or the venue.

Napier Office

The Training Division is primarily managed and administrated from the Napier Office.

Physical address: 40a Niven Street, Napier, 4110

Postal address: P.O Box 308, Napier 4140

Auckland Training Centre

The Auckland training centre is an office and primary training venue for IMPAC in Auckland.

Physical address: Level 1, Millennium Centre Phase II,
Building C, 600 Great South Road,
Greenlane, Auckland, 1051

Wellington Training Centre

The Wellington training centre is an office and primary training venue for IMPAC in Wellington.

Physical address: Level 11, Legal House, 101 Lambton Quay,
Wellington, 6011

TERTIARY EDUCATION OVERVIEW

The New Zealand tertiary sector covers Private Training Establishments (PTEs), Te Pūkenga, wānanga, universities and workplace training. These all deliver a variety of educational options, often in flexible ways to meet the needs of adult learners.

NZQA acts as a quality assurance body and approves all New Zealand qualifications for the above institutions, apart from universities.

There are other global organisations that offer international qualifications including National Examination Board in Occupational Safety and Health (NEBOSH) and Institute of Occupational Safety and Health (IOSH).

Tertiary education providers offer courses which range from transition (school to work) programmes, through to postgraduate study and research. Tertiary education and training:

- + Supports business competitiveness, innovation and growth
- + Offers individuals the opportunity to enhance their skills and employment prospects
- + Contributes to industry need, community building and regional development

Tertiary education and training alone cannot generate economic growth and community wellbeing. Yet it is a fundamental enabling factor that works best when training is integrated with broader social and economic objectives. IMPAC plays an important role in contributing to that economic and social development.

Vocational Education & Training

In New Zealand, after people complete their compulsory schooling, their main choices for further education are vocational education and training, Polytechnic and University.

Vocational education and training offered by IMPAC aims to provide people with the skills and knowledge they require to:

- + Re-enter the workforce after absences
- + Train or re-train for a new role
- + Upgrade their skills
- + Move into further study
- + Meet industry and organisational need

NZQA Tertiary Education Organisation: Private Training Establishment

IMPAC is an NZQA category one New Zealand Qualification Authority registered (Number: 7324) Tertiary Education Organisation under the provisions of the Education and Training Act 2020.

IMPAC complies in all respects with the requirements under the provisions of the Education and Training Act 2020 and its subsequent amendments to provide training, assessment and qualifications services for its clients, staff and members of the public across New Zealand.

IMPAC is dedicated to providing public and private sector organisations and companies with workplace health and safety training from Level 1 to 6 on the New Zealand Qualifications Framework.

IMPAC was registered by the New Zealand Qualifications Authority (NZQA) on 1st March 2000.

To view IMPAC's education organisation NZQA profile please go to <https://www.nzqa.govt.nz/providers/details.do?providerId=732419001>

NZQA Scope of Consent to assess

IMPAC has consent to assess unit standards under the following domain and sub-fields:

- + Occupational Health and Safety
 - + Hazardous substances and materials
 - + Occupational Health and Safety Practice
 - + Workplace Health and Safety Management
- + First Aid
- + Monitoring of Energy and Chemical Plant
- + Safety and Legislation for Energy and Chemical Plant

Programme and Micro-Credential Accreditations

The below programmes are 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.

- + Certificate in Applied Workplace Health and Safety Practice (Level 3)
- + Certificate in Occupational Health and Safety Leadership (level 4)

Impac Services Limited is accredited to provide Application for micro-credential - Public Sector Early in Careers Health and Safety Certificate by the New Zealand Qualifications Authority under section 446A of the Education and Training Act 2020.



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. This is 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.

NZQA Approved Subcontractor(s)

IMPAC has a NZQA approved sub-contractor agreement with the below organisations. IMPAC remains responsible for the sub-contractor meeting all of the obligations for the accreditation. This includes all relevant obligations in the Education and Training Act 2020 and rules made under section 452 of the Act.

+ FibreSafe NZ (also known as ITANZ)

For Asbestos training to NZQA Unit Standards 29765, 29766, 29767, 29768 and 30596.

+ InScience Ltd

For oral fluid and urine collection and drug screening training to NZQA Unit Standards 25458, 25511, 32327 and 32328

Approved IOSH Training Provider

IOSH (The Institution of Occupational Safety and Health) is the world's Chartered body for safety and health professionals. IOSH is the largest membership body for health and safety professionals and they:

- + Champion occupational safety and health causes and advocate for change
- + Advise governments, NGO's and policymakers
- + Facilitate safety and health awareness training in 130 countries
- + Assess and approve courses offered and developed by approved IOSH training providers
- + Commission research and set national and international standards
- + Shape the future of the profession

IMPAC has been an approved IOSH Training Provider since 2010 and are approved to deliver the following courses:

- + IOSH Managing Safely
- + IOSH Managing Workplace Safety



Approved
training
provider
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To learn more about IOSH and their policies please go to: <https://iosh.com/>

NEBOSH Learning Partner

NEBOSH (The National Examination Board in Occupational Safety and Health) is an awarding body with charitable status. NEBOSH offer a comprehensive range of globally-recognised qualifications designed to meet the health, safety and environmental management needs of all places of work.



IMPAC has been a NEBOSH Learning Partner since 2008 and is a NEBOSH Gold Learning Partner who is accredited to deliver the following qualifications:

- + NEBOSH International General Certificate in Occupational Health and Safety
- + NEBOSH Level 6 International Diploma for Occupational Health and Safety Management Professionals

NEBOSH Learning Partner Audit

NEBOSH conducts a learning partner audit every three years with IMPAC. The purpose of this audit is to ensure that learning partners like IMPAC continue to meet the NEBOSH learning excellence principles and standards of their accreditation status. The NEBOSH learning excellence principles are:

- + **Principle 1** - Ensure all learners understand what is expected of them and what they can expect from their Learning Provider
- + **Principle 2** - Create a learning environment that is engaging and encourages interaction that is appropriate for the course and type of deliver
- + **Principle 3** - Provide accurate course materials and continually update and improve them
- + **Principle 4** - Ensure tutors are qualified, knowledgeable, competent and engaging
- + **Principle 5** - Give learners feedback on their progress and provide appropriate support
- + **Principle 6** - Review course delivery and learner feedback and action as necessary

NEBOSH awarded IMPAC gold status when the NEBOSH learning partners programme was established in 2019. Our most recent audit was conducted in 2021 and found that IMPAC was operating at the gold standard in all areas.

To learn more about NEBOSH and their policies please go to: www.nebosh.org.uk

Make UK Partnership

Make UK is a membership organisation in the engineering and manufacturing sectors that delivers a variety of additional support functions including training to its member and customers. Make UK's are approved providers of:

- + NEBOSH qualifications (Gold Status NEBOSH Learning Partner)
- + IOSH courses
- + IEMA courses
- + IRCA courses

IMPAC works with its UK-based partner, Make UK to provide IEMA, IOSH* and IRCA accredited courses to its ākonga (students).

**Excluding IOSH courses IMPAC is accredited to deliver.*

Other Training

IMPAC provides a range of non-accredited training solutions in the following disciplines across New Zealand.

- + Leadership
- + Incident Causation Analysis Method (ICAM)
- + Risk Management including Bow Tie methodology

We take pride in looking after the comprehensive needs of our customers. If you need any advice relating to issues surrounding compliance or workplace safety issues, we are happy to consult and provide a structured training plan as part of being your service provider.

Please refer to the website www.impac.co.nz for further details about specific programmes and training.

Marketing

IMPAC will market their vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

IMPAC will not state or imply that courses other than those on the Assessment Scope are recognised by the New Zealand Qualifications Authority.



QUALITY

IMPAC is dedicated to providing quality training, services and resources to our students and clients.

External Quality Assurance

IMPAC is bound to operate in accordance with NZQA, NEBOSH and IOSH requirements. To ensure that we meet these requirements IMPAC takes part in the following external activities:

- + External Audits and Reviews
 - + NZQA every four years
 - + NEBOSH every three years
 - + IOSH every three years
- + Pre-assessment moderation and approval by the relevant Workforce Development Council (NZQA Unit Standard Assessments) or IOSH (IOSH assessments).
- + Post-assessment moderations undertaken by the relevant Workforce Development Council (NZQA Unit Standard Assessments) or IOSH (IOSH assessments)

Internal Quality Assurance

IMPAC is continuously striving to improve the quality of our training, services and resources. To assist with this IMPAC undertakes activities not limited to:

- + Audits and reviews of our course material, programmes and practices
- + Pre-assessment moderation for our assessment papers
- + Post-assessment moderations of a sample selection of assessment papers
- + Collecting statistical information regularly to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training
- + Collecting feedback from our students, staff and clients concerning educational and service improvements or changes that would improve our existing services



Quality Management Systems

IMPAC has policies and management practices, which maintain high professional standards in the marketing and delivery of vocational education and training services and which safeguard the interests and welfare of students.

IMPAC maintains a learning environment that will encourage ākongā (student) success. IMPAC will ensure that the facilities, methods and materials used by trainers will help students to achieve the intended learning outcomes of the course.

IMPAC has clearly documented procedures and systems for managing, recording and archiving:

- + Students Enrolments
- + Recognition of Prior Learning (RPL/RCC)
- + Course Attendance
- + Complaints, Appeals and Grievances
- + Course Completions
- + Qualifications and Statements of Attainment
- + Assessment Outcomes (Ākongā (student) & Employer) Issued

In addition, IMPAC treats all personal records of clients confidentially. Please contact Training Admin if you require further information on these procedures.

Feedback and Continuous Improvement

Students and clients will be asked to provide feedback about their experience with training, assessment and support activities. Ākongā (student) feedback is of key importance to ensuring continuous improvement in quality vocational training.

IMPAC embraces open communication and encourages you to provide feedback about our programmes and the service you have received.

You can provide feedback at any time by contacting our Training Administration Team.

We will use your feedback to:

- + Review our course materials
- + Improve the services we offer students and employers
- + Plan for improvement

If you wish to provide management with feedback on any issues of concern or areas for improvement, please email the Programme Manager at Hanna@impac.co.nz

IMPAC POLICIES

IMPAC is an Equal Opportunity Employer and promotes Diversity, Equity and Inclusion

As an equal opportunity employer, IMPAC and its staff facilitate an inclusive work culture. IMPAC and its staff will treat every ākonga (student) fairly and without discrimination or bias in the training environment and / or in the workplace. Training services will be offered to people from all backgrounds regardless of cultural differences. Staff will be professional and supportive at all times in their approaches to students.

IMPAC's commitment to the Te Tiriti o Waitangi

IMPAC is committed to giving effect to Te Tiriti o Waitangi within its policies and practices. By operating in the spirit of Te Tiriti o Waitangi and acting in good faith, our intention is to foster mutual regard and understanding as we work, ensuring Maori have opportunities to participate fully in all levels and aspects of our organisation.

Anti-Discrimination

IMPAC, its staff, and clients are bound by Anti-Discrimination Legislation, and Privacy Legislation. Training services will be made available to all clients (and potential clients) regardless of race, gender, religion, age, marital status, physical or intellectual impairment, or sexual orientation. Support mechanisms are available for students and clients.

Harassment Free Workplace

In accordance with Sexual Harassment Legislation, harassment, bullying and intimidation will not be accepted in the workplace, or in the training environment. Induction of staff and regular reviews addresses this and other discriminatory behaviours.

Fraud and Corruption Management Systems

IMPAC recognises that fraud and corruption management is an integral part of good governance and management practice. IMPAC is committed to the highest level of integrity and ethical standards in all business and education practices.

Fraud and corruption are incompatible with IMPAC's values and present significant risks to its aspirations.

IMPAC's management and staff have a zero-tolerance stance on fraud and corruption. We are committed to maintaining an organisational culture, which will ensure that effective prevention of fraud, and corruption is an integral part of the service and its education activities.

All employees, students and stakeholders have the responsibility to report suspected fraud and corruption. Any employee, ākonga (student) or stakeholder who suspects fraudulent and corruptive activity must immediately notify their Supervisor/Trainer.

It is our policy to conduct all of our business in an honest and ethical manner. Employees, Students and our stakeholders must conduct themselves in a manner consistent with current community and company standards and in compliance with all legislation.

All complaints of suspected fraudulent behaviour and corruptive activity shall be thoroughly and carefully investigated. IMPAC will provide protection of those individuals making the complaint and natural justice to those individuals being the subject of such complaint.

Other Policies and Standard Operating Procedures

Copies of IMPAC policies and standard operating procedures are available on request. Please contact our training administration team if you require any further information.

COURSE AND PROGRAMME ENROLMENT

Course Registration

When you commence any study with IMPAC, you will need to complete a registration form (physical or online via IMPAC's website). This will record your personal details, and contact information.

Once completed please submit this form to IMPAC. All enrolments received are firm bookings. Tentative enrolments are not accepted.

Programme Enrolment

When you enrol in a programme with IMPAC, you will need to complete a enrolment form. Once completed please submit this form to IMPAC.

Once enrolments are received and processed students are officially enrolled in the programme.

Selection of Students

Enrolment and induction information is provided to students commencing training. Recruitment of students will always be conducted in an ethical and responsible manner and be consistent with the requirements of the curriculum/ structured training programme. IMPAC will ensure that ākonga (student) application and selection processes are explicit and defensible and comply with access and equity principles.

Ākonga (student) pre-requisites

All prospective participants of an IMPAC course are required to meet the pre-requisites as outlined in the specific unit standards, course overviews, relevant training programme. Unless stated otherwise participants need to have a basic language, literacy and numeracy skills to be able to effectively participate in and contribute to training

and assessment activities

Attendance

Students must make every attempt to keep to their agreed upon learning plan dates and times. All courses start and finish at the identified time for the particular programme as noted in the registration confirmation information. Late arrivals can disrupt the educational activities so late arrivals and early departures are strongly discouraged.

Students must arrive on time for classes and attend for the whole class unless other arrangements have been made with the Trainer. In the first half hour, the Trainer will provide an induction to the course, facilities, and explain how you will be assessed.

Students who are going to be late or are unable to attend part, or all of a course and for any reason should contact the Training Administration Team on 0800 246 722 immediately.

A ākonga (student) who fails to attend classes or who fails to attend without explanation may be deemed to have abandoned their training and will be withdrawn from the course. Any request from the ākonga (student) to resume their training will be at the discretion of the Head of Training.

Language, Literacy and Numeracy, and Assumed Knowledge

IMPAC is committed to assisting students with differing abilities to succeed. When a ākongā (student) enrolls in a course or programme at IMPAC, it is assumed that they are competent at communicating in both written and spoken English.

Many assessment units require students to make oral presentations and/or write responses to assignments. Without a high level of written and spoken English, it would be difficult to meet the requirements for successful course completion.

Students who do not have the assumed knowledge background are not prevented from enrolling but may be placed at a considerable disadvantage and are strongly advised to undertake a bridging programme or other appropriate preparation. The Open Polytechnic has accessible programmes in an online environment.

IMPAC does not have the expertise to conduct diagnostic assessment of each person's language, literacy and/or numeracy levels prior to each unit. We ask anyone who believes that they have any learning difficulties to advise their Trainer on the day or the administration team at the time of enrolment.

IMPAC will meet its obligation to ensure full support is offered to a person who identifies a learning need or is assessed by our Trainers as having a learning need.

Special learning difficulties or physical impairment

If a ākongā (student) has special learning difficulties or physical impairment, IMPAC will liaise with the student, their representative and/or the relevant disability support agencies/case worker to help their progress through the course/training programme. This will not compromise the integrity of the outcomes of the unit/course/qualification. This may include but is not limited to providing digital copy of resources or enlarged training manuals.

Special dietary requirements

If a ākongā (student) has a special dietary requirement (e.g. allergy, religious dietary restrictions etc.) and there is catering provided for the event/course IMPAC will liaise as required with the student, their representative and the caterer to accommodate this requirement.

IMPAC does require at least two working days notice to be able to arrange this.

If students require support for special needs such as language, literacy and numeracy or other special learning assistance, then please contact IMPAC prior to course commencement. Additional support services will be solely at the student's/ employer's discretion and expense.

Access and Equity

IMPAC is committed to ensuring that we offer delivery and assessment opportunities to our students on an equal and fair basis. All students have equal access to our education programmes irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Students will not be denied access to services where they are deemed eligible for such a service and where the organisation has the appropriate resources to provide high quality services.

Any issues or questions regarding access and equity can be made by contacting IMPAC.

Flexible Delivery and Assessment Procedures

IMPAC recognises that not all students learn in the same manner, and that with an amount of "reasonable adjustment" students who may not learn best with traditional learning and assessment methods will still achieve good results.

IMPAC will make any necessary adjustment to meet the needs of a variety of students, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the ākongā (student) can verbally demonstrate competency. These adjustments may include having someone read assessment materials to students or they may include having someone record the student's spoken responses to assessment questions.

IMPAC undertakes to assist students to achieve the required competency standards where it is within our ability. Where we cannot assist a ākongā (student) we will refer them, where possible, to an agency that can assist. Any further questions can be referred to your Trainer.

FINANCIAL COMMITMENTS

Course Fees

The Course Fees include tuition, learning materials, training, assessment and the registering of assessment standard results with the New Zealand Qualifications Authority.

Specific Conditions

For each IMPAC course there are conditions which may vary from course to course. The information relating to these will be provided upon registration. They include:

- + Payment terms
- + Withdrawal
- + Cancellation
- + Refunds
- + Change of booking
- + And any other specific condition

NZQA Assessment Reporting Fees

Provision has been made within your course fees to cover the fee per credit charged by NZQA to report the assessment outcomes credits to NZQA.

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 the Education and Training Act 2020*

Additional Costs

There may be additional costs for example reissue of certificates, reprinted course material etc.

Ākonga (student) Fees Protection

The New Zealand Government requires that all private training establishments registered with the New Zealand Qualifications Authority (NZQA), have a mechanism in place to protect fees paid to them in advance by an individual.

IMPAC Services Ltd's mechanism is a bank bond for a fixed amount \$15,000 and our "supplier" is Public Trust.

This arrangement has been accepted by the New Zealand Qualification Authority as meeting the requirements of the Education and Training Act 2020 and the Ākonga (student) Fee Protection Rules 2022.

Fees protected by this mechanism meet the following conditions:

- + Course fee is paid for by an individual
- + Course fee is more than \$500 (including GST)
- + Course fee is for a course that assess NZQA unit standards or is part of a NZQA approved programme or micro-credential

There is no withdrawal period covered by Ākonga (student) Fee Protection for IMPAC's courses that meet the above criteria and are two days or less. IMPAC's standard cancellation policy will apply.

This mechanism protects ākonga (student) fees (that meet the above criteria) and can be paid back to students in instances such as where the provider is unable to complete the course due to closure, insolvency or loss of NZQA accreditation.

If you have any questions in regards to your fees or IMPAC's ākonga (student) fee protection mechanism please contact us to discuss this.

STUDENT'S RECORDS

Student's personal information, records and privacy

In accordance with the Privacy Act 2020, IMPAC is committed to protecting your privacy and your personal information.

It is necessary for IMPAC to collect personal information with your consent including your full name, gender, ethnicity and date of birth and this information may be used to:

- + Identify your record of learning in the databases of IMPAC, New Zealand Qualifications Authority (NZQA), National Student Index (NSI) and NEBOSH
- + Statistical and reporting purposes
- + Claim Government funding for training

We will not disclose, sell or pass on your personal details in any way other than the purposes stated without your consent.

Medical information

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. Please note no medical documentation or verification of vaccination is stored.

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

Please discuss any comments you want added to your file about medication or health if it is important for monitoring and support.

Change of Personal Details

It is your responsibility to notify IMPAC if you change your name, address or contact details after enrolment.

This is critical to receiving important information from IMPAC (e.g. Results of Assessments). Failure to notify of any change in personal details may result in an administration fee for the reissuing of certificates if already printed or sent out to current recorded address. The administration fee for the reissuing of certificates will be quoted upon request.

Change of name or address can be advised by contacting IMPAC by phoning 0800 246 722 or alternatively, emailing training@impac.co.nz.

Ākonga (student) Academic Records

IMPAC is required to maintain accurate individual ākonga (student) academic records, for which the ākonga (student) was enrolled. These include but are not limited to "records of ākonga (student) attendance, records of assessment results, any cross credits, credit transfer, and recognition of prior learning" and these must be kept up to date as a permanent record as required by NZQA.



NZQA ASSESSMENT PROCESS

NZQA assessment requirements will be explained by your trainer or eLearning module. Assessment can be verbal if required or in te Reo Maori and IMPAC will work through this with you.

IMPAC uses a range of activities and assessment methods including:

- + Individual or group practical activities
- + Group and class discussions
- + Reports and documents
- + Practical projects in the workplace
- + Written assessments

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

Format of Assessment and Projects

Unless otherwise stated in course or assessment instructions all assessment papers and off-course projects must be completed in IMPAC's assessment format.

Please ensure all supporting evidence is clearly labelled with the activity/task number it is supporting.

Timeframes for Assessments

IMPAC and FibreSafe NZ (ITANZ)

Unless otherwise stated in course or assessment instructions, all assessment papers and off-course projects must be completed and submitted for marking for marking within two weeks of course completion.

IMPAC will not accept or mark assessment papers that are submitted for marking 12 months after the course or eLearning module commenced.

InScience Ltd

Unless otherwise stated in course or assessment instructions, all assessment papers and off-course projects must be completed and submitted for marking for marking within 6 weeks of course completion.

Late submissions up to 12 months after the course commenced will be accepted at InScience discretion.

InScience may require attendees to resit the course before the assessment paper is accepted.



Online and off-course assessments and projects submission

Unless otherwise stated in course or assessment instructions all assessment paper, projects and evidence should be submitted for marking in IMPAC's Learning Management System (LMS).

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 Programme Manager via email (Hanna@impac.co.nz) in the first instance.

Your assessment can be re-marked by another IMPAC assessor if you are unhappy with your result. If you are not satisfied following re-marking, you can ask for independent moderation from the relevant Workforce Development Council.

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.

Credits and qualifications will be reported to NZQA within 3 months of achievement.



IOSH ASSESSMENT PROCESS

IOSH assessment requirements will be explained by your trainer during your study. Please let us know of any concerns you may have about completing the assessment criteria.

Timeframes for off-course project

Unless otherwise stated in course or assessment instructions your off-course project is due two weeks after your course commenced.

Format of off-course Projects

Unless otherwise stated the off-course project must be completed in IMPAC's assessment format.

Off-course projects submission

Unless otherwise stated the off-course project should be submitted for marking in IMPAC's Learning Management System (LMS) in a pdf or word format.

Re-sitting on-course assessment

You may resit your on-course assessment two times, and this must be completed within two months of your course commencing.

Re-submitting off-course project

You may resubmit an amended copy of your off-course project three times, and this must be completed within two months of your course commencing.

Appeals of Results

If you would like to appeal your results please contact our Programme Manager via email (Hanna@impac.co.nz) 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 IOSH.

Reporting of Results

IMPAC will report the results of your on-course assessment, off-course project and any resits to IOSH.



NEBOSH ASSESSMENT PROCESS

NEBOSH assessment requirements will be explained by your trainer during your study.

Further information including guidance documents, templates and example of assessments are available on IMPAC's Learning Management System for students to review.

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

Timeframes for Assessments

Timeframes for assessments will be shown at the time of enrolment. Please note these are set by NEBOSH and cannot be adjusted by IMPAC.

Once enrolled for a specific exam date, submission date, or assessment window, any adjustments are at NEBOSH's discretion.

Format of Assessments and Projects

Assessments and projects must be completed in NEBOSH's templates. These are available to download on IMPAC's LMS.

Re-assessment

NEBOSH will notify you the results of your assessment/project. If you would like to talk to an IMPAC tutor about your results please contact training admin (training@impac.co.nz)

Please note for IG2 projects you can resubmit an amended version of your existing project.

Appeals of Results

If you would like to appeal your results you will need to submit an EAR application to NEBOSH within 20 working days of the results being released.

To view more information about this process please go to <https://www.nebosh.org.uk/policies-and-procedures/enquiries-about-results-ears/>

CERTIFICATES AND PARCHMENTS

Courses assessing NZQA unit standards

IMPAC will issue a digital certificate of competency to the ākonga (student) (and/or their nominated organisation representative) who successfully completes the course, and meet the assessment requirements for the unit standard assessed.

This certificate will include but not limited to:

- + The students first and surname
- + The name of the course
- + The number and full name of the unit standard awarded
- + IMPAC's logo
- + Signature of IMPAC's authorised representative

Completion of NZQA approved programme

IMPAC will issue a digital and physical qualification certificate to students who successfully complete the programme's requirements.

This certificate will include but is not limited to:

- + The students first and surname
- + The name of the qualification achieved
- + Certification date
- + NZQF Logo and specific wording as required by NZQA
- + IMPAC's name and logo
- + Signature of IMPAC's authorised representative

IMPAC certificates

On successful completion of IMPAC training that is not accredited or approved by a third party, a digital certificate of attendance, will be issued to the ākonga (student) (and/or their nominated organisation representative).

IOSH certificates

When students successfully pass the IOSH course IMPAC will order, on the students behalf, a physical copy of their completion certificate. This certificate is printed by IOSH in the UK in accordance with their internal policies and dispatched to IMPAC.

This certificate will include:

- + The students first and surname
- + The name of the course
- + Signatures of IOSH's representative and IMPAC's representative

NEBOSH parchments

When students successfully pass their NEBOSH qualification, the parchment will be printed by NEBOSH in the UK, in accordance with their internal policies and dispatched to IMPAC.

This parchment will include but is not limited to:

- + The students full name
- + The name of the qualification achieved
- + Water marks

Please note that IMPAC and NEBOSH strongly recommend that students do not post their learner number, or certificate reference number online (including LinkedIn), to prevent fraudulent activity with their qualification.

Digital copies of certificates and parchments

IMPAC is unable to provide digital certificates and parchments for NEBOSH qualifications or IOSH courses.

Replacement certificates and parchments

Are available on request when an original has been lost, stolen, destroyed, not received or damaged. A fee may apply.

MUTUAL RECOGNITION AND RECOGNITION OF PRIOR LEARNING

Mutual Recognition

IMPAC will accept and mutually recognise the qualifications and Statements of Attainment awarded by other NZQA registered Education Organisations.

IMPAC will not however report these recognised unit standards or qualifications awarded by other NZQA registered Education Organisations to NZQA.

Credit Recognition and Transfer

IMPAC may cross credit students previously achieved unit standard with unit standards required for a programme of learning.

Recognition of Prior Learning (RPL)

IMPAC may recognise your prior learning where relevant.

What is Recognition of Prior Learning (RPL)?

Recognition of Prior Learning (RPL) is when credits are granted towards your current NZQA programme of study at IMPAC, from previous tertiary study, or through relevant work experience.

Your qualifications and/or experience need to:

- + Have similar content
- + Be at the same level as the assessment standard(s) that you are applying for
- + Have a similar number of credits
- + Be current (i.e. have been completed in approximately the last five years)

Are there any costs involved with RPL?

RPL costs are based on an administration charge plus the time it takes to assess your application.

The clearer you make your application – the quicker it will be able to be assessed.

How do I apply for Recognition of Prior Learning?

RPL is assessed on a case by case basis. Discuss your proposal with the Programme Manager, they will advise you as to whether or not you should pursue the Recognition of Prior Learning process.

How is RPL assessed?

There are three main ways of assessing RPL. These methods are:

+ ATTESTATION

An authoritative person(s) confirms your prior learning, usually at an interview.

+ CHALLENGE

Your prior learning is tested by means of a practical, oral or written test or a combination of these three.

+ PORTFOLIO

You prepare a collection of materials and information containing all the details and evidence for your prior learning.

Detailed Portfolio of Evidence

Candidates who wish to apply for RPL must produce a detailed portfolio of evidence. Candidates must locate evidence of their competency that relates to each Assessment Unit. Each item of evidence is to be numbered clearly.

It is important that you organise your portfolio of evidence in a logical way, that maps your evidence to the elements and performance criteria for each Unit of Competency applied for. Do not send original documentation. Please ensure that all evidence is certified, signed and dated, by a third party who can authenticate the original documents.

Examples of appropriate evidence include:

- + Resume
- + Personal statement
- + Formal qualifications
- + References
- + Certificates, statements of attainment
- + Job description
- + Performance review reports
- + Life experience
- + Professional development participation
- + Videos of practical demonstrations
- + Third party evidence
- + Presentations
- + Personal statement
- + Planning documents
- + Transcripts
- + Completed assessments

ĀKONGA (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

TAHA WAIRUA

Focus: Spiritual

Key aspects: The capacity for faith and wider communion

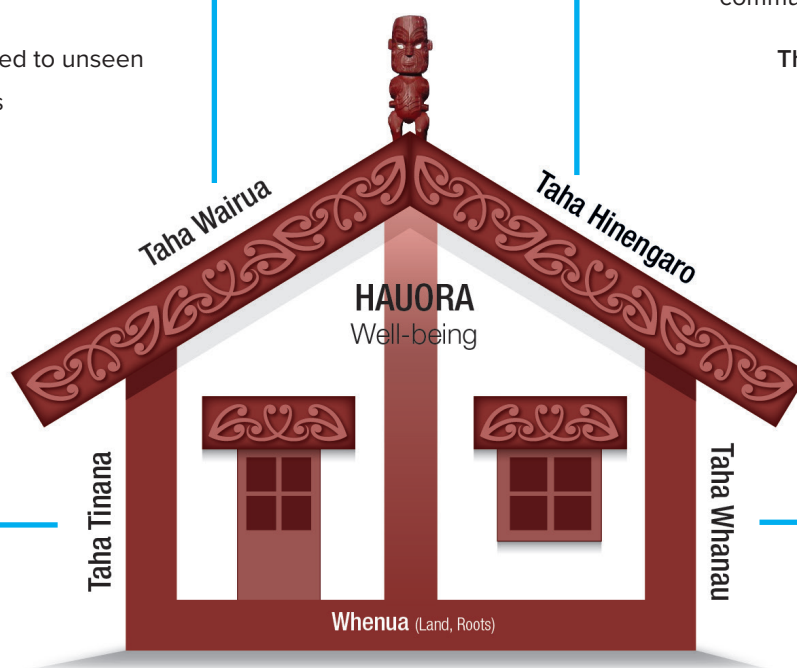
Themes: Health is related to unseen and unspoken energies

TAHA HINENGARO

Focus: Mental

Key aspects: The capacity to communicate, to think and to feel

Themes: Mind and body are inseparable



TAHA TINANA

Focus: Physical

Key aspects: The capacity for physical growth and development

Themes: Good physical health is necessary for optimal development

TAHA WHANAU

Focus: Extended Family

Key aspects: The capacity to belong, to care and to share

Themes: Individuals are part of wider social systems

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

WHĀINGA RAUTAKI ORA (WELLBEING STRATEGIC GOAL)

Our wellbeing goal

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

Tō mātou whāinga oranga

Ka hoki haumarū atu, ora atu ā mātou ākonga 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 ākonga (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.



RESPONSIBILITIES AND EXPECTATIONS

Responsibilities and expectations of students

As an IMPAC student, you will be required to:

Prior to attending or commencing training

- + Read all relevant course and training information provided
- + For online training login and familiarise yourself with IMPAC's Learning Management System
- + Advise IMPAC if you have previous skills and knowledge and seeking recognition of this prior learning
- + Advise IMPAC if you require any special adaptive equipment or support for the training course
- + Present yourself in clean and neat attire, and treat personal hygiene with the utmost importance

During and after training and study

- + Attend all training sessions as required. Attendance will always be recorded. Late arrivals and early departures will also be noted, and may prevent you from being able to join or complete the course.

If, as the participant you are running late or cannot make the course for that day, then you are to contact Training Administration on 0800 246 722, so that the Trainer may be informed.

If, as the participant, you cannot fulfil the requirements of the course due to illness or personal factors, then consideration will be given to completion of the course at a later date – at the discretion of the organisation.

- + Be courteous towards other persons and businesses within the building complex

- + Listen/adhere to all directions given by any staff member of IMPAC including:
 - + Work health and safety requirements irrespective as to the training location
 - + Complying with evacuation procedures in the event of an emergency
- + Training will not be delivered to participants who are deemed to be under the influence of alcohol or drugs
- + Discussing any concerns regarding the training course, session activities, and your ability to learn with your Trainer and IMPAC
- + Inform the Trainer of any injury that may already exist prior to the commencement of any physical activity
- + Actively participate and contribute to the positive learning environment, with the trainer and other students including but not limited to:
 - + Group activities
 - + Class discussions
 - + Respecting the rights and opinions of the staff and other participants enrolled in the course
- + Inform the Trainer of any injury that has occurred as a result of the physical activities run by IMPAC
- + Monitor your progress by self-assessing your skills and knowledge against the competency standards in your qualification
- + Indicate whether you are ready for assessment at the scheduled times, or seek alternative assessment dates
- + Ensure all submitted assessments and projects are your own
- + Submit assessments as per requirements, unless otherwise discussed with IMPAC
- + Retain evidence of your working notes and assessments, and any other documents in your portfolio of evidence, and present this for assessment
- + Communicate with IMPAC to review assessment and programme progress

- + Participate in course evaluation and provide feedback
- + Report to Programme Manager any incidents of racism, discrimination, bullying, physical or sexual violence
- + Report to the Trainer any concerning behaviour from other students or other people
- + Report to Programme Manager any concerning behaviour from trainers or IMPAC staff
- + Assess your skills and knowledge through observation and questioning using assessment tools developed for the purpose
- + If required, provide further assessment on documents presented in an evidence portfolio
- + Give feedback to you on your progress
- + Provide results and review the assessment process after assessment
- + Remind you of the appeals process and options for further assessments if you are unhappy with the results

Responsibilities of IMPAC to students

IMPAC will:

- + Provide you with a safe and healthy learning environment
- + Provide you with a training and assessment schedule
- + Provide you with the appropriate unit of competency details included on your plan
- + Treat you with respect
- + Follow all legislation affecting the learning environment, and meet our requirements under legislation
- + Provide opportunities to practice the skills and knowledge required
- + Deliver and record training and assessment outcomes
- + Provide you with access to your file records if requested
- + Set up work tasks to provide training and coaching, to help achieve the competency standards in your training plan
- + Provide training materials, and recommend other resources for further learning opportunities
- + Prepare you for assessment when you are ready and encourage self-assessment. Advise you where, when and how assessment will occur and what to bring

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 Ākonga (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.

Ākonga (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, ākongā (student), 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 ākongā (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.



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 ākongā (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 ākongā (student) shall not cheat or attempt to cheat in any assessment. A person, whether a ākongā (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 ākongā (student) is cheating, the ākongā (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 ākongā (student) assessment paper.

For NZQA and IOSH assessments the matter will be referred to IMPAC's Programme Manager for appropriate action as outlined under Disciplinary Action.

For NEBOSH assessments and projects the matter will be referred to IMPAC's Programme Manager and escalated to NEBOSH for their disciplinary process.

Misconduct is a Disciplinary Offence

Misconduct of a ākongā (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 ākongā (student)
- + 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 ākongā (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. This record shall be placed in the ākongā (student) file.

Second Offence - A formal written warning will be issued to the ākongā (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 Head of Training, the person issuing the warning/counselling and the student. This record shall be placed in the ākongā (student) file.

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

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

A copy of this record shall be dated and signed by the Head of Training, the person issuing the disciplinary action, and the student. This record shall be placed in the ākongā (student) file.

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

- 1 The ākongā (student) shall be immediately suspended for 24 hours from attendance at class.
- 2 The Trainer shall advise the Head of Training immediately, and provide a written statement, which details the circumstance of the ākongā (student) suspension.
- 3 The ākongā (student) will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Head of Training.
- 4 The ākongā (student) will be provided with the reason for this disciplinary action in writing. Any comments the ākongā (student) makes in relation to the misconduct, along with the disciplinary action taken as a result, will be documented. A copy of this record shall be dated and signed by the Head of Training, the person issuing the disciplinary action and the student.
- 5 The ākongā (student) receiving the disciplinary action and this record shall be placed in the ākongā (student) file.
- 6 The ākongā (student) shall also be advised in relation to their right of appeal against certain penalties.
- 7 The Head of Training shall give the ākongā (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 ākongā (student) from the course

DISPUTES AND COMPLAINTS

Disputes

IMPAC is committed, as far as it is able, to resolve disputes quickly and efficiently and at the appropriate level. In the event of IMPAC and yourself being in a dispute over any matter arising from the contract you have with IMPAC, both parties are required to use their best endeavours to resolve the dispute.

If this dispute cannot be settled by negotiation, then it shall be submitted to an independent person with relevant dispute resolution qualifications and/or experience, to make an impartial determination.

Both parties will jointly appoint this independent person. Both parties must then abide by this determination.

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.

Make a complaint about IMPAC

If you have a complaint about IMPAC, you should use the procedure outlined on the following pages in the first instance.

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.

For cases where a complaint is still not resolved satisfactorily:

For courses with **NZQA** assessment, and where a complaint is still not resolved satisfactorily, you may lodge a formal complaint with:

- + The Tertiary Education Disputes Resolution Scheme; or
- + To NZQA using the documents in the below links that explain the procedures - when, why and how – in making a formal complaint:
 - + <http://www.nzqa.govt.nz/assets/About-us/Complaints.pdf>
 - + <http://www.nzqa.govt.nz/assets/About-us/Complaints-Form.pdf>

For **NEBOSH** where a complaint is still not resolved satisfactorily you may lodge a formal complaint in writing with NEBOSH. To raise a complaint please e-mail complaints@nebosh.org.uk.

For more information about NEBOSH's complaint process please go to the following website: <https://www.nebosh.org.uk/policies-and-procedures/complaints-procedure/>

Complaints Procedures

IMPAC aims to assist all students and third-parties to resolve any complaints, disputes and grievances as quickly and efficiently as possible. All students and third parties 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 and ensure continuous improvement.

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 and ensure continuous improvement.

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 and ensure continuous improvement.

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.

+IMPAC



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