



Student Handbook

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Introduction

Collection and use of information: LandSAR will only hold and use information about you that will help us to meet your needs while you are on our course. We will not pass on information about you without your permission unless the law requires it. Under the New Zealand Privacy Act (1993) you are entitled to view and correct the information we hold about you.

This handbook is for the information of students enrolling in LandSAR courses of study.

Our Vision

"**Everywhere for everyone**" through a training centre of Search and Rescue excellence.

What does this mean?

Our core focus is on developing Search and Rescue Groups and their members to be ready to respond in their communities' time of need, **everywhere** throughout NZ.

Our focus is on **excellence for everyone** - because every emergency responder, regardless of position, organisation or background, deserves the very best to enable and empower them to do their job efficiently and effectively and make it home safely.

LandSAR Training has a unique business model of providing skills-based training and support services onsite anywhere in the country. This includes the 60 Local LandSAR Groups, 7 ACR Teams, River SAR, Cave SAR, Canyon SAR as well as government agencies, corporate's, schools and individuals committed to Search and Rescue and Emergency Response throughout New Zealand and around the world.

LandSAR Training has two key focus areas:

A primary goal of ensuring an efficient and effective land search and rescue capability is maintained through the delivery of training, assessment and support to LandSAR Groups and their members throughout New Zealand.

A secondary goal to support all Search and Rescue (SAR), Emergency Management (EM) and all other emergency response personnel with the delivery of targeted, specific training to meet a defined need as and where required.

Rapa Taiwhenua

The LandSAR NZ Māori strapline is 'Rapa Taiwhenua'.

- Rapa - has two meanings. a) to spread out and b) to search.
- Taiwhenua - means rural or land that is not urban or well populated

LandSAR does also conduct search and rescue operations in urban environments, and this will continue to be an increasing trend. Like any strapline, there is no direct conversion of LandSAR New Zealand into Māori, the translation lies in the intent. When '**Rapa Taiwhenua**' is applied in its broadest sense, it encompasses all aspects of LandSAR "**to search the land**" (including rivers, mountains, cave and canyon).

Other similar examples include:

- Department of Conservation *Te Papa Atawhai*. Te Papa means 'the caring father'; and

Atawhai means 'to show kindness' or 'to foster', as well as 'serenely beautiful'. When combined this encompasses all aspects of conservation - the caretakers/guardians.

- The Museum of New Zealand, *Te Papa Tongarewa* (known by its shortened form of Te Papa) literally translates to 'container of treasures', a reference to the building (museum = *whare tongarewa*) in which the precious (*tongarewa*) items are cared for.

About this handbook

This handbook gives essential information about LandSAR training and outlines rules, expectations, assessment processes and other details of the training.

More detailed course content and other specific site and assessment information is contained in the various unit and course reference materials you will use during your course of study. Information about LandSAR Training and available courses may also be accessed through our website www.landsartraining.nz. For LandSAR members, please log into your LandSAR Training Portal. Should you require additional information on any of the policies or procedures outlined in this Handbook these can be obtained from the LandSAR QMS.

Please note that in signing the student declaration on your enrolment form, you acknowledge that you have read this Handbook and agree to comply with the rules and procedures in it.

Contact details

Because of the nature of its activity as well as basing operations from permanent sites, LandSAR Training works from several temporary or “off-site” training venues to facilitate Search and Rescue excellence. However, the LandSAR National Support Office contact details are given below.

Physical Address Unit 8, 35 Sir William Pickering Drive
 Canterbury Technology Business Park
 Christchurch 8053
 PO Box 13182, Christchurch 8141

Email training@landsar.org.nz

Website www.landsartraining.nz

Course details

Training is one of the most important things that supports what we do, it is part of what makes us experts in our fields, and put simply, it's a necessity. We use training to build knowledge, skills and application of techniques to ensure that we are ready to respond whenever, and wherever our services are needed. Everywhere for everyone.

A number of activities and assessments for your course will inevitably be carried out away from a permanent site, these are called temporary training sites. This has implications for safety and the training and assessment process which are dealt with later in this Handbook.

Specific course content

As your course of study comprises a number of components, the units being offered within it and its particular make up are contained in separate information which accompanies this handbook. This information includes course prerequisites if any.

Resources for your course of study

Most of the equipment and materials you will need to complete this course will be provided.

In addition, however:

- You will need to provide your own personal clothing, footwear and PPE consistent with the needs of the course (ask the tutor if you are uncertain about this).
- Additional equipment as stated in the pre course material or flyer.
- If you are already hooked on to the National Qualifications Framework, please bring your National Student Number with you.

If you have difficulties with any of the above items or have not come prepared for them, please talk to the course tutor/s immediately.

Student Fees

LandSAR Ltd will be fair and reasonable in its dealings with students. Where fee paying courses are run LandSAR is required to protect student fees, in compliance with s355 (2) of the Education and Training Act 2020.

NZQA Student fee protection (SFP) protects the interests of domestic and international students studying at a registered private training establishment (PTE), especially if the PTE stops offering a programme or training scheme that students have enrolled in.

To maintain registration, PTEs must comply with the Student Fee Protection Rules 2021 (the 'SFP Rules').

The SFP Rules apply to fees for all programmes and training schemes a registered PTE offers, not just NZQA-approved programmes or training schemes. The SFP Rules require all registered PTEs to have an approved SFP mechanism in place before accepting any fees from students.

Procedures on student fees

LandSAR Training Ltd (PTE) has an exemption under the NZQA Fees for the following reasons:

- We do not charge student fees at the time of registration.
- Fees (where applicable) are invoiced on completion of the training.
- Fees are less than \$500.00 per student.
- Where User-pays-training (UPT) is delivered, it is typically at the organisation level to corporate bodies or sponsoring agencies for the cost of the delivery.

LandSAR may on bill costs of accommodation and other named direct costs to course participants, but these will be agreed to and advised up front.

Student safety

LandSAR Ltd will:

- Assess and manage risk in the conduct of training and assessment in order to protect students and the public from physical, mental, moral and emotional harm.
- Make First Aid supplies available and regularly monitor and update stocks.
- Uphold WHS, building, safety and fire regulations.
- Promote an environment where students feel safe and relaxed.

Procedures on student safety

These are set out in the table below.

Aim	Action	Frequency	Responsibility
Assure student well-being and safety	Prepare and keep up to date <i>Hazard control plans</i> (Appendix T) for all major/ habituated training & assessment activities. Maintain First Aid supplies	Prepared by Training Coordinator. Reviewed for appropriateness at specific sites where activities conducted quarterly (permanent sites) or when courses conducted (temporary sites) <u>Permanent sites:</u> At least quarterly during site hazard/ site safety reviews	Training Coordinator (writing) Review against site specific application: A manager or site facilitator (permanent sites) Course lead tutor (temporary sites) General Manger Training (may delegate)/ site facilitators Course lead tutor
	Maintain Accident Registers Provide personal support and counsel. Inform students of welfare, site safety and emergency requirements	<u>Temporary sites:</u> Temporary Training Site: PAR – Project Activity Report As required. As required On-course induction, student handbook, site inductions, local welfare services listed on notice boards, site specific evacuation & assembly plans at key exits, make Hazard plans available	Course lead tutor Trainers, who may access outside help General Manager/ Course lead trainers
Maintain safety of learning & teaching environment	Respond to trainer, learner & other stakeholder feedback, monitor site rental/lease agreements, monitor Temporary Training Site: PAR – Project Activity Report & Hazard control plans Provide information about complaints procedures	<u>Permanent sites:</u> Ongoing. Reviewed at least quarterly during hazard/site reviews <u>Temporary sites:</u> via PAR – Project Activity Report completion/confirmation Student Handbook	General Manager (may delegate)/ site facilitators. Course lead tutor/ Training Coordinator General Manager (may delegate)
Maintain safety of premises	Inform students of potential hazards. <u>Permanent sites:</u> Complete Hazard Identification & Safety Checklist to identify & deal with hazards. <u>Temporary sites:</u> Complete/ confirm Temporary Site: PAR – Project Activity Report to identify & deal with hazards. Ensure/schedule fire/safety equipment maintenance. Carry out fire & evacuation drills.	On-course induction At least two monthly. Initially at first use of temporary site. Confirmed prior to each subsequent use Reviewed at least 6 monthly during site compliance reviews	Course lead tutor General Manager (may delegate) Course lead tutor General Manager (may delegate)

In conjunction with the above table, LandSAR training is committed to the provision of a safe and healthy work environment for staff, students and the public. We ask that you consider your own

safety and that of others while on the premises. Additional safety information is contained in the course workbook.

Your course lead tutor or a Programme Manager will inform you on your first day, of the placement of the fire evacuation plan and toilet and washing facilities for the premises where you will be based. This and other safety material and emergency numbers are also posted at or near exits and/or in other prominent places in your base location.

Remembering that some of your assessments and training will occur outdoors in potentially dangerous situations at offsite venues and will be scenario based, please take special care to follow instructions in outdoor environments for your own safety and that of others.

Hazard control plans have been prepared for all major activities in your programme. Tutors work to these. You may be asked to consult and/or contribute to them and need to take part in this if asked. You may view the hazard control plans at any time by asking a course tutor.

ESOL and learning difficulties.

If English is your second language or if you have a learning difficulty like hearing impairment or another disability that makes it difficult for you to be trained and assessed, please tell your tutor/s so that your learning needs can be met, and another form of assessment arranged where this is possible.

Course attendance and personal difficulties

It is expected that you will attend regularly, participate fully in your course of study and be prepared for training and assessment activities.

If you have personal or other difficulties that prevent your attendance on a course of more than one day, please contact your course lead tutor, or LandSAR training (contact details are on page 2 of this handbook).

Student support

LandSAR training will:

- Determine and assist with students' support needs.
- Communicate the availability and characteristics of support and support systems.
- Help students develop education and employment goals and advise on pathways enabling the students to achieve their goals.

The LandSAR policy for the system of student guidance and support is that every student shall have access to guidance and support at all times prior to and during their enrolment on a course.

LandSAR will determine and assist students' support needs and communicate the availability and characteristics of support systems.

The LandSAR training team staff are employed to oversee student support. The tutors and course coaches are available for student guidance and support.

Where it comes to the attention of the Tutor that a problem exists, or that any particular student needs support or assistance outside the normal range of facilities available, the Lead tutor shall

endeavour to use what facilities or services are already available to meet the need. Should this be insufficient, the matter shall be brought to the attention of the General Manager Training forthwith.

LandSAR will help students develop education and employment goals, and advice on pathways enabling the students to achieve their goals.

External Pastoral Care Options

LandSAR Members

LandSARs Member Assistance Programme (MAP) can be accessed to provide external pastoral care. This provides confidential professional support and advice to help members reduce, navigate, and manage challenges that arise from LandSAR activities. This service is provided free to LandSAR members. To access this support:

Member Assistance Programme

Call Instep on: 0800 284 678 available 24/7



Or use: www.instep.nzmember login = landsar , Password = wellness.

You will need to give your name, phone number, email, LandSAR ID number and your LandSAR group as part of the booking process, but all information discussed is confidential.

LandSAR members can also choose to select other pastoral care options which are provided below listed under external clients/students.

External Clients/Students

For non-LandSAR members who need to access external pastoral care please see the below options available.

Nationwide Government Assistance Programme

Call or text 1737 for FREE 24 hours a day. You will get to talk to (or text with) a trained counsellor. This service is completely free for all people in New Zealand.



Samaritans 0800 726 666

www.samaritans.org.nz

Anxiety Helpline 0800 269 4389

www.anxiety.org.nz

Depression Helpline 0800 111 757

www.depression.org.nz

Healthline 0800 611 116

www.health.govt.nz

Suicide Crisis Helpline 0508 828 865

www.lifeline.org.nz

New Zealand Mental Health Foundation

www.mentalhealth.org.nz

Procedures on student support

These are set out in the table below and apply to all students.

Support	Method	Responsibility
Induction	Key information re site; course & assessment details; instruction on health and safety issues on site; information on the support services. Verbal at induction, written in student handbook, course manuals and course information/publicity documents. Note website also for data.	Course lead tutor
On-going review of students' goals, achievement and well-being.	Formal review of student objectives and performance is conducted per the requirements of accrediting bodies or the contractual requirements of funders. This includes requirements for filing and storage of such reviews.	Tutors with communication to Managers and senior staff.
Student Advocacy	Allow for a safe and supportive environment in which students may voice complaints and the right to appeal decisions. Refer to LandSAR policy and procedures on training complaints and appeals. Individual support for students is supplied by tutors with whom they have relationship and where applicable a list of all relevant support services is on display at each permanent operational site.	All staff
Pastoral Care	Students should be protected, respected and supported whatever age, stage, place or type of learning. Key information re NZQA Interim Domestic Code of practice on LandSAR Training web site (external clients), and LandSAR Inc. web site (for LandSAR members in the members area), emailed with course joining instructions, and in student handbook. Pastoral care includes safe, physically and mentally; respected and accepted for who they; supported in learning and wellbeing; where applicable, connected with social and cultural networks; able to have their say in decisions about services. A list of all relevant support services is available in the student handbook and emailed to both tutors and students with course joining instructions	All staff

Assessment

LandSAR training assessment activities will adhere to sound educational practice consistent with legislative requirements, the regulations of external accrediting agencies and NZQA best practice guidelines. All assessment is to comply with external moderation requirements of NZQA and national standard-setting bodies.

Assessments will be conducted without bias and meet the requirements of the assessment instruments being applied. Learners are only to be assessed against those unit standards/competency standards or qualifications registered on the National Qualifications Framework for which LandSAR has accreditation. All relevant CMR and external accrediting agency requirements will be met when assessing standards and we will encourage learner success consistent with the maintenance of moderated standards.

In preparing for assessment

The assessor/tutor and learner jointly decide on the timing of assessment, consistent with the agreed course structure, timetable and the meeting of prerequisites.

If there is any doubt about a LandSAR contractor or staff member's competence to assess against

a given standard, the course lead tutor or the Training Coordinator is informed, and an alternate assessor may be appointed.

Where existing credit can be proven through an NZQA ROL or written confirmation of competence from an accredited provider, learners will not be required to repeat assessments and credit will be accepted against the comparable requirements of a LandSAR course.

LandSAR may conduct recognition of prior learning (RPL) through Attestation, Challenge, Credit transfer or Portfolio. See 'Recognition of prior learning, later in this handbook'.

Assessment by LandSAR Ltd is conducted in English. Where learners require assessment to be conducted in Te Reo Maori or another language, they will, where possible, be referred to other providers.

Where assessment tools are available from an appropriate ITO, credentialing agency or standard setting body, these are given priority for use for learner assessment. Where these are not available or are unsuitable pre moderated assessments are purchased from a reputable supplier or written by LandSAR staff holding the assessment qualification/s required under the relevant CMR or credentialing standard.

Where assessment instruments are developed internal to LandSAR

- Each element of a unit must be assessed.
- Assessment should be appropriate to the level, consistent with NZQA and standard setting body guidelines.
- As far as possible assessment should reflect real world situations that are appropriate to the programme or course.
- An Informal pre assessment moderation report (Appendix R) is completed and adjustments to the assessment instrument made consistent with this report.

When conducting assessments

Assessment is carried out in accordance with the procedures set out in the assessment guidelines, instructions or schedules being used – time allowed, resources allowed, location, special conditions, evidence to be collected, standards/level of performance required etc.

The results of assessment are recorded on the assessment schedules or tracking instruments and additional evidence (e.g. plans, photographs, and video footage) attached or referenced.

Where there is discretion, the learner is advantaged consistent with the maintenance of moderated standards.

Completed assessments are signed by the tutor (and learner where required) and stored with LandSAR training until the end of the year in which a learner leaves the relevant LandSAR programme or as required by credentialing agencies.

Reassessment

Trainees who do not meet an objective will be:

- Informed of the reason(s).
- Given additional instruction on the aspects where they have not achieved competency.

- Reassessment in a similar but not identical manner.
- Those who pass a reassessment will be credited with a full “achieved” grade.

No reassessments are programmed for the objectives of the training; however, sufficient time is available during training to conduct reassessments. Trainees not meeting a reassessment will be graded as “not achieved” on that module. However, if time and resources permit, additional reassessment may be conducted at the discretion of the lead tutor, unless otherwise required by the conditions established by a relevant external standard setting body or credentialing agency.

Where evidence has been collected from a specially created assessment task, another assessment task will be needed in order to conduct a reassessment. If the aspects of performance to be reassessed are inextricably linked to other aspects, a full assessment task is to be repeated. Otherwise, briefer more specific tasks will be created.

Evidence can come from performances that take place about the same time as the learning programme but not under control or observation of the assessor. This may be in the form of on-job experience. This evidence will be considered by the assessor within the accredited organisation and remain the responsibility of that assessor for any decision to award credits.

Subsequent to assessment

Feedback is given to the learner immediately, verbally and where required in writing. This includes notification of the assessment outcome – achieved, not yet achieved (this may include a request or requirement to submit additional evidence). Learners must be competent in all elements of a standard to receive an achieved result and credit for that standard.

Results (“Achieved” or “Not Achieved” or as required by relevant credentialing agencies) are entered in the course record of assessment decisions. This is sent with the course records and paperwork to Training Support. Individual student and course results are kept electronically at the LandSAR administration office. When a student leaves LandSAR the assessment record is retained electronically in the electronic database for 10 years.

Assessment and appeal procedures are explained to learners during the enrolment process and are also included in student handbooks. Appeal of assessment is firstly to the course lead tutor, who may seek external advice, then to the Training Coordinator, then the Academic & Compliance Manager, the General Manager Training, the CEO and lastly to the relevant standard setting body. Learners may appeal an assessment decision up to one week after finishing a short course of three months or less, or at any time during their enrolment in a longer continuous course of study or consistent with the requirements of external standard setting bodies or credentialing agencies.

Completed assessments and accompanying evidence are sent by assessors to the LandSAR administration office subsequent to the completion of a course. These are kept in locked cabinets by course against moderation requirements in the year that they are completed. At the end of the second year in which a course is completed the student’s completed assessments are destroyed.

Where an external agency requires more onerous archiving their requirements will be met.

Recognition of prior learning (RPL)

LandSAR is committed to the recognition of prior learning/current competency.

RPL policy is compatible with the NZQA position to ensure that the award of credit for parts, or all of

any course, which may in future contain NZQA unit standards, will be formally recognised on an individual's 'Record of Learning'. For additional information and reference those awarding RPL/RCC should refer to NZQA Learning and Assessment, A guide to assessment, available on the NZQA website.

RPL/RCC will be available only to those enrolled on LandSAR courses. Enrolment does not necessarily mean taking up a student place on the course.

Any programme-specific rules regarding recognition or prior learning/current competency will be stated in the programme regulations.

RPL is assessed using more than one process and is evidence based. In all cases, the purpose of RPL will be to provide authentic, valid and reliable evidence of the applicant's current competence.

Applicants must apply for RPL providing suitable evidence of how, when and where learning was previously achieved. The evidence will be assessed by relevant training sponsors who may either; accept the initial evidence and approve the application for RPL, or require the applicant to undertake further written or practical assessment to determine 'Current Competency'.

To safeguard the quality of qualifications for which RPL is sought, no APL will be considered for components of a programme that LandSAR considers being essential to the awarding of the qualification.

Up to one third of a qualification may be gained through RPL. In exceptional circumstances the

No partial credit will be given for unit standards, courses or modules. Only whole unit standards and all the learning outcomes of a particular course or module will be considered for RPL.

RPL will be granted at the highest level consistent with the student's demonstrated level of Competence.

All graduates who have received RPL will be equitably well qualified in their chosen area as those who completed all the standards within the entire course or programme.

The four methods of demonstrating prior learning that may be used at LandSAR are:

1. Attestation,
2. Challenge,
3. Credit transfer,
4. Portfolio.

RPL methods chosen will be appropriate for the topic concerned and appropriate for the applicant's cultural background, gender, age and ability.

Appeals

LandSAR will provide trainees with opportunities to appeal against training outcome decisions made by:

- Trainers,
- Assessors,
- Staff.

The decision being appealed against must relate to at least one of the following areas:

- Training outcome progress,

- Assessment,
- Recognition of prior learning or credit transfer,
- Admission,
- Any other training outcome process or decision.

Appeals procedure

Appeals against a training outcomes decision made by training staff/contractor.

- Trainees must lodge their appeal within 10 working days of being advised of a training outcome decision.
- Appeals can be emailed to training@landsar.org.nz and include: all relevant information and documentation in the Trainee's possession; a summary of the grounds for the appeal; details of the remedy or desired outcome sought and any supporting evidence.
- Acknowledgement of the Trainees appeal will be sent to the Trainee.
- The General Manager Training or Academic & Compliance Manager will undertake a review of the assessment process and moderation of the materials and inform the Trainee of this outcome within 14 working days of receiving the appeal. If appropriate, reassessment may occur at that time.
- Appeals against the decision can be made within 10 days to the Chief Executive.
- Any appeal upheld concerning assessments or marking schedules must be recorded in the course file, and specifically addressed by a review, conducted by the Academic and Compliance Manager, of the assessment or marking schedule prior to said instrument being used again.

Appeals against decisions made

- Trainees must lodge their appeal within 10 working days of being advised of a training outcome decision.
- Appeals must be addressed to the Chief Executive and include: all relevant information and documentation in the Trainee's possession; a summary of the grounds for the appeal; details of the remedy or desired outcome sought and any supporting evidence.
- Acknowledgement of the Trainees Appeal will be sent to the Trainee.
- The Chief Executive or their appointee will investigate and make a report.
- The Chief Executive will make a final decision.
- The decision will be reported to the Trainee within 2 working days.
- If at the end of this process the Trainee still feels they have been treated unfairly in this process, may lay a complaint with NZQA through their website <https://www.nzqa.govt.nz/about-us/make-a-complaint/>

Complaints

LandSAR will provide a Trainee complaints procedure that is a transparent, timely and appropriate response to both formal and informal complaints that is fair, unprejudiced and confidential to all parties involved.

Complaint's procedure

Problem Solving Procedure (to be used as the first step)

The following is the procedure when a Trainee has a problem relating to a training event or personal conflict with a fellow trainee.

- The trainee should identify the problem and discuss it at a mutually arranged time with the person concerned. Assistance in identifying the problem can be sought from a trainee support person. The trainee may have family/whānau and/or a trainee support person at this meeting.
- If the problem concerns a complaint against a trainer or programme activity the trainee support person is obliged to inform the trainee of the formal and informal complaints procedure and may recommend that such a complaint be filed.

Trainee Support Persons

For the purposes of this procedure the following people may be considered as Trainee support persons.

- Another Trainee
- Course tutor or co-tutor
- GTO – Group Training Officer
- GSO – Group Support Officer
- Group Chair
- Any person of the Trainee's choice

Complaints levels

When the problem-solving procedure does not resolve the issue, a Trainee may wish to complain about a decision, action or experience. There are two levels at which this can occur:

Informal Complaints

The first is an informal or minor complaint which can be made verbally or in writing direct to any staff member of LandSAR.

- Training staff/contractors approached by a Trainee with a verbal complaint shall provide an opportunity for the Trainee to discuss the complaint in a private setting.
- Trainees will be offered an opportunity for the complaint to be officially recorded.
- Complaint letters, together with all supporting information and a report on actions taken, will be forwarded to the Chief Executive who will present a report on the number and level of informal written complaints annually to the Board.
- In the event that any matter or training staff/contractor is the subject of three or more informal complaints the matter will be referred to the General Manager Training who may

then refer the complaint to the formal complaint's procedure.

- Trainees will be informed of the procedures should they desire to make a formal complaint.
- Copies of Trainee complaints relating to a programme will be kept in the programme file. Complaints relating to a training staff/contractor member will be filed in the Tutors HR file.

Formal Complaints

The second level is where a Trainee decides that the complaint is of a serious nature and she or he wishes it to be dealt with through the formal complaint's procedures. If the formal complaints procedure is used, LandSAR undertakes to:

- Receive all Trainee complaints and ensure each is heard according to the complaints procedure;
- Ensure the complaint is heard fairly and without prejudice;
- Ensure appropriate confidentiality is observed for the Trainee;
- Communicate the results of the complaint hearing within seven days;
- Refer the findings of the complaint hearing to the General Manager Training for action.

Formal Complaints Procedure

These procedures are to be used for the hearing of formal Trainee complaints. Trainees may complain about an action or training staff/contractor. Such complaints are lodged with the General Manager Training

- *Lodging a Complaint.* If the Trainee decides to lodge a complaint, this shall be in writing to the General Manager Training.
- *Information.* The complainant must supply all relevant information to support the complaint, including grounds for the complaint and any supporting evidence.
- *Composition of Complaints Hearing Committee.* The General Manager Training and/or the Chief Executive will determine the composition of the committee. Generally, the Committee will consist of one Trainee representative, appointed by the Trainees but not usually from the same programme), one Training staff/contractor representative (usually not from the same programme) one LandSAR staff representative and a nominated chairperson (an independent person of standing within LandSAR or the community).
- *Time.* Complaints hearings will usually be held within seven days of lodging the complaint. However, in exceptional circumstances the Committee may recommend that the seven days be extended to 14 days.
- *Form of Hearing.* The form a hearing takes will be decided upon by the Committee depending on the details of the complaint. Generally, the Committee will receive written and verbal information from the Trainee and representatives, and from other appropriate people including LandSAR employees. Any Trainee or tutor appearing before the Committee shall have the right of representation at their own expense. The hearing is not a court of law, but it does have the power to make recommendations to the Chief Executive.
- *Complaints.* In reaching a decision, the Committee shall consider all submissions put before it. The Committee may interview the Trainee, any employee of LandSAR, or any other person connected with the complaint. The Committee may receive any statement, document, information or matter which, in the opinion of the Committee, may assist it to deal with the

matters before it, whether or not the same would be admissible in a court of law.

- *Attendance.* Parties to the complaint shall be requested to attend the Hearing. Should any parties to the complaint, or their representatives, decline or fail to attend the Hearing, the Committee may hold the hearing on the basis of the information available to it.
- *Confidentiality.* Except for its recommendation when notified, the proceedings of the Complaints Committee shall be confidential and privileged. All complaints will be dealt with confidentially.
- *Secretary.* A person, usually an employee of LandSAR will be appointed as Secretary to the Complaints Committee. The function of the secretary will be to record the proceedings of all Complaints Committee meetings and be responsible for all matters in respect of arranging meetings for Committee hearings and advising parties concerned.
- *Implementation of Decision.* LandSAR and its employees shall carry out any decision authorised by the Chief Executive relating to a complaint.
- *Notification.* The General Manager Training or the Chief Executive will advise any Trainee or trainer involved in a hearing, in writing, of the outcome within seven days of the hearing. The Chief Executive's decision must be confirmed in writing within seven days of such a decision being made. This notification will inform the Trainee of their rights to take an appeal to the Ombudsman. The Chief Executive will inform the Board that the Complaints Committee has heard a complaint and report on the outcomes.
- *NZQA Courses.* Trainees have the right to complain directly to NZQA about any registered NZQA provider through: <https://www.nzqa.govt.nz/about-us/make-a-complaint/>

Rules

- Treat staff and other students with courtesy and respect regardless of age, ethnicity, gender or beliefs.
- All written work submitted is to be produced by the student whose name is on the work.
- Take care with LandSAR property and inform the course lead tutor of any breakages or losses.
- Students are responsible for their own property while on the course and must not interfere with property belonging to others.
- LandSAR is a smoke-free environment, and students may not smoke inside the buildings or on any outdoor training or assessment activities.
- LandSAR training courses are drug and alcohol free. All sites, buildings, vehicles and operations are strictly alcohol-free zones (unless discussed and agreed by staff for social or graduation events).
- There is an absolute no drugs policy (other than authorised prescription medicine) on all sites and during any and all LandSAR training and activities.
- A collaborative approach is expected and appreciated in order to ensure you and your fellow students get the most out of the training.
- The instructions given by tutors and assessors must be followed at all times. This is particularly important in outdoor training situations to ensure your safety and the safety of others. Failure

to follow such instructions in a timely fashion may lead to instant dismissal from that course or module and, at the discretion of the relevant Programme Manager, your course of study as a whole.