

## Frequently Asked Questions

### How do I sign up to an NZSA programme?

You need to complete an enrolment form which is obtainable by clicking [here](#) and submit with payment to NZSA.

Once you are enrolled you will receive an email welcoming you to the programme with course details (time, date, location, pre-workshop tasks, and log-on details for literacy test).

### Who do I contact if I need help enrolling OR if I need help and learning support during the programme?

For assistance in **enrolling** please contact the NZSA office on the following:

E-mail: [nzsa@security.org.nz](mailto:nzsa@security.org.nz)

Phone: (09) 486 0441

Fax: (09) 486 0442

P O Box 33 936

Takapuna

AUCKLAND 0740

### Are there any pre-requisites to the programme?

It is beneficial to have a good understanding of the English language however we are able to cater for those who need a translator depending on the programme you are enrolling in.

### What if I can't attend a required session?

Attendance to all sessions is compulsory as assessments will be taking place that day. We do understand that things happen beyond your control at times but please let your programme facilitator know or contact NZSA on the details given above if you are unable to attend a session.

### What if I wish to withdraw from a course?

Short Courses and Workshops

- Withdrawals outside of 10 working days before the course is scheduled to commence will receive a full refund;
- Withdrawal within 5 – 10 working days before course is scheduled will not receive a refund, but may nominate a replacement learner;
- Withdrawal within 5 working days will not receive a refund.
- If you wish to cancel or transfer your enrolment after the US 27360 login has been issued, a \$50 fee will

Apply.

Programme lengths of 3 months or more (12 weeks or greater):

- Withdrawal before the programme start date will receive a full refund;
- Students withdrawing within a 1-8 day period will receive a full refund less 10% or \$500, whichever is the lesser of the two;
- Any student withdrawing after an 8 working day period will not be entitled to a refund, unless exceptional circumstances are proven.

### Course Cancellations

While NZSA Training will make every effort to deliver courses as per our published schedule we reserve the right to cancel courses where numbers make them uneconomic to run. Courses may also be postponed due to unforeseen events out of our control, such as flight cancellations impacting on the travel of our facilitators. In event of such a cancellation or postponement enrolled learners will be contacted as soon as possible and arrangements made to reschedule the course or place them on courses in other locations.

### **What resources do I need to complete the programme?**

You will need to bring a pen, note paper and any pre-workshop material sent to you by NZSA to each session (when you enrol you will receive a welcome email with time, dates, locations etc of your workshops and any pre-workshop material you need to complete and any resources you need to bring as this varies depending on the programme).

You will also require access to a computer in your own time at certain stages of most programmes. If you cannot access a computer please let your facilitator know **IMMEDIATELY** and we will try to accommodate you.

All other materials are provided for you to complete the course.

### **What do I need to do to complete assessments and what is the pass mark?**

Each unit standard has a specific standard you must meet. Your assessor will explain what is required of you before you start your assessment. You may have to simply answer written questions, complete practical tasks or work on an assignment at home. You may have to be observed completing specific tasks in your workplace (as a security officer) and your supervisor sign a form. Your assessor will inform you beforehand as to the assessment methods that will be used before each assessment or assignment.

Where possible, your assessment results will be given at the end of the assessment session or a specific time for feedback will be given prior to you completing any assessments. You can however contact NZSA at any time if you need confirmation of results. Your result may be either: 'achieved' or 'competent' meaning you have met the requirements of the unit standard. If you have been deemed 'not yet competent' (or 'not yet achieved') you will be given the opportunity to be re-assessed and the components being re-assessed will again be discussed prior to any assessments undertaken.

### **How many re-sits am I allowed and when?**

You are permitted no more than two re-sits for each assessment DURING the programme at a mutually agreed time between you and your assessor. We encourage you to do further study or further work on a particular topic before you decide to book a re-sit so that you are in a better position to achieve. There are no additional charges for re-sits within the time frame of the programme but again, they are to take place at a time that is mutually agreed to by both parties.

If you have already finished the programme but still have an outstanding assessment to achieve, you are permitted one free re-sit within 10 days of the course ending.

Any other re-sits will be charged for and must be completed within 6 weeks of the programme.

### **What if I have special needs?**

If you have any special needs that may affect your safety and wellbeing (or wellbeing of others) you are required to inform your facilitator prior to undertaking the programme and we will try to accommodate you. Special needs may be medical, physical, cultural, etc. Anything you say to your facilitator is held in confidence.

### **What if I want to make a complaint?**

Any complaints about the course or other matters related to the programme can be made to NZSA head office. A complaints form will be made available to you and the complaint process explained.

In general, once the complaint form is received it will be actioned within 5 working days. You will be notified within 7 working days of the outcome.

If you are not happy with the outcome you can then contact NZQA on the contact details at the end of this handbook.

### **What if I wish to appeal an assessment decision?**

You have the right to appeal an assessment decision (or process) if you feel that you have either been disadvantaged or treated unfairly during the assessment process.

If you wish to lodge an appeal you must do so no later than 7 days after the assessment takes place. To do this please contact NZSA Training and an appeals form will be sent to you to complete.

NZSA Training will notify you that the appeal has been received, what action will be taken and you will be informed of a decision within three weeks.

If you are not happy with the outcome you can then contact NZQA on the contact details at the end of this handbook.

### **What happens if someone is caught cheating during an assessment?**

The assessment will become void, and a meeting will be arranged immediately where possible to discuss this behaviour. We endeavour to ensure learners are completely aware of the assessment process and requirements and have the time, resources and opportunity to complete assessment activities. Therefore deliberate attempts to corrupt the assessment process will not be tolerated.

The assessment requirements and the conditions under which the assessment will take place will be explained to you before starting each assessment. Some assessments require you to answer written questions and others require you to do practical demonstrations and complete assignments.

As a generalisation, cheating is when a participant does not comply with the assessment conditions (or assessment rules given at each assessment).

Examples are:

- Using pre-prepared notes during a closed book written assessment.
- Copying answers from other students.
- Plagiarism (e.g. submitting someone else's work and saying that it is your own).

As mentioned, if someone is found doing this the assessment is immediately stopped. A warning will be issued during the meeting and the assessment will be re-sat at a different time. If the incident re-occurs the assessment will immediately be stopped, a second warning issued and the participant's employer (if they are paying for the course) is informed. Repeated offences may result in dismissal from the programme.

### **Who has access to my personal information (including my assessments)?**

All personal information made available or held by NZSA Training is protected and is used only for the purpose for which it is intended.

Access to personal information INCLUDING completed assessment material is restricted to properly authorised NZSA staff that has valid reason to use personal information acquired or held by NZSA Training.

Completed assessment material needs to be kept for moderation purposes and is stored in a secure filing unit in a security office. In some cases, completed assessment material may be returned to you should you request it however NZSA Training requests that any assessment material returned to you is kept in a safe place for 1 year (as it may be required for external moderation).

### **Who else will have access to my information?**

Access to any NZSA Training records or other information related to any person who applies for and/ or attends any training, or provides information to NZSA for any purpose, is restricted to properly authorised NZSA staff that has valid reason to refer to them.

Other than information required by the New Zealand Qualifications Authority for Record of Achieved and moderation purposes, no information about any person attending any course, or otherwise associated with NZSA Training, will be disclosed by NZSA to any other person or organisation EXCEPT with the express written consent of the person to whom the information relates (such as those registered with the Skills Organisation on Training Agreements).

### **What are our rights and responsibilities as learners on the programme?**

Learners are expected to conduct themselves in a manner that encourages a safe and friendly learning environment. To ensure this is maintained NZSA Training has a strict no alcohol and no non-prescribed drugs policy. Learners may be evicted from the programme if this policy is breached, or learners who are found to be under the influence of either of the above.

Code of conduct:

Programme participants are expected to....

- Attend all training sessions and actively participate in all learning activities and tasks.
- Respect the rights and viewpoints of others.
- Inform NZSA of any issues that may affect their own learning and / or the learning of others.
- Maintain professional standards - This includes dress, manner and communication.
- Encourage a safe and friendly learning environment.
- Complete all assessment activities with honesty and integrity.

NZSA Training is responsible for providing you with all the resources, facilitation and learner support you need on the programme. NZSA Training is also responsible for registering learners' results on the NZQA framework.

### **What do I get when I have completed the programme?**

Results of assessments of competence measured against performance criteria specified in NZQA unit standards will be recorded and used as the basis for applications for the registration of credits on the National Qualifications Framework.

Results are registered online with NZQA by the NZSA, and once processed will appear on the learner's Record of Achievement (ROA).

Once all required unit standards have been completed by the learner and have met NZQA requirements you will be issued the relevant certificate, badge, or notification of completion, for the programme you are enrolled in.

### **Organisations which can offer additional support...**

#### **New Zealand Qualifications Authority (NZQA)**

This is the organisation with which we register your results. You can also contact them if you have a complaint or an appeal which you felt NZSA did not resolve to your satisfaction.

NZQA Call Centre is open Monday - Friday, 8.00 am - 5.00 pm  
Call toll free on 0800 697 296

Refer to their website for further means of contact and information:  
[www.nzqa.govt.nz](http://www.nzqa.govt.nz)

#### **The Skills Organisation**

The Skills Organisation is the industry training organisation for the security industry and has a great literacy tool available (through TEC) for those who are registered on training agreements. The results of this tool will identify the literacy areas you may need support in, and will be able to put you in contact with literacy agencies which can help in your area.

Opening hours are 8:30am - 5:00pm Monday to Friday.  
Call toll free on 0508 SKILLS (0508 754 557).

Refer to their website for further means of contact and information:  
[www.skills.org.nz](http://www.skills.org.nz)

#### **Ministry of Justice – Private Security Personnel Licensing Authority**

To answer any questions you have about the new mandatory training requirements please visit this link <http://www.justice.govt.nz/tribunals/PSPLA/training>.

Ministry of Justice contact details:

Email: [info@justice.govt.nz](mailto:info@justice.govt.nz)  
Phone (national): 04-918 8800

## **Citizens Advice Bureau**

Citizens Advice Bureau (CAB) provides a range of services and resources and are available nationwide.

Contact your local bureau or call 0800 FOR CAB (0800 367 222) for further information on their services.

Refer to their website for further means of contact and information:  
[www.cab.org.nz](http://www.cab.org.nz)

## **Life Line**

24 hour telephone counselling services.  
Call toll free on 0800 543 354.

Refer to their website for further means of contact and information:  
<http://www.lifeline.co.nz/>

## **Life Line Aotearoa**

24 hour telephone counselling services.  
Call from within Auckland on 09 5222 999.  
If calling outside of Auckland phone toll free on 0800 543 354.

Refer to their website for further means of contact and information:  
[www.lifeline.org.nz](http://www.lifeline.org.nz)