



ACADEMIC HANDBOOK

2019 EDITION

FOR STUDENTS AND STAFF

Version Control

Version	Release Date	Author	Comments
1.0	01 July 2019	Sarah Collins	

These policies, procedures, statutes and regulations are effective from 1 July 2019 and supersede those in any prior format and/or document. They are updated annually.

Note: Hardcopies of this document are considered copies of the original.
It is recommended that you always use the online copy when referencing the Academic Handbook for the latest controlled version

GENERAL STATEMENT

Safety Hub Training Limited is a Private Training Establishment established pursuant to the Education Act 1989 (NZQA registered provider number: 9152).

These rules, policies and procedures apply to all courses offered by Safety Hub.

**SAFETY HUB RESERVES THE RIGHT TO CHANGE ITS
POLICIES, PROCEDURES, STATUTES AND REGULATIONS
AT ANY TIME**

TABLE OF CONTENTS

GENERAL STATEMENT	2
SECTION 1: EQUAL EDUCATIONAL OPPORTUNITIES	4
SECTION 2: POLICY ON STUDENT COMPLAINTS AND APPEALS	6
SECTION 3: POLICY ON STUDENT FEES AND REFUNDS	9
SECTION 4: POLICY ON ASSESSMENT AND MODERATION	11
SECTION 5: CODE OF CONDUCT FOR STUDENTS AND STAFF	13

SECTION 1: EQUAL EDUCATIONAL OPPORTUNITIES

Policy	Equal Employment Opportunities
Policy Owner	Sarah Collins
Date Approved	01 July 2019
Next Review Date	01 July 2020
Authorised By	CEO

1. Purpose and Scope

Safety Hub is committed to providing equal education opportunities to potential and current students. The aim of this policy is to enable people to pursue their educational and vocational goals without impairment by factors irrelevant to the requirements of their chosen programme of study and/or career, e.g. the person’s status as Tangata Whenua, ethnicity, gender, marital or parental status, age, religious or political beliefs, country of origin, disability, sexual orientation or economic status (Human Rights Act, 1993).

2. Policy Statement

Safety Hub will endeavour to enable people to pursue and develop their chosen programme of study and/or vocational goals without being limited by impairment factors that are irrelevant to those goals.

To achieve this, Safety Hub will actively seek to eliminate barriers that may cause or perpetuate inequality in respect to the recruitment, assessment, or other educational factors related to any person/s or group/s.

In accordance with its statutory obligations, charter commitments to the Treaty of Waitangi and commitment to equal education opportunity, Safety Hub will strive to:

- Achieve educational parity for the Tangata Whenua by adopting policies and practices that respect the partnership intent of the Treaty of Waitangi;
- Actively encourage people from disadvantaged or under-represented groups to enrol in Safety Hub programmes/modules and fully participate in Safety Hub activities;

- Provide high quality education, equitable treatment and a supportive environment for Safety Hub students.

3. Measurements of success

Equal Education Opportunity will be achieved at Safety Hub when the following are in place:

- The Safety Hub Board understand Safety Hub's legal obligations regarding equity and disability and endorse best practice initiatives;
- Factors irrelevant to course and/or vocational requirements do not act as barriers to learning opportunities at Safety Hub;
- The Safety Hub student community is diverse and representative of the wider community;
- No complaints of discrimination or inequity are made against Safety Hub.

SECTION 2: POLICY ON STUDENT COMPLAINTS AND APPEALS

Policy	Complaints and Appeals
Policy Owner	Sarah Collins
Date Approved	01 July 2019
Date Revised	
Next Review Date	01 July 2020
Authorised By	CEO

1. Purpose and Scope

The purpose of this policy is to provide a framework that promotes the timely and fair resolution of complaints raised by students.

2. Policy Statement

Safety Hub takes student complaints and appeals seriously and is committed to ensuring that there is a responsive and equitable process designed to resolve issues in a timely and impartial manner and to improve the institute’s performance.

All students and staff are required to follow the established internal processes set out in this policy when seeking a resolution to complaints and appeals and to act in a manner that respects and upholds the rights of all parties.

3. Reassessment and Appeal Procedure

Safety Hub Training Limited is committed to providing all assessed candidates with access to a fair and reasonable process for seeking reassessment and appealing assessment decisions.

If a student feels that an assessment decision was incorrect, they are entitled to appeal the decision. The student may make an appeal of the assessment decision via email to:

admin@safetyhub.co.nz
Attn: Chief Executive Officer

The request must be received within **ten working days** of the student receiving notification of the assessment decision. It should fully state the grounds for the appeal. Appeals may be brought on such grounds as:

- The student believes that the assessor failed to follow proper and agreed assessment processes and/or procedures
- The student believes that the assessor failed to recognise or acknowledge the achievement of the required standard of performance**

**This list is not exhaustive.

Once an appeal is lodged, it will be considered, and within five working days, a decision will be made as to how to proceed. Further information may be requested from the student including assessment evidence.

If an appeal proceeds, the assessor will be notified and asked to provide copies of the documentation related to the assessment. The assessor may also provide a written report regarding the assessment. The assessor does not receive the detail of the complaint

All material provided will be reviewed by a moderator and a determination made as follows:

- The original decision by the assessor was justified
- The original decision by the assessor should be overturned
- A re-assessment is necessary

The result of the appeal will be documented and provided to both parties. If either party disputes a determination based on the first or second of these options, then the third option will be followed

Should a re-assessment be necessary it will be undertaken by another Safety Hub Training Limited assessor who was not involved in any part of the process to date

Re-assessments are done as quickly as possible

The decision of the re-assessing assessor is final

4. Complaints

If the student is not satisfied with the resolution to their appeal, they may use the “Complaints Kits for Formal Complaints about Providers” to bring the matter to the attention of:

New Zealand Qualifications Authority
P.O. Box 160, Wellington
04-802 3000

5. Measure of Success

All students are made aware of the policy procedures and processes related to complaints and appeals and follow the processes as stated (with particular reference to use of the correct forms within the stated timeframes).

SECTION 3: POLICY ON STUDENT FEES AND REFUNDS

Policy	Student Fees and Refunds
Policy Owner	Sarah Collins
Date Approved	01 July 2019
Date Revised	
Next Review Date	01 July 2020
Authorised By	CEO

1. Purpose and Scope

The Student Fees and Refunds Policy has been developed to:

- Ensure that fees to students are charged on a consistent basis;
- Adopt an equitable approach to fee payments for all students; and
- Define internal responsibilities.

2. Policy Statement

Course fees for students will be reviewed annually and any changes approved by Safety Hub Board.

Students will not receive access to the Safety Hub course content until payment is made in full.

All fees include Goods and Services Tax (GST).

3. Procedures for Payment of Fees

- Payment is made online using a Credit or Debit Card.
- Payment is processed and secured with Thrivecart.

4. Withdrawals and Refunds

No refunds will be given if the student neither cancels their registration or their registration is cancelled by Safety Hub. All fees fall below the \$500 threshold required for refunds (as detailed in the Education Act 1989)

Transfer of registration to another learner will not be undertaken.

5. Measure of Success

All Safety Hub students are informed about the Student Fee and Refund policy prior to enrolling.

A record is kept of each student's formal acknowledgement of having read and understood the Safety Hub Student Fee and Refund policy (as detailed in the Safety Hub Terms and Conditions).

SECTION 4: POLICY ON ASSESSMENT AND MODERATION

Policy	Student Fees and Refunds
Policy Owner	Sarah Collins
Date Approved	01 July 2019
Date Revised	
Next Review Date	01 July 2020
Authorised By	CEO

1. Purpose and Scope

The purpose of this policy is to provide a framework within which all programmes of study at Safety Hub will model the principles of sound assessment practice.

Assessment is an integral part of the learning processes and moderation is a key component of best practice assessment.

The assessment and moderation principles, practices and processes are designed to ensure that accountability and commitment to continuous improvement to teaching and learning can be demonstrated to students, NZQA and stakeholders.

2. Policy Statement

Through this policy Safety Hub will:

- Develop assessment procedures for programmes and modules that reflect the key principles of sound assessment practice of validity, reliability, authenticity, sufficiency, consistency, fairness and openness;
- Guide assessment design to mitigate instances of academic misconduct (e.g. plagiarism);
- Ensure assessment tasks are appropriate to the level and difficulty of the module/programme; and
- Support the consistent application of best practice principles in the assessment procedures used at Safety Hub.

3. Candidate Assessment Procedure

The assessment of our Online Safety and Health Course is done as the student completes each of the programme modules.

All assessments will be conducted online as part of the online training course.

A Safety Hub staff member is not required to be present during the assessment process.

No student will communicate directly with a Safety Hub assessor in regard to an assessment from the time they begin the testing process until the result is communicated.

Safety Hub course content and assessments have been compiled by a qualified team of well trained, technically competent specialists.

The online training modules enable flexible assessment opportunities, tailored to the students' specific learning needs. The assessment is based on the most appropriate methods of assessment for each module.

All assessments are conducted during the course modules and in a manner that is consistent, valid and fair. This is ensured through compliance with internal and external moderation systems.

Assessment requirements are stated in the assessment module within the Safety Hub courses. The assessment process is initiated by the student at a time that suits them best. Safety Hub aims to ensure the assessment is a positive and motivating experience for all learners.

No extension to the one year timeframe required to complete the training course will be provided.

Accurate recording and reporting of assessment results will be maintained.

The requirements of the Privacy Act 1993 will be upheld. Assessors will not collect more personal information than is necessary for the administration of the assessment process.

On completion of all the unit standards for a certificate course, a completion certificate will be able to be requested via the online portal.

4. Measure of Success

All Safety Hub students are informed about the Candidate Assessment Procedure policy prior to enrolling.

A record is kept of each student's formal acknowledgement of having read and understood the Candidate Assessment Procedure policy (as detailed in the Safety Hub Terms and Conditions)

SECTION 5: CODE OF CONDUCT FOR STUDENTS AND STAFF

Policy	Code of Conduct for Students and Staff
Policy Owner	Sarah Collins
Date Approved	01 July 2019
Date Revised	
Next Review Date	01 July 2020
Authorised By	CEO

1. Purpose and Scope

All organisations have rules and policies to guide their safe and effective operation. Safety Hub is no different. Accordingly, students and staff are expected to comply with those rules and policies.

This document describes the Code of Conduct for all students and staff of Safety Hub.

2. Code of Conduct for Students

All students are expected to respect the rights of fellow students and staff. Accordingly students are expected to:

- refrain from all forms of discrimination, intimidation and harassment of fellow students and staff;
- comply with all statutes, policies, regulations and procedures of Safety Hub;
- exercise responsible and safe use of Safety Hub resources;
- respect the privacy of individuals at all times;
- accept the consequences of non-compliance in accordance with the Privacy Act 1993;
- ensure personal and confidential information is used only for the purposes for which it was intended; and
- avoid behaviour which might cause disruption to fellow students and staff.

Under the Education Act 1989 students have the academic freedom within the law to question and test received wisdom, to put forward new ideas and to state controversial or unpopular opinions. Safety Hub acknowledges that the principle of academic freedom is essential to the conduct of learning. Academic freedom encourages students to engage in the responsible pursuit of knowledge and to provide informed and accurate commentary.

Academic freedom must be exercised in a manner that shows respect for the opinions of others,

and recognises Safety Hub's statutory requirement to act in a manner that is consistent with:

- the need for the maintenance of the highest ethical standards and the need to permit public scrutiny to ensure the maintenance of these standards; and
- the need for accountability and the proper use of resources allocated.

There is an expectation that student issues will be raised in good faith.

- Safety Hub recognises the rights of students and will listen to issues and work to resolve them promptly in a fair and professional way, in accordance with established processes, statutes, policies and regulations and having regard to all relevant factors; and
- Issues will be managed with the aim of achieving a positive outcome for all parties involved in such a way that the rights, responsibilities and obligations of students and staff are maintained throughout.

Any issues arising from the Code of Conduct for Students should be resolved where possible by the individuals directly involved, or by seeking the assistance of appropriate staff if required.

If the Code of Conduct of Students is found to have been breached, Safety Hub reserves the right to cancel enrolment and/or subscriptions to Safety Hub programmes.

3. Code of Conduct for Staff

Safety Hub is committed to the development and delivery of quality tertiary education.

Safety Hub affirms that it will be managed in a way that is consistent with the mission statement, strategic plans and policies, which includes:

- Recognising the need to create a safe, caring online environment that meets the needs of students; and
- Providing innovative and inspiring online health and safety training and supports that empowers students to return to their workplace and put into practice what they have learned.

In terms of the Quality Management System (QMS) Safety Hub undertakes to meet students' expectations and needs by:

- providing quality programmes and courses;
- providing accessible appropriate support;
- providing a healthy, safe online environment;
- providing a supportive and culturally safe online environment;
- recognising the aims, aspirations and the cultural differences of ethnic or minority groups;
- ensuring the recognition of the requirements of persons with disabilities;

- ensuring the recognition of Tangata Whenua in accordance with the principles of the Treaty of Waitangi;
- recognising the aims and aspirations of the Māori people; and
- encouraging greater involvement of the Māori people in tertiary education.

Safety Hub recognises the rights of students and will listen to issues and work to resolve them promptly in a fair and professional way, in accordance with established processes, statutes, policies and regulations and having regard to all relevant factors.

Issues will be managed with the aim of achieving a positive outcome for all parties involved in such a way that the rights, responsibilities and obligations of students and staff are maintained throughout.