



ADVANCED TRAINING ACADEMY LTD

Registered and accredited by New Zealand Qualifications Authority

# Student Handbook BAC, Retail & TOPS Courses

## 2010

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](http://www.ata.ac.nz)

Email: [info@ata.ac.nz](mailto:info@ata.ac.nz)

### Hamilton Campus Contact Details

Telephone: (07) 834 0007

Facsimile: (07) 834 0407

Email: [info.hamilton@ata.ac.nz](mailto: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 records and information.

Your Name .....

Course Name .....

Tutor's Name .....

Administrator's Name .....

Branch 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 extinguishers are located .....

.....

.....



Welcome!

Welcome to the 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 the 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 or want 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. Staff are available to assist you with academic and/or personal matters and if necessary, can refer you to external counselling services.

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.

Deryk Thompson  
Chief Executive Officer

## Introduction to Advanced Training Academy

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, learning English and several trade training courses and have five branches, four in South/East Auckland 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 CompTIA (The Computer Training Industry Association) 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.

**Read this handbook, take note of what it says, and keep it with you at all times!  
Take particular note of the rules as set out in this handbook.**

Failure to follow the rules could result in your dismissal from the programme. Dismissal is a serious matter. It may cause you to lose your benefit for a period of 26 weeks and also you may not be able to enrol in another programme for that same length of time.

*This handbook applies to the students of:*

*ADVANCED TRAINING ACADEMY (ATA) LIMITED*

*Except where it is specifically stated, all parts apply and are relevant to all students.*

All inquiries should initially be made to the Administration Officer at the premises that you attend. If you cannot obtain satisfactory help from the Administration Officer, then you should contact the Administration Coordinator at:

Advanced Training Academy Ltd  
6A Jack Conway Ave, Manukau City  
Phone: (09) 263 6527, Fax: (09) 263 6526

## ATA Staff List

Office	Staff	Title	Email Address
<p><b>Head Office - Manukau</b>            6A Jack Conway Ave            Manukau City            Auckland            Phone: (09) 263 6527            Fax: (09) 263 6526</p>	<p>Behruz Hedayaty            Deryk Thompson            Devika Muttu            Jasmine Kerai            Ranjit Singh            Ruby Liang            Iva Henry            Jane Tuka            Amza Ali            Anthony Savage            Gabriel Tauariki            Evelyn Solendra            Inoke Colavanua            William Wong Tung</p>	<p>Director            CEO / Operations Manager            Programmes Manager            Senior Administrator            Engineering &amp; Welding Tutor            Accounts / Computer Tutor            Administrator / Receptionist            Tutor / Recruitment            Upholstery Tutor            Welding Tutor            Welding Tutor            Literacy &amp; Numeracy Tutor            Automotive Panel Tutor            Automotive Mechanical Tutor</p>	<p>bhedayaty@ata.ac.nz            dthompson@ata.ac.nz            program.manager@ata.ac.nz            dbadmin@ata.ac.nz            ranjitsingh@ata.ac.nz            ruby@ata.ac.nz            ata03@xtra.co.nz            jane@ata.ac.nz</p>
<p><b>Hamilton</b>            24 Garden Place            Level 2            Cnr Worley &amp; Garden Pl            PO Box 9522            Hamilton            Phone: (07) 834 0007            Fax: (07) 834 0407</p>	<p>Wiremu Bayliss            Ngarama Heke            Kevin Baker            Amanda Cho            Paul Robinson            Mathew Rudland</p>	<p>Campus Manager            Administrator / Reception            Computing Youth Tutor            BAC Level 2 Tutor            Computing Level 3 Tutor            Computing Level 5 Tutor</p>	<p>wiremu@ata.ac.nz            ngarama.hamilton@ata.ac.nz            kevin@ata.ac.nz            amanda@ata.ac.nz            paul@ata.ac.nz            matt.tutors@ata.ac.nz</p>

## ATA Course List

### ➤ Youth Training (TOP's) for Domestic Students (Conditions Apply)

COURSE/QUALIFICATION	DURATION	INTAKES	LOCATION
<b><i>Computer Assisted Learning Programme</i></b> National Certificate in Computing Level 2 & Employment Skills Level 1	48 Weeks	January	Auckland
<b><i>Employment, Technology Communication</i></b> National Certificate in Computing Level 2 & Employment Skills Level 1 National Certificate in Business Admin & Computing Level 2 (cross credited)	48 weeks	January	Hamilton

### ➤ Training Opportunities Programme for Domestic Students (Conditions Apply)

COURSE/QUALIFICATION	DURATION	INTAKES	LOCATION
<b><i>Engineering &amp; Welding</i></b> National Certificate in Engineering and Fabrication Level 2	48 Weeks	January	Auckland
<b><i>Furniture Recovery (Upholstery)</i></b> Units towards National Certificate in Furniture Manufacturing Level 3	48 weeks	January	Auckland
<b><i>Automotive Mechanical Engineering</i></b> Units towards National Certificate in Automotive Mechanical Engineering Level 2	48 weeks	January	Auckland
<b><i>Automotive Panel</i></b> Units towards National certificate in Motor Body Trades (Panel beating Level 2)	48 weeks	January	Auckland
<b><i>Business Admin &amp; Computing</i></b> National Certificate in Business Admin & Computing Level 2	48 weeks	January	Hamilton

### ➤ Fee-Paying Courses for Domestic and International Students

COURSE/QUALIFICATION	DURATION	INTAKES	LOCATION
National Certificate in Computing Level 3	19 weeks	Flexible	Auckland
National Certificate in Computing Level 3	19 weeks	Flexible	Hamilton
National Diploma in Computing Level 5	43 weeks	February	Hamilton

## Course Information

At different sites, ATA offers courses on computing and a variety of trade training. We believe that the ATA's courses provide good pathways to your academic and career successes.

The courses that we provide for our local students are as follows:

### **Business Administration & Computing**

Duration: 48 weeks (full time)  
Qualifications: National Certificate in Business Administration and Computing Level 2  
Day Classes: Two streams – morning and afternoon (or as per timetable)  
Campus: 24 Garden Place, Level 2, Cnr Worley & Garden Place, Hamilton  
Phone: (07) 834 0007, Fax: (07) 834 0407

#### ***Entry Criteria:***

Training Opportunity Programme and Youth Training Programme

The course is free for those who are 16 years and over and who meet the eligibility criteria of Work and Income New Zealand (WINZ) and/or Tertiary Education Commission (TEC).

#### ***Course Summary:***

The course is made up of 60 credits from eleven NZQA units that come from seven different domains i.e. Business Administration Service, Generic Computing, Writing, Interpersonal Communications, Service Sector, Accounting (middle level) and Financial skills. The units cover operating a cost accounting system, preparing payroll and other related employment administration records. The course is designed to help students understand the preparation of budgets and financial reports, learn how to prepare PAYE, ACC, FBT and GST returns and to be familiar with the accounts receivable and accounts payable ledger systems.

#### ***Career Opportunities:***

The course has been especially designed to meet the business administration and information technology needs of industry at a high level.

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*Note: The intakes for all the courses are in January and June, but applicants can join the course at any time during the year should a vacancy become available.*

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# Enrolment and Assessment Information

## Enrolment Forms

### When selected to enrol on a course

- You will need to complete an enrolment form for tuition.
- Should you meet the entry requirements, you will receive a formal offer of a placement on the course.

*Please note: Those enrolling on the Computer Assisted Learning Programme will initially fill in a pre-enrolment form. At the end of two week's observation, if accepted onto the course, they will then fill in an official enrolment form.*

### Before you start the course

You must read the Student Handbook and sign the 'Student and Tutor Contract' (on the back page) to show that you understand and accept the contents of the document and agree to abide by the rules.

## Orientation

Orientation takes place during the first week of your course. You will meet management and tutors and will be introduced to all the staff and to fellow students. You will be shown the facilities 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) and/or recognition of current competencies (RCC) are based on recognition of skills currently 'used' or gained.

If you believe you already have the skills being taught in a module that you are currently learning, you can apply to have your existing skills recognized and credited to your student record. This may mean that you can move on to the next stage or level of the course earlier than originally scheduled.

To apply for RPL or RCC you will need to take the following steps:

1. Tell your tutor that you believe that you already have the skills that are being taught and ask for recognition of these skills.
2. Your tutor will ask you to prove that your skills are up to the current standard. To do this you may have to sit the assessment for that module earlier than the rest of the class. Alternatively you may be able to provide a certificate from a recognised institute that shows that you are competent in that skill.
3. If the tutor is satisfied that you are competent in these skills, your student record will be updated to show a credit for the module or level that you have completed.
4. If the tutor is not satisfied that you are competent in the skills (i.e. you cannot meet the assessment criteria or your existing course work does not match up to the certificate that you have provided) then you will continue in your class at the stage or level you are currently at.

## Assessment Appeals

If you disagree with a tutor's assessment of your performance, you may appeal that tutor's assessment decision. Simply follow the procedure for complaints/grievances or assessment appeals listed in Appendix C of this handbook.

## 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 administrators can assist student to:

- Compile and put together students CV 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 a course completion certificate to indicate completed units up to the time of job application.

### List of External Support Available:

- Work and Income NZ (WINZ)
- General enquiries Phone 0800 559 009
  - Mangere, 93 Ascot Avenue, PO Box 43 185
  - Manukau, 2 Osterley Way, PO Box 76 095
  - Manurewa, 12 Selwyn Road, Private Bag 805
  - Hunters Corner, 139 Great South Road, PO Box 23 623, Papatoetoe
  - Clendon, Clendon Shopping Centre, PO Box 88 160
  - Papakura, 20-22 Queen Street, Private Bag 9
  - Otara, 52-60 Lovegrove Crescent, Private Bag 61 900
  - 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 (24hrs) 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 |
| • Studylink                                       | Phone 0800 889 900  |
| • Student Loan inquiries                          | Phone 0800 377 774  |

## 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 and leave a message at reception.

### Attendance

- 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 by at least two members of the management team who will decide if external agencies need to be contacted regarding your welfare.
- Students must attend at least 80% of classes to receive an attendance certificate and must achieve 80% of the module criteria and/or units in each of the macro skill areas in each level to gain that level.
- An attendance role is taken morning and afternoon, a hard copy and a computer database is retained with this information.

### Disciplinary Procedures

- Should you be disruptive or uncooperative while attending the course, a verbal warning will be given.
- If you fail to improve your behaviour, a written warning will be issued.
- If you use drugs or alcohol on the premises during course hours, or come to class under the influence of drugs or alcohol, you will face disciplinary procedures and/or instant expulsion.
- Should you cause harm (mentally or physically) to any member of the staff or student(s) while attending the course, you will be suspended and/or expelled depending on the seriousness of the incident.

### Eating and Drinking

Only water is allowed to be drunk 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.

### Smoking and Fire

In an emergency, for example fire, you must follow the instructions of your tutor. Your tutor or Administrator will tell you the assembly point for your campus. The Academy is a **NON SMOKING** area. 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 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 General Manager of Education.

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:

1. Firstly, all concerns/problems should be brought to your tutor.
2. If your tutor cannot resolve the issue, the concern should be submitted in writing to the Managing Director either personally or via your student representative. This should be done within fourteen (14) days of the occurrence of the concern.
3. If the Managing Director cannot resolve the problem, the matter will be referred to relevant Advisory Group member(s) who will contact you by letter with their response. (Assessment appeals can go no further than this point.)
4. If you are still not satisfied with the outcome, then you can contact **NZQA** directly at **PO Box 160, Wellington**, or by telephone on **0800 QAHELP**.

### External Bodies

If students are unable to resolve their grievances through the internal procedures, then they are able to contact the following organisations for help.

- NZQA (0800 QAHELP), 125 The Terrace, PO Box 160, Wellington
- Tertiary Education Commission, Phone: (09) 262 2100, PO Box 76 328, Manukau City
- Work and Income NZ (WINZ)
- Ministry of Education (MOE), 45-47 Pipitea Street, PO Box 1666, Wellington
- The Human Rights Commission (0800 4 YOUR RIGHTS)

## Withdrawal, Cessation of Enrolment Procedures

### Withdrawal, Cessation of Enrolment

You will be withdrawn from your course if you stop attending for more than two consecutive weeks or if you write a letter stating that you wish to withdraw. You can write a letter asking to be withdrawn from the course at any time. It is your responsibility to report your withdrawal from the course in writing.

If you are withdrawn from a course, relevant government agencies such as TEC and WINZ will be notified.

Pro-rata leave may be granted in extenuating circumstances for leave taken beyond the student's control, on approval by the Managing Director.

### 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.

## General Student Information

### Student Identity Cards

At intervals during the year, ATA will organise the issue of student Identity cards. The cost of these is \$5. Always carry your student card with you. A student card is very useful and can allow you to get discounts on public transport, selective movie tickets and other tourist attractions. Be careful not to lose your card as a replacement card will cost you a further \$5.

### Visitors and Friends

Visitors and friends are welcome to enter the Academy after teaching hours provided you make arrangements with the Administration Officer. If your relatives or guardians wish to meet the staff, please ask the Administration Officer 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 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 Administration Officer 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.** Public phones are located close to the academy and operate on coins or cards that can be purchased from local stores.

# 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

The assembly point for your campus will be told to you by either your tutor or the administrator.

## Hazards

If you see anything that you think is a hazard you must report it to reception immediately. The Administration Officer will fill in a report form and inform the Managing Director 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.
- Always clean and store workshop tools and equipment after use.
- Always wear protective clothing (where applicable) and any oil, grease or coolant spilt on the floor must be cleaned immediately.
- Obey all workshop/classroom signs and container labels.
- Take all practical steps to ensure that you and other people are not harmed when using any tools or applications in the workshop.
- Rectify or report any situation or action that may cause harm to you or to anyone else at your workplace.
- Any accident or injury must be reported either to your tutor and/or the Administration Officer.

## Fire and Safety Compliance

- Smoking is not allowed at 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 for an ambulance on phone 111**
- Give appropriate first aid and comfort the person
- Do not put yourself or other people in unnecessary danger
- Report the situation to the Managing Director

## **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 keep in touch with 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.
- 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, ring the police
- Notify management.

## **Gas Leak**

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

## Student and Teacher Contract

### Student's Copy

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 (i.e. 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.

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**Teacher's Signature**

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**Learner / Student's Signature**

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**Date**

---

**Training Programme Name**

## 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.

## INTERNET USE CONTRACT

*(Student Copy)*

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 (Etiquette).
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 area)**
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!

Signed (Student): \_\_\_\_\_

Signed (Tutor): \_\_\_\_\_

Date: \_\_\_\_\_



**ATA's Copy of Student Contract**

*(To be placed in student file)*

**Student'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 / Student's Signature**

---

**Date**

---

**Training Programme Name**

## INTERNET USE CONTRACT

*(To be placed in student file)*

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 area)**
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!

Signed (Student): \_\_\_\_\_

Signed (Tutor): \_\_\_\_\_

Date: \_\_\_\_\_

# **APPENDIX A**

**Unit Completion Sign-off Sheets**

## **Learner Pathway – Business Administration & Computing Level 2**

<b>Unit No.</b>	<b>V</b>	<b>Unit Standard No</b>	<b>Level</b>	<b>Credits</b>
56	5	Attend to customer inquiries, face to face and on the telephone	1	2
57	5	Provide customer services in given situations	2	2
62	4	Maintain personal presentation for the workplace	2	2
64	4	Use keyboarding skills to enter text	1	2
101	5	Use keyboarding skills to enter text	1	3
102	5	Consolidate keyboarding skills	1	3
107	5	Apply language and text processing to produce documents	2	5
111	5	Use a word processor to produce documents	2	5
121	5	Office functions-use clerical systems and apply business procedures	2	5
327	5	Document business transactions	2	4
329	5	Process financial information for cash transactions	2	4
497	7	Protect health and safety in the workplace	1	3
504	4	Produce a CV	1	2
1277	5	Communicate information in a specific workplace	2	3
1304	7	Communicate with people from different cultures	3	2
2780	6	Operate a personal computer system	1	3
2781	6	Manage computer data	2	3
2784	6	Produce and use computer spreadsheets using base functions	2	3
2786	6	Create and use flat file database	2	3
2788	6	Produce desktop published documents using base functions	2	5
2790	6	Use and maintain personal computer peripherals	2	3
2791	6	Integrate word, spreadsheet, database files	2	3
5940	7	Produce a presentation using a desktop presentation computer application	2	3
6743	6	Demonstrate understanding of ergonomics	2	2
8489	3	Maths: solve problems which require calculation with whole numbers	1	2
8490	3	Maths: solve problems using calculations with numbers expressed in different forms	1	2
8491	3	Read and interpret information presented in tables and graphs	1	2
8492	4	Maths: use standard units of measurement	1	3
10792	3	Write letters	1	3
16677	2	Key in text at 15 words per minute	1	1
16678	2	Key in text at 25 words per minute	2	1
20332	3	Use the internet for information retrieval in an organisation	2	3
25662	1	Use digital communications technologies	2	3

**NCBAC Student and Tutor Sign off Sheet**

<b>Unit</b>	<b>Version</b>	<b>Credits</b>	<b>Student</b>	<b>Tutor</b>
56	5	2		
57	5	2		
62	4	2		
64	4	2		
101	5	3		
102	5	3		
107	5	5		
111	5	5		
121	5	5		
327	5	4		
329	5	4		
497	7	3		
504	4	2		
1277	5	3		
1304	7	2		
2780	6	3		
2781	6	3		
2784	6	3		
2786	6	3		
2788	6	5		
2790	6	3		
2791	6	3		
5940	7	3		
6743	6	2		
8489	3	2		
8490	3	2		
8491	3	2		
8492	4	3		
10792	3	3		
11678	2	1		
16678	2	1		
20332	3	3		
25662	1	3		

## **Learner Pathway National Certificate in Retail Level 2**

<b>Compulsory Units (25 credits)</b>				
<b>Unit</b>	<b>Level</b>	<b>Credits</b>	<b>Version</b>	<b>Title</b>
64	1	2	4	Perform calculations for the workplace
497	1	3	7	Health and safety in the workplace
11971	1	3	3	Use safe work practices in a retail or distribution environment
62	2	2	4	Maintain personal presentation in the workplace
1277	2	3	5	Communicate info in a specified workplace
11941	2	2	3	Build rapport with customers
11968	2	4	4	Maintain and integrate knowledge of legislation applicable to sale of goods and services
11974	2	4	3	Participate in a team in a retail or distribution environment
19583	2	4	3	Demonstrate knowledge of products in a retail or distribution environment
<b>Elective Units (25 credits)</b>				
<b><i>Business (10 credits)</i></b>				
107	2	5	5	Apply language and text processing skills to produce communications
121	2	5	5	Use office administration and communication systems
<b><i>Service sector (15 Credits)</i></b>				
57	2	2	5	Provide customer service in given situations
405	2	3	5	Demonstrate knowledge of consumerism
11955	2	2	2	Count and prepare takings for banking in a retail or distribution environment
12008	2	6	3	Sell retail or wholesale goods and / or services
11938	2	2	2	Assist customers to select goods and /or services face to face

<b>Retail Student and Tutor Sign off Sheet</b>				
<b>Unit</b>	<b>Version</b>	<b>Credits</b>	<b>Student</b>	<b>Tutor</b>
64	4	2		
497	7	3		
11971	3	3		
62	4	2		
1277	5	3		
11941	3	2		
11968	4	4		
11974	3	4		
19583	3	4		
107	5	5		
121	5	5		
57	5	2		
405	5	3		
11955	2	2		
12008	3	6		
11938	2	2		

# **APPENDIX B**

**Required Textbooks & Resources**

**Student Timetable**

**Lab Rules**

# REQUIRED TEXTBOOKS AND RESOURCES

## Stationery Resources

- 1 Large A4 Ringbinder
- 1 Set of Ring Binder Dividers
- 1 A4 Lined Refill
- 1 Pen
- 1 Floppy Disk
- 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.





# STUDENT TIMETABLE



Times		Monday	Tuesday	Wednesday	Thursday	Friday
START	FINISH					
9:00	9:15					
9:15	9:30					
9:30	9:45					
9:45	10:00					
10:00	10:15					
10:15	10:30					
<b>10:30</b>	<b>10:45</b>	<b>MORNING BREAK</b>				
10:45	11:00					
11:00	11:15					
11:15	11:30					
11:30	11:45					
11:45	12:00					
<b>12:00</b>	<b>12:15</b>	<b>LUNCH BREAK</b>				
<b>12:15</b>	<b>12:30</b>					
<b>12:30</b>	<b>12:45</b>					
12:45	1:00					
1:00	1:15					
1:15	1:30					
1:30	1:45					
1:45	2:00					
<b>2:00</b>	<b>2:15</b>	<b>AFTERNOON BREAK</b>				
2:15	2:30				Staff Meeting	
2:30	2:45					
2:45	3:00					
3:00	3:15					
3:15	3:30					
<b>3:30</b>		<b>HOME</b>				

# 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**



## ADVANCED TRAINING ACADEMY LTD

Registered and accredited by New Zealand Qualifications Authority

### Trainee Assessment Appeal Form

This form is to be used whenever you wish to contest any assessment results. It must be handed in to your tutor within two weeks of your assessment results being received. Note: Further forms can be requested from you tutor.

<b>NAME OF LEARNER:</b>	
<b>NZQA ID Number:</b>	
<b>Skill NZ ID Number:</b>	(if applicable)
<b>Course Name:</b>	
<b>Course Number:</b>	

<b>NAME OF ASSESSOR/TUTOR:</b>	
<b>Branch:</b>	
<b>ITO Assessor Registered Number:</b>	(if applicable)

<b>BASIS OF APPEAL</b>	
<b>Assessment contested unit #:</b>	
<b>Assessment contested unit name:</b>	
<b>Date of Assessment:</b>	
<b>Reason for Appeal:</b>	

**Learner's Signature:** \_\_\_\_\_ **Date of Appeal:** \_\_\_\_\_

<b>ASSESSOR'S/TUTOR'S COMMENTS:</b>





# **APPENDIX D**

**Fire Evacuation Procedure**

**Fire Exit Plans**

**Notes**

# FIRE EVACUATION PROCEDURE

If the fire alarm sounds:

- Follow the instructions given to you by the floor warden. You will recognise this person by the orange armband with “warden” written on it.
- 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 either of the stairs cases, NOT THE LIFT, to get out of the building.
- ASSEMBLE in the **Council Courtyard** 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 1-111 Or 31-111

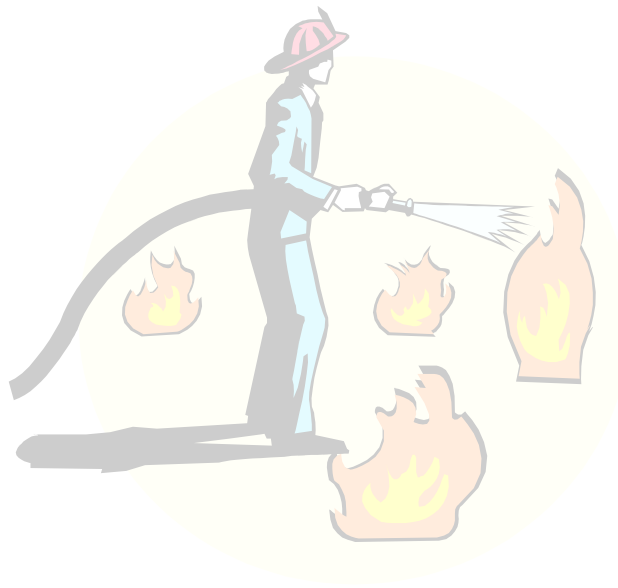
# STAFF AREAS OF RESPONSIBILITY

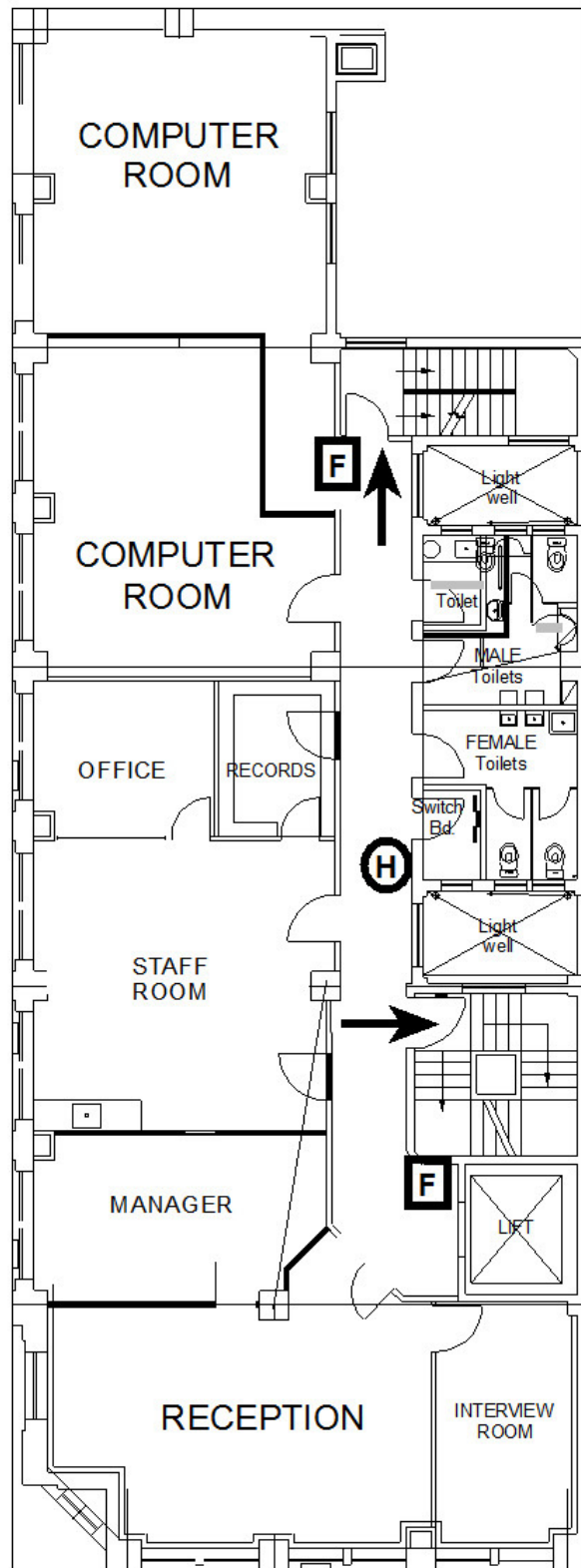
Wiremu – Building Warden			
Ground Floor		Second Floor	
<i>Name</i>		<i>Name</i>	<i>Duty</i>
Current Tenants		Kevin	Floor Warden
Third Floor		Fourth Floor	
<i>Name</i>	<i>Duty</i>	<i>Name</i>	<i>Duty</i>
Amanda	Floor Warden	Matt	Floor Warden

On the following pages are floor plans of our offices showing:

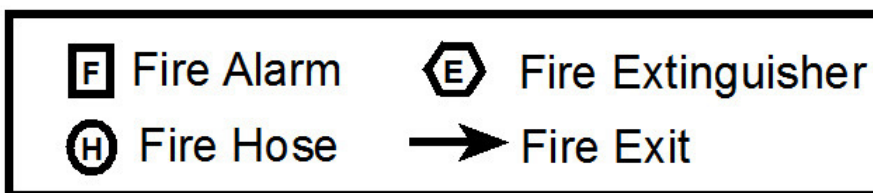
- Fire Alarms
- Extinguishers
- Fire hoses
- Exits

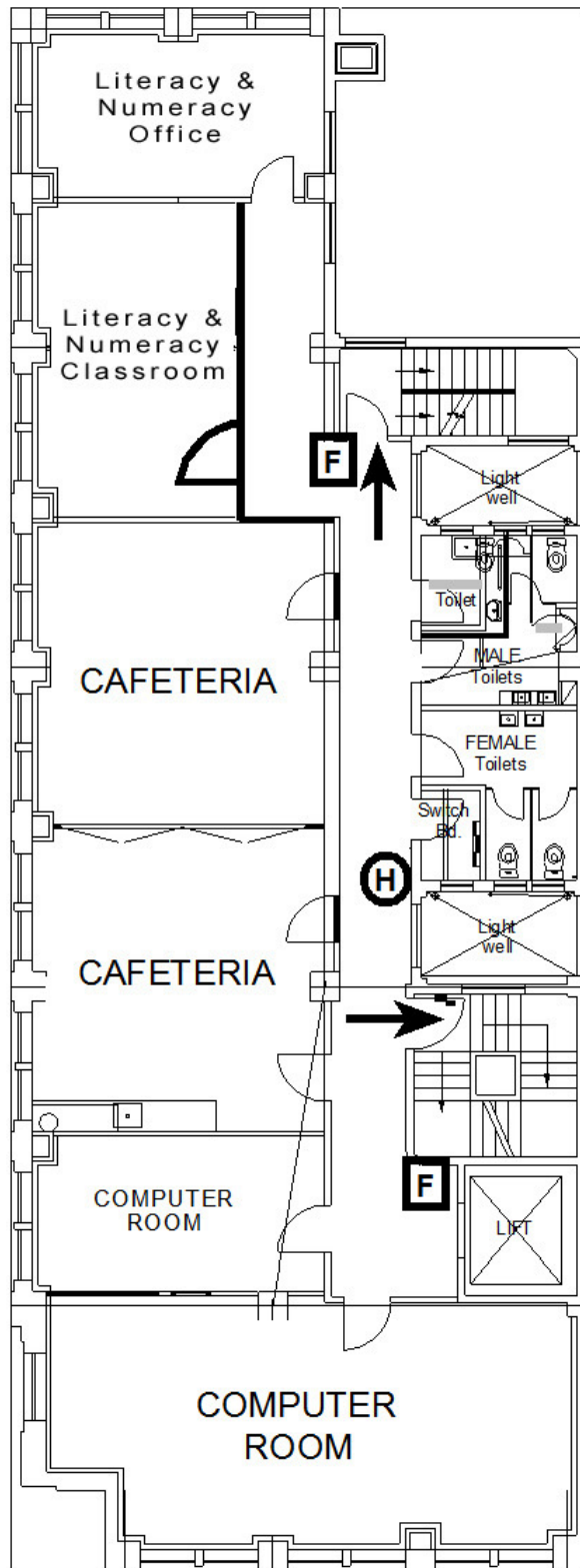
**Please make sure you know where all of these are.**





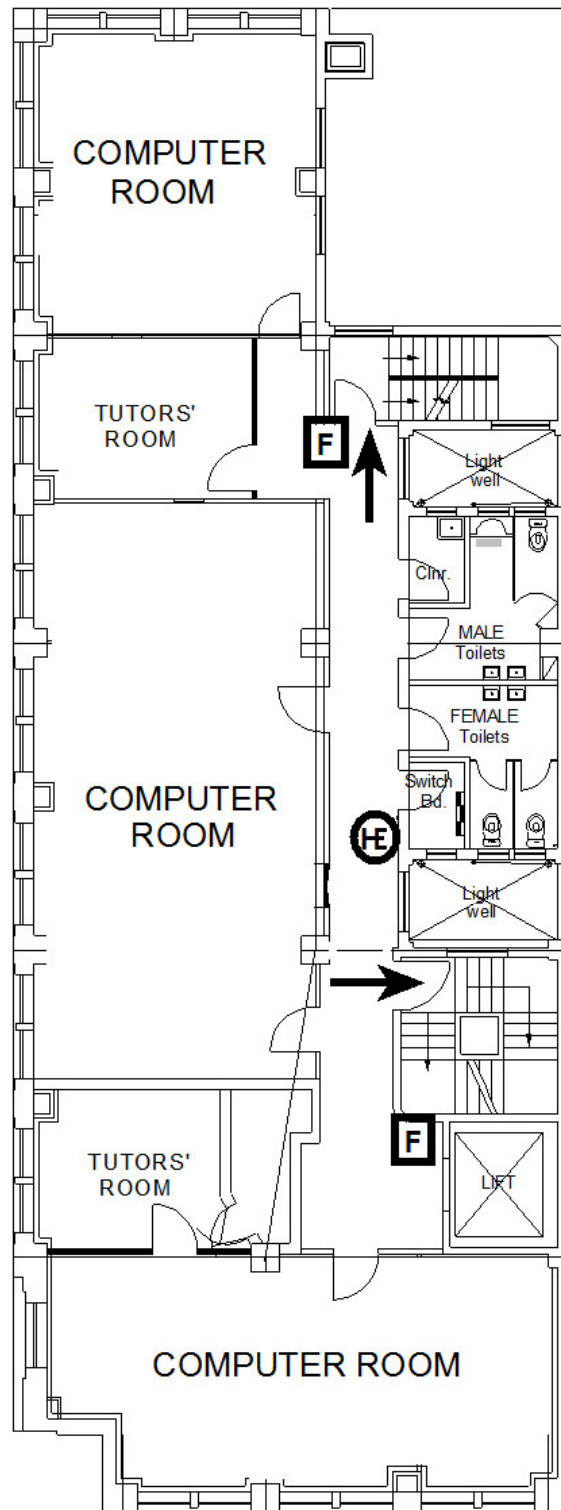
SECOND FLOOR





THIRD FLOOR

<b>F</b> Fire Alarm	<b>E</b> Fire Extinguisher
<b>H</b> Fire Hose	<b>→</b> Fire Exit



FOURTH FLOOR

<b>F</b> Fire Alarm	<b>E</b> Fire Extinguisher
<b>H</b> Fire Hose	<b>→</b> Fire Exit