



BETTER **SAFER** BUSINESS



PARTICIPANT INFORMATION
BOOKLET

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DISCLAIMER: We endeavour to ensure that the information in this handbook is correct at the time of printing. It is subject to a continuous process of review and improvement.

WELCOME TO QEC

Established in 1997, QEC is a specialised regulatory and technical consultancy, working across the fields of environmental, safety, hazardous substances, food safety, and quality management.

- ◆ We provide consultancy, training, auditing, and assessment and certification services throughout New Zealand.
- ◆ Our staff are experienced and tertiary qualified.
- ◆ Our health and safety system is accredited to tertiary WSMP standard.
- ◆ We are a registered Private Training Establishment.
- ◆ We are executive committee members of the NZIHSM and members of NZISM.
- ◆ We certify handlers, locations, and stationary containers under the Health and Safety at Work (Hazardous Substances) Regulations 2017 (HSW(HS)R).
- ◆ We are an accredited agent for the Warranty Standards certification programme.



We have a well-earned reputation for excellence and our specialised industry and regulatory knowledge enables us to provide our clients with consultancy across the fields of quality, health and safety, and environmental management.



FIGURE 1: QEC SPILL RESPONSE TRAINING COURSE

QEC IS A REGISTERED PRIVATE TRAINING ESTABLISHMENT (PTE)

QEC is a registered Private Training Establishment (PTE). At our last external review NZQA concluded we were confident in educational performance and confident in capability in self-assessment and is a Category 2 institution.

We work with a number of Industry Training Organisations (ITOs) and can register unit standards and learning on the National Qualifications Framework (NQF).

With strong national quality assurance systems put in place by the New Zealand Government, we aim to maintain the quality and consistency of training that we deliver within the industry sectors covering health and safety, quality and environmental management.

We deliver courses in-class, online, onsite or via correspondence.

QEC can develop customised training packages tailored to your organisation to help:

- ◆ Raise awareness amongst staff whose work may impact the environment;
- ◆ Meet NZQA requirements (where appropriate);
- ◆ Train your internal quality, environmental or safety auditors;
- ◆ Conduct hazard identification and management training;
- ◆ Train and certify [HSW\(HS\)R Certified Handlers](#);
- ◆ Train the NZQA Approved Health and Safety Foundation Skills Certificate; or
- ◆ Target a specific problem/issue you are facing.
- ◆ Achieve national certificates.

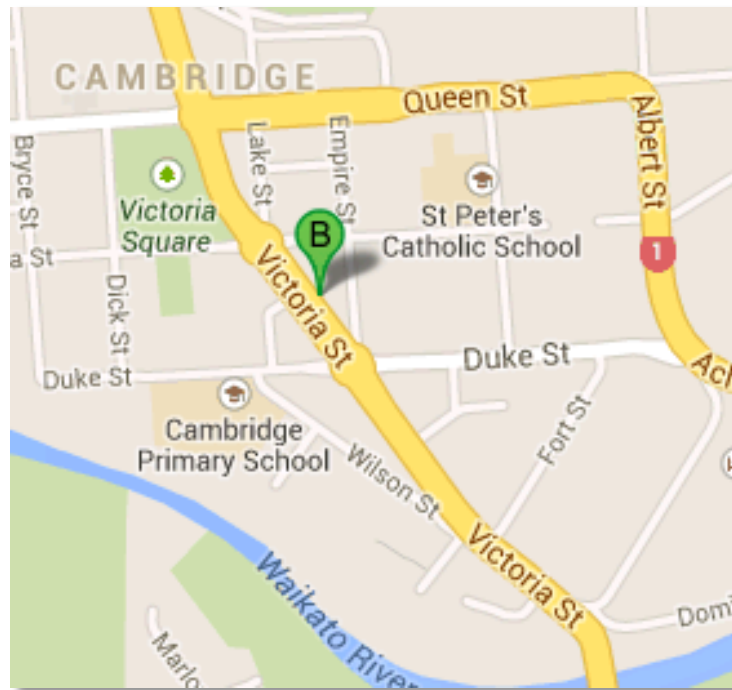
CONTACT DETAILS

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62D Victoria Street
PO Box 898
Cambridge
New Zealand
Ph.: 07 827 0075
Email: training@qec.co.nz

Find us on Facebook  : QEC Ltd.

LOCATION AND ACCESSIBILITY

QEC train on our site, online, and also at your site. Our onsite training location in Cambridge is located on Victoria Street on the first floor of a registered historic building. The 100 year old heritage building has no lift access and is limited to a flight of stairs. Please contact our office administrator to discuss alternative locations if additional access is required.



COURSE SCHEDULE

Contact training@qec.co.nz to request a current course schedule. Alternatively review it on our web page <https://www.qec.co.nz/page/course-calendar>

ENROLMENT

COURSE PARTICIPANT ENTRY

Prospective course participants are given pre-course information which includes:

- ◆ The requirements for any practical elements within the units;
- ◆ Withdrawal information; and
- ◆ Course cancellation information.

Entry to Unit Standard courses will be open to all prospective course participants who meet the course entry requirements. QEC will advise of any prerequisites for a selected course. Unfortunately we do not offer New Zealand qualifications overseas. We are able to enrol foreign students in courses paid for by their New Zealand employer only.

ENROLMENT PROCESS

Upon request, prospective participants will be sent enrolment forms and information which will provide details of course material provided by QEC and any items required to be purchased by participants. Costs and purchasing options will also be provided.

When completed forms are received the application is assessed and processed by the Office Coordinator. One form of identification as listed on the enrolment form must accompany the application. When you are accepted into the course we will write to you to let you know the terms and conditions. Your information will be entered into the QEC Training Database.

A participant whose application has been turned down will be notified in writing of the decision and the reason for it.

Information entered into the QEC Training Database must include the following:

- ◆ Date of birth for certified handler, or unit standard courses (where NSI number not known)
- ◆ Contact details
- ◆ Special needs
- ◆ Course information, date of course, unit standard, course name
- ◆ Funding/Payment details
- ◆ Employer details
- ◆ Ethnicity (optional)
- ◆ Nationality

Please note: this information will be kept confidential



RECOGNITION OF PRIOR LEARNING OR CURRENT COMPETENCY

We acknowledge and support the right of learners to gain credit for using existing skills and knowledge through the process of recognition of prior learning (RPL), or recognition of current competence (RCC), which will be taken into consideration by the assessor as part of the assessment process. Contact training@qec.co.nz prior to course commencement to determine eligibility.

If you can prove that your record of learning shows achievement of a unit standard/s that is a component of the programme, you will be given credit and will be exempted the unit or units that have been achieved.

SPECIFIC LEARNING NEEDS

Applicants with additional requirements should provide further details on course enrolment form.

You must notify QEC in writing two weeks prior to course commencement if you have any specific learning needs. This will enable us to determine if we can meet your requirements, and what additional resources or equipment are required. You may be referred to another training organisation that is more suited to meet your specific needs.

LANGUAGE COMPETENCY

QEC courses are open to all candidates however we ask that learners hold a prerequisite of Adult level of Literacy and Numeracy. You are expected to have an adequate level of competence in written and spoken English to allow full participation in courses. Students undertaking the assessment against NZQA Unit Standards will be expected to complete several written assignments.

If you feel you do not meet this prerequisite please contact us to discuss your application. QEC is able to provide in class assistance to students who struggle with literacy and numeracy at an additional cost to you or your company. If this resource is required, we can provide assistance to write/record your spoken answers for you. To ensure you are getting the assistance you require we need to be notified at least two weeks prior to the course commencement to ensure a scribe is available to assist you. The cost of an additional tutor is determined by the level of assistance you require.

CREDITS AND NZQA

QEC is a private training establishment (PTE) and offers a variety of courses including tailored courses and some NZQA approved courses. The following are courses that assigned to unit standards:

- ◆ Health and Safety Foundaton Skills Training Scheme
- ◆ Auditing Management Systems
- ◆ Environmental Auditing
- ◆ Hazard Identification & Management
- ◆ Permit issuer, Permit receiver
- ◆ Food Safety Methods in a Food Business
- ◆ Incident Investigation
- ◆ Certified Handler

Each NZQA approved course that QEC provide has 2-6 credits, with a maximum of 14 credits for the Health and Safety Foundation Skills Training Scheme

Generally speaking one credit represents ten hours of learning and assessment. This includes teaching time, homework and assessment time.

As some courses are client or industry specific, and are not aligned with unit standards, they do not require NZQA approval.

For more details on the training we provide visit our website www.qec.co.nz

PAYMENTS, COURSE WITHDRAWALS, AND CANCELLATIONS

RECEIPT OF STUDENT MONIES

Student Fee Protection Rules 2013.

All monies received for unit standard courses are held and managed by QEC. Student fees are protected by a deferred payment arrangement with NZQA. *This arrangement has been accepted by the New Zealand Qualifications Authority as meeting the requirements of the Education Act 1989 and the Student Fee Protection Rules 2013.*

This means student fees are invoiced after completion of the course. However you also need to be made aware of the withdrawal policy if you choose to withdraw from a course less than 10 working days before the course commences.

WITHDRAWAL FROM QEC TRAINING COURSES

If a student withdraws from the course in writing prior to 10 working days before the course commences, a full refund will be made. If withdrawal from a course is made less than 10 working days prior to the start of a course or after the course commences, no refund will be made. Alternative refunds or credits to attend another course may be made with the discretion of the Managing Director.

Students may withdraw by stating so in writing or by email to QEC at the address printed on the enrolment forms.

QEC CANCELLATION OF TRAINING COURSES

If QEC is forced to cancel a training course, 100% refund of the course fee will be made to all students who have paid any money to QEC. All students will be notified by phone or email within 10 days prior to the commencement of the training date.

COURSE DELIVERY

Courses will include provision of physical learning resources to course participants, if applicable and these may include:

- ◆ Course booklets
- ◆ Hand outs
- ◆ Worksheets
- ◆ Pens and paper
- ◆ Copies of relevant legislation, codes of practice etc.

Course delivery will generally include a power point presentation, in conjunction with learning resources. Practical demonstrations will be made if appropriate and group work.



ON SITE COURSES

The following resources will be provided where unit standards are delivered on QEC premises:

- ◆ Suitable physical environment
- ◆ Suitable physical resources
- ◆ Suitable learning resources
- ◆ Independent learning opportunities

For unit standard courses delivered at QEC's premises, the following physical resources are available:

- ◆ Training room and associated facilities, e.g. projector, tables etc.
- ◆ Kitchen facilities
- ◆ Toilet facilities

OFF SITE COURSES

For offsite provision of unit standard training courses, the trainer will ensure that any facilities used are of an acceptable standard and complete the 03-05-03 Site Specific HSE Plan for New Sites.

All off-site delivery or practical components shall meet the requirements of QEC in terms of:

- ◆ Training capacity
- ◆ Competence of trainers
- ◆ Training facilities available
- ◆ Safety and supervision of students
- ◆ Safety equipment and procedures

Before undertaking any activity where there is a potential for harm, the Training Leader and trainers must conduct a risk analysis to:

- ◆ Carefully plan the activity and determine the resource requirements such as equipment needs in relation to the numbers and activities of the learners. Activities must run at the appropriate level of challenge for the participants within the level of competence, skills and knowledge of the trainer.
- ◆ Inspect the site of the activity to identify hazards (03-05-03).
- ◆ Course learning objectives and related cost of field trips or off site visits.

TAILORED COURSES

In response to demand QEC will run tailored courses, the content of which may vary from the Unit Standard format. These will typically be for organisations that have a site specific training requirement and may not require unit standard accreditation.

Courses are only offered where management is confident that QEC has the resources and expertise to meet course requirements.

Tailored courses may be run at a venue of the customer's choice or a venue arranged by QEC.

COURSE AND TRAINER EVALUATIONS

Following the completion of your training course and prior to you leaving the facility you will be asked to evaluate your course, the staff and QEC, filling in the form provided by your trainer. Or if you are conducting online training on the completion of your training using an online form.



As a PTE, QEC are dedicated to improving, developing, and adjusting our training courses to meet the needs of our communities (including whanau, hapu, iwi and other key stakeholders). We appreciate all feedback and comments provided by students and stakeholders in relation to our training provision. Our courses set out to empower workers to make a difference and change lives, increasing every learner's understanding of the subject material, making "better safer business" for stakeholders,

COURSE PARTICIPATION CONDITIONS

At QEC one of our strengths is the diversity of our people and students. We provide equality of opportunity for those who learn and work here. We are committed to fair and equitable opportunities for our staff and students.

To ensure all students have a fair and equal opportunity to learn from and participate in training programmes, students are required to adhere to the following rules:

1. Students and staff are to respect each other's rights to speak and share experiences.
2. Students are to respect the trainer's responsibility for time management and ensuring necessary elements are fully covered.
3. Drugs, alcohol, and inappropriate behaviour are not permitted.
4. QEC safety policies are to be followed at all times in the classroom and during field trips.
5. Smoking is not permitted within QEC premises or vehicles; and when on field trips permitted in designated areas only.
6. Trainers reserve the right to exclude students from a course if behaviour is not adequate, following one verbal warning.
7. Students will not commit academic misconduct.

ACADEMIC MISCONDUCT

QEC assume that all students come to our PTE for a serious purpose and we expect all students to act in a responsible manner. Cheating, unauthorised collaboration, deliberate interference with another student's work, or any other dishonest academic conduct will result in disciplinary action.

DEFINITIONS OF ACADEMIC MISCONDUCT

CHEATING

Cheating is defined as fraud, deceit, or dishonesty in an academic assignment, or using or attempting to use materials, or assisting others in using materials that are prohibited or inappropriate in the context of the academic assignment in question, such as:

- ◆ Copying or attempting to copy from others during an assessment or on an assignment.

- ◆ Communicating answers with another person during an assessment.
- ◆ Using unauthorised materials/information or prepared answers during an assessment.
- ◆ Allowing others to do an assignment or portion of an assignment for you.
- ◆ Submission of the same assignment for more than one course without prior approval of all the instructors involved.
- ◆ Collaborating on an exam or assignment with any other person without prior approval from the instructor.
- ◆ Taking an exam for another person or having someone take an exam for you.

FALSE INFORMATION AND REPRESENTATION OF INFORMATION

- ◆ Failing to identify yourself honestly.
- ◆ Providing false or misleading information to an instructor or any other QEC representative.

DISCIPLINARY PROCEDURES

If you endanger the learning environment by consciously disregarding the participation conditions, you will be reminded verbally to abide by these conditions. Should your behaviour re-occur, you will be given a written request to abide by the conditions. If the behaviour continues, you will be asked to leave the course.

If the behaviour of any participant is considered dangerous, the trainer reserves the right to expel the participant from the course without any verbal warning.

COURSE ASSESSMENT AND SUPPORT

You will be provided with information on the assessment process (including timeframes). This information will be reconfirmed by training staff at the completion of the training course. You must submit your work for assessment in English, unless otherwise arranged. Should you wish to be assessed in Te Reo Maori, or any other language, this needs to be negotiated prior to submission of your work.

All assessment tasks will be explained by the trainer.

All QEC training course assessments have a three attempt per question maximum. With an expected grade outcome of 100%.

If you are asked to retry part of an assessment, you will be given one week to resubmit your assessment. This applies to second and third attempts. After one week, if we have not received your answers, you will receive a grade of Not Yet Achieved, unless an extension is negotiated with trainer in advance.

At the successful completion of each training course you will be issued with a Certificate of Attendance.

POST MODERATION: COURSE ASSESSMENT AND SUPPORT

By accepting the terms and conditions of the student assessment, you are giving QEC permission, to provide copy of your assessment and results to, when requested by, NZQA and/ or Standard Setting Bodies (SSB) for the purposes of post moderation, as required of the PTE.

This includes assessment pertaining to competency of regulation 4.3 of the Health and Safety (Hazardous Substances) Regulations 2017 when issuing certified handler certificates.

Failure to sign may result in not having the unit standard or other qualifications accredited.

LEARNING SUPPORT

QEC staff are available for guidance and support during normal office hours and if appropriate, outside of those hours. Please discuss with your trainer any training related problems. We guarantee strict confidentiality. If you need guidance and support outside the expertise of your trainer, please ask for details of other sources of support. Students have the right to request course mapping documents that demonstrate how learning competencies are achieved against learning outcomes.

LEARNING MATERIALS

All necessary course material will be supplied to you. Additional recommended information will be given to you by your trainer when deemed appropriate. QEC provides reference material such as hand outs and other learning resources.

APPEALING RESULTS

You have the right to appeal your assessment results. This may provide you with the opportunity for further assessment if the required standard has not been achieved. Student appeals must be made to training@qec.co.nz at the address above in writing within 10 days of receiving results.

COPYRIGHT

Students should be aware of and adhere to the Copyright Act 1962. All material developed by QEC remains copyright to QEC and students wishing to reproduce this in any way must seek permission from the tutor or managing director

HEALTH AND SAFETY

Safety is governed by the Health and Safety at Work Act. Any incident resulting in injury or property damage while attending training must be reported to the person in charge. Trainers will advise prior to course commencement arrangements to be followed in an emergency. You should always seek clarification if unsure.

COMPLAINTS MANAGEMENT

Our objective is to resolve complaints quickly, co-operatively and amicably at an early stage through discussion and conciliation and to protect the right of complainants by promptly acting to remedy the complaint, where such is valid and substantiated.

Provision will be made for all complaints to be handled in an informal manner in the first instance. The complainant may arrange to meet with the student or staff member to resolve the conflict by discussion and conciliation. Any or all parties to this meeting may bring a support person of their choice. If mediation fails, or if the complainant so chooses, the complainant may make a complaint in writing.

All written complaints should be addressed to the Impartiality Manager at the following address:

Andrew Peake
QEC Ltd. - Impartiality Manager
PO Box 898

Cambridge 3450

Or emailed to apeake@qec.co.nz.

Receipt of all written complaints will be acknowledged in writing. The Impartiality Manager or impartial QEC delegate will undertake a formal investigation and advise of the outcome in writing.

In the event that the student is not satisfied with the investigation process, students may forward the complaint to:



New Zealand Qualifications Authority
P O Box 160
Wellington
Phone: 0800 724357
helpdesk@nzqa.govt.nz

STATEMENT OF QEC CONFIDENCE

As a private training establishments QEC are required to continue compliance with the statutory policies and criteria after the initial course approval from NZQA. QEC completes a regular self-assessment and participates in an external evaluation review (EER) as set by NZQA under section 253 (1) (ca) of the Education Act 1989.

After the NZQA external evaluation review (EER) if there are any conditions, compliance notices or notice of intention to cancel the PTE registration QEC then we will inform the enrolled students and update the QEC website of the EER requirements and notifications.

At our last external review NZQA concluded we were confident in educational performance and confident in capability in self-assessment.

PRIVACY

QEC is required to collect and maintain student personal information in a way that is consistent with the principles outlined in the Privacy Act 1993.

You have the right to see and amend, if necessary, your information only. The personal information collected at the time of enrolment will be held in secure files within the student database. Hardcopy material is stored in a locked fire resistant cabinet.

Some personal information from this database may be made available to the following external organisations upon legitimate request:

- ◆ The Ministry of Education
- ◆ Tertiary Education Commission
- ◆ New Zealand Qualifications Authority
- ◆ Industry Training Organisations
- ◆ NZ Police, Department of Justice, Inland Revenue Department, Work and Income New Zealand and Accident Compensation Corporation (for approved data matching and the maintenance of law and order as defined in the Privacy Act)
- ◆ Employers
- ◆ Auditors
- ◆ Moderators

STUDENT RECORDS

Administration will retain your academic records and other details such as your New Zealand address and contact numbers if required. You may request details of your academic record. If you change your address or contact numbers, you should notify QEC.

CONSULTANCY • TRAINING • AUDITING • CERTIFICATION

QEC LIMITED

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