

Complaints and Suggestions

You may want to offer a suggestion or complain about a decision, action or experience. Verbal or written suggestions or complaints will be accepted. Forms are available for **Assessment Appeals** and **Formal Complaints**. Speak to your tutor to obtain these forms. If you have a problem to be solved get someone to help you sort it out. Talk about the training with the other person, your tutor or supervisor.

If you want to complain about a tutor, you can directly contact either of the Directing Managers, Kelly or Diane. If you are still unhappy, please contact NZQA to make an official complaint:

The Complaints Officer
Quality Assurance Division
New Zealand Qualifications
Authority
PO Box 160
Wellington 6140
Ph: 0800 697 296

Kelly Sadler/Diane Meikle
Sadler & Associates Limited
PO Box 128448
Remuera
AUCKLAND 1541
Ph: (09) 368 1084

Cultural Appropriateness

- ◆ It is important that the learning environment and the teaching we provide is culturally appropriate.
- ◆ If you have any concerns about this or observe ways in which we can meet your needs more appropriately we will be pleased to have your help.
- ◆ We will provide a confidential support service. We have training and experience to assist you with many issues.
- ◆ Where we are not equipped to help we will ensure you are put in touch with the appropriate agency or person.
- ◆ Talk to your tutor, manager or any member of staff you are comfortable talking to.

Programme entry is open to all permanent residents of New Zealand.

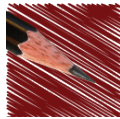
We support the principles of Equal Education Opportunities as a means of ensuring all students have equal opportunity to achieve their potential.

Sadler & Associates

Student Handout

Welcome to Sadler & Associates. We are happy you are going to learn new skills at your workplace. This handout has information for you.

We want to make sure you enjoy the learning journey with us. Please ask your tutor for help at any time.



Programme information

- ◆ Your course is just for you. Your tutor will talk to you about what you want to learn to make doing your job easier and better.
- ◆ Unit standards are part of the course where they fit with your job. These units will lead towards national certificates from NZQA.

Description of courses and qualifications

- ◆ Your course is free.
- ◆ What you will learn is what you and the tutor and your boss think is best for you and the company where you work.
- ◆ The tutor will talk to you about what is in your course and what you need to do to finish it.
- ◆ If you can already do some of the units on the course, talk to your tutor. You can decide the best way to give the proof of your experience.

Procedures for evaluation

- 1 Learner is to get a record of proof, which may include testimonies, job sheets, training records.
- 2 The tutor will ask you some questions and may watch you at work.
- 3 The tutor will decide if you can be given those unit standards and let you know your results.

Assessments

- ◆ You will be told how well you are doing.
- ◆ Before you are assessed for a unit standard, the tutor will make sure you are ready. If you are assessed as not yet competent, your tutor will tell you what you need to do and when you can be reassessed in this unit.
- ◆ When your tutor thinks you are ready to be assessed for a unit standard, they will discuss with you when and where this is to take place and explain the process to you.
- ◆ If you have special needs, such as reader/writer, your tutor can help organise this if you have an illness or injury.
- ◆ Any work your tutor marks will be given back to you within 2 weeks.
- ◆ If you think any assessment is not fair, you can ask for it to be reassessed. Your tutor can make the arrangements.
- ◆ If you are not happy with an assessment, you can appeal to a Director of Sadler & Associates.

A Framework of Ten Levels

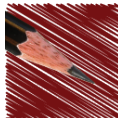
- ◆ There are ten levels involved in qualifications. Level 1 is the least complex and Level 10 is the most complex. Levels depend on the complexity of learning. Levels reflect the content of the qualification, not the time spent learning.

Expectations of Students

- ◆ You have to come to your course unless:
 - ◆ You are sick
 - ◆ You are on holiday
 - ◆ You have the permission of your boss
 - ◆ In all cases you must contact your tutor to let them know that you will not be at class and the reason
- ◆ You have to turn up on time.
- ◆ If you can't get to work or to the programme you must phone your employer and your tutor at least half an hour before the starting time.
- ◆ If you miss two sessions your manager will be contacted to ask why.

UNDER NO CIRCUMSTANCES ARE YOU TO:

- ◆ Arrive under the influence of, or consume on the programme, alcohol, drugs, or glue.
- ◆ Be abusive or aggressive towards staff or other students and to treat equipment with disrespect.



Academic Records & Privacy

- ◆ Make sure to let us know if any of your personal details change.
- ◆ All information about you is kept private and is only given to those you have given permission to see it.
- ◆ Sadler & Associates Limited is an approved training provider that must abide by the requirements of NZQA for the delivery of teaching and the assessment of learning. Sadler & Associates has a Quality Management System and is audited by NZQA to ensure compliance.