



# BMINZ | Learner Handbook

A guide on the programme process, requirements and support  
available to BMINZ learners

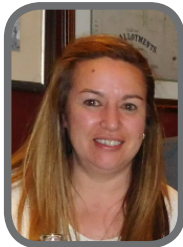
# Who are we

BMINZ is a training provider who deliver practical, hands-on training programmes. With a unique delivery style and engaging approach, you will begin your journey of creating your extraordinary future.

Some of our team members are:



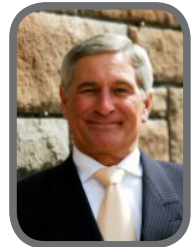
Giles Day  
Managing  
Director



Tania Noah  
Operations  
Manager



Hayley McIsaac  
Academic  
Manager



Bruce Taylor  
Programme  
Facilitator

## BMINZ Contact Details

PO Box 819  
Te Puke 3153

E | [info@bminz.co.nz](mailto:info@bminz.co.nz) for general enquiries, or  
E | [feedback@bminz.co.nz](mailto:feedback@bminz.co.nz) for feedback  
W | [www.bminz.co.nz](http://www.bminz.co.nz)

*If any of your contact details or circumstances change, don't forget to let our team know*

# Programme progress

Here is how your programme will progress.

## *Introduction Session*

*This is a chance to meet your facilitator, gain an understanding of what is included in your programme, and to have any of your questions answered*



## *Attend Workshops*

*This is time with your tutor in a classroom environment and also practical on-the-job training opportunities*



## *Complete Assessments*

*Most assessments are completed during workshops, however, some tasks may need to be completed in between your workshops.*



## *Assessment Marking*

*BMINZ will check your Assessment Workbooks, making sure you have completed all assessments in full. You may be asked to provide further evidence to support your work. Your facilitator will give you a due date for this further evidence*



## *Graduation*

*Time to celebrate with all learners who successfully complete the programme*



## *NZQA unit standards*

*If your programme includes NZQA unit standards, BMINZ will submit results to NZQA on your behalf. Please allow 10 days for your results to show up on your NZQA Record of Achievement.*

# Learner Wellbeing

The BMINZ Team are committed to doing their best to meet the needs of the learners. If there are circumstances that you believe impact on your learning, please speak to one of the BMINZ Team Members so we can not only support you, but also take your situation into consideration when assessing your learning.

## Personal Emergencies

If you are unable to attend a workshop because of a personal emergency, your facilitator will make alternate arrangements for you to access your learning.

## Cultural and Religious Beliefs

BMINZ are committed to having learners of all cultural and religious backgrounds feeling comfortable and safe in the learning environment. If you have any specific needs for us to consider during the course of your programme, please speak to one of the BMINZ Team Members.

## Health and Safety

BMINZ believe the health and safety of its learners is a priority. Our aim is to run an incident free programme. Please pay attention to your health and safety briefing during the induction session.

If at any time training does not comply with health and safety regulations because it poses a threat to the safety of learners and/or BMINZ staff, training will be stopped.

*BMINZ will take all reasonable and practicable steps to ensure the safety of all learners during training workshops.*

*If you see something that you consider to be unsafe, please report this to a BMINZ Team Member.*



# Learner Behaviour

During BMINZ workshops, all learners must behave in an appropriate and safe manner. We ask that you:



- Use appropriate and positive language
- Respect your peers and the facilitator
- Turn off your mobile phone at the beginning of each session
- Tell your facilitator if you need to leave a workshop session
- Attend workshops in a sober state, not arriving under the influence of alcohol or other drugs
- Use the internet for activities relating to the programme only.

The following actions are considered as misconduct:



- Failing to comply with directions/instruction regarding safety
- Behaving in a reckless or obscene manner
- Smoking outside of designated spaces
- Committing a criminal offence
- Under the influence of or in possession of alcohol or drugs
- Interfering with the learning of peers
- Plagiarism or using the work of others without acknowledging the ideas as not being your own
- Refusing to leave a workshop when requested because of inappropriate or unsafe behaviour.

## Learner obligations

To ensure the success of the agreed training we ask that you:

- Attend and participate in the scheduled programme sessions
- Complete the programme within the required time
- Achieve the required number of credits as per the agreed programme
- Keep a record of learning and assessment results for a minimum of a year
- Not apply for or receive funding in relation to the agreed programme
- Provide all the necessary documentation to BMINZ to confirm eligibility for the agreed programme
- Notify BMINZ if
  - Your immigration status changes
  - Your employment status changes
  - Your contact details change.

If a learner behaves in an inappropriate or unsafe manner, the following procedure will be followed:

1. The facilitator will approach the identified learner in a way that respects their dignity and preserves mana, explain the behaviour which is unacceptable, and seek a resolution with the learner
2. If a resolution cannot be found, the learner will be given a verbal warning by the facilitator that their behaviour is unacceptable and that continuation of the behaviour will lead to a request to leave the current workshop session
3. If the unacceptable behaviour continues, the learner will be asked to remove themselves from the workshop session and their employer will be advised of the action taken
4. If the learner's behaviour continues and is unacceptable in future workshops, BMINZ may take steps to remove the learner from the programme.

*If you'd like to read more about the Rules and Regulations around learner behaviour and misconduct, visit the BMINZ web site to access a complete copy of the Learner Rules and Regulations - [www.bminz.co.nz/learner info](http://www.bminz.co.nz/learner%20info)*



# Assessments

BMINZ integrate the assessment process into your workshop sessions. Assessments may include written questionnaires, evidence being gathered from activities completed during workshop sessions, and practical observations while working on the job.

BMINZ will check your NZQA record to identify any past learning you've gained. If you have already gained credits for a portion of the programme you are completing, your BMINZ assessor will decide if this prior learning can be transferred and cross credited to your current learning. Feel free to speak to your facilitator about any prior learning you have done.

Here is what you should know about the Assessment Process:

1. We ensure our assessors are qualified and technically competent in the area of assessment
2. We design assessment opportunities to cater to a number of learning styles, using the most appropriate method to generate the evidence required
3. BMINZ ensure all assessments have been designed to be fair, consistent and valid, through the use of a robust moderation process
4. BMINZ supports learners who require assistance, such as additional assessment time, a reader-writer, an interpreter, or other support services during the assessment process
5. Assessments are designed to be a positive experience. Learners are encouraged to manage their assessment process
6. BMINZ commit to the accurate recording and reporting of assessment results
7. The requirements of the Privacy Act 1993 will be upheld; assessors will not collect more than is required for the administration process
8. On successful completion of any NZQA unit standards, BMINZ will register your results with NZQA.
9. On successful completion of all the unit standards for a National Certificate or New Zealand Certificate, BMINZ will apply for your certificate on your behalf.

# Reassessments

If reassessment is required, BMINZ are committed to providing learners a fair opportunity to provide the evidence needed to meet their assessment task.

## Re-submission

Where evidence provided is insufficient to meet the evidence requirements, before an assessment decision is made the assessor will speak to the learner to identify the assessment task that is incomplete or missing information.

The assessor and learner will agree on a due date for the learner's re-submission, making sure there is enough time and resources for the learner to complete the assessment task.

## Re-assessment

Where evidence provided fails to meet the evidence requirements, following the assessment decision the assessor will speak to the learner to identify the assessment task that does not meet standards.

The assessor and learner will agree on a date for the learner to re-sit the assessment task, making sure there is enough time, resources, knowledge and skill for the learner to complete the assessment task. The assessor will confirm with the learner when they believe the learner is ready for reassessment.

To identify the responses given during a re-assessment, the learner must:

- Use a different coloured pen for the re-assessment responses, adding the new date and time, or
- Complete a new assessment task workbook and attach it to the original assessment task workbook.

Learners are able to sit TWO re-assessments within a one-year period from the original assessment date.



# Appeals Process

BMINZ is committed to providing assessed learners with a fair appeals process.

Appeals may happen when:

- A learner believes that the assessor failed to follow the correct assessment processes and/or procedures
- A learner believes the assessor failed to identify or acknowledge the achievement of a standard
- The achievement decision differs from the feedback received in the assessment.

A learner who feels that an assessment decision is incorrect is entitled to appeal the decision. Learners should follow the below process:

1. Queries on the marking of an assessment must be made directly with the assessor within two working days of receiving the assessment back
2. The assessor must provide the learner with assessment decision feedback within two working days of the issue being raised
3. If a learner appeals the decision feedback, the assessor must review the assessment marking and advise the learner of the review results within four working days of the issue being raised
4. If a learner is still unhappy with the review explanation and decision, the assessor will invite the learner to contact the BMINZ Operations Manager for additional review. The appeal must be made in writing by letter to PO Box 819, Te Puke, 3153, or email to [feedback@bminz.co.nz](mailto:feedback@bminz.co.nz), within five working days of the issue being raised
5. The Operations Manager will allocate a different assessor to review the assessment and their feedback will be provided to the learner within five working days of receiving the written appeal
6. Should the learner still be unhappy with the outcome, the learner will be directed, by the Operations Manager, to the appropriate contact within NZQA.

# Complaints Process

If you are not pleased with elements of the training programme, or you believe you are being treated unfairly, have been wronged, or have a legitimate concern or grievance with any part of the training programme, you can tell BMINZ of your concerns in the following ways:

- Talk directly with your facilitator to tell them about your concerns
- Ask your employer or industry rep to assist you with your concerns
- Make a complaint to BMINZ directly. All complaints will be investigated within three working weeks of the issue being raised. Complaints are to be made in writing to PO Box 819, Te Puke, 3153, or email to [feedback@bminz.co.nz](mailto:feedback@bminz.co.nz).

If you are not happy with the response received from BMINZ, contact NZQA within six months to make a formal complaint.

Download the complaints form from the NZQA web site. Email this complaint form to [gadrisk@nzqa.govt.nz](mailto:gadrisk@nzqa.govt.nz), or post to:

The Complaints Officer  
Quality Assurance Division  
New Zealand Qualifications Authority  
PO Box 160  
Wellington  
Go to the NZQA web site

# Withdrawals

Learners who withdraw from a course before its completion will receive results of those unit standards assessed only. Any units that have not been assessed will not be credited to a learner's Record of Achievement.

If you withdraw from a course early due to changes in employment, please contact BMINZ directly if you would like to understand your options for continuing your learning.

In some withdrawal cases, a refund of a portion of the programme fee may be available.

Withdrawal Date	Refund
<ul style="list-style-type: none"><li>• Withdrawal and Transfer Application form submitted to BMINZ before the course start date; or</li><li>• BMINZ withdraws a learner who has not attended within the first 15 working days from the course start date (see Withdrawal); or</li><li>• Course cancelled</li></ul>	Full refund of the Programme or Course fees less an administration fee of up to 10% of any amount paid or \$500, whichever is the lesser
<ul style="list-style-type: none"><li>• For courses three months or more in duration: Up to the end of the 10th working day after the learner is expected to attend the course or programme</li></ul>	75% less an administration fee of up to 10% of any amount paid or \$500, whichever is the lesser
<ul style="list-style-type: none"><li>• Withdraws after the 10th working day and up to the 30th working day after the learner is expected to attend the course or programme</li></ul>	75% refund less any other expenses incurred for such as administration fee
<ul style="list-style-type: none"><li>• After the 30th working day after the learner is expected to attend the course or programme</li></ul>	No refund

BMINZ will discuss this directly with the funder of the programme, at the time of the withdrawal.

*If you'd like to read more about the refunding of fees for learners who have withdrawn from a programme, visit the BMINZ web site to access a complete copy of the Learner Rules and Regulations - [www.bminz.co.nz/learner info](http://www.bminz.co.nz/learner%20info)*

# Lack of Attendance

If a learner does not meet a programme's attendance requirements without requesting a leave of absence, their enrolment may be terminated and learning record deemed incomplete.

## What we collect and why

BMINZ are required by the ITO, NZQA, TEC and any other Regulatory body to collect certain information regarding its learners. This is to ensure that the appropriate statistics are collected and correct funding issued for a learner's training.

### **Name, address and Date of Birth**

NZQA requires a learner's personal information to identify the correct person when crediting unit standards.

### **Gender and Ethnicity**

NZQA carries out research regarding statistical information. The collection of this information does not breach the Privacy Act 1993 as long as the research does not identify individual learners

### **Learner Records**

Learner files are held securely by BMINZ. Request to access your own record can be made in writing to the address listed at the front of this booklet. Note: You may not request access to view another learner's records, unless permission has been given to BMINZ to do so, by the learner.

As part of signing the Learner Enrolment Form, if training has been paid for by someone other than the learner, e.g. a workplace or funding group, record of training progress and/or achievement can be requested and accessed by the funder.

If a learner does not have an NSN (National Student Number) at the time of enrolment, BMINZ will apply for one on behalf of the learner. This will allow BMINZ administrators and the learner to access their NZQA Record of Achievement.

# Support services

BMINZ is committed to assisting learners to access appropriate support services, when needed.

Alcohol and Drug Helpline .....	0800 787 797 or 027 436 9925
New Zealand Association of Counsellors .....	04 471 0307
Family Budgeting .....	04 471 1420
Citizens Advice Bureau .....	0800 367 222
Tenancy Services .....	0800 836 262
Talking Words - Counselling Services .....	<a href="http://talkingwords.co.nz">talkingwords.co.nz</a>
New Zealand Disability Support Network .....	04 473 4678
Human Rights Commission .....	0800 496 877

Learners who require the support of a service which is not listed are to speak to one of the BMINZ Team Members. BMINZ will provide assistance to access the appropriate service.



*The future is yours!*

*With our support, lets build something  
extraordinary for you*

**BMINZ** | CREATING  
EXTRAORDINARY  
FUTURES