



ADVANCED TRAINING ACADEMY LTD

Registered and accredited by New Zealand Qualifications Authority

Student Handbook Computer Courses

Student Name: _____

Student ID: _____

Course Enrolled: _____

Enrolment Date: _____

ATA Campuses

6A Jack Conway Ave, Manukau City (Head Office)
24 Garden Place, Hamilton

National Office Contact Details

Telephone: (09) 263 6527
Facsimile: (09) 263 6526
Website: www.ata.ac.nz
Email: info@ata.ac.nz

Hamilton Campus Contact Details

Telephone: (07) 834 0007
Facsimile: (07) 834 0407
Email: info.hamilton@ata.ac.nz



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Personal Information Page

This is your Student Handbook. Complete the details on this page for your own record and information.

Your Name

Course Name

Tutor's Name

Administrator's Name

Campus Phone Number

Class hours

Date commencing course

End date of course

In an emergency evacuation, for example a fire, I am to assemble

.....

.....

The fire extinguishes are located

.....

.....



Welcome!

Welcome to Advanced Training Academy.

This Student Handbook gives you the information that you need while you are studying at the Advanced Training Academy.

Management and staff at Advanced Training Academy wish you every success with your training and we are committed to supporting you throughout the course. If you are unsure about any of the information given in this handbook or require more information, please do not hesitate to talk to the staff at the Academy. An appointment can be made at the Reception desk if you wish to see any staff members.

If you wish to speak to someone in your own language ask at reception and the Administration Officer will make an appointment for you. Staff are available throughout the day to ensure that you get the most out of your time at the Advanced Training Academy.

Best Wishes,

Roya Jazbani
Chief Executive Officer

Introduction to Advanced Training Academy

Mission Statement

Advanced Training Academy Ltd is committed to the provision of a holistic approach to quality training and education opportunities, developed and delivered for learners with the needs of industry in mind.

Our Mission Purpose is to:

- *Build confidence and self-esteem in learners*
- *Provide learners with a strong base of employment skills*
- *Prepare learners to obtain and retain employment*
- *Support self-paced learning by delivering a mix of practical and theoretical activities.*

Our Goals and Objectives are to:

- *Provide an innovative and stimulating learning environment*
- *Maintain a range of quality training programmes delivered by well-qualified, motivated tutors*
- *Meet the needs of individual learners with an agreed programme that supports them to reach their full potential*
- *Be inclusive and welcoming to all cultures.*

Advanced Training Academy (ATA) is registered and accredited by the New Zealand Qualifications Authority (NZQA). The quality of ATA courses is guaranteed. ATA specialises in both National Diploma and Certificate level qualifications and all of the ATA courses are externally moderated by NZQA. We pride ourselves on meeting the learning needs of both domestic and international students.

As one of the more successful private training establishments in New Zealand, we pride ourselves on meeting the learning needs of our students. We offer computer and business administration, and several trade training courses and have 2 campuses; one in Manukau City and one in Hamilton. The prime purpose of ATA is to develop and deliver courses that provide training based on industry needs and/or employment.

As one of the leading training institutions in New Zealand we...

- provide a professional learning environment that meets individual needs,
- offer a good mix of practical work and theory,
- have modern and safe workshops with state-of-the-art facilities and technology,
- offer national and international qualifications,
- have professional tutors with a high quality standard of teaching skills and qualifications.

The Academy represents a number of special features. We are a multicultural organisation with an ability to communicate in a variety of languages including Te Reo Maori, Samoan, Cook Island, Tongan, Arabic, Farsi, Chinese and Hindi as well as English. We are a member of the Microsoft IT Academy Program ensuring that our students are given opportunities to gain internationally recognised qualifications. The Academy also has a formal and good relationship with higher education providers and universities throughout New Zealand. All inquiries should be made to the Administration Officer at the campus that you attend.

ATA staff profiles are available to view on the website – www.ata.ac.nz

ATA Course List

➤ Youth Training for Domestic Students (Conditions Apply)

COURSE/QUALIFICATION	DURATION	INTAKES ¹	LOCATION
Computer Assisted Learning Programme National Certificate in Computing Level 2 & National Certificate in Employment Skills Level 1	48 Weeks	Flexible	Manukau
Employment, Technology Communication National Certificate in Computing Level 2 & National Certificate in Employment Skills Level 1	48 weeks	Flexible	Hamilton

➤ Foundation Focused Training Opportunities Programme

FFTO is a 26 weeks TEC programme incorporating workplace Health & Safety. Students will have the opportunity to study trades disciplines, gaining theory and practical experience

COURSES	DURATION	INTAKES ¹	LOCATION
Welding & Engineering	26 Weeks	Flexible	Manukau
Furniture Making (Upholstery)	26 Weeks	Flexible	Manukau
Automotive	26 Weeks	Flexible	Manukau

➤ Training for Work – Multi Service

TFW is a 13 weeks MSD programme incorporating workplace Health & Safety. Students will have the opportunity to study specific subjects, gaining theory and practical experience

COURSES	DURATION	INTAKES	LOCATION
Welding & Engineering	13 Weeks	Flexible	Manukau
Furniture Making (Upholstery)	13 Weeks	Flexible	Manukau
Automotive	13 Weeks	Flexible	Manukau
Business Admin Retail & Computing	13 weeks	Flexible	Hamilton

➤ Fee-Paying Courses for Domestic and International Students

COURSE/QUALIFICATION	DURATION	INTAKES	LOCATION
National Certificate in Computing Level 3	19 weeks	Flexible	Manukau
National Certificate in Computing Level 3	19 weeks	Flexible	Hamilton
National Diploma in Computing Level 5	40 weeks	February	Hamilton

Course Information

National Certificate in Computing Level 3

Duration:	19 weeks (full time)
Qualifications:	National Certificate in Computing Level 3
Day Classes:	9.00am to 3.30pm - Monday to Friday (or as per timetable)
Campuses:	24 Garden Place, Level 2, Cnr Worley & Garden Place, Hamilton 6A Jack Conway Ave, Manukau City

Entry Criteria:

No formal academic qualification is required; however reasonable keyboard skills are preferred. Students must be computer literate and have an interest in computer technical skills. Suitable evidence of English language standard of IELTS 5.0 or equivalent should be demonstrated.

Course Summary:

The course is made up of 46 credits from the National Qualifications Framework (NZQA). The units cover advanced Microsoft Office skills, multi-media applications and problem solving to name but a few. Upon completing the prescribed units, the certificate will place the student into an ever-growing, challenging and interesting area of computing. The student will also be prepared for further studies for example, the National Diploma in Computing Level 5.

Career Opportunities:

The course is designed to help those wanting an intermediate computer qualification to use either as a stepping-stone to further IT training (i.e. National Diploma in Computing Level 5) or to enter employment. Graduates could find employment in the areas of information technology, business administration, office assistant/receptionist, desktop publishing and website/graphic design.

Fees:

Fees may vary each year. Please contact the Reception for more up-to-date information.

National Diploma in Computing Level 5

Duration:	43 weeks (full time)
Qualifications:	National Diploma in Computing Level 5
Day Classes:	9.00am to 3.30pm - Monday to Friday (or as per timetable)
Campus:	24 Garden Place, Level 2, Cnr Worley & Garden Place, Hamilton

Entry Criteria:

This course is suited to candidates who have a sound knowledge of computer hardware and software. Students must be computer literate and have an interest in computer technical skills. Suitable evidence of the English language standard of IELTS 5.0 or equivalent should be demonstrated.

Course Summary:

The course is made up of 120 credits from the National Qualifications Framework and aims at training students with quality information technology skills in the fields of computer support, network support and user support. Upon completion of the course, students will be able to assemble and repair a personal computer and peripherals and be able to install networks and computer operating systems. Students will also be prepared for the internationally recognised A+ exam.

Career Opportunities:

The course is especially designed for those wishing to pursue a career in the computer industry and enables people to work in areas of computer support or personal computer repair. Students can get additional industry certification or can move on to further academic studies at a university degree level.

Fees:

Fees may vary each year. Please contact the Reception for more up-to-date information.

Fees Information

Tuition Fees and Costs

Tuition fees and costs include:

- All tuition fees for classes.
- The use of audio, electronic and learning equipment whilst on the course and during self-directed study time on the campus.
- Access to all Academy facilities and equipment during class hours or by arrangement with the tutor in charge for after class hours.
- Processing, recording and reporting of assessment results and personal data.
- The fee for hooking onto the NZQA database and also their fee for credits put into the database.

Personal expenses not included in your tuition fees

- Pens, pencils, rulers, etc.
- External examination fees, if applicable
- NZQA certificates and/or diplomas
- Optional activities after class hours.

Student Fee Protection

Fee Protect is a student fee trust account which ensures a student receives a refund on student fees – held in trust – if an education provider is unable to complete a course. This could be because of closure, insolvency, loss of NZQA accreditation or course withdrawal.

By law all education providers are required to have some form of protection for fees paid in advance. Advanced Training Academy Ltd has chosen to use The Public Trust as their student fee protector. The Public Trust is a government owned Trustee Company that has been in existence for over 130 years.

More information is available on their website, www.publictrust.co.nz.

Payment

All the tuition fees shall be credited into the trust account of the academy (**account number 7008325-020536-0305865-01**) held by

Public Trust - Fee Protect (for Advanced Training Academy Ltd)

PO Box 31543

Lower Hutt, Wellington

On enrolment or shortly afterwards, an invoice will be given to you and a personal/bank cheque should be made out to the Public Trust Account no later than seven days prior to the commencement of the programme. If preferred, a cheque (made out to Public Trust for

Advanced Training Academy Ltd) can be given to Head Office who will deposit it on your behalf.

You must pay all tuition and personal expense fees invoiced to you by the due date. If you are not a New Zealand citizen or permanent resident, you will be categorised as an International Student. For more information on International Students, please contact the Administrator at the Head Office in Manukau or refer to the Student Handbook for International students.

Student Loan

If you need to pay your fees with a student loan, you must sign the invoice indicating that your fees will be covered by the student loan. You will need to submit an application for a student loan through Studylink. This can be done by ringing Studylink for an application form (Helpdesk phone 0508 885 885) or by applying online at www.studylink.govt.nz. The administrator can help you with this.

Certificates

At the Advanced Training Academy Ltd graduation ceremony (usually held in December of each year) it is normal to present any certificates attained by students during the current year. However, on a written request, a certificate may be given to you at the end of your course provided all units are completed successfully and the requirements for completing the course have been met.

Enrolment and Assessment Information

Enrolment Procedure

When selected to enrol on a course

- You will need to complete an enrolment form for tuition. Should you meet the entry requirements, a formal offer of a placement on the course will be given to you.
- You will then have to pay the registration and course fees.

With your enrolment form you will need to provide a copy of your birth certificate and/or passport. International students will also need to provide evidence of health insurance.

Your enrolment form contains various clauses that you must agree to prior to your enrolment being finalised. One of the conditions is that you agree to notify the Academy of your current contact details and your address at all times – should you fail to do so your enrolment can be cancelled.

Before you start the course:

You must read the Student Handbook and sign the Learner Contracts to show that you understand and accept the contents of the document and agree to abide by the rules. One copy is kept by you and the other by ATA.

Orientation

Orientation takes place during the first week of your course. You will meet the tutors and will be introduced to all the staff and to fellow students. You will be shown the facilities, evacuation procedures and told the requirements for training. Documents are signed and the Student Handbook is explained and agreed upon.

Change of Address and/or Phone Contact

If you move house or change any of your contact details while studying at ATA you must notify the Academy immediately. Give the Administration office at Reception the details of the change so that your student record can be amended.

Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) gives due recognition to prior knowledge and skills and/or previous qualifications.

RPL Principles:

- The student's individual NZQA Record of Learning is given recognition for qualifications (Framework and non-framework) and unit standards listed and may be used to meet entry requirements or as credits towards a qualification offered by ATA.
- RPL is available to students who have knowledge and skills that can be validated within the accreditation scope of ATA.
- The process should be fair, valid and consistent.
- Support and guidance should be available throughout the RPL process.
- RPL can be assessed from diverse sources of evidence.
- The RPL is subject to the same principles and requirements required under the assessment and moderation policy.

RPL Procedure:

- Student requests RPL service in writing to their tutor.
- Student provides NZQA record of learning and evidence of non-framework qualifications awarded and discusses with the Manager the area of prior learning that will be assessed.
- If the Manager decides that there is a viable opportunity to assess prior learning, the student is referred to an appropriate tutor to assess prior learning.
- The tutor briefs the student on what evidence is required to make a valid assessment.
- The student presents to the tutor their portfolio of evidence.
- The tutor assesses the evidence against the unit standard requirements and makes an assessment decision.
- The tutor may decide that there is not sufficient evidence available and conduct a challenge assessment using an existing assessment.
- The assessment decision is recorded and communicated to the student
- The established systems of assessment, moderation and reporting apply.

Assessment Appeals

If you disagree with a tutor's assessment of your performance, you may appeal that tutor's assessment decision. You may approach the tutor first with your concerns, then if the issue can't be resolved to your satisfaction, follow the procedure for complains/grievances or assessment appeals listed in this handbook. The Assessment Appeals form can be made available on request.

Support Information

Student Guidance and Support

The management and the tutors will work with you to see what your needs are. They will also help you with any problems that you may have. Should they be unable to help you, they will endeavour to find someone who can.

Job Search Assistance

ATA staff can assist students to:

- Compile and put together students' curriculum vitae and/or covering letters for job applications.
- Make copies of situation vacancies from the newspaper.
- Allow students to use the telephone for job enquiries free of charge.
- Issue an Academic Record to indicate completed units up to the time of job application.

List of External Support Available:

- Work and Income NZ (WINZ) Auckland Phone 0800 559 009
- WINZ Hamilton City, 317 Victoria Street, PO Box 3050 Phone (07) 957 0399
- Emergencies (Fire, Police, Ambulance) Phone 111
- Local Police
 - Manukau Phone (09) 259 1200
 - Hamilton Phone (07) 858 6200
- Child Youth and Family Services Phone 0508 326 459
- Accident Compensation Corporation – ACC Phone 0800 101 996
- Occupational Safety and Health – OSH, PO Box 63 010 Phone 0800 20 90 20
- Citizens' Advice Bureau
 - Auckland, 305 Queen Street Phone (09) 377 3314
 - Hamilton Phone (07) 839 0395
- CRISIS Mental Health Services Phone (09) 366 4287
Phone 0800 505 050
- Domestic Violence Centre, 33 Wyndham Street Phone (09) 303 3938
- Women's Refuge Phone (07) 855 1569
- Family Planning Association,
 - Auckland, 5 Short Street, Newmarket Phone (09) 522 0120
 - Hamilton Phone (07) 839 4061
- Sexual Health Service
 - Hamilton Phone (07) 839 8732
- Elections, 181 Vivian Street, PO Box 190, Wellington Phone 0800 367 656
- Community Law Office
 - Hamilton Phone (07) 839 0770
- Youth Transition Services Phone 0800 696 884
- Youth Help Line Phone 0800 376 633
- NZ Income Support Service (general inquiries) Phone 0800 559 009
- Housing New Zealand Corporation (all inquiries) Phone 0800 739 717
- Relationship Services
 - Hamilton Phone (07) 839 3267
- New Zealand Qualifications Authority (NZQA) Phone 0800 697 296
- Studylink Phone 0800 889 900

Rules and Regulations of the Academy

Being on Time

You are required to be on time for learning and classes will start on time. If you are going to be late, you are expected to ring \email\IM\txt and leave a message at reception.

Attendance

- A student MUST inform the Administrator of an absence and the reasons why.
- A Student cannot take a break that is not catered for by normal Academy holiday periods.
- Your tutor will make contact with you to discuss the reasons why you have been absent and will endeavour to assist you to enable you to continue to attend and meet your achievement requirements.
- Should the tutor be unable to contact you for more than one week, documented discussions will be held with at least two members of the management team who will decide if you are to be withdrawn. External agencies (Studylink, Immigration) may need to be contacted regarding your welfare.
- Students must maintain at least an 80% level of attendance. An un-notified absence of more than two consecutive weeks will result in withdrawal from the course. An attendance roll is taken each day, a hard copy and a computer database is retained with this information.

Student Discipline Procedures

Situations where student disciplinary action would be used:

- Being uncooperative and disruptive in class
- Frequent absences from class – students must maintain a minimum of 80% attendance
- Frequent lateness to class – at beginning of the day and after breaks
- Not meeting agreed assessment deadlines
- Low output/low credit achievement
- Causing mental or physical harm to any member of the staff or student(s) while attending the course depending on the seriousness of the incident

Disciplinary Procedure:

The student is given two verbal and one written warning before being dismissed from the course. The standard of behaviour required from the student must be clearly communicated and support given to the student to develop solutions to the problem.

The following are reasons for instant dismissal:

- Wilful destruction of property
- Fighting or theft
- Bringing alcohol and/or non-prescriptive drugs onto the premises and/or being under the influence of alcohol and/or illegal drugs whilst on the premises
- Causing mental or physical harm including all form of harassment to any member of the staff or student(s) while attending the course depending on the seriousness of the incident
- Any kind of harassment
- Chronic absence

The liability for student misconduct must be clearly established by admission or witnesses. The process of student discipline is carried out by the Tutors and Programmes Manager. The recommendation to dismiss a student is made to the Programmes Manager who makes the final

decision. All stages of the procedure are documented and filed in individual students file, Branch and Head office file: Student Discipline.

Eating and Drinking

Only water is allowed to be consumed during class times. Time is allocated throughout the day for tea, coffee and/or food breaks. Water is not allowed to be near the computers, except when contained in sipper-bottles.

Smoking and Fire

In an emergency, for example fire, you must follow the instructions of your tutor. The assembly point will be told to you by your tutor or administrator. ATA campuses are NON SMOKING areas. If you need to smoke please smoke outside the building *away* from the entrance doors. You **MUST** dispose of any cigarette butts in suitable rubbish bins or receptacles, NOT on the footpath. Smoking is banned in all commercial buildings in New Zealand.

Complaints – Policies and Procedures

Internal and External Complaints Procedure

We know that you will enjoy your training with the Academy and we welcome any opportunity to make improvements for our students. The Academy will help you as much as possible, therefore if something is wrong, please let us know and we will endeavour to put it right.

If you feel unhappy or have a problem, with your tutor, firstly speak to them so that the issue can be resolved. If you feel that you cannot talk to your tutor, you can speak to the CEO. Personal grievances and problems with other students should be resolved outside training hours.

Complaints/Grievance/Appeals Procedure

If you have a complaint you will need to take the following procedure:

Step	Responsibility
1. Students should bring any concerns/ problems first to the tutor who may respond immediately or consult with the Manager to facilitate a solution that can be negotiated with the student. At any stage of the process the student may have a support person.	Tutor with support from the Manager.
2. The Administrator may receive complaints only if the student does not want to go directly to the tutor. The Administrator may follow up the complaint immediately giving due consideration to the student and the tutor or consult with the Manager.	Administrator with support from the Manager when needed
3. A copy of a file note describing the issue/concern and the outcome should be kept in student folder.	Tutor completes file note and appropriate filing completed.
4. If the issue/concern cannot be resolved at Tutor or Administrator level the student may submit in writing to the Manager either personally or via the student representative. This should be done within fourteen (14) days of the occurrence of the concern. The Manager may deal with the issue immediately or consult with the CEO or Management Team to facilitate a solution that can be negotiated with the student.	Manager with support from the Director or CEO
5. A copy of a file note describing the issue/concern and the outcome should be kept in student folder.	Manager completes file note and appropriate

The Manager should communicate to the Director and the CEO the nature of all complaints and outcomes that are received in writing.	filing. Communicates to the Director and the CEO
6. The Manager will review all complaints to identify areas of improvement in annual course reviews carried out by Course Review Teams.	Manager
7. If the matter cannot be resolved internally the student is able to contact NZQA directly at PO Box 160, Wellington, or by telephone on 0800 697 296. Website: www.nzqa.govt.nz	The Student.

External Bodies

Students may contact the following agencies for advice:

- The local Tertiary Education Commission (TEC) Office
- The local Work and Income (W & I) Office or their Case Manager
- Ministry of Education (MOE), 45-47 Pipitea Street, PO Box 1666, Wellington
- The Human Rights Commission (0800 4 YOUR RIGHTS)
- OSH (Occupational Safety & Health), PO Box 63 010, Manukau, Phone 262 5300
- Language Line – Free interpreting Service for Amharic, Arabic, Assyrian, Bengali, Bosnian, Cantonese, Cook Island Maori, Croatian, Dari, Farsi, Gujarati, Hindi, Japanese, Khmer, Korean, Kurdish, Lao, Mandarin, Maori, Myanmar, Niuean, Pashto, Punjabi, Russian, Samoan, Serbian, Sinhalese, Somali, Tamil, Thai, Tokelauan, Tongan, Tuvaluan, Ukrainian, Urdu, and Vietnamese languages. Service available Monday- Friday 9am to 6pm. To access the service, call or visit a participating agency, ask for language line and your language. An interpreter is usually on the line within two minutes and will help.

List of participating agencies:

Accident Compensation Commission	0800 10 19 96
Commerce Commission	0800 94 36 00
Department of Internal Affairs	
Office of Ethnic Affairs	09 362 7981
Births, Deaths, and Marriages	0800 22 5252
Citizenship	0800 22 5151
Passports	0800 22 5050
Department of Labour	
Employment Relations Service.....	0800 80 08 63
New Immigration Service.....	0508 55 88 55
Housing Corporation of New Zealand	0800 80 16 01
Ministry of Economic Development	
Electrical Workers Licensing Group	0800 66 10 00
Insolvency and Trustee Service	0508 46 76 58
Measurement and Product Safety Service	0508 62 77 74
Ministry of Consumer Affairs – Consumer Line.....	(04) 474 2750
New Zealand Companies Office.....	0508 26 67 26
Ministry of Social Development	
NZ Superannuation	0800 55 20 02
Study Link.....	0800 88 99 00
Work and Income.....	0800 55 90 09
National Poisons Centre	0800 76 47 66
New Zealand Police	Local Police Station
Tertiary Education Commission – English for Migrants	0800 37 65 69

Withdrawal, Cessation of Enrolment Procedures

Withdrawal

Students will be withdrawn from the course if they are absent for more than two consecutive weeks (fee-paying) or 5 consecutive days (fully funded) without making contact or if they write a letter requesting to be withdrawn. International students must maintain a minimum of 80-% attendance rate, failure to do so may mean that the student is withdrawn from the course and NZ Immigration Service notified.

Refunds

Refunds are issued by the authorised independent trustee of the Academy and will be returned to the student. All applications for refunds are written on the 'Application for Refund' form and must be accompanied by the required supporting documentation.

ATA adheres to the withdrawal and refunds policy for private training enterprises as per NZQA guidelines.

Student withdrawal

Withdrawals and refunds for courses of less than three months delivered to international students

Under New Zealand law PTEs must allow every international student enrolled in a course of less than three months to withdraw from the course within a certain period, and refund a minimum proportion of fees specified by the New Zealand Qualifications Authority (NZQA).

The Board of NZQA has approved, for courses of up to and including four weeks and six days:

- Where an international student withdraws within the first two days of the course the PTE may keep up to 50 per cent of the full amount of any payments made by the student to the PTE; and must refund the balance to the student.
- If two days constitutes the full amount of tuition paid for by the student, the PTE may keep 100 per cent of the payment made for the course.

For courses of five weeks or more but less than three months:

- Where an international student withdraws within the first five days of the course the PTE may keep up to 25 per cent of the full amount of any payments made by the student to the PTE for the course; and must refund the balance to the student.

Students who withdraw before the course commences will also be subject to the above criteria.

That is, they will be entitled to a refund less any amounts allowed to be retained by the PTE as noted above.

Withdrawals and refunds for courses of more than three months delivered to any student

For any student who has paid to attend a course of three months or more, the PTE must ensure the student's fees are paid into a trust, to be available for refund if they withdraw within the first eight days. If they withdraw within the first eight days the full amount must be paid to the student less a amount equal to the lower of the following amounts:

- 10 per cent of any amount paid; or
- \$500.

Students who withdraw before the course commences will be entitled to a refund less any amounts allowed to be retained by the PTE as noted above.

If a student is expelled from the course it is unlikely that any fees will be refunded.

The following table and flow chart outline the refunds students are entitled to.

Student Withdrawals							
	Less than 3 months					3 months and greater	
Type of student	International Students				Domestic Students	International and Domestic Students	
Course length	(Less than five weeks)		(Between five and 12 weeks)		(one day to three months)	(13 weeks and greater)	
Withdrawal period	Up until the end of the second day of the course	From day three onwards	Up until the end of the fifth day of the course	From day six onwards	No set withdrawal period	Up until the end of the eighth day of the course	From day nine onwards
Amount of refund	50 per cent of total fees paid	Refund to be in accordance with the provider's own refund policy	75 per cent of total fees paid	Refund to be in accordance with the provider's own refund policy	Refund to be in accordance with the provider's own refund policy	Full refund, less admin costs of up to 10 per cent of any amount paid or \$500 whichever is the lesser	Refund to be in accordance with the provider's own refund policy
Type of protection	Any option acceptable to NZQA under the student fee protection policy					Standard or "Static" trust only (for definitions see the student fee protection policy)	Any option acceptable to NZQA under the student fee protection policy

PTE withdrawal

NZQA requires that a PTE has arrangements in place to protect student fees in a 'course closure event'. A course closure event is defined as when NZQA determines the PTE is no longer delivering or capable of delivering the course for which students are enrolled and the PTE's own refund policies have failed. This includes students who have enrolled but have not yet started the course.

Other circumstances that trigger student fee protection mechanism are:

- Any other regulatory closure of a PTE or insolvency of a PTE
- Withdrawal of accreditation or course approval by NZQA for other reasons.

NZQA expects PTEs to have withdrawal and refund policies that cover both student and course or PTE withdrawal. Therefore, in cases where a PTE voluntarily closes, or ceases to offer a course in which students are enrolled, the PTE is expected to make a refund. If a refund is not made or able to be made, NZQA will withdraw accreditation and/or registration, which would then trigger the student fee protection mechanism.

Cancellation of Training by the Academy

The Academy reserves the right to cancel training courses due to insufficient demand, unavailability of suitable training staff or facilities or similar major problems. In all cases, if you are enrolled on the cancelled course, you will be offered alternative training dates or a full refund.

General Student Information

Student Identity Cards

At intervals during the year, ATA will organise the issue of student identity cards. Always carry your student card with you. A student card is very useful and can allow you to get cheaper public transport, cheaper tickets at selected movie theatres and other tourist attractions. Be careful not to lose your card as you will need to pay for a replacement.

Visitors and Friends

Visitors and friends are welcome to enter the Academy after teaching hours provided you make arrangements with the Administrator / Tutor. If your relatives or guardians wish to meet the staff please ask the Administrator to make an appointment within normal business hours.

Self-Directed Study

To help you get the most from your studies at the Academy, you are encouraged to undertake some self-directed study. To help you with this, the Academy is available for you to continue your studies in your own time after the scheduled teaching times. Teaching staff will also be available for answering questions and to help you access learning aids. You may also have homework to complete in the evenings. We will help you to make the best use of the internal and external library, Internet and other resources.

Medical Problems

If you are too sick to come to the Academy, you will need to get a doctor's certificate that verifies that you are sick and says how many days you will be absent. Please ring the Academy and tell the Administrator that you are ill and how many days that you will not be attending. You will need to bring the medical certificate with you when you return to class. If you do this you will be recorded as sick, otherwise you will be recorded as absent and may not meet the attendance requirements of the course.

Valuables

Do not leave any of your valuable possessions in the Academy unattended, they may be lost or stolen. The Academy cannot take responsibility for the theft or loss of your property.

Phone

Use of Academy telephones is not permitted without prior approval. If it is necessary to use it for very quick calls, there is a charge of 50 cents.

Health and Safety Procedures

Display and Evacuation Notices

Notices will be displayed in the building explaining the procedures and the exit routes to be followed in the event of an evacuation.

Trial Evacuations

Trial evacuations are conducted in educational buildings once a term except when a real emergency evacuation has already taken place during that term.

Assembly Point

Ask your tutor or administrator where the assembly point is for your branch. Write this information down on your personal information page at the beginning of this handbook.

Hazards

If you see anything that you think is a hazard you must report it to your administrator or reception immediately. The Administrator will fill in a report form and inform the Manager who will take the appropriate action.

First Aid Kits

First aid kits are kept at the reception area of the Academy. If in doubt ask your tutor. If you are ill and need to leave class, tell your tutor who will make sure that you can get to a doctor if necessary. Whenever the first aid kit is needed, details of the reasons are to be written into the 'first aid' register.

If you have an accident that is too serious for staff to treat, arrangements will be made for you to be taken to an emergency centre or for an ambulance or doctor to be called. All accidents including minor ones are to be entered into the 'accident register'.

Safety rules

Everybody on the Academy premises must observe the following safety rules:

- Do not run, only walking is permitted.
- Use handrails, if provided, when going up and down the stairs.
- You are not allowed to have alcohol or non-prescription drugs on the premises.
- If you spill something, you must clean it up immediately.
- Any accident or injury must be reported either to your tutor and/or the Administrator.

Fire and Safety Compliance

- Smoking is not allowed inside any of ATA's premises.
- Matches or fire lighting equipment must not be used within the premises.
- You must not tamper with the fire extinguishers.
- Make sure that you know where the fire extinguishers are located.

Emergency Procedures

The following procedures are to be followed in the case of an emergency:

Fire and/or Explosion

- Sound the alarm
- Inform the nearest staff member
- Initiate site emergency evacuation procedure
- **Call fire service (111)**

Serious Injury

- If machinery is involved, stop machinery
- Call for assistance
- **Call ambulance (111)**
- Give appropriate first aid and comfort the person
- Do not put yourself or other people in unnecessary danger
- Report the situation to the CEO

Bomb Threat

- Stay calm and listen carefully to the caller - write down all that is said; ask the caller where the bomb is located
- **Call police (111)**
- Act according to advice from the police
- If advised by the police, instigate emergency evacuation plan

Earthquake

- Stay calm, keep a clear head
- Take cover – move quickly and quietly to the nearest area considered to be safe (e.g. shelter under a table, in a strong doorway or in a corner away from windows)
- Watch for falling debris and other overhead objects
- Do not attempt to run outside
- Do not attempt to use the phones. These may be needed to contact civil defence, police, etc
- After the earthquake, check if anyone has sustained injuries. When the premises can be safely evacuated, the alarm should be sounded. Staff members present should assess the damage as it is their role to determine whether evacuation is necessary

Electrocution

- Switch off the power supply – do NOT touch the patient until this has been done
- Follow 'serious injury' procedure referred to above

Robbery

- Co-operate with the robber
- Remain calm
- Take no personal risks
- Observe persons features, height, build, clothing, etc
- **When you can, call police (111)**
- Notify the CEO

Gas Leak

- Notify management who will then notify gas engineers
- If necessary, follow the fire and explosion procedure set out above

Internet Use Policy

This is an incredible resource for you but you need to use it wisely. *The Internet was founded on a philosophy of openness and free access to information unimpeded by censorship and government control.* In today's world access to information and knowledge is a valuable commodity.

The Internet provides this access but the free and uncensored nature means that you are likely to come across material that is considered **objectionable or offensive**. The important point to note here is that while **you may** not be offended by the material on your screen it may be offensive to **other** people.

You should also be aware that material that may not be "officially" classed as objectionable can still be **highly offensive** to some people and the responsibility for respecting other peoples. This is very important and you should always be aware and sensitive to other users in the lab.

*Please be aware that we take intentional abuse of this **resource very seriously** and by **accepting the terms of use you are agreeing** that in the case of proven abuse **your specific details may not be made available for everyone to comment on.***

The Academy provides this resource for student learning purposes and not for entertainment. Students deemed to have abused this privilege may be charged for the downloaded materials, and this may result in the withholding of units and or certificates until this account is settled.

The final point is that you are using the Academy's precious resources that have been provided to you primarily for educational purposes however the breadth of the internet encompasses information and activities that are not appropriate in a learning environment or at worst may be **illegal** under current New Zealand law "*and may be punishable by fines or imprisonment*" this is a serious issue that should not be treated lightly.



ADVANCED TRAINING ACADEMY LTD

Learner Induction Check List

Learner's Name _____

This is to be carried out at Orientation for all new enrolled students. Make sure you read through carefully and understand every point before signing this checklist.

- First Aid Kit location and use explained
- Accident Register explained
- Fire Evacuation Procedure explained
- Hazard Identification and Register explained
- Contracts explained and signed
- Handbook issued
- Internet use policy explained & signed

Tutor's Signature

Learner's Signature

Date

Training Programme Name



ADVANCED TRAINING ACADEMY LTD

Learner-Tutor Contract

Learner's Name: _____

I agree to abide by the Policies, Procedures, Rules and Regulations of the Advanced Training Academy.

I agree to be ready to start at the correct time. I will advise the Administration Officer or a staff member in advance or as soon as practical if I am going to be late or unable to attend.

I will be honest in my dealings with the other learners/students and with the teachers.

I fully understand that if I am absent from the course and do not comply with the requirements I will accept the consequences as listed below:

- I may be withdrawn from the course and Tertiary Education Commission will be informed which will result in my travel allowance being cancelled.
- Work and Income New Zealand (WINZ) will also be informed which could result in my Training Benefit being cancelled.

I agree to commit myself to fully attend the training programme to the best of my ability and will make every endeavour to gain employment or further education once I complete the course.

I agree to make a 100% commitment to follow and abide by all Workshop Safety Procedures.

I agree to try hard to complete any assignments on time and to work on them to the best of my ability.

I will ask for 1 to 1 sessions when I need them.

I will try to be cooperative and sensitive to the needs of the teachers and other students.

I will cooperate with any "house keeping" rules of the group and our training room (ie. doing my own dishes, keeping the room clean, etc).

I have received a copy of the Student handbook and have read, understand and agree to abide by the COURSE Training Rules.

Tutor's Signature

Learner's Signature

Date

Training Programme Name



Learner Internet Use Contract

Learner's Name: _____

To ensure quality use of the Internet, we have established the following guidelines:

1. Prior to access to the Internet, you will be required to receive basic training/information in both its use and etiquette on the Internet (Netiquette).
2. Any information downloaded from the Internet must be placed in a specific folder on the network. Upon teacher approval, this information may then be saved to your file or an approved disk. This requirement applies to any information from the Internet such as computer software and video images. **(Must be saved to the designated location)**
3. Unauthorised downloading of information to student disks.
4. Consequences for misuse/abuse of the Internet: (Depending on the severity and context of the situation, the disciplinary process may include combinations of the following consequences.)
 - Verbal warning
 - Loss of credit for assignment
 - Loss of credit for the unit
 - Loss of privilege to use the Internet
 - Referral to manager for discipline
5. You may not allow other people to use your passwords and actively take steps to reduce the opportunity for this to occur.
6. Do not blame the system administrator for the behaviour of the system users.

As educators, we are excited about allowing you access to the wealth of information on the Internet. We also want to help you make correct choices regarding the use of this tremendous resource. Feel free to contact any computing tutor for further clarification on any questions you may have. Please sign below indicating your willingness to use the Internet under the above guidelines. A signed contract/release form is also required to be on file prior to your navigation on the Internet. Thank you!

Tutor's Signature

Learner's Signature

Date

Training Programme Name

APPENDIX A

Example of Unit Standards offered



National Certificate in Computing Level 3



Completed Computer Units

This is a list of all the level 3 computer units offered by Advanced Training Academy.

This page is to be used as a record of all the units you have completed while studying at ATA.

As you complete a unit, please bring this book to the tutor so both you and the tutor can sign it off as complete.

Unit	Description	Credits	Start Date	Finish Date	Trainee	Tutor
Compulsory						
2780	Demonstrate and apply knowledge of a personal computer system	3				
2781	Manage and protect data in a personal computer system	3				
2785	Create a computer spreadsheet to provide a solution for organisation use	5				
2787	Create and use a computer database to provide a solution for organisation use	6				
5947	Use computer technology to solve a specified problem	3				
2789	Produce desktop published documents for organisation use	6				
112	Produce business or organisational information using word processing	5				
5953	Create and monitor a project plan using a computer application	3				
5955	Demonstrate an understanding of documentation for computer applications	5				
16679	Key in text at 35 words per minute (wpm)	1				
24872	Produce documents for a workplace using a computer	3				
Elective						
25658	Create a website for a stakeholder using a dedicated web-authoring tool	5				
25782	Investigate the use of Information and Communications Technology in an organisation	6				
18756	Use and maintain a computer database for business reporting and decision making	4				



National Diploma in Computing – Level 5 Completed Computer Units



This is a list of all the NDC-L5 units offered by Advanced Training Academy. This page is to be used as a record of all the units you have completed while studying at ATA. As you complete a unit, please bring the book back to the tutor so both of you can sign it off as complete.

Unit	Description	Credits	Start Date	Finish Date	Student	Tutor
Compulsory						
6855	Apply the principles of supporting users of a local area computer network.	7				
6870	Assemble personal computers and peripherals from modules.	7				
6881	Assist a person to learn to use a computer application.	15				
6869	Demonstrate an understanding of hardware components for personal computers.	7				
6854	Explain local area computer networks and install network workstations.	5				
6883	Identify computer problem trends.	5				
6871	Install a single-user personal computer and peripherals.	7				
6872	Install single-user personal computer system software and applications software.	5				
6873	Repair a personal computer to module level.	15				
6882	Resolve computer users' problems.	5				
6836	Apply the principles of resolving problems for single and multi-user computer operating systems.	5				
6748	Explain ethics and professionalism for the computer industry in New Zealand.	7				
7910	Explain how data is stored.	7				
6747	Explain the principles of business and the role of information technology.	4				
6875	Repair data communications equipment to module level.	10				
5945	Evaluate multi-user computer applications.	5				
6750	Demonstrate an understanding of computer software development.	4				

APPENDIX B

Required Textbooks & Resources

Computer Lab Rules

REQUIRED TEXTBOOKS AND RESOURCES

NCC Level 3 Resources

Stationery Resources

- 1 Large A4 Ringbinder
- 1 Set of Ring Binder Dividers
- 1 A4 Lined Refill
- 1 Pen
- 1 Blank DVD
- Recommended: 1 USB Flash Drive

Textbooks

All books will be supplied by ATA for you to use while studying. The books remain the property of ATA and are to be returned once you have completed the unit. You will receive the books at the start of each unit. If you lose a textbook, you will be expected to replace it at your own expense.

NDC Level 5 Resources

Stationery Resources

- 1 Large A4 Ringbinder
- 1 Set of Ring Binder Dividers
- 2 A4 Lined Refill
- 2 Pens
- 1 Floppy Disk
- 5 Blank CD-Rs
- 5 Blank DVD-Rs
- 1 USB Flash Drive

Textbooks

The NDC Level 5 course has two required textbooks, their costs have been covered in your course fees. The books are yours to keep at the end of the course. If you lose a book, you will be expected to replace it at your own expense.

Required Tools (L5)

All required tools will be supplied by ATA, their costs have been covered in your course fees. The tools are yours to keep at the end of the course. You will receive the tools within the first few weeks after the course start date. If you lose a tool, you will be expected to replace it at your own expense.

Tools provided:

- 1 Computer Servicing Toolkit
- 1 Anti-static strap



COMPUTER LAB RULES



- Be on time to your class sessions.
- A tidy standard of dress in class is expected.
- Lab hours are from 9am to 3:30pm.
- Any printing for things other than class related topics will be charged for at the rate of 10 cents per sheet.
- You are not to write in the classroom manuals at all - including pencil. Manuals must not be taken out of the room without the tutor's permission. (Does not apply to manuals purchased by students.)
- Do not tamper with the computers; this includes downloading and/or installing software or programmes, which are not placed on there by the staff of ATA. Illegal software will be removed and you will receive a warning. All disks, CD-ROMs and DVDs from outside ATA must be shown to tutors before use.
- Do not change any of the computer settings without permission of the tutor.
- Respect the equipment. The equipment belongs to ATA. Damaged equipment does not help you learn.
- If at first you don't succeed, *read the manual and try again* - then ask for help.
- If you are away for any sessions it is your responsibility to check what you have missed. First check with other students.
- When doing anything, *first read all the instructions carefully*.

Labs may be used outside class times for work related activities, but only at the discretion of the tutor.

APPENDIX C

Trainee Assessment Appeal Form

Trainee Complaint Form



Learner Assessment Appeal Form

This form is to be used when you wish to contest an assessment result. It must be handed in to your tutor within two weeks of receiving your assessment results. Further forms can be requested from you tutor.

Name of the Learner:	
Course Name:	
Course Number:	
NZQA ID Number:	
Skill NZ ID Number: (if applicable)	

Name of the Assessor/Tutor:	
Branch:	
ITO Assessor Registered Number: (if applicable)	

BASIS OF APPEAL	
Contested Assessment Unit Standard Number:	
Contested Assessment Unit Standard Name:	
Date of Assessment:	
Reason for Appeal:	

Learner's Signature: _____ **Date of Appeal:** _____

Assessor's/Tutor's Comments:

APPENDIX D

Fire Evacuation Procedure

Notes

FIRE EVACUATION PROCEDURE

If the fire alarm sounds:

- Follow the instructions given to you by the floor \ area warden.
- You will be directed to walk quietly, but quickly out through the nearest fire exit. Take only what you have on you. DO NOT return to any areas that the floor warden has cleared.
- Use the stairs, NOT THE LIFT, to get out of the building.
- ASSEMBLE in outside the building keeping clear of the building and the entrances. DO NOT go to the shops or visit with friends passing by.
- The floor warden will check their designated areas for personnel before they leave the building.
- Once out of the building, DO NOT attempt to re-enter the building. (Nothing inside is worth risking your life for and professionals are there to take care of things).
- DO NOT leave the assembly area until the all clear is given.

DIAL 111

STAFF AREAS OF RESPONSIBILITY

Hamilton Campus

Ngarama – Building Warden			
Ground Floor		Second Floor	
<i>Name</i>		<i>Name</i>	<i>Duty</i>
Current Tenants		Kevin	Floor Warden
Third Floor		Fourth Floor	
<i>Name</i>	<i>Duty</i>	<i>Name</i>	<i>Duty</i>
Mala	Floor Warden	Matt	Floor Warden

Manukau Campus

Roya – Building Warden			
Reception\Admin & L3		Upholstery & CALP	
<i>Name</i>	<i>Duty</i>	<i>Name</i>	<i>Duty</i>
Receptionist	Area Warden	Amza	Area Warden
Welding & Student Area		Upstairs Admin	
<i>Name</i>	<i>Duty</i>	<i>Name</i>	<i>Duty</i>
Ranjit	Area Warden	Jasmine	Area Warden
Unit B Workshop		Unit B Classroom (upstairs)	
<i>Name</i>	<i>Duty</i>	<i>Name</i>	<i>Duty</i>
William	Area Warden	Inoke	Area Warden

During Orientation you will be taken on a tour of the building by your Tutor and shown all the Emergency Evacuation Routes, locations of Fire Alarms, Hoses and Extinguishers as well as the Evacuation Assembly Point.

Please make sure you know where all of these are.

