

SARINZ Student Handbook



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About SARINZ

The Search and Rescue Institute New Zealand (SARINZ) is an international centre of Search and Rescue (SAR) excellence. Its sole purpose is to support search and rescue efforts to save lives in back country, rural, urban, coastal or workplace environs.

SARINZ is incorporated as a non-profit charitable trust. In 2003 the SARINZ trust formed a charitable company, SARINZ Ltd, to undertake the education, training and assessment of personnel involved in search and rescue.

SARINZ Limited is a registered Private Training Establishment with the New Zealand Qualifications Authority that maintains an accreditation scope which allows it to deliver training and assess against standards which contribute to national qualifications and other certified qualifications.

Purpose statement

To save lives and reduce trauma and suffering by establishing a sustainable centre of search and rescue excellence.

Vision statement

In the year 2013 (10 years following SARINZ conception) SARINZ will be:

True to its founding purpose to save lives, reduce trauma and suffering

Respected in the international SAR industry

A sustainable entity operating beyond the individual

Recognised as an established international centre of SAR excellence

About this handbook

This handbook gives essential information about SARINZ 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 manuals you will use during your course of study. Information about SARINZ and available courses may also be accessed through our website www.sarinz.com. Should you require additional information on any of the policies or procedures outlined in this Handbook these can be obtained from the SARINZ QMS.

Please note that in signing the Student declaration and contract, you acknowledge that you have read this Handbook and agree to comply with the rules and procedures in it.

Collection and use of information

SARINZ 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.

Contact details

Because of the nature of its activity as well as basing operations from permanent sites, SARINZ works from a number of temporary or “off site” training venues to facilitate Search and Rescue excellence. However critical Head Office contact details are given below.

Physical Address 68 Mandeville Street,
Riccarton,
Christchurch 8440

Postal Address PO Box 8827
Riccarton
Christchurch 8440

Phone 03 348 6654
Fax 03 348 6678
Email info@sarinz.com (contact the administrator)
Website www.sarinz.com

Key SARINZ personnel include the following management staff:

CEO: David Shearer
Programme Managers: Tony Wells (Search)
Grant Prattley (Rescue)
Pete Corbett (Management)
Office/Quality Manager: Margie Sharkey
Office Administrator: Lynne Fiebig
Post Course Administrator: Toni Holmes

Course details

While the course is based from the head office or other permanent SARINZ site, a number of the activities and assessments for your course will inevitably be carried out away from this site. This has implications for safety and the training and assessment process that 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 pre requisites 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.

Fees

SARINZ Ltd will be fair and reasonable in its dealings with students. Where fee paying courses are run SARINZ will protect student fees, in compliance with s236A of the Education Act 1989 and will protect student fees in accordance with the NZQA student fee protection policy as per Appendix X to SARINZ QMS and through the use of Student Fee Accounts.

As your course of study comprises a number of components, the Fees associated with the course are contained in separate information which accompanies this Handbook.

Procedures on student fees

Fees are set or changed as part of the annual planning process. SARINZ may on bill costs of accommodation and other named direct costs to course participants. Courses may be funded by charges to corporate bodies or sponsoring agencies. When students enrol in a course for which fees are charged administrative staff establish an account for the student and ensure they complete a Student Fee Account Application Form, as provided by the chosen provider.

At the point the student's account is created, the student pays the fees directly into this account. Fees are released to SARINZ as per the Participation Agreement as provided by the chosen provider.

Safety and health

SARINZ 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. Staff 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 staff member.

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 for more than two days, please contact your course lead tutor, a Programme Manager or the administrator (contact details are on page 2 of this handbook).

There is also a list of personal and support services and their contact details on the wall of the room in which you are based at your habitual (permanent) site.

Personal support needs

If you have difficulties of a personal nature during the course, feel free to talk to a tutor or SARINZ administrative personnel. They can refer you to appropriate support agencies if necessary.

Assessment procedures

During your course of study tutors will explain to you which parts of any particular course, module, unit or subject will be assessed, when they will be assessed, what assessment methods will be used and which unit or unit standard/s the assessment applies to. They will also explain what is required to be considered competent for that assessment. This information is also in the course workbooks. Often assessment will involve practical and simulation exercises, as well written testing.

If you have questions or concerns about an assessment, either beforehand or afterwards, discuss these with the assessor concerned.

You will be told the results of assessments after the assessment. You can ask the assessor for a copy of your assessment results at any time.

You will be asked to give feedback on the course, including methods of assessments and how these can be improved.

On the completion of a particular course or module you will be told the results of the overall assessment for that course or module.

An aggregate record of learning will be issued by SARINZ at the conclusion of your course of study, unit standard results are notified progressively to the New Zealand Qualifications Authority and a final certificate will also be issued by SARINZ detailing your course of study and your results. This may need to be sent to you by mail after results are processed.

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.
- Reassessed in a similar but not identical manner.

Those who pass a reassessment will be credited with a full “competent” 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 yet competent” on that module. However, if time and resources permits, 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 task will be needed. If the aspects of performance to be reassessed is 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.

Recognition of prior learning (RPL)

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

SARINZ 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 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 SARINZ 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'.

Up to one third of a qualification may be gained through RPL. In exceptional circumstances the Programme Manager may grant credit for more than one third of a qualification.

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 SARINZ are:

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

The method/s used is to be chosen in discussion between the applicant and the Programme Manager. Additional information on RPL can be gained from the Programme Manager.

Please note that RPL requires additional time from tutors and assessors and may need to be done outside scheduled training and assessment periods. Further credentialing bodies may have training requirements beyond simply achieving standards. Accessing RPL in standards may not change these.

Appealing an assessment

In the first instance, you may appeal an assessment result by discussing it with your course lead tutor.

If you are still dissatisfied, you can appeal the assessment decision by putting the appeal in writing prior to the conclusion of your total course of study. Write or email the SARINZ Administrator. See the contact details on the first page of this booklet. The appeal will be passed on to the relevant Programme Manager, who will contact you and can arrange an independent assessor if that is appropriate.

The SARINZ CEO may also be able to help and you should contact him if you remain dissatisfied after speaking to the Programme Manager.

If you remain dissatisfied you can contact the New Zealand Qualifications Authority.

Phone: 0800 QA HELP (0800 72 4357)

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 SARINZ 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.
- SARINZ is a smoke-free environment, and students may not smoke inside the buildings or on any outdoor training or assessment activities.
- SARINZ 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 SARINZ 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.

Disciplinary procedures

The CEO is responsible for the discipline of all SARINZ staff and programme participants and may suspend from attendance any student who breaches discipline policy.

For a lack of academic progress, lack of attendance or serious breach of discipline, a student may be withdrawn from a programme.

Behaviour

Students must conform to reasonable standards of adult behaviour.

Only currently enrolled students are permitted to attend classes and use SARINZ facilities except in circumstances involving prior approval from management or contractual arrangements.

Students under suspension by the CEO are not permitted on SARINZ grounds or areas being used by SARINZ to conduct its business unless specifically requested to attend meetings in respect of said suspension.

Alcohol and Drugs

Students may not introduce or consume alcoholic liquors or drugs (other than prescription) within SARINZ precincts (or in any situation where they are under the supervision of a tutor, e.g., field trips), with the exception of community education curricula, or other functions authorised by SARINZ.

Any student who is demonstrating behaviour consistent with that which is influenced by alcohol or drugs may be suspended from classes for that day.

Buying and selling of prohibited drugs on recognised SARINZ teaching sites will result in suspension from class. Use of illegal substances will be reported to the police by the SARINZ staff member who observes such use.

Safety

In terms of the Health and Safety in Employment Act of 1992 and SARINZ Health and Safety Policy a general duty is imposed on the “employer” to take all practicable steps to ensure the safety of “employees” while at work.

In the exercise of this duty students are required to comply with and observe the following:

- While attending practical classes students are required to provide and wear suitable protective clothing.
- Students are required to utilise protective equipment as directed by the academic staff of the polytechnic.
- Students are expected to conduct themselves in such a way as is:
 - Conducive to good order and discipline; and
 - That by their action/s or by their inaction they do not endanger themselves or other person or persons.
- Failure to observe these requirements may, at the discretion of the CEO; result in the exclusion from class or suspension from attending the course.

Damage to Property

The cost of repairing damage to property must be met by the student(s) responsible.

Radios

The unofficial use of radios/MP3 players in classrooms or workshops is not allowed.

Cell phones

The use of cell phones or any other communications device during class times is forbidden.

Exceptions to the above policy may be approved by the Lead Tutor or Programme Manager.

Student Academic Exclusion Policy

It is SARINZ policy that students who are not making satisfactory progress, in terms of either academic achievement or attendance, may be withdrawn from their programme of study.

Voluntary withdrawal from programme

A student withdrawing from a programme must advise SARINZ in writing. A form for entry of the required details is available from the Programme Manager. Failure to do this may incur the risk of exclusion from future programmes.

Withdrawal Procedure

This outlines the procedure for withdrawing a student from their programme of study when their academic progress is unsatisfactory.

At each stage in all procedures, students must be given the right to state their case directly to the person or persons making the decision. A written record of meetings must be made and agreed upon. The students will be encouraged to consult support people prior to meetings, and to bring representatives of their choice to meetings.

Confidentiality of all parties will be respected.

Warning Procedures [for lack of academic progress, behaviour or lack of attendance]

Students are entitled to two written warnings to be given by the Programme Manager. There is no minimum length of time between warnings.

First Notification of Lack of Attendance/Academic Progress/Behaviour

SARINZ will identify to the student the perceived inadequate performance and the action required to rectify the situation. The student will have the opportunity to provide an explanation for non-performance.

Second Notification of Lack of Attendance/Academic Progress/Behaviour

SARINZ will identify to the student the continuing perceived inadequate performance and will require the Lead Tutor or Programme Manager and student to meet to discuss options available to the student.

These options include:

- Continuation, providing that criteria and timeframes agreed to the by Programme Manager and student are met;
- Voluntary withdrawal from the programme

Disciplinary Procedure

Should the areas of concern continue without meeting the required criteria after the second written notification of lack of attendance/academic progress/behaviour formal withdrawal may be actioned.

Complaints procedures

Consistent with the safety needs of others complaints will be dealt with confidentially and every effort will be made to affect a satisfactory resolution.

If you have any complaints regarding your course tutors, assessment or venue please discuss this with the course lead tutor at the time.

If the nature of the complaint makes it difficult to talk to the tutor or you cannot achieve a satisfactory resolution having talked to him or her, you may contact either of the following people at SARINZ:

- The Programme Manager for your course of study or
- The Administrator

Contact details are on page 2 of this booklet.

If your concerns are about academic issues and are still unresolved you may make a complaint in writing to:

New Zealand Qualifications Authority
P O Box 160
Wellington
Phone: 0800 QA HELP (0800 72 4357)
Email: helpdesk@nzqa.govt.nz

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Helping others save lives

PO Box 8827 Phone 03 348 6654
Riccarton Fax 03 348 6678
Christchurch info.sarinz.com
