

evolution

TRAINING SOLUTIONS

Student Handbook 2020



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*Evolution Training Solutions Student Handbook 2020v3
This student handbook is a live document, for the most current version and to view the policies,
please visit our website.
Evolve Professional Services (EPS) Ltd, trading as Evolution Training Solutions*

Contents

1.0	Introduction	3
2.0	Privacy	4
3.0	Enrolments	5
4.0	Induction.....	5
5.0	Payment of Fees.....	6
6.0	Student Code of Conduct	7
6.1	Health & Safety Rules for Students	8
7.0	Withdrawals and Refunds.....	9
7.1	Domestic Withdrawal & Refund Policy	9
7.2	Refund for courses less than 3 months' duration	11
7.3	Rescheduling Policy	11
7.4	Practical training cancellation / rescheduling	12
7.5	Evolution Training Solutions withdrawal	12
7.6	Student expulsion	12
8.0	Late Arrivals	13
9.0	Assessment Procedures	13
10.	Reassessment	14
11.	Concerns and Appeals	15
11.1	Student concerns	15
11.2	Assessment appeals.....	16
12.	Accreditation of Prior Learning and Credit Recognition.....	17
13.	Retention of Documents	18
14.	Student Wellbeing and Support.....	18
15.	Learning Resources.....	18
16.	Treaty of Waitangi.....	19
17.	Contact Details	20
18.	Contact Details for Relevant Bodies.....	21

1.0 Introduction

Dear Student

Nau mai '**Welcome**' to Evolution Training Solutions

Thank you for choosing Evolution Training Solutions, we hope that you enjoy your study time with us.

Evolution Training Solutions has a team of highly qualified and experienced trainers who will provide you with a variety of experiences and challenges that will enhance your learning and development opportunities.

Whilst undertaking training with Evolution Training Solutions, you will have certain rights and responsibilities, most of which are covered in this handbook. You can also find out more about the programmes offered by Evolution Training Solutions by visiting our website www.evolvelearning.ac.nz.

If you have any questions which are not covered in this handbook or our website, you are always welcome to contact us on 0800 007 070.

It is recommended that all students refer to this booklet when they are receiving training – either at one of Evolution Training Solutions training facilities, or for on-site courses run by Evolution Training Solutions.

We wish you every success in your studies!

Kia ora!

Mark Chapman

NZ Business Manager

Evolution Training Solutions directors have an interest in Evolution Training and Safety RTO 31733 in Australia, which is part of Evolution Group Holdings.

2.0 Privacy

Privacy Statement/Confidentiality

Evolution Training Solutions is highly sensitive to the confidentiality of information provided by you. As a result, Evolution Training Solutions has adopted the following Privacy Policy which is applicable to all information that you provide to Evolution Training Solutions and that it maintains electronically, whether you provide the information through Evolution Training Solutions website or other means.

Laws and Legislation

All personal information that Evolution Training Solutions collects is protected by the New Zealand Privacy Act 1993 and the updated New Zealand Privacy Act 2020. Information about the Act can be found on the following website <http://www.legislation.govt.nz/act/public/1993/0028/latest/DLM296639.html>

Under the requirements of the New Zealand Privacy Act, Evolution Training Solutions is committed to protecting the privacy of your personal information.

What information do we collect?

Evolution Training Solutions must collect personal information as part of your application process for training. This information may be of a personal nature and can include details of educational background, employment history, nationality, current employment status, and language, literacy and numeracy skills.

All students are required to provide this information when enrolling.

The personal information gained during the enrolment process will not be used for marketing purposes.

What do we use the information for?

Evolution Training Solutions collects and stores information from student registrations to comply with the requirements of the Ministry of Education, NZQA and other Industry Training Organisations.

The information is also used to manage internal administrative processes, and for internal reporting.

Information about students may be supplied to, and sought from, other educational institutions, NZTA, Transport Organization Registration Online (TORO) for the purpose of verifying academic and driver licensing records.

3.0 Enrolments

In order to enrol in a course at Evolution Training Solutions, you need to complete an enrolment form. The criteria for each course is specified on the information sheets provided, and if you do not meet the criteria you will not be able to enrol in the course.

Prior to course commencement we must be advised if the student has any special requirements including but not limited to health, literacy and cultural requirements. Where a reader / writer is required, it is the students' responsibility to supply one.

The reader writer cannot be another student attending the same course or a family member.

4.0 Induction

During induction:

- you will be informed of the location of the toilets and the building evacuation procedures for the building you are in.
- Required standards of behaviour (see 6.0 Student Code of Conduct) will be explained, along with consequences for misbehaviour.

- Health and Safety requirements (see 6.1 Health and Safety Rules for Students) will also be reiterated, so that each student is aware of their obligations to remain safe as well as keeping others safe.

5.0 Payment of Fees

Prices and Additional Fees

- The prices published on the website are subject to change without notice unless you have an agreement with Evolution Training Solutions stating otherwise.
- The customer/student agrees to pay any additional costs incurred by us such as travel or accommodation when local resource is unavailable.
- These charges will be charged at cost to the customer and will be advised during the booking process.

Funded Courses

- We accept no responsibility for the withdrawal of any funding subsidies.
- In the event that funding or subsidies are withdrawn or the student is found not to be eligible for the funding or subsidy we will invoice the customer/student the full course cost and the customer/student remains liable for that amount.

Individuals:

- The customer/student agrees to make full payment prior to attending the course. The booking space is not secured until full payment has been received by us. The customer/student agrees to pay all collection agency fees associated with the collection of unpaid debt.
- Any additional fees for extra training outside the normal course structure must be paid prior to the commencement of that training.

- Any additional fees for reassessment for any Unit Standard must be paid prior to the commencement of that reassessment. The amount of these fees will vary for the different Unit Standards, so you will need to discuss this with an Evolution Training Solutions staff person. See 7.0 Withdrawals and Refunds

6.0 Student Code of Conduct

Students behaviour should enable a positive teaching and learning environment.

This means:

- Follow all instructions given by the trainers.
- Respect others right to learn without interruption.
- Be well mannered, considerate and friendly to each other, to staff and other students.
- Self-discipline, common sense and respect others.
- Respect both Evolution Training Solutions property and the property of other students.
- Be respectful of different cultures and ethnicities of other students as Evolution Training Solutions is a multicultural training organisation.
- Students learn at different speeds, be tolerant and understanding that students learn at different rates and an environment that allows the opportunity to study at their own pace provides better learning outcomes.

The Following behaviour will **NOT** be acceptable:

- Rude or abusive language.
- Bullying – whether verbal or physical.

- Damaging or stealing property.
- Disruptive Behaviour.
- Violence or threatening behaviour.
- Cheating will not be tolerated and will result in expulsion from the Class or repeating the assessment depending on the severity.

6.1 Health & Safety Rules for Students

The following rules apply to all students to ensure the health and safety of yourself, other students and staff:

- Students are requested not to walk around the site unattended.
- Yellow Walking lines must be adhered to. **DO NOT** walk outside the Yellow lines.
- Students are requested to report any injury, near misses or incident to their Evolution Training Solutions trainer or admin staff immediately.
- Smoking is not permitted outside designated areas.
- Alcohol and non-prescription drugs are NOT allowed.
- In the event of an emergency (fire, earthquake, etc.) follow instructions and accompany your Evolution Training Solutions Representative to the emergency assembly area.
- If you notice any hazards that has the potential to cause harm to any person you must report it to an Evolution Training Solutions trainer or staff member immediately.
- If you become unwell, or are injured while attending an Evolution Training Solutions course, you must report it to an Evolution Training Solutions trainer or admin staff member.
- If operating a vehicle, all health and safety protocols must be adhered to at all times.
- Safety Gear & Personal Protective Equipment (PPE) to be worn as applicable.

In accordance with the HSWA, all students are required to comply with any, policy or procedure issued by Evolution Training Solutions.

In relation to PPE, this includes but is not limited to the wearing of hard hats, and safety footwear.

Failure to comply may result in a student being removed from the course in the interest of safety. Should it be necessary for the student to return to complete the course at a later date, we reserve the right to pass on associated costs to the student or their employer.

7.0 Withdrawals and Refunds

Evolution Training Solutions withdrawal and refund policy applies to all of its training programmes:

7.1 Domestic Withdrawal & Refund Policy

All courses less than 3 months' duration (see further details in section 7.2):

Course Length	Withdrawal Period	Refund Amount
For courses of 2 days or less	None	Any refund is at Evolution Training Solutions discretion
For courses of more than 2 days but under 5 weeks	Up to the end of 2 calendar days of the course commencing	A minimum of 50% of the amount the student paid in respect of the course

For courses of five weeks or more but less than three months	Up to the end of five calendar days of the course commencing	A minimum of 75% of the amount the student paid in respect of the course
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All courses over 3 month's duration

Withdrawal Period	Refund Amount
If the student withdraws on or before the 8th day of the course start date	Evolution Training Solutions will make a refund equal to the full amount paid, less \$500.00 or 10% of the course fees (whichever is the lesser)
If the student withdraws after the 8th day of the course start date or is expelled from the course due to non-attendance or a serious breach of the rules	Nil refund (Evolution Training Solutions will consider refunds on a case by case basis due to exceptional circumstances). A request would need to be put in writing to Evolution Training Solutions Quality Team for consideration. The Quality Teams decision is final.
If Evolution Training Solutions cancels the course	The student is entitled to a pro rata* refund of the fees paid, less the cost of any textbooks, external examinations or other materials supplied to the student

Note: *A pro rata fee refund is calculated according to the following formula:

Course fee (less cost of materials supplied to the student) divided by length of course (in weeks) multiplied by time remaining on course (in weeks) equals refund paid if course cancelled by Evolution Training Solutions.

All withdrawals must be received in writing (email or message) on or before either the 1st day of commencement of the course for courses less than 3 months' duration or the 8th day after commencement of the course for courses over 3 months' duration.

In accordance with Evolution Training Solutions policy, all refunds have to be approved by the Quality Team.

7.2 Refund for courses less than 3 months' duration

Fees are based on full course costs and will be incurred on the following basis:

- Where you have given notification to us at least 7 working days prior to scheduled training or booking, there is no cancellation fee / 100% refund if pre-paid.
- Where you have given notification to us within 6 - 3 working days prior to scheduled training or booking, there is a 50% cancellation fee / 50 % refund if pre-paid.
- Where you have given notification to us with 2 working days or less prior to scheduled training or booking, there is a 100% cancellation fee / no refund if pre-paid.

7.3 Rescheduling Policy

Fees are based on full course costs and will be incurred on the following basis:

- Where you have given us notice at least 7 working days prior to scheduled training or booking there is no re-schedule fee.
- Where you have given us notice at least 3-6 working days prior to scheduled training or booking there is 10% re-schedule fee.
- Where you have given us notice at least 2 working days prior to scheduled training or booking there is 20% re-schedule fee.

7.4 Practical training cancellation / rescheduling

Failure to attend training:

- Failure to attend a course will result in a NO Show attendance status.
- All No Shows will be charged 100% cancellation / reschedule fee.

7.5 Evolution Training Solutions withdrawal

Evolution Training Solutions will not be liable for any losses incurred by the customer due to cancellation arising from circumstances beyond our control including but not limited to Trainer illness.

Evolution Training Solutions reserve the right to cancel any public course if the course has not reached its maximum number.

7.6 Student expulsion

If you are expelled from a course for breaches of Evolution Training Solutions Code of Conduct & Health & Safety requirements or drug and alcohol related issues **no** refund will be given.

8.0 Late Arrivals

If you are late to attending your training session, the following will apply:

- Within 20 minutes of scheduled start time: Student may remain on course only at the trainer's discretion.
- Over 20 minutes of scheduled start time: Student cannot attend the course.

Students are encouraged to call Evolution Training Solutions office if circumstances have arisen that may cause them to be a late arrival.

Should it be necessary for the student to return to complete the course at a later date due to late arrival issues we reserve the right to pass on any associated costs to the student or their employee.

9.0 Assessment Procedures

All the assessments carried out at Evolution Training Solutions are comparing your performance against the performance criteria in New Zealand Qualifications Authority Unit Standards, which are part of the National Qualifications Framework.

You will be assessed against all the Elements of each of the Unit Standards for which you are seeking recognition.

You may use your Evolution Training Solutions training resources, and any other resources you have available to you, when answering the 'Open Book' assessments. 'Closed Book' assessments will be completed under the supervision of an Evolution Training Solutions assessor without the use of any resources.

The answers you provide in your assessment schedules form part of our evidence of your competence. If any of your answers do not clearly demonstrate your competency you will be given the opportunity to correct them,

If you have difficulty reading or writing, have a language difficulty, or any other problem that may affect your ability to demonstrate your competence, you must let an Evolution Training Solutions staff person know about it so we can make suitable arrangements to assist you.

Most assessments permit the use of an interpreter, however there are some that require English reading and writing skills as part of the evidence of competency. You will be allowed to use an interpreter for those assessments, however where English is required to be written the Student must be able to do this.

When enrolling for courses that require English skills please give Evolution Training Solutions advanced notice so the necessary assistance can be provided.

10. Reassessment

Unit Standard assessments do not have marks or any other scoring system. The terms 'pass' and 'fail' has no meaning in competency-based training and assessment. At the end of your assessment you will be told you have either achieved (competent) in that Unit Standard or that you have not yet achieved (not yet competent).

If you are assessed as 'not yet competent' in any Element of the Unit Standard, it means you have not yet demonstrated the minimum level of consistent performance the Unit Standard requires. Further training will be required, if necessary, and you will be assessed again when you are ready. Generally, you will only be re-assessed in the particular Elements in which you were not originally competent.

The number of times you may seek re-assessment is at the discretion of Evolution Training Solutions and will be determined on an individual basis.

In the written assessments, the use of 'Twink' or any other type of correcting fluid or tape is not allowed.

If you are asked to correct an answer you must cross out the incorrect answer but leave it readable and write your new answer somewhere else on the page or on a supplementary page if necessary.

11. Concerns and Appeals

Appeals may be made about personal matters such as disciplinary measures which have been taken, about decisions regarding complaints which you disagree with, or assessment decisions which affect you.

If your matter of concern cannot be settled by discussion, procedures are in place for you to follow.

Complaints and appeals must be put in writing and emailed to info@evolvetraining.ac.nz. The following procedures apply:

11.1 Student concerns

Procedures

1. Both the student and the staff member should first commit to informally negotiating a successful outcome to any concern or dispute through fair discussion and respect for each party's opinions.
2. If there should be no resolution from Step 1 above, then a formal process should begin with all communications and actions being recorded on a Student Concern form.
3. The resolution process includes a staircase system utilising all Academic staff, from the trainer, through to the Quality Team (or designated Manager). The staff member that is directly involved, e.g. the trainer, will

commence meetings/communications with the student. If they fail to reach a resolution, their manager will then work with the student and their manager and so on.

The Academic chain of authority may include:

Trainer → Senior Trainer / Training Manager → Quality Team → NZ Business Manager (or designated Manager).

A student may progress their concern to the next person in authority if they wish to avoid a person that may be related to the concern.

4. Should a resolution not be reached after the involvement of all staff listed above the student will be referred to NZQA.
5. If, after this point, a resolution has still not been reached the Quality Team (or designated Manager) will refer the matter to Mediation and following this, Arbitration.

11.2 Assessment appeals

Procedures

1. The student should first discuss their assessment concerns with their trainer to ensure that they fully understand the nature of the comments and marking attached to their assessment. **Wherever possible, assessment concerns should be resolved at this point.**
2. If there is no resolution from Step 1 above, then the trainer will provide the student with an Assessment Appeal form. Once completed, the trainer will review the assessment.
3. Once the assessment has been reviewed, the trainer will record their decision on the Assessment Appeal form and the student will be advised.
4. If, after this point, the student continues to disagree with their assessment results the process may be repeated twice more through application to the

Quality Team. The Quality Team may have the assessment reviewed by a different trainer.

5. The decision of the Quality Team is final.

Note: Evolution Training Solutions will endeavour to present a solution within five working days of receiving notification of the concern or appeal.

All contact details are available in Section 17.0 and 18.0: Contact Details.

12. Accreditation of Prior Learning and Credit Recognition

Accreditation of Prior Learning (APL), also known as Recognition of Current Competency (RCC) is a process that enables an individual to be awarded a qualification or credit towards it based upon previous achievements and experience.

Credit Recognition ensures that a credit transfer is applicable if a student already holds a unit standard from a previous learning that forms part of their course.

These achievements must be supported by evidence supplied by the candidate.

The principle of APL is that people who are able to perform to given standards in the workplace should be able to have their competence recognised by a qualification, regardless of how they achieved the competence. This may be used to gain credit for a Unit Standard associated with a licence class or endorsement you already hold.

Credit recognition will be discussed as part of the enrolment process and a CRT form may be completed where appropriate.

If you wish to apply for APL, please contact the Evolution Training Solutions Training Manager.

13. Retention of Documents

Your student files remain the property of Evolution Training Solutions and will be stored for a minimum of 18 months (this meets NZTA audit requirement and COPTTM).

The following organisations may access your file for audit or moderation purposes:

- New Zealand Transport Agency
- New Zealand Qualifications Authority

Any ITO that controls Unit Standards for which you have been assessed.

14. Student Wellbeing and Support

Evolution Training Solutions aims to provide an environment that is comfortable for both learning and assessment.

If you have personal problems that are interfering with your learning, please discuss them privately with your Trainer or a staff member at the earliest possible moment.

Evolution Training Solutions will endeavour to take your problem into account during your assessment if at all possible. If necessary, we will arrange for further support.

15. Learning Resources

Learning resources will be provided to students for all programmes, where applicable. For information regarding what students will need to supply themselves, please visit the Evolution Training Solutions website or contact Evolution Training Solutions.

For driver licensing courses you will be provided with course specific learning resources upon enrolment and further resources on the date of your course.

For practice of the truck learner theory tests please go to www.drivingtests.co.nz

All course materials have been made available on the Evolution Training Solutions Website www.evolutetraining.ac.nz

Additional resources upon request:

- Online access sites
- Local library sites

16. Treaty of Waitangi

In recognising the role of Māori as tangata whenua and Crown partners under the Treaty of Waitangi, Evolution Training Solutions will enable Māori to achieve education success as Māori, including by protecting Māori language and culture, and to prepare for labour market success.

Evolution Training Solutions aims to help improve Māori achievement, and recognise the economic benefits to individuals, groups, and society from improved levels of skills and education by recognising and implementing the following;

- Under the Treaty of Waitangi to support Māori aspirations, such as strengthened partnership, participation and protections.
- In addition, He Kai Kei Aku Ringa – the Māori Economic Development Strategy & Action Plan, highlights a need to improve economic outcomes for Māori and for New Zealand as a whole through stronger education and workforce connections.

A focus on Māori educational success is provided in Priority 3 of the Tertiary Education Strategy.

Partnership: Evolution Training Solutions will use their resources and networks to work better with Māori students, their whānau, Māori groups, hapū and iwi to develop and share information about what works for Māori students in tertiary education.

Participation: Evolution Training Solutions goals include Māori students participating and achieving at all levels on a par with other students in tertiary education, and Māori attaining the qualifications that enable them to participate and achieve at all levels of the workforce.

Protection: Evolution Training Solutions will be culturally responsive as this better engages Māori. This improves Māori achievement and also supports the wider development of Māori language and tikanga Māori. This includes providing high-quality information, support and advice to school students and their whānau about study choices, school to tertiary transitions and the benefits of moving on to higher education.

17. Contact Details

Please contact the relevant branch of Evolution Professional Services:

ONEHUNGA

29a Alfred Street, Onehunga, Auckland 1061

PO Box 99 698, Newmarket, Auckland 1149

Phone: 0800 007 070

SILVERDALE

69 Foundry Road, Silverdale

PO Box 99 698, Newmarket, Auckland 1149

Phone: 0800 007 070

www.evolvelearning.ac.nz

info@evolvelearning.ac.nz

18. Contact Details for Relevant Bodies

**NEW ZEALAND QUALIFICATIONS
AUTHORITY**

PO Box 160
Wellington 6140
Phone: (04) 802 3000



**MITO- INDUSTRY TRAINING
ORGANISATION**

PO Box 10803
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