



# 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



Charli Crocker  
Programme  
Facilitator



Steve Logan  
Programme  
Facilitator



Bruce Taylor  
Programme  
Facilitator

## BMINZ Contact Details

112 Third Avenue  
Tauranga 3110

E | [Contactus@bminz.co.nz](mailto:Contactus@bminz.co.nz) for general  
enquiries or 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 XX 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.

*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.

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

1. The facilitator will approach the identified learner, 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 is asked to remove themselves from three workshop sessions, BMINZ may take steps to remove the learner from the programme.

# 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.

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. Assessments are designed to be a positive experience. Learners are encouraged to manage their assessment process, seeking assistance when required
5. BMINZ commit to the accurate recording and reporting of assessment results
6. The requirements of the Privacy Act 1993 will be upheld; assessors will not collect more than is required for the administration process
7. On successful completion of any NZQA unit standards, BMINZ will register your results with NZQA.
8. 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 10 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 Quality Manager for additional review. The appeal must be made in writing by letter or email within 10 working days of the issue being raised, to one of the addresses listed at the beginning of this handbook
5. The Quality 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 Quality Manager, to the appropriate contact within NZQA.



# Complaints Process

If you are not pleased with elements 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 the address listed at the front of this handbook, or

[giles@bminz.co.nz](mailto:giles@bminz.co.nz)

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

The Complaints Officer  
Approvals Accreditation and Audit  
New Zealand Qualifications Authority  
PO Box 160  
Wellington

Go to the NZQA web site to find a copy of the Complaints Kit.

## 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.

# 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 NZQA and TEC 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 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.

# 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
Relationship Services .....	04 472 8798
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*

**BMINZI** | CREATING  
EXTRAORDINARY  
FUTURES