

Thank you for choosing to complete your training with TR Master Drive Services Ltd. Please find following some important information 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 the training team.
- Wearing and using appropriate safety clothing (PPE) and equipment in accordance with WorkSafe NZ regulations and instructions of our training team.
- All courses with a practical element require trainees to wear appropriate PPE including - Safety boots or shoes
- Not being under the influence of alcohol or drugs.
- Acting in a professional manner at all times

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.

Course date/time/location

These will be advised on registration.

Respect for Others

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

- Inappropriate language, acts or gestures.
- Harassment or bullying of any form.

Smoking

- 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.

Car Parking

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.

Driving assessment, licence and endorsement related courses.

All trainees must produce a current, 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 driver licence up-grading within 60 days.

Course prerequisites

The administration team will advise any course prerequisite requirements prior to registration.

Meals/refreshments

- Tea / coffee / water is provided.
- 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

Insurance

The client is responsible for all insurance related risk in respect of all vehicles, equipment and loads provided by them for use by their drivers / operators and our instructors in the conduct of any training.

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 - \$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, the trainee and / or the employer will 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, or an employer needs to cancel a company course the following applies:

- Where notice is given more than 7 working days prior to the course start date, a \$50 administration fee will apply.
- Where notice is given between 6-4 working days prior to the course start date, 50% of the full course fee will be charged.
- For any postponements or cancellations given less than 3 working days prior to the course start date, 100% of the full course fee will be charged.

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 in full.

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

Special circumstances and rebooking courses will be considered with regard to this policy. Note - re-bookings must be made within an appropriate timeframe of the original course date.

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 trainees don't achieve competence in a particular unit standard, or part of a unit.

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

- 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.

Consequences

- If following a verbal warning, a trainee does not comply with any of the noted policies, they be required to leave the course

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 of Master Drive Services Limited, PO Box 12-541, Penrose, Auckland, 1061, or email - admin@masterdrive.co.nz
- if still not satisfied, and if training is related to NZQA qualifications, appeal by - completing the appropriate form and submitting it 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 Ph. 0800 637 000
- If you are still not satisfied, please send a note to the General Manager of Master Drive Services Limited,
- PO Box 12-541, Penrose, Auckland, 1061, or email – admin@masterdrive.co.nz
- if still not satisfied, and if training is related to NZQA qualifications, telephone NZQA on 0800 697 296 or complete the on-line complaints form at www.nzqa.govt.nz

Feedback

At the end of your course, our trainer will give you a course evaluation form - we really value your feedback and would very much appreciate knowing how you found your course and if there are aspects we can improve.

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!