

+IMPAC

| The Health + Safety Company



RISK MANAGER
CONSULTING
PREQUAL
TRAINING
VRCOMPETENCY
TALENTBANK
SAFEWORX

IMPAC LEARNER HANDBOOK

IMPAC PUKAPUKA ĀKONGA

A woman with dark hair pulled back, wearing a dark sweater, is smiling and looking towards the right. She is in a meeting room with other people in the background. A blue text box is overlaid on the top right of the image.

E kore e mutu te ako

Learning is a journey
not a destination

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KIA ORA,

Whether you are preparing for a new role, enhancing your skills through professional development, or refreshing your knowledge in a particular subject area, we are delighted that you have chosen IMPAC as your training partner.

This Learner Handbook provides an overview of the key information you need to support your learning journey. Inside, you will find a summary of our policies, rules, and regulations, as well as important details about your programme, fees, disciplinary procedures, and site information. It is designed to help you understand what to expect and how to get the most out of your time with us.

We encourage you to familiarise yourself with this handbook. Our team is here to support you, so if you have any questions or need assistance, please reach out to us — your success is our priority.

We wish you every success with your learning and look forward to supporting you in achieving your goals.

Ngā mihi nui,

The IMPAC Team



This Learners Handbook contains a summary of the policies, rules and regulations pertaining to general academic programmes including, programme details; fees; disciplinary procedures and site information. All information is considered to be correct at the time of publishing and the Learners Handbook is updated as required. Neither IMPAC nor any of its officers can be held liable for any information erroneously omitted or incorrectly stated. IMPAC reserves the right to amend all or part of any section as deemed necessary. The latest version of the Learners Handbook supersedes all previous versions. The Learners Handbook is available online at www.impac.co.nz and will be the most current version.

ABOUT THIS HANDBOOK

IMPAC welcomes you and encourages you to familiarise yourself with the contents of this handbook, as well as the contents of course handbooks for specific courses / modules you are undertaking with us. Services provided to students follow the policies, procedures and assessment standards developed to meet the New Zealand Qualifications Authority (NZQA), NZTA, NEBOSH and IOSH requirements.

IMPAC will provide accurate, relevant and up-to-date information to students prior to course commencement. This will include, but not be limited to:

- + Scope of registration
- + Facilities
- + Application process and selection criteria
- + Fees and costs Involved in undertaking training
- + Ākonga (student) fees protection
- + Ākonga (student) support services
- + Assessment procedures
- + Arrangement for Recognition of Prior Learning (RPL) and mutual recognition
- + Certification to be issued to the trainee on completion or partial completion of the course
- + Competencies to be achieved during the training
- + Complaints and appeal procedure.

Terminology

Throughout this handbook, IMPAC uses the term "Ākonga" or "Student" or "Learner" in all references to individuals registered for learning through our Tertiary Education Organisation. The term "Client" refers to all people (employees, volunteers and employers) seeking to obtain a service from IMPAC. The term "Head of Training" refers to the most senior leader of IMPAC's training division.

AN OVERVIEW OF IMPAC

IMPAC is Aotearoa's (New Zealand) leading full service health and safety solution provider – we are dedicated to building on the passion, knowledge and leadership and commitment to health and safety excellence.

Our Ambition

Everyone gets home from work to their loved ones, safe and well.

Tō mātou hiahia

Ka hoki haumaruru atu, ora atu ngā tāngata katoa i te mahi ki ō rātou whānau.

Our purpose:

Preventing serious harm happening to people as a consequence of work.

Tā mātou kaupapa

Te kaupapa i te pānga o te tangata ki ngā whakatūrorotanga nui nā te mahi.

IMPAC is an **Incorporated Limited Liability Company (977706)**

registered 16 September 1999 under the provisions of the Companies Act 1993.

IMPAC has been a **NZQA registered Private Training Enterprise (PTE)** since 2000.

IMPAC is an **IOSH approved training provider** and is the only New Zealand based **NEBOSH Gold Status Learning Partner**.

IMPAC takes the time to understand our clients' health and safety requirements and work with them to diagnose, recommend and deliver relevant, practical solutions, including:

- + **A comprehensive high quality training portfolio** that offers a range of competency based training and assessment programmes that provide:
 - a Solutions for individuals that are interested in learning new skills, upgrading existing skills and gaining recognised qualifications
 - b Solutions for employers wishing to improve or maintain employee's qualifications and compliance with New Zealand Legislative and Regulatory requirements.
- + **Innovative, locally developed** health and safety IT management and analytics systems
- + **PREQUAL** contractor pre-qualification programme
- + A team of **highly experienced and qualified consultants** who help guide health and safety leadership and solutions in organisations across the country.
- + A **comprehensive product range** for **safety equipment** and supply services from **world leading** manufacturers.
- + **TalentBank** - a recruitment service connecting Health and Safety professionals with organisations.

To view IMPAC's full range of services please go to: www.impac.co.nz

To view IMPAC's course catalogue please go to: <https://impac.co.nz/training/course-catalogue>

Ō mātou uaratanga whakangungu (Our Training Values)



WHANAUNGATANGA (WHANAU CENTRIC)

AND

MANAAKITANGA (LOOKING AFTER EACH OTHER)

We value and nurture our relationships with our students, colleagues, clients, industry and the wider community.

We pro-actively take steps to support and protect the wellbeing of one another and to respect each other.



TOHUNGATANGA (EXPERTISE)

AND

KAITIAKITANGA (GUARDIANSHIP)

We will continue to pursue and grow our expertise so that we may pass on knowledge, ideas and practical tools to our students, colleagues and others. Together we will work to ensure a sustainable future for all.



TIKANGA (APPROPRIATE ACTION)

We will strive to ensure that the tikanga of our people and students is respected, actioned and acknowledged in all of our outcomes.



RANGATIRATANGA (LEADERSHIP)

We will lead by example and do what feels right by demonstrating exemplary leadership and governance, maintaining a high degree of integrity and ethical behaviour in all actions and decisions we undertake.

+IMPAC Business

IMPAC Services Ltd is the parent company in the group, which consists of the following separate divisions and entities:

RISK MANAGER :MEXPRESS	Our cloud-based software solutions are designed to provide risk management processes to meet health and safety requirements and keep people safe. Choose between our cost effective, set-up-and-go solution RM Express - ideal for small to medium organisations; and Risk Manager, with its fully customisable range of modules which can be tailored to the needs of larger organisations.
CONSULTING	We work alongside businesses and organisations to understand their challenges and opportunities. Our hugely experienced consulting team assess, advise, investigate and deliver relevant and practical solutions , applying a sensible risk management approach to Health & Safety.
PREQUAL	Our pan-industry solution to help identify safe contractors . PREQUAL contractor pre-qualification provides an independent, thorough assessment and reporting of a contractor's health and safety systems, insurances, quality and environmental practices and processes.
TRAINING	We deliver New Zealand's most comprehensive portfolio of health and safety training across the country, from Board level Governance, through to practical courses for frontline supervisors and workers. Our highly experienced training team provide engaging interactive scenarios from NZ workplaces to help students develop relevant safety knowledge and skills. We are the only accredited NZ based Gold Status NEBOSH Learning Partner.
VRCOMPETENCY	Our innovative virtual reality programme to quickly and effectively upskill operators of motorised vehicles and machinery in a safe and risk free environment. Our courses accelerate training times, improve and certify skills and offer continuous learning.
TALENTBANK	With our unrivalled industry experience and wide network of talent, our specialist recruitment service helps to connect the right H&S people to an organisation's contract or permanent roles. We fully understand our clients' resourcing needs and know the best way to help H&S professionals build a better career.
SAFEWORX	We supply a comprehensive range of quality standards appraised workwear, personal protection and safety equipment , online and at retail branches nationwide. Our expert team partner closely with customers to develop innovative safety products to address gaps in high risk industries.

IMPAC has NZQA approved sub-contractor agreement with FibreSafe NZ (also known as ITANZ) and InScience Ltd. FibreSafe NZ (ITANZ) and InScience Ltd are not subsidiaries or a division of IMPAC Services Ltd.

Finalists

- FRUCOR SUNTORY
- HAWKINS 2017



Gabby Aves presenting the Safeguard Award Winner 2020 - Best Collaboration between PCBUs category

Our whānau

With Tom Reeves, one of IMPAC's founding Directors, we grew from just three people back in 1999 to the health and safety leaders we are today. As it did then, our strength comes from the passion and expertise of our people. We have some of NZ's leading and most experienced experts to help our clients achieve their health and safety objectives.

Tom Reeves - Founding Director and Principal Consultant

Tom is a founding Director of IMPAC and a New Zealand Institute of Safety Management (NZISM) board member. He has over 30 years practicing health and safety in a wide range of industries including oil and gas exploration and production, underground and surface mining, electricity, forestry, dairy, pulp and paper, construction, infrastructure, heavy and light industrial manufacturing, and food manufacturing/processing.

He is a HASANZ Registered Health and Safety Professional and a Member of the New Zealand Institute of Directors.

Logan Aves - Group CEO and Managing Director

Logan is IMPAC Group CEO and Managing Director at IMPAC and Safeworx. He is commercially focused on operational excellence through engaging leadership of diverse teams, whilst striving for Zero Harm.

With over 15 years of industry experience, Logan has developed a broad range of operational and general business management skills. He is passionate about Horizon strategy development aligned with customer-centric goals, and is a strong advocate for people development and growth. Logan enjoys building strong relationships through trust, supported by his diverse life experiences.

Gabby Aves - Chief Operating Officer and Executive Director

Gabby is a Director and Chief Operating Officer at IMPAC, with a focus on internal operational excellence and delivering fit-for-purpose customer solutions. She has spent the majority of her career in the construction and professional services sectors, working in Human Resource and Change Leadership roles.

Gabby is passionate about being part of an organisation that's making a real difference in the lives of New Zealanders.



Safeguard Award Winner 2025 Best Collaboration between PCBUs category - Port Industry Fatigue Working Group

From left: Dave Wakelin (Port Industry Fatigue Working Group) and Tom Reeves (IMPAC)

Nicholas Matzpoulos - Head of Training

Nicholas brings over 20 years of frontline emergency response and corporate training experience to his role as Head of Training, including more than a decade in New Zealand’s health and safety sector. He began his career as a Firefighter and Paramedic in one of South Africa’s busiest emergency departments, he developed a deep understanding of risk, critical decision-making, and leadership in high-pressure environments.

Recognised as a trusted subject matter expert in health and safety risk management, he combines his operational experience with strategic leadership to design and deliver programmes that truly make a difference. He remains “hands-on”, actively training alongside his team to ensure that the content, delivery, and learner experience remain practical, relevant, and aligned with industry needs.

Known for his down-to-earth style, Nicholas “walks the walk”, fostering strong relationships with clients, learners, and colleagues. His approachability, combined with a sharp focus on risk reduction and safety excellence, has positioned him as a leader who not only drives organisational growth but also champions a strong safety culture wherever he works.

Gemma Dickie - Operations Manager

Gemma is IMPAC's training division's Operation Manager and has over 10 years of experience in HR, recruitment and management. In her role as Operations Manager she is focused on creating a seamless training function through our people, systems and processes.

Shelly Matzopoulos - Head of Quality, Compliance and Programmes

Shelly is a highly skilled training development and compliance professional with a proven track record in designing, developing, and implementing high-quality health and safety training programmes. With extensive experience in curriculum design, resource development, and quality assurance. Her expertise spans from creating interactive, learner-focused course materials to managing compliance requirements for both face-to-face and blended learning environments. Shelly’s commitment to excellence ensures that every programme delivered is engaging, practical, and tailored to meet the needs of learners and industry alike.

Hanna Carroll - Programme Manager

Hanna is the Programme Manager and has over 10 years experience in tertiary education including administration, quality management, accreditation compliance, learning development and design. She's driven by her passion to help people get home safely to their loved ones and takes pride in providing the best client and learning experience possible.



Trainers

IMPAC's team of qualified and highly experienced trainers come from a wide range of industries, including construction, manufacturing, transport, emergency services, energy, and corporate health and safety. This diversity allows them to bring a wealth of real-world experience and practical insights into every session they deliver.

Each trainer holds the appropriate industry qualifications, assessor credentials, and hands-on experience to provide training and assessment that is not only compliant but also relevant and engaging for learners. By blending regulatory knowledge with practical, on-the-job expertise, our trainers create learning environments that are interactive, relatable, and focused on real-world application — ensuring participants leave equipped with both the knowledge and confidence to work safely and effectively.

Training Administration

Our Training Administration team provides comprehensive support to both clients and learners, ensuring a seamless experience from enrolment through to certification. The team handles a wide range of tasks, including managing general enquiries, offering pastoral care and learner support, processing enrolments and results, and coordinating administrative requests such as course transfers or the reissuing of certificates.

With a strong focus on accuracy, efficiency, and exceptional customer service, the team works collaboratively with trainers, assessors, and clients to ensure every learner's journey is smooth, well-supported, and meets all compliance requirements. Their proactive approach helps maintain clear communication and ensures that clients and learners feel supported every step of the way.



Delivery Sites and IMPAC's offices

IMPAC delivers its programmes from a wide variety of venues all across the country to make it accessible. We also offer training at our clients' premises or sites across New Zealand in accordance with our quality management system.

Many of our clients prefer the benefits of "On-Site" training because it is often the most convenient, affordable choice and offers full flexibility. Each course is developed in conjunction with the client.

This minimises time away from work, while still incorporating our fundamental principles of safety. It also allows delivery of multiple courses in one visit to suit the clients unique training needs, contingency plans, procedures and equipment.

As different disciplines require different arrangements, the venue and ākonga (student) welfare will be fully discussed prior to the training taking place. However, we do reserve the right to cease delivering any course where our trainers consider the health and safety of the trainees is put at risk by either the equipment or the venue.

IMPAC Locations

Head Office and Auckland Training Centre

1 Rockridge Avenue, Penrose, Auckland 1061

Hamilton Training Centre

7 Northway Street, Te Rapa, Hamilton 3200

Napier Office

40a Niven Street, Napier 4110

Wellington Training Centre and Office

Level 11, Legal House, 101 Lambton Quay, Wellington 6011

Christchurch Training Centre / SafeWorx

2/551 Halswell Junction Road, Hornby South, Christchurch 8042

IMPAC also delivers training at a variety of public venues across New Zealand. Learners will be advised of the venue details prior to each course.

TERTIARY EDUCATION OVERVIEW

The New Zealand tertiary sector covers Private Training Establishments (PTEs), wānanga, universities and workplace training. These all deliver a variety of educational options, often in flexible ways to meet the needs of adult learners. NZQA acts as a quality assurance body and approves all New Zealand qualifications for the above institutions, apart from universities.

There are other global organisations that offer international qualifications including National Examination Board in Occupational Safety and Health (NEBOSH) and Institute of Occupational Safety and Health (IOSH).

Tertiary education providers offer courses which range from transition (school to work) programmes, through to postgraduate study and research. Tertiary education and training:

- + Supports business competitiveness, innovation and growth
- + Offers individuals the opportunity to enhance their skills and employment prospects
- + Contributes to industry need, community building and regional development

Tertiary education and training alone cannot generate economic growth and community wellbeing. Yet it is a fundamental enabling factor that works best when training is integrated with broader social and economic objectives. IMPAC plays an important role in contributing to that economic and social development.

Vocational Education & Training

In New Zealand, after people complete their compulsory schooling, their main choices for further education are vocational education and training, Polytechnic and University.

Vocational education and training offered by IMPAC aims to provide people with the skills and knowledge they require to:

- + Re-enter the workforce after absences
- + Train or re-train for a new role
- + Upgrade their skills
- + Move into further study
- + Meet industry and organisational need

NZQA Tertiary Education Organisation: Private Training Establishment

IMPAC is a New Zealand Qualifications Authority (NZQA) registered Tertiary Education Organisation (Registration Number: 7324) under the Education and Training Act 2020.

IMPAC complies in all respects with the requirements of the Education and Training Act 2020 and its subsequent amendments to provide training, assessment, and qualifications services for its clients, staff, and members of the public across New Zealand.

IMPAC is dedicated to providing public and private sector organisations with workplace health and safety training from Level 1 to Level 6 on the New Zealand Qualifications Framework (NZQF).

IMPAC was registered by the New Zealand Qualifications Authority (NZQA) on 1st March 2000.

To view IMPAC's education organisation NZQA profile please go to <https://www.nzqa.govt.nz/providers/details.do?providerId=732419001>

NZQA Scope of Consent to assess

IMPAC has consent to assess unit/skill standards under the following domain and sub-fields:

- + Occupational Health and Safety
 - + Hazardous substances and materials
 - + Occupational Health and Safety Practice
 - + Workplace Health and Safety Management
- + First Aid
- + Monitoring of Energy and Chemical Plant
- + Safety and Legislation for Energy and Chemical Plant

IMPAC also holds consent to assess the following specific standards:

- + Industrial Rope Access – US 15757 and 23229
- + Powered Industrial Lift Trucks – US 40737 and 18409
- + Power-operated Elevating Work Platforms – US 23960, 23961, 23962, 23963, 23964 and 23966
- + Workplace Fire and Emergency Response – US 3271 and 4647

Programme and Micro-Credential Accreditations

The following programmes are approved by the New Zealand Qualifications Authority under the Education and Training Act 2020, and IMPAC is accredited to deliver them:

- + Certificate in Applied Workplace Health and Safety Practice (Level 3) – approved under section 439; delivery accredited under section 441.
- + Public Sector Early in Careers Health and Safety Certificate (micro-credential) – delivery accredited under section 446A.

NZQA External Evaluation and Review

IMPAC is a Private Training Establishment (PTE). Under the previous NZQA External Evaluation and Review (EER) system, in 2023 NZQA awarded IMPAC the highest rating for a Tertiary Education Organisation (TEO) for its educational performance. The NZQA findings were Highly Confident for both IMPAC's educational performance and its self-assessment capability.

This recognition reflects IMPAC's strong commitment to students, staff, employers, and other stakeholders within our communities of interest. IMPAC continues to use the insights from this evaluation to guide ongoing quality improvement and works closely with organisations and government agencies across the country to promote strongly engaged cultures that prioritise health and safety.

The EER system is no longer in operation, and NZQA is currently developing a replacement framework to describe a TEO's overall quality.

NZQA Approved Subcontractor(s)

IMPAC has a NZQA approved sub-contractor agreement with the below organisations. IMPAC remains responsible for the sub-contractor meeting all of the obligations for the accreditation. This includes all relevant obligations in the Education and Training Act 2020 and rules made under section 452 of the Act.

+ FibreSafe NZ (also known as ITANZ)

For Asbestos training to NZQA Unit Standards 29765, 29766, 29767, 29768 and 30596.

+ InScience Ltd

For oral fluid and urine collection and drug screening training to NZQA Unit Standards 25458, 25511, 32327 and 32328

Arrangement with Medic First Aid

IMPAC has an arrangement with Medic First Aid to deliver first aid training for NZQA Unit Standards 6400, 6401, and 6402.

Machinery and Licence Endorsement Arrangements

IMPAC is a New Zealand Transport Agency (NZTA) approved training organisation, delivering high-quality courses that meet the standards required for endorsements. This recognition reflects our commitment to maintaining strict compliance, industry relevance, and practical training that equips learners with the knowledge and skills to operate safely and confidently in their roles.

IMPAC has agreements with MITO and Competenz for selected assessor to deliver training and assessment for machinery licence endorsements, including:

- + Forklift Operator Certificate – F Endorsement
- + Wheels, Tracks, and Rollers – W, T, and R Endorsements
- + Truck Licence – various heavy vehicle classes

NEBOSH Learning Partner

NEBOSH (The National Examination Board in Occupational Safety and Health) is an awarding body with charitable status. NEBOSH offer a comprehensive range of globally-recognised qualifications designed to meet the health, safety and environmental management needs of all places of work.



IMPAC has been a NEBOSH Learning Partner since 2008 and is a NEBOSH Gold Learning Partner who is accredited to deliver the following qualifications:

- + NEBOSH International General Certificate in Occupational Health and Safety
- + NEBOSH Level 6 International Diploma for Occupational Health and Safety Management Professionals

NEBOSH Learning Partner Audit

NEBOSH undertakes a range of quality and compliance monitoring activities throughout the year with all Learning Partners including IMPAC. The purpose is to ensure that Learning Partners continue to meet the NEBOSH learning excellence principles and the standards required for their accreditation status. The NEBOSH learning excellence principles are:

- + **Principle 1** - Ensure all learners understand what is expected of them and what they can expect from their Learning Partner
- + **Principle 2** - Create a learning environment that is engaging and encourages interaction that is appropriate for the course and type of delivery
- + **Principle 3** - Provide accurate course materials and continually update and improve them
- + **Principle 4** - Ensure tutors are qualified, knowledgeable, competent and engaging
- + **Principle 5** - Give learners feedback on their progress and provide appropriate support
- + **Principle 6** - Review course delivery and learner feedback and action as necessary.

NEBOSH awarded IMPAC Gold Learning Partner status when the Learning Partner programme was established in 2019. IMPAC continues to meet the gold standard across all areas.

To learn more about NEBOSH and their policies please go to: www.nebosh.org.uk

Approved IOSH Training Provider

IOSH (The Institution of Occupational Safety and Health) is the world's Chartered body for safety and health professionals. IOSH is the largest membership body for health and safety professionals and they:

- + Champion occupational safety and health causes and advocate for change
- + Advise governments, NGO's and policymakers
- + Facilitate safety and health awareness training in 130 countries
- + Assess and approve courses offered and developed by approved IOSH training providers
- + Commission research and set national and international standards
- + Shape the future of the profession

IMPAC has been a approved IOSH Training Provider since 2010 and are approved to deliver the following courses:

- + IOSH Managing Safely
- + IOSH Managing Workplace Safety



Approved
training
provider
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To learn more about IOSH and their policies please go to: <https://iosh.com/>

Make UK Partnership

Make UK is a membership organisation in the engineering and manufacturing sectors that delivers a variety of additional support functions including training to its member and customers. Make UK's are approved providers of:

- + NEBOSH qualifications (Gold Status NEBOSH Learning Partner)
- + IOSH courses
- + IEMA courses
- + IRCA courses



IMPAC works with its UK-based partner, Make UK to provide IEMA, IOSH* and IRCA accredited courses to its ākongā (students).

**Excluding IOSH courses IMPAC is approved to deliver.*

Other Training

IMPAC provides a range of other training solutions across New Zealand including:

- + Leadership
- + Incident Causation Analysis Method (ICAM)
- + Risk Management including Bow Tie methodology
- + Refresher training and Verification of Competency
- + Te Pou Mental Health First Aid
- + De-escalation Techniques

We take pride in looking after the comprehensive needs of our customers. If you need any advice relating to issues surrounding compliance or workplace safety issues, we are happy to consult and provide a structured training plan as part of being your service provider.

Please refer to the website www.IMPAC.co.nz for further details about specific programmes and training.

Marketing

IMPAC will market their vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

IMPAC will not state or imply that courses other than those on the Assessment Scope are recognised by the New Zealand Qualifications Authority.



QUALITY

IMPAC is dedicated to providing quality training, services and resources to our students and clients.

External Quality Assurance

IMPAC is bound to operate in accordance with NZQA, NEBOSH and IOSH requirements. To ensure that we meet these requirements IMPAC takes part in the following external activities:

- + Range of quality and compliance monitoring activities
- + Pre-assessment moderation and approval by the relevant Industry Skills Board (NZQA Unit/skill standard Assessments) or IOSH (IOSH assessments).
- + Post-assessment moderations undertaken by the relevant Industry Skills Board (NZQA Unit/skill standard Assessments) or IOSH (IOSH assessments)

Internal Quality Assurance

IMPAC is continuously striving to improve the quality of our training, services and resources. To assist with this IMPAC undertakes activities not limited to:

- + Audits and reviews of our course material, programmes and practices
- + Pre-assessment moderation for our assessment papers
- + Post-assessment moderations of a sample selection of assessment papers
- + Collecting statistical information regularly to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training
- + Collecting feedback from our students, staff and clients concerning educational and service improvements or changes that would improve our existing services



Quality Management Systems

IMPAC has policies and management practices, which maintain high professional standards in the marketing and delivery of vocational education and training services and which safeguard the interests and welfare of students.

IMPAC maintains a learning environment that will encourage ākongā (student) success. IMPAC will ensure that the facilities, methods and materials used by trainers will help students to achieve the intended learning outcomes of the course.

IMPAC has clearly documented procedures and systems for managing, recording and archiving:

- + Students Enrolments
- + Recognition of Prior Learning (RPL/RCC)
- + Course Attendance
- + Complaints, Appeals and Grievances
- + Course Completions
- + Qualifications and Statements of Attainment
- + Assessment Outcomes (Ākongā (student) & Employer) Issued

In addition, IMPAC treats all personal records of clients confidentially. Please contact Training Admin if you require further information on these procedures.

Feedback and Continuous Improvement

Students and clients will be asked to provide feedback about their experience with training, assessment and support activities. Ākongā (student) feedback is of key importance to ensuring continuous improvement in quality vocational training.

IMPAC embraces open communication and encourages you to provide feedback about our programmes and the service you have received.

You can provide feedback at any time by contacting our Training Administration Team.

We will use your feedback to:

- + Review our course materials
- + Improve the services we offer students and employers
- + Plan for improvement

If you wish to provide management with feedback on any issues of concern or areas for improvement, please email the Programme Manager at Hanna@impac.co.nz

IMPAC POLICIES

IMPAC is an Equal Opportunity Employer and promotes Diversity, Equity and Inclusion

As an equal opportunity employer, IMPAC and its staff facilitate an inclusive work culture. IMPAC and its staff will treat every ākonga (student) fairly and without discrimination or bias in the training environment and / or in the workplace. Training services will be offered to people from all backgrounds regardless of cultural differences. Staff will be professional and supportive at all times in their approaches to students.

IMPAC's commitment to the Te Tiriti o Waitangi

IMPAC is committed to giving effect to Te Tiriti o Waitangi within its policies and practices. By operating in the spirit of Te Tiriti o Waitangi and acting in good faith, our intention is to foster mutual regard and understanding as we work, ensuring Māori have opportunities to participate fully in all levels and aspects of our organisation.

Anti-Discrimination

IMPAC, its staff, and clients are bound by Anti-Discrimination Legislation, and Privacy Legislation. Training services will be made available to all clients (and potential clients) regardless of race, gender, religion, age, marital status, physical or intellectual impairment, or sexual orientation. Support mechanisms are available for students and clients.

Harassment Free Workplace

In accordance with Sexual Harassment Legislation, harassment, bullying and intimidation will not be accepted in the workplace, or in the training environment. Induction of staff and regular reviews addresses this and other discriminatory behaviours.

Fraud and Corruption Management Systems

IMPAC recognises that fraud and corruption management is an integral part of good governance and management practice. IMPAC is committed to the highest level of integrity and ethical standards in all business and education practices.

Fraud and corruption are incompatible with IMPAC's values and present significant risks to its aspirations.

IMPAC's management and staff have a zero-tolerance stance on fraud and corruption. We are committed to maintaining an organisational culture, which will ensure that effective prevention of fraud, and corruption is an integral part of the service and its education activities.

All employees, students and stakeholders have the responsibility to report suspected fraud and corruption. Any employee, ākonga (student) or stakeholder who suspects fraudulent and corruptive activity must immediately notify their Supervisor/Trainer.

It is our policy to conduct all of our business in an honest and ethical manner. Employees, Students and our stakeholders must conduct themselves in a manner consistent with current community and company standards and in compliance with all legislation.

All complaints of suspected fraudulent behaviour and corruptive activity shall be thoroughly and carefully investigated. IMPAC will provide protection of those individuals making the complaint and natural justice to those individuals being the subject of such complaint.

Other Policies and Standard Operating Procedures

Copies of IMPAC policies and standard operating procedures are available on request. Please contact our training administration team if you require any further information.

COURSE AND PROGRAMME ENROLMENT

Course Registration

When you commence any study with IMPAC, you will need to complete a registration form (physical or online via IMPAC's website). This will record your personal details, and contact information.

Once completed please submit this form to IMPAC. All enrolments received are firm bookings. Tentative enrolments are not accepted.

Programme Enrolment

When you enrol in a programme with IMPAC, you will need to complete a enrolment form. Once completed please submit this form to IMPAC.

Once enrolments are received and processed students are officially enrolled in the programme.

Selection of Students

Enrolment and induction information is provided to students commencing training. Recruitment of students will always be conducted in an ethical and responsible manner and be consistent with the requirements of the curriculum/ structured training programme. IMPAC will ensure that ākonga (student) application and selection processes are explicit and defensible and comply with access and equity principles.

Ākonga (student) pre-requisites

All prospective participants of an IMPAC course are required to meet the pre-requisites as outlined in the specific unit/skill standards, course overviews, relevant training programme. Unless stated otherwise participants need to have a basic language, literacy and numeracy skills to be able to effectively participate in and contribute to training and assessment activities

Attendance

Students must make every attempt to keep to their agreed upon learning plan dates and times. All courses start and finish at the identified time for the particular programme as noted in the registration confirmation information. Late arrivals can disrupt the educational activities so late arrivals and early departures are strongly discouraged.

Students must arrive on time for classes and attend for the whole class unless other arrangements have been made with the Trainer. In the first half hour, the Trainer will provide an induction to the course, facilities, and explain how you will be assessed.

Students who are going to be late or are unable to attend part, or all of a course and for any reason should contact the Training Administration Team on 0800 246 722 immediately.

A ākonga (student) who fails to attend classes or who fails to attend without explanation may be deemed to have abandoned their training and will be withdrawn from the course. Any request from the ākonga (student) to resume their training will be at the discretion of the Head of Training.

Language, Literacy and Numeracy, and Assumed Knowledge

IMPAC is committed to assisting students with differing abilities to succeed. When a ākongā (student) enrolls in a course or programme at IMPAC, it is assumed that they are competent at communicating in both written and spoken English.

Many assessment units require students to make oral presentations and/or write responses to assignments. Without a high level of written and spoken English, it would be difficult to meet the requirements for successful course completion.

Students who do not have the assumed knowledge background are not prevented from enrolling but may be placed at a considerable disadvantage and are strongly advised to undertake a bridging programme or other appropriate preparation. The Open Polytechnic has accessible programmes in an online environment.

IMPAC does not have the expertise to conduct diagnostic assessment of each person's language, literacy and/or numeracy levels prior to each unit. We ask anyone who believes that they have any learning difficulties to advise their Trainer on the day or the administration team at the time of enrolment.

IMPAC will meet its obligation to ensure full support is offered to a person who identifies a learning need or is assessed by our Trainers as having a learning need.

Learning difficulties, physical impairments, cultural needs, or other considerations

If a ākongā (student) has learning difficulties, physical impairments, cultural needs, or other considerations, IMPAC will liaise with the student, their representative, and/or the relevant support agencies or case workers to help them progress through the course or training programme. This support will not compromise the integrity of the outcomes of the unit, course, or qualification.

- + Support may include, but is not limited to:
- + Providing digital copies of resources
- + Enlarged or adapted training manuals
- + Adjusted learning activities to respect cultural or accessibility needs

Dietary requirements

If a ākongā (student) has a dietary requirement (e.g. allergy, religious dietary restrictions etc.) and there is catering provided for the event/course IMPAC will liaise as required with the student, their representative and the caterer to accommodate this requirement.

IMPAC does require at least two working days notice to be able to arrange this.

If students require additional support for considerations like language, literacy and numeracy or other special learning assistance, then please contact IMPAC prior to course commencement. Additional support services will be solely at the student's/ employer's discretion and expense.

Access and Equity

IMPAC is committed to ensuring that we offer delivery and assessment opportunities to our students on an equal and fair basis. All students have equal access to our education programmes irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Students will not be denied access to services where they are deemed eligible for such a service and where the organisation has the appropriate resources to provide high quality services.

Any issues or questions regarding access and equity can be made by contacting IMPAC.

Flexible Delivery and Assessment Procedures

IMPAC recognises that not all students learn in the same manner, and that with an amount of "reasonable adjustment" students who may not learn best with traditional learning and assessment methods will still achieve good results.

IMPAC will make any necessary adjustment to meet the needs of a variety of students, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the ākongā (student) can verbally demonstrate competency. These adjustments may include having someone read assessment materials to students or they may include having someone record the student's spoken responses to assessment questions.

IMPAC undertakes to assist students to achieve the required competency standards where it is within our ability. Where we cannot assist a ākongā (student) we will refer them, where possible, to an agency that can assist. Any further questions can be referred to your Trainer.

FINANCIAL COMMITMENTS

Course Fees

The Course Fees include tuition, learning materials, training, assessment and the registering of assessment standard results with the New Zealand Qualifications Authority.

Specific Conditions

For each IMPAC course there are conditions which may vary from course to course. The information relating to these will be provided upon registration. They include:

- + Payment terms
- + Withdrawal
- + Cancellation
- + Refunds
- + Change of booking
- + And any other specific condition

NZQA Assessment Reporting Fees

Provision has been made within your course fees to cover the fee per credit charged by NZQA to report the assessment outcomes credits to NZQA.

IMPAC's cancellation policy

For IMPAC's latest cancellation policy please go to the below webpage:

<https://impac.co.nz/training/training-cancellation-policy/>

**Please note that IMPAC will refund paid programme or course fees to the original payer as required under the Education and Training Act 2020*

Additional Costs

There may be additional costs for example reissue of certificates, reprinted course material etc.

Ākonga (student) Fees Protection

The New Zealand Government requires that all private training establishments registered with the New Zealand Qualifications Authority (NZQA), have a mechanism in place to protect fees paid to them in advance by an individual.

IMPAC Services Ltd's mechanism is a bank bond for a fixed amount \$15,000 and our "supplier" is Public Trust.

This arrangement has been accepted by the New Zealand Qualifications Authority (NZQA) as meeting the requirements of the Education and Training Act 2020, the Student Fee Protection Rules 2022, and, where applicable, the Student Funds Trust Deposit Exemption Rules 2026.

Fees protected by this mechanism meet the following conditions:

- + Course fee is paid for by an individual
- + Course fee is more than \$1000 (including GST)
- + Course fee is for a course that assess NZQA unit/skill standards or is part of a NZQA approved programme or micro-credential

There is no withdrawal period covered by Ākonga (student) Fee Protection for IMPAC's courses that meet the above criteria and are two days or less. IMPAC's standard cancellation policy will apply.

This mechanism protects ākonga (student) fees (that meet the above criteria) and can be paid back to students in instances such as where the provider is unable to complete the course due to closure, insolvency or loss of NZQA accreditation.

If you have any questions in regards to your fees or IMPAC's ākonga (student) fee protection mechanism please contact us to discuss this.

STUDENT'S RECORDS

Student's personal information, records and privacy

In accordance with the Privacy Act 2020, IMPAC is committed to protecting your privacy and your personal information.

It is necessary for IMPAC to collect certain personal information with your consent, including your full name, gender, ethnicity, and date of birth. This information may be used to:

- + Identify your record of learning in the databases of IMPAC and, where appropriate, third parties such as NZQA, NSI, IOSH, NEBOSH, MakeUK, IEMA, CQI/IRCA, and others
- + Support statistical analysis and reporting purposes
- + Facilitate claims for Government funding for training

Your information is stored securely within IMPAC's systems and shared only with the relevant third parties for registration, statistical, and reporting purposes. We will not disclose, sell, or pass on your personal details for any other purpose without your consent.

Medical information

All medical or health-related information provided at the time of booking training, or during training sessions, will be securely stored within IMPAC's training systems as appropriate.

This information is accessible only to a limited number of IMPAC staff and contractors, and only when relevant to your participation in the training. It will not be shared with any third party without your knowledge.

If you would like any comments about medication or health added to your file for monitoring or support purposes, please discuss these with us.

Change of Personal Details

It is your responsibility to notify IMPAC if you change your name, address or contact details after enrolment.

This is critical to receiving important information from IMPAC (e.g. Results of Assessments). Failure to notify of any change in personal details may result in an administration fee for the reissuing of certificates if already printed or sent out to current recorded address. The administration fee for the reissuing of certificates will be quoted upon request.

Change of name or address can be advised by contacting IMPAC by phoning 0800 246 722 or alternatively, emailing training@impac.co.nz.

Ākongā (student) Academic Records

IMPAC is required to maintain accurate individual ākongā (student) academic records, for which the ākongā (student) was enrolled. These include but are not limited to "records of ākongā (student) attendance, records of assessment results, any cross credits, credit transfer, and recognition of prior learning" and these must be kept up to date as a permanent record as required by NZQA.



NZQA ASSESSMENT PROCESS

NZQA assessment requirements will be explained by your trainer or eLearning module. Assessment can be verbal if required or in te Reo Maori and IMPAC will work through this with you.

IMPAC uses a range of activities and assessment methods including:

- + Individual or group practical activities
- + Group and class discussions
- + Reports and documents
- + Practical projects in the workplace
- + Written assessments

Please let us know of any concerns you may have about completing the assessment criteria.

Format of Assessment and Projects

Unless otherwise stated in course or assessment instructions all assessment papers and off-course projects must be completed in IMPAC's assessment format.

Please ensure all supporting evidence is clearly labelled with the activity/task number it is supporting.

Timeframes for Assessments

All assessment papers for face-to-face courses must be completed on the day of training and handed directly to the trainer before leaving the session. For online courses, unless otherwise specified, students are required to submit their assessments within two weeks of enrolment. Please note that late submissions will not be accepted after six months unless valid extenuating circumstances can be demonstrated and approved by IMPAC.

IMPAC and FibreSafe NZ (ITANZ)

Unless otherwise stated in course or assessment instructions, all assessment papers and off-course projects must be completed and submitted for marking for marking within two weeks of course completion.

IMPAC will not accept or mark assessment papers that are submitted for marking 12 months after the course or eLearning module commenced.

InScience Ltd

Unless otherwise stated in course or assessment instructions, all assessment papers and off-course projects must be completed and submitted for marking for marking within 6 weeks of course completion.

Late submissions up to 12 months after the course commenced will be accepted at InScience discretion.



InScience may require attendees to resit the course before the assessment paper is accepted.

Online and off-course assessments and projects submission

Unless otherwise stated in course or assessment instructions all assessment paper, projects and evidence should be submitted for marking in IMPAC's Learning Management System (LMS).

Re-assessment

If required, your trainer or the nominated IMPAC assessor will advise you what you need to do to complete a re-assessment.

Appeals of Results

If you would like to appeal your results please contact our Programme Manager via email (Hanna@impac.co.nz) in the first instance.

Your assessment can be re-marked by another IMPAC assessor if you are unhappy with your result. If you are not satisfied following re-marking, you can ask for independent moderation from the relevant Industry Skills Board.

Reporting of Results

Students who have completed training through IMPAC are issued with a certificate to confirm that they have been deemed competent. Those Unit/skill standards awarded are recorded on the learner's Record of Achievement with NZQA and when required, the host employer is notified of the employee's achievements. This is so these can be recorded and used in any records of Occupational Health and Safety training.

Credits and qualifications will be reported to NZQA within 3 months of achievement.

Note: Some unit/skill standards delivered under arrangements with MITO, Competenz, or other partners may be reported to NZQA by those organisations in line with the agreements in place with IMPAC.



IOSH ASSESSMENT PROCESS

IOSH assessment requirements will be explained by your trainer during your study. Please let us know of any concerns you may have about completing the assessment criteria.

Timeframes for off-course project

Unless otherwise stated in course or assessment instructions your off-course project is due two weeks after your course commenced.

Format of off-course Projects

Unless otherwise stated the off-course project must be completed in IMPAC's assessment format.

Off-course projects submission

Unless otherwise stated the off-course project should be submitted for marking in IMPAC's Learning Management System (LMS) in a pdf or word format.

Re-sitting on-course assessment

You may resit your on-course assessment two times, and this must be completed within two months of your course commencing.

Re-submitting off-course project

You may resubmit an amended copy of your off-course project three times, and this must be completed within two months of your course commencing.

Appeals of Results

If you would like to appeal your results please contact our Programme Manager via email (Hanna@impac.co.nz) in the first instance.

Your assessment can be re-marked by another IMPAC assessor. If you are unhappy with your result, and if you are not satisfied following re-marking, you can ask for independent moderation from IOSH.

Reporting of Results

IMPAC will report the results of your on-course assessment, off-course project and any resits to IOSH.



NEBOSH ASSESSMENT PROCESS

NEBOSH assessment requirements will be explained by your trainer during your study.

Further information including guidance documents, templates and example of assessments are available on IMPAC's Learning Management System for students to review.

Please let us know of any concerns you may have about completing the assessment criteria.

Timeframes for Assessments

Timeframes for assessments will be shown at the time of enrolment. Please note these are set by NEBOSH and cannot be adjusted by IMPAC.

Once enrolled for a specific exam date, submission date, or assessment window, any adjustments are at NEBOSH's discretion.

Format of Assessments and Projects

Assessments and projects must be completed in NEBOSH's templates.

Re-assessment

NEBOSH will notify you the results of your assessment/project. If you would like to talk to an IMPAC tutor about your results please contact training admin (training@impac.co.nz)

Please note for IG2 projects you can resubmit an amended version of your existing project.

Appeals of Results

If you would like to appeal your results you will need to submit an EAR application to NEBOSH within 20 working days of the results being released.

To view more information about this process please go to <https://www.nebosh.org.uk/policies-and-procedures/enquiries-about-results-ears/>

CERTIFICATES AND PARCHMENTS

Courses assessing NZQA unit/skill standards

IMPAC will issue a digital certificate of competency to the ākonga (student) (and/or their nominated organisation representative) who successfully completes the course, and meet the assessment requirements for the unit/skill standard assessed.

This certificate will include but not limited to:

- + The students first and surname
- + The name of the course
- + The number and full name of the unit/skill standard awarded
- + IMPAC's logo
- + Signature of IMPAC's authorised representative

Note: First Aid certificates for training delivered through Medic First Aid will be issued directly by Medic First Aid.

Completion of NZQA approved programme

IMPAC will issue a digital qualification or micro-credential certificate to students who successfully complete the programme's requirements.

This certificate will include but is not limited to:

- + The students first and surname
- + The name of the qualification achieved
- + Certification date
- + NZQF Logo and specific wording as required by NZQA
- + IMPAC's name and logo
- + Signature of IMPAC's authorised representative

IMPAC certificates

On successful completion of IMPAC training that is not accredited or approved by a third party, a digital certificate of attendance, will be issued to the ākonga (student) (and/or their nominated organisation representative).

IOSH certificates

When students successfully pass the IOSH course IMPAC will order, on the students behalf, a digital copy of their completion certificate. This certificate is created by IOSH in the UK in accordance with their internal policies.

This certificate will include:

- + The students first and surname
- + The name of the course
- + Signatures of IOSH's representative and IMPAC's representative

Physical copies of IOSH certificates can be ordered for an additional fee.

NEBOSH parchments

When students successfully pass their NEBOSH qualification, the parchment will be printed by NEBOSH in the UK, in accordance with their internal policies and dispatched to IMPAC.

This parchment will include but is not limited to:

- + The students full name
- + The name of the qualification achieved
- + Water marks

Please note that IMPAC and NEBOSH strongly recommend that students do not post their learner number, or certificate reference number online (including LinkedIn), to prevent fraudulent activity with their qualification.

Digital copies of certificates and parchments

IMPAC is unable to provide digital certificates and parchments for NEBOSH qualifications.

Replacement certificates and parchments

Are available on request when an original has been lost, stolen, destroyed, not received or damaged. A fee may apply.

MUTUAL RECOGNITION AND RECOGNITION OF PRIOR LEARNING

Mutual Recognition

IMPAC will accept and mutually recognise the qualifications and Statements of Attainment awarded by other NZQA registered Education Organisations.

IMPAC will not however report these recognised unit/skill standards or qualifications awarded by other NZQA registered Education Organisations to NZQA.

Credit Recognition and Transfer

IMPAC may cross credit students previously achieved unit/skill standard with unit/skill standards required for a programme of learning.

Recognition of Prior Learning (RPL)

IMPAC may recognise your prior learning where relevant.

What is Recognition of Prior Learning (RPL)?

Recognition of Prior Learning (RPL) is when credits are granted towards your current NZQA programme of study at IMPAC, from previous tertiary study, or through relevant work experience.

Your qualifications and/or experience need to:

- + Have similar content
- + Be at the same level as the assessment standard(s) that you are applying for
- + Have a similar number of credits
- + Be current (i.e. have been completed in approximately the last five years)

Are there any costs involved with RPL?

A RPL fee is charged per unit standard, and the amount varies depending on the level of the unit standard being assessed.

How do I apply for RPL?

RPL is assessed on a case by case basis. Discuss your proposal with the Programme Manager, they will advise you as to whether or not you should pursue the Recognition of Prior Learning process.

Exclusion for RPL

RPL applications cannot be submitted on behalf of others and applies only to specific NZQA unit standards and does not cover:

- + Licences
- + International qualifications including NEBOSH, IOSH etc.
- + High-risk subjects like asbestos removal

How is RPL assessed?

There are three main ways of assessing RPL. These methods are:

+ ATTESTATION

An authoritative person(s) confirms your prior learning, usually at an interview.

+ CHALLENGE

Your prior learning is tested by means of a practical, oral or written test or a combination of these three.

+ PORTFOLIO

You prepare a collection of materials and information containing all the details and evidence for your prior learning.

Detailed Portfolio of Evidence

Candidates who wish to apply for RPL must produce a detailed portfolio of evidence. Candidates must locate evidence of their competency that relates to each Assessment Unit. Each item of evidence is to be numbered clearly.

It is important that you organise your portfolio of evidence in a logical way, that maps your evidence to the elements and performance criteria for each Unit of Competency applied for. Do not send original documentation. Please ensure that all evidence is certified, signed and dated, by a third party who can authenticate the original documents.

Examples of appropriate evidence include:

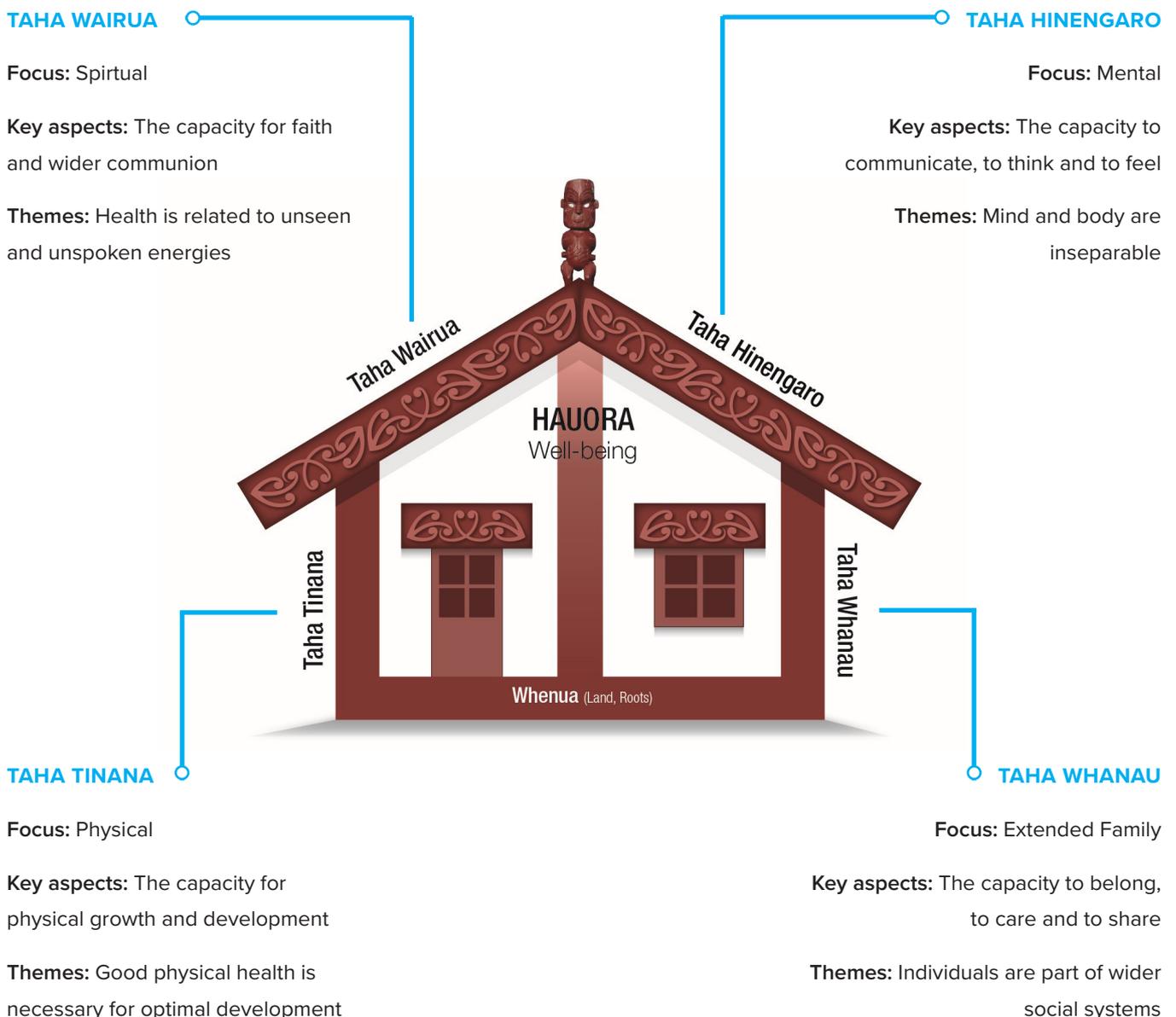
- + Resume
- + Personal statement
- + Formal qualifications
- + References
- + Certificates, statements of attainment
- + Job description
- + Performance review reports
- + Life experience
- + Professional development participation
- + Videos of practical demonstrations
- + Third party evidence
- + Presentations
- + Personal statement
- + Planning documents
- + Transcripts
- + Completed assessments

ĀKONGA (STUDENT) WELLBEING

Wellbeing is fundamental to individuals' health and overall happiness, and is a complex combination of factors. The Te Whare Tapa Wha model compares health to the four walls of a house; all four being necessary to ensure strength and symmetry, though each representing a different dimension: Taha Wairua (the spiritual side), Taha Hinengaro (thoughts and feelings), Taha Tinana (the physical side), Taha Whanau (family).

Tinana is the physical element of the individual and Hinengaro the mental state, but these do not make up the whole. Wairua, the spirit and Whanau the wider family, complete the shimmering depths of the health pounamu, the precious touchstone of Maoridom¹.

Te Whare Tapa Wha model



1 DURIE, M. (1994). WHAIORA: MAORI HEALTH DEVELOPMENT. AUCKLAND; NEW ZEALAND: OXFORD UNIVERSITY PRESS

EDUCATION PASTORAL CARE CODE

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 applies to all domestic and international tertiary learners studying at universities, Te Pūkenga, Private Training Establishments (PTEs), and wānanga, including on-campus, online, offshore, and workplace-based learners.

The Code outlines the roles and responsibilities of tertiary education organisations (TEOs), including IMPAC, to promote and support ākonga wellbeing, safety, development, and educational achievement.

Under the Code, IMPAC will support you to be:

- + Safe, physically and mentally
- + Respected and accepted for who you are
- + Supported in your learning and wellbeing
- + Connected with your social and cultural networks
- + Able to have your say in decisions about services
- + IMPAC is committed to supporting ākonga and meeting our obligations under the Code

For more information, please visit:

<https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/know-the-code/>

WHĀINGA RAUTAKI ORA (WELLBEING STRATEGIC GOAL)

Our wellbeing goal

Our ākonga (learners) get home from training, to their loved ones safe and well.

Tō mātou whāinga oranga

Ka hoki haumaruru atu, ora atu ā mātou ākonga ki te kāinga i te whakangungu, ki ō rātou whānau.

IMPAC, our clients and students are a team, and together we will meet this goal by taking all reasonable practicable steps, to support and protect the wellbeing of one another including:

- + Creating an inclusive learning environment that supports understanding, acceptance and connection for all
- + Upholding and respecting the cultural needs of ākonga (learners)
- + Respecting and uplifting each others mana
- + Facilitating the building of connections during the course to develop and grow support networks in industry and the community
- + Supporting and encouraging safe work practices
- + Providing a physically safe learning environment



WHANAUNGATANGA
(WHANAU CENTRIC)

AND

MANAAKITANGA
(LOOKING AFTER EACH
OTHER)

EXTERNAL RESOURCES

IMPAC will endeavour to help support our students to stay healthy and keep safe where possible including sharing knowledge of resources.

+ Ministry of Health

The Government's principal advisor on health and disability, improving, promoting and protecting the health of New Zealanders

www.health.govt.nz

+ Healthpoint

Provides up-to-date information about healthcare providers, referral expectations, services offered and common treatments

www.healthpoint.co.nz

+ Dental Care New Zealand

Provides a database registered oral health practitioners
www.dcnz.org.nz/patients-the-public-and-employers/

+ Mental Health Foundation of New Zealand

Provides resources including a database list of some of the free support groups available without a referral

<https://mentalhealth.org.nz>

+ Strengthening Families

The Strengthening Families process connects a whānau or family who require assistance from more than one agency or community service. Together, you discuss the support your whānau or family needs and agree on the steps everyone will take to help you achieve their goals

www.strengtheningfamilies.govt.nz

The following organisations are available to call at any time (24/7):

- + Need to talk? *1737 – free call or text*
Trained counsellor and peer support workers

- + The Depression Helpline *0800 111 757*
Offers free help for anyone seeking support, tools and information about depression and anxiety

- + Healthline *0800 611 116*
Provides free health advice and information

- + Lifeline *0800 543 354*
Provide suicide prevention services, mental health support and emotional assistance

- + Samaritans Aotearoa *0800 726 666*
Provides confidential, non-judgemental and non-religious support for those experiencing loneliness, depression, despair, distress or suicidal feeling

- + Youthline *0800 376 633*
For any young person in New Zealand, or anyone who is supporting a young person

- + Alcohol Drug Helpline *0800 787 797*

- + Victim Support *0800 842 846*

Other external resources available on IMPACs website include:

- + Family Violence Resources
- + Mental Health, Addiction and Emotional Support Services
- + Cultural Support
- + General Personal Health and Wellbeing resources
- + What to do in an emergency guidance
- + Keeping safe at work
- + Keeping safe in New Zealand
- + Financial and Emergency Assistance

To view more resources please go to:

<https://impac.co.nz/training/student-health-and-wellbeing>

If you need help from the Police, Fire and Emergency New Zealand or you need an ambulance **dial 111** and the emergency operator will connect you to the right place.



RESPONSIBILITIES AND EXPECTATIONS

Responsibilities and expectations of students

As an IMPAC student, you will be required to:

Prior to attending or commencing training

- + Read all relevant course and training information provided
- + For online training login and familiarise yourself with IMPAC's Learning Management System
- + Advise IMPAC if you have previous skills and knowledge and seeking recognition of this prior learning
- + Advise IMPAC if you require any special adaptive equipment or support for the training course
- + Present yourself in clean and neat attire, and treat personal hygiene with the utmost importance

During and after training and study

- + Attend all training sessions as required. Attendance will always be recorded. Late arrivals and early departures will also be noted, and may prevent you from being able to join or complete the course.

If, as the participant you are running late or cannot make the course for that day, then you are to contact Training Administration on 0800 246 722, so that the Trainer may be informed.

If, as the participant, you cannot fulfil the requirements of the course due to illness or personal factors, then consideration will be given to completion of the course at a later date – at the discretion of the organisation.

- + Be courteous towards other persons and businesses within the building complex

- + Listen/adhere to all directions given by any staff member of IMPAC including:
 - + Work health and safety requirements irrespective as to the training location
 - + Complying with evacuation procedures in the event of an emergency
- + Training will not be delivered to participants who are deemed to be under the influence of alcohol or drugs
- + Discussing any concerns regarding the training course, session activities, and your ability to learn with your Trainer and IMPAC
- + Inform the Trainer of any injury that may already exist prior to the commencement of any physical activity
- + Actively participate and contribute to the positive learning environment, with the trainer and other students including but not limited to:
 - + Group activities
 - + Class discussions
 - + Respecting the rights and opinions of the staff and other participants enrolled in the course
- + Inform the Trainer of any injury that has occurred as a result of the physical activities run by IMPAC
- + Monitor your progress by self-assessing your skills and knowledge against the competency standards in your qualification
- + Indicate whether you are ready for assessment at the scheduled times, or seek alternative assessment dates
- + Ensure all submitted assessments and projects are your own
- + Submit assessments as per requirements, unless otherwise discussed with IMPAC
- + Retain evidence of your working notes and assessments, and any other documents in your portfolio of evidence, and present this for assessment
- + Communicate with IMPAC to review assessment and programme progress

- + Participate in course evaluation and provide feedback
- + Report to Programme Manager any incidents of racism, discrimination, bullying, physical or sexual violence
- + Report to the Trainer any concerning behaviour from other students or other people
- + Report to Programme Manager any concerning behaviour from trainers or IMPAC staff
- + Assess your skills and knowledge through observation and questioning using assessment tools developed for the purpose
- + If required, provide further assessment on documents presented in an evidence portfolio
- + Give feedback to you on your progress
- + Provide results and review the assessment process after assessment
- + Remind you of the appeals process and options for further assessments if you are unhappy with the results

Responsibilities of IMPAC to students

IMPAC will:

- + Provide you with a safe and healthy learning environment
- + Provide you with a training and assessment schedule
- + Provide you with the appropriate unit of competency details included on your plan
- + Treat you with respect
- + Follow all legislation affecting the learning environment, and meet our requirements under legislation
- + Provide opportunities to practice the skills and knowledge required
- + Deliver and record training and assessment outcomes
- + Provide you with access to your file records if requested
- + Set up work tasks to provide training and coaching, to help achieve the competency standards in your training plan
- + Provide training materials, and recommend other resources for further learning opportunities
- + Prepare you for assessment when you are ready and encourage self-assessment. Advise you where, when and how assessment will occur and what to bring

HEALTH AND SAFETY

Your Trainer and all persons directing the work of others will share responsibility for the safety of all persons in their charge. They will actively take steps to identify hazards, which could cause harm to persons in their area of control or operation and take prompt action to remove or control, or alternatively report them to another person who has the authority and capability to do so. Trainers/assessors, may delegate safety duties or activities to others, but responsibility remains with them.

Students must take care of their own health and safety and that of their fellow students to the extent of their capability. This means that the students have obligations under workplace health and safety legislation relevant to their jurisdiction including:

- + Students should always act in a manner which protects the health and safety of themselves or any other person while at a course being run by IMPAC
- + Students must carry out safety directions given by members of IMPAC
- + Students must follow all safety rules, procedures and instructions of Trainers, supervisor or any other management person/s involved during their day to day training activities
- + Students should always respect anything provided in the interests of health and safety at IMPAC

NOTE: Students who do not comply with these legal requirements may be committing offences against workplace health and safety legislation relevant to their jurisdiction, which may expose them to civil and/or criminal penalties. Such persons are also in breach of the Ākonga (student) Rules and can face disciplinary action.

Health & Safety Policy

The Health and Safety Policy of IMPAC aims to protect students and others at our workplace or training venues from work-caused injury and ill health and complies with all relevant safety legislation, codes of practice and standards.

Ākonga (student) Health & Safety Briefings

Students will receive a health & safety briefing from the Trainer at the start of the course and prior to any practical activities that may be included in the course.

First Aid

IMPAC recognises that in accordance with Occupational Health and Safety Legislation it has a responsibility to provide first aid assistance to staff and students who sustain an injury while on premises where IMPAC has organised training delivery or the premises supplied by the host employer.

To achieve these responsibilities, IMPAC shall, as far as is reasonably practicable

- + Ensure first aiders are available on site
- + Advise emergency/evacuation procedures

IMPAC'S Unwell Student Policy

If an attendee is (or appears) unwell on the day of training, the IMPAC trainer reserves the right to ask the attendee to leave. The attendee will then be contacted by IMPAC and rescheduled onto another course at no penalty.

Personal Presentation and Personal Protective Equipment (PPE)

IMPAC has a duty of care to all participants, ākongā (student), staff and visitors to ensure their safety and welfare. For personal presentation, participants are required to wear appropriate casual attire for any scheduled training session. Covered footwear is essential for some courses as notified in the registration confirmation information. Failure to comply will result in the participant being asked to leave and return at another time.

For programmes that include practical demonstrations and practice the appropriate attire and PPE must be worn. The registration confirmation information will identify this. You may be required to:

- + Wear steel cap boots
- + Bring your own hard hats, ear protection, high visibility vest and wet weather gear
- + Bring your own gloves

Smoke Free Workplace Smoking Policy

It is IMPAC's policy to adhere to the Health and Safety in Employment Act and Smoke-free Environments Act and Associated Regulations.

Drugs, Alcohol and Articles Considered Dangerous

IMPAC prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course or workshop being run by IMPAC. Training will not be delivered to students who are deemed by an IMPAC representative to be under the influence of alcohol or drugs.

If a ākongā (student) was under the influence of alcohol or drug, this would be serious misconduct and the penalties range from exclusion from IMPAC courses for a period of time, to 'Removal of Academic Privilege'.

Breaks

Breaks are provided for morning/afternoon tea and lunch. We will provide the refreshments for our public courses but there may be some in-house courses where it is recommended that you bring your own morning/afternoon tea and lunch, as this is not provided. The registration confirmation information will identify this.

Sensitive Course Material

IMPAC endeavours to minimise the use of sensitive material. Some of the material used on courses may cause distress because these may depict real situations. If you are upset by the material, please talk to your Trainer. Your Trainer is trained to help and can recommend support agencies for further assistance.



UNPROFESSIONAL CONDUCT

Unprofessional Conduct is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination.

If you engage in malpractice, such as copying, using unauthorised notes or aids, sharing your written papers so that another ākonga (student) may copy them, or using AI tools (e.g., ChatGPT, Copilot, Grok) to generate or rephrase content for assessments, you will be liable to disciplinary action.

The penalties for unprofessional conduct in an assessment can range from the issuing of a 'Not Competent' result in the subject being assessed, to exclusion from IMPAC courses for a specified period.

Cheating

A ākonga (student) shall not cheat or attempt to cheat in any assessment. A person, whether a ākonga (student) or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment.

Where a Trainer/Assessment Supervisor believes that a ākonga (student) is cheating, the ākonga (student) will be instantly informed of such, but allowed to finish the assessment.

The Assessment Supervisor will prepare a written report on the alleged cheating and attach the report to the ākonga (student) assessment paper.

For NZQA and IOSH assessments the matter will be referred to IMPAC's Programme Manager for appropriate action as outlined under Disciplinary Action.

For NEBOSH assessments and projects the matter will be referred to IMPAC's Programme Manager and escalated to NEBOSH for their disciplinary process.

The use of AI tools, such as ChatGPT, Copilot, Grok, or similar, to generate, reword, or otherwise complete assessment content is considered malpractice and cheating and will be treated according to the processes outlined above.

Misconduct is a Disciplinary Offence

Misconduct of a ākongā (student) is any behaviour which:

- + Disrupts the learning of others
- + Prevents staff members from performing their duties
- + Endangers the health and safety of staff or ākongā (student)
- + Interferes with the conduct of IMPAC operations

Misconduct is a disciplinary offence and includes but is not limited to:

- 1 Wilfully obstructing or disrupting any IMPAC meeting, activity, class or assessment.
- 2 Wilfully carrying out behaviour that may be detrimental to the health and safety of other students/ trainees or staff.
- 3 Any form of harassment, whether based on gender, race, age, sexual preference or religious belief.
- 4 Wilfully damaging, or wrongfully dealing with, any of IMPAC's property or the property within premises under the control of IMPAC.
- 5 Assaulting or attempting to assault any person within IMPAC.
- 6 Drunken and disorderly behaviour on premises under the control of IMPAC.
- 7 Cheating and plagiarism.
- 8 Making a false representation as to a matter affecting student/trainee status.
- 9 Breach of any rules relating to conduct of assessment.
- 10 Any indictable offence which impinges on IMPAC operations.
- 11 Possession of prohibited or dangerous articles.
- 12 Breaching Workplace Health & Safety responsibilities.

Disciplinary Action

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the ākongā (student) rules as set out in this Handbook. You can appeal against certain penalties. (Refer to Complaint Procedure and/or Appeal Procedure) Your penalty might then be reduced, removed, or increased.

Consequences of Misconduct

First Offence - In the first instance (a first offence), a verbal warning shall be issued, and counselling shall be provided to the student, advising of the repercussions of their actions should they continue.

A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and the student. This record shall be placed in the ākongā (student) file.

Second Offence - A formal written warning will be issued to the ākongā (student) advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a Third time.

A record of this written warning shall be documented, dated and signed by the Head of Training, the person issuing the warning/counselling and the student. This record shall be placed in the ākongā (student) file.

Third Offence - A third offence will result in the removal of academic privileges by IMPAC. The ākongā (student) will be advised of the time to attend a meeting with the Head of Training, and the person issuing the disciplinary action.

The ākongā (student) will be provided with the reason for this disciplinary action in writing, and any comments the ākongā (student) makes in relation to the misconduct should be documented.

A copy of this record shall be dated and signed by the Head of Training, the person issuing the disciplinary action, and the student. This record shall be placed in the ākongā (student) file.

If the ākongā (student) has acted in, or engaged in any 'Serious Misconduct' the following steps shall be taken:

- 1 The ākongā (student) shall be immediately suspended for 24 hours from attendance at class.
- 2 The Trainer shall advise the Head of Training immediately, and provide a written statement, which details the circumstance of the ākongā (student) suspension.
- 3 The ākongā (student) will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Head of Training.
- 4 The ākongā (student) will be provided with the reason for this disciplinary action in writing. Any comments the ākongā (student) makes in relation to the misconduct, along with the disciplinary action taken as a result, will be documented. A copy of this record shall be dated and signed by the Head of Training, the person issuing the disciplinary action and the student.
- 5 The ākongā (student) receiving the disciplinary action and this record shall be placed in the ākongā (student) file.
- 6 The ākongā (student) shall also be advised in relation to their right of appeal against certain penalties.
- 7 The Head of Training shall give the ākongā (student) a reasonable opportunity to be heard in relation to the misconduct and may then either:
 - a Modify or dismiss the charge
 - b Reprimand and warn the student/trainee against repetition of the breach of discipline
 - c Suspend the student/trainee for a period not exceeding 14 days, which shall include any period of suspension
 - d Remove academic privilege and ākongā (student) from the course

DISPUTES AND COMPLAINTS

Disputes

IMPAC is committed, as far as it is able, to resolve disputes quickly and efficiently and at the appropriate level. In the event of IMPAC and yourself being in a dispute over any matter arising from the contract you have with IMPAC, both parties are required to use their best endeavours to resolve the dispute.

If this dispute cannot be settled by negotiation, then it shall be submitted to an independent person with relevant dispute resolution qualifications and/or experience, to make an impartial determination.

Both parties will jointly appoint this independent person. Both parties must then abide by this determination.

Confidentiality of Grievances

To protect the complainant their concerns will be handled in the strictest confidence and, if necessary, they will be referred to expert help outside the organisation. No information or documentation they have provided will be handed over to an outside organisation without their permission. The lodging of a grievance will not affect a student's ability to continue studying, or receiving other services they are eligible to from the organisation.

Make a complaint about IMPAC

If you have a complaint about IMPAC, you should use the procedure outlined on the following pages in the first instance.

It is your responsibility to discuss any grievances with personnel from IMPAC before you take these grievances outside the organisation. After you have been given an opportunity to express your concerns, a plan will be developed to deal with the issue, in consultation with you. All discussions will be documented, and you will have access to this documentation.

For cases where a complaint is still not resolved satisfactorily:

For courses with **NZQA** assessment, and where a complaint is still not resolved satisfactorily, you may lodge a formal complaint with:

- + The Tertiary Education Disputes Resolution Scheme; or
- + To NZQA using the online form on their website: <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/nzqa/>
- + For **NEBOSH** where a complaint is still not resolved satisfactorily you may lodge a formal complaint in writing with NEBOSH. To raise a complaint please e-mail complaints@nebosh.org.uk.

For more information about NEBOSH's complaint process please go to the following website: <https://www.nebosh.org.uk/policies-and-procedures/complaints-procedure/>

Complaints Procedures

IMPAC aims to assist all students and third-parties to resolve any complaints, disputes and grievances as quickly and efficiently as possible. All students and third parties are entitled to a fair hearing. To ensure this happens, you may follow the steps outlined in the following procedure:

If you are having problems with another person (student):

- 1 Firstly, try to sort the problem out with the person concerned.
- 2 If the problem is not resolved, then approach your Trainer who will try to assist you to resolve the problem.
- 3 If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing to the Trainer within 10 working days of the cause of complaint or grievance stating fully the matter for concern.
- 4 The Trainer shall reply formally in a written reply within seven days, with the decision to assist you to resolve the problem and ensure continuous improvement.

For cases where complainant is not satisfied with the above:

- 1 If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing within seven days of the receipt of written reply from Trainer, to the Head of Training, enclosing both the original letter of complaint to the Trainer and the latter's response.
- 2 The Head of Training shall consult appropriately. Both parties shall be informed of the decision in writing within 10 working days.
- 3 You may request a meeting with the Head of Training after lodging a formal complaint in writing. A support person may accompany you. The Head of Training will assess the situation and take necessary action to resolve the problem and ensure continuous improvement.

If you have a concern or complaint regarding your course or course Trainer:

- 1 Approach your Trainer who will try to assist you to resolve the problem.
- 2 If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing to the Head of Training within seven days of the cause of complaint or grievance stating fully the matter for concern.
- 3 The Head of Training shall consult appropriately. Both parties shall be informed of the decision in writing within seven days.
- 4 You may request a meeting with the Head of Training after lodging a formal complaint in writing. A support person may accompany you. The Head of Training will assess the situation and take necessary action to resolve the problem and ensure continuous improvement.

If a third-party has a concern or complaint about IMPAC:

- 1 Please contact IMPAC's training team (training@impac.co.nz or 0800 246 722) to discuss your concern or complaint.
- 2 If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing to the Head of Training within seven days of the cause of complaint or grievance stating fully the matter for concern.
- 3 The Head of Training shall consult appropriately. Both parties shall be informed of the decision in writing within seven days.
- 4 You may request a meeting with the Head of Training after lodging a formal complaint in writing. A support person may accompany you. The Head of Training will assess the situation and take necessary action to resolve the problem and ensure continuous improvement.



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