

NZQA Registered and NZ Transport Agency Approved Training Provider

INFORMATION FOR TRAINEES AND EMPLOYER

Thank you for choosing to complete your training with Master Drive Services Ltd. Please find following some important information you should know when you or your team are attending courses.

Safety

Under the Health and Safety at Work Act 2015 everyone is responsible for workplace health and safety.

Trainees must comply with all safety procedures that relate to any training being conducted by:

- ▶ Obeying safety instructions of training staff
- ▶ Wearing and using appropriate safety clothing and equipment during training in accordance with WorkSafe NZ regulations and instructions of our training team.
- ▶ Not being under the influence of alcohol or drugs
- ▶ Not indulging in practical jokes or horseplay!

All practical training is subject to cancellation in the event of unsafe conditions. Our training team will make any decision relating to this in consultation with trainees/clients.

Respect for Others

More often than not there will be other people on your course. Please respect the rights of other people by refraining from:

- ▶ Inappropriate language, acts or gestures
- ▶ Harassment of any form

Smoking Policy

- ▶ Smoking is only permitted in designated smoking areas.
- ▶ Please check with our training team before smoking during outdoor practical training sessions.

Time keeping

Course start and finish times must be adhered to.

- ▶ Latecomers will only be accepted at the discretion of our training team.
- ▶ Trainees leaving early may be treated as not having successfully completed the course.

Mobile Phones and other Communication equipment

- ▶ Please ensure phones and other communication equipment are switched off during all training sessions.
- ▶ Failure to adhere to this may result in a trainee being asked to leave the course and be treated as not having successfully completed the course.

Consequences

If following a verbal warning, or warnings, a trainee continues to fail to adhere to any of the above policies this may result in the trainee being required to leave a course.

Car Parking

Car parking is available on site at most of our branches however it is limited at some. Please confirm parking arrangements with our training team prior to your course.

Information for Trainees and Employers

For all driving related or Driver Licence / Endorsement related courses all trainees must produce a current and valid Driver Licence. If this is not available to our training team trainees may not be permitted to complete courses. This will be treated as a withdrawal.

Please note, certificates issued for Approved Driver Licence and Endorsement courses:

- ▶ Cannot be used instead of a driver licence. Your driver licence must be upgraded first.
- ▶ Must be presented to a driver licensing agency for licence up-grading within 60 days. After this time frame they will either not be accepted in respect of certain courses or problems may be encountered in relation to other courses.

Pre-course requisites

Any requirements, such as minimum Driver Licence requirements, will be advised prior to registration.

Course date/time/location

These will be advised on registration.

Meals/refreshments

- ▶ Tea/coffee are provided during morning, lunch, afternoon and evening breaks.
- ▶ Meals are not normally provided – trainees are advised to bring lunch with them as shops may be some distance away.

Difficulties

- ▶ Please advise our team (in confidence) before the start of the course of any physical or learning difficulties you, or in the case of employers, your employee, may have e.g. difficulty in reading and writing.
- ▶ If trainees have difficulties during the course they should not hesitate to talk to our training team.

Welfare and Support Services

Details of a variety of welfare and support services are available in our training rooms.

Course Fees

When paid by an individual trainee:

- ▶ Where the course fee is \$500 or less the full fee is due on registration for the course.
- ▶ Where the course fee exceeds \$500 then \$500 must be paid on registration with the balance being paid at the commencement of the course.
- ▶ Pre-course material will not be supplied without payment being received.

When paid by an Employer, Company or Organisation

- ▶ All fees are due on registration for the course. Pre-course material will not be supplied without full course payment being received except where credit facilities have been approved in advance.
- ▶ Credit facilities are only available to employers, companies or organisations who meet approved credit criteria.

Please note - Where any form of training subsidy is being accessed by the Trainee and / or the Employer, then the trainee and or the employer remain liable for the full course and related fees should, for any reason, training subsidies be declined in whole or in part.

Withdrawals/Cancellations/Refunds

If you are unable to attend a public course, the following applies:

- ▶ More than 1 week before the course = Full refund less \$50.
- ▶ 5 working days before course = 50% refund.
- ▶ 3 working days or less before course including non-appearance or non-completion = No refund.

Please note with all refunds we require all pre course material to be returned in a usable condition. Any marked or damaged material will be charged.

We are happy to substitute course attendees with appropriate warning and as long as they meet any course criteria.

If an employer needs to cancel a company course, the following applies:

- ▶ 2 weeks or more before course = Full refund less any non-refundable travel or other costs incurred.
- ▶ 1 to 2 weeks before course = 50% refund less any non-refundable travel or other costs incurred.
- ▶ Less than 1 week before course = 25% of fee less any non-refundable travel or other costs incurred.
- ▶ Non-completion of course once commenced = No refund.

Please note special circumstances will always be considered and re-bookings will be taken into account.

Should Master Drive Services Ltd cancel a public course for any reason:

- ▶ Full refunds will be available or the booking will be transferred to a later course at the option of the trainee or employer.
- ▶ No fee will be charged where Master Drive Services cancels a company course. (except where course material is not returned in an unused and original condition.)

Re-assessment Procedure

The opportunity for re-assessment is available if the trainee doesn't achieve competence in a particular unit standard, or part of a unit.

Please talk to our training team about re-assessment requests.

- ▶ Normally a maximum of 2 re-assessments will be permitted
- ▶ Additional charges normally apply for re-assessments which will be advised prior to any re-assessment.

Recognition of prior learning (RPL) or current competency (RCC)

If you are undertaking assessment against NZQA unit standards; assessment by RPL or RCC may be available. Please ask our training team for information. Please note though that:

- ▶ Due to the safety aspects of driver related qualifications there are considerable restrictions on RPL and RCC.
- ▶ RCC or RPL is not permitted in respect of Driver Licence or Endorsement related courses.

Appeals Procedure

If you consider that any judgment relating to your assessment is unfair please:

- ▶ Discuss with our training team.
- ▶ If you are still not satisfied please appeal in writing within 7 days to the General Manager, Master Drive Services Limited, PO Box 38-547, Wellington 5045.
- ▶ If still not satisfied, and if training is related to NZQA qualifications, appeal by completing the appropriate form and submitting with any required appeal fee within 30 days of the assessment to the appropriate Industry Training Organisation or NZQA body.

Complaint's Procedure

Complaints arising from any courses should be directed to:

- ▶ The Master Drive Regional Manager on 0800 637 000.
- ▶ If you are still not satisfied, please send a note to the General Manager of Master Drive Services Limited, PO Box 38-547, Wellington 5045.
- ▶ If still not satisfied, and if training is related to NZQA qualifications, to the New Zealand Qualifications Authority. For information telephone NZQA on 0800 697 296 or complete the on line complaints form at www.nzqa.govt.nz

Feedback

Please complete and return course evaluation forms. Your feedback is invaluable to us in helping provide you with quality courses.

More Information

For more information on Master Drive Services or our courses check out:

www.masterdrive.co.nz or call us on **0800 637 000**.

Enjoy your course and good luck!
