



**RISK MANAGER**  
**CONSULTING**  
**PREQUAL**  
**TRAINING**  
**VRCOMPETENCY**  
**TALENTBANK**  
**SAFEWORX**

# LEARNER HANDBOOK

## PUKAPUKA ĀKONGA

NEBOSH LEVEL 6 INTERNATIONAL DIPLOMA  
FOR OCCUPATIONAL HEALTH AND SAFETY  
MANAGEMENT PROFESSIONALS



A woman with dark hair pulled back, wearing a dark blazer, is smiling and looking towards the right. She is in a meeting room with other people blurred in the background. A blue box with white text is overlaid on the top right, and another blue box with white text is overlaid on the bottom left.

**E kore e mutu te ako**

Learning is a journey  
not a destination

**+IMPAC**

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# 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](http://www.impac.co.nz)

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



Recognising **people** are an organisation's greatest strength, our goal at IMPAC is to ensure **everyone gets home safe from work every day.**

## NEBOSH Learning Partner Audit

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.

NEBOSH conducts a learning partner audit every three years with IMPAC. The purpose of this audit is to ensure that learning partners like IMPAC continues to meet the NEBOSH learning excellence principles and standards of 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 Provider
- + **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 accreditation when the NEBOSH learning partners programme was established in 2019. Our most recent audits have found that IMPAC continues to be operating at the gold standard.

# PROGRAMME OVERVIEW

IMPAC offers the Diploma programme as a 'blended learning' package. Blended learning provides a cost-effective mixture of online training and self-directed study along with individual tutor support.

Our blended learning allows greater flexibility than block courses, while retaining the advantages of trainer led learning otherwise lost with distance learning methods. Another benefit of blended learning is that you can pay per unit as you progress through the programme, rather than having to pay all the course fees up front.

<b>Qualification</b>	NEBOSH Level 6 International Diploma for Occupational Health and Safety Management Professionals
<b>Duration</b>	18 months to 5 years to complete the qualification.
<b>Learning Hours</b>	<b>409 Hours</b>  A minimum of 185 hours will be spent in IMPAC directed learning activities including eLearning modules and online workshops. The learners will undertake a minimum of 144 hours of self-study. The remaining 80 hours will be spent on assessments.
<b>Pre-Requisites</b>	Learners who enrol into this programme must meet the following criteria: <ul style="list-style-type: none"><li>+ Learners will need to have knowledge of health and safety equivalent to that provided by the NEBOSH International General Certificate (IGC).</li><li>+ Learners must be proficient in their use of written English. NEBOSH recommends that learners undertaking this qualification should reach a minimum standard of English equivalent to an International English Language Testing System (IELTS) score of 7.0 or higher.</li></ul> <p><i>*Learners will be required to complete an enrolment form and asked to confirm they meet the pre-requisites of this qualification. IMPAC may request during the processing of an application verification of the criteria, for example a copy of a learner's qualification parchment or an attestation from an individual (Manager, Supervisor or Peer) who can verify the learner has significant industry based applied knowledge and experience.</i></p>
<b>Course Fees</b>	<ul style="list-style-type: none"><li>+ Unit DI1: \$4650 + GST</li><li>+ Unit DI2: \$4650 + GST</li><li>+ Unit DI3: \$4650 + GST</li></ul> <p><b>Total: \$13,950 + GST*</b></p> <p><i>*Please note for assessment resubmission/resits the fee is \$625 + GST per resubmission/resit.</i></p>

**Unit Prefixes,  
Titles and Content**

- + Unit DI1: Know – workplace health and safety principles (International)**
  - + Health and Safety Information
  - + Positive Health and Safety Culture
  - + Individual and Organisational Competence
  - + Risk Management
  - + Monitoring, Review and Auditing
  - + Professional Skills and Ethics
  - + Policy, Strategy and Change
  - + Contractors and Supply Chains
  
- + Unit DI2: Do – controlling workplace health issues (International)**
  - + Occupational Health Services
  - + Equality in the Workplace
  - + Mental ill-health, Wellbeing, Workplace Violence and Lone Working
  - + Health Surveillance
  - + Hazardous Substances, Health Risks and Monitoring
  - + Epidemiology and toxicology
  - + Welfare arrangements
  - + Ventilation and PPE
  - + Biological Agents
  - + Noise, Vibration, Radiation
  - + Musculoskeletal issues
  - + Workplace Temperature
  - + Asbestos and lead
  
- + Unit DI3: Do – controlling workplace safety issues (International)**
  - + Safe Working Environment
  - + Confined Spaces
  - + Fire, Explosion, Dangerous Substances
  - + Work equipment and machinery
  - + Mobile Work Equipment, Lifting Equipment
  - + Electricity
  - + Construction, Work at Height, Demolition and Excavation
  - + Workplace Transport and Work-Related Driving

Assessment	Unit	Assignment Type	Assessment Time	Pass marks
	Unit DI1	Assignment	40 hours (approx.)	Notional 50%
	Unit DI2	Case Study	20 hours (approx.)	Notional 50%
	Unit DI3	Case Study	20 hours (approx.)	Notional 50%



## Example of IMPAC's Programme Structure

	Unit DI1	Unit DI2	Unit DI3
<b>Last date for enrolment</b>	15 Mar 20##	15 Nov 20##	15 Jul 20##
<b>Semester dates</b>	1 Mar- 31 Jul 20##	1 Nov - 31 Mar 20##	1 Jul - 30 Nov 20##
<b>Assessment Preparation and Revision</b>	1 Aug - 1 Sep 20##	1 Apr - 1 May 20##	1 Dec - 1 Jan 20##
<b>Assessment window</b>	Sep - Oct 20##	May 20##	Jan 20##
<b>Next available submission window</b>	Mar - Apr 20##	Nov 20##	July 20##

## Resources Available for Learners

IMPAC's learners will be provided access to a range of resources including:

- + A comprehensive digital library that includes relevant:
  - + Publications
  - + Video collections
  - + Podcast Recommendations
  - + H&S Incidents Case Studies
- + NEBOSH approved textbooks
- + Videos on key topics and recording of IMPAC live webinars



## Online Learning Modules

IMPAC's offers comprehensive online learning modules to our Diploma learners that include:

- + Pre-recorded videos
- + Weekly Learning Activities

The activities reinforce learning and offer an effective way of checking your learning progress and practice application of learning.

Our IMPAC tutors will provide feedback on completed activities as you progress through.

- + Practice assessments/assignments

## Tutor Support

IMPAC tutors provide support to learners through:

- + Feedback on activities and practice assessments
- + Q&A Sessions in webinars

Learner's can ask for advice and clarification of course content while you study and complete the online learning modules and activities. Tutors can also help you to plan your study and to set goals.

## Online Webinars

Our online three hour webinars will cover key topics in the syllabus and include a question and answer session. The webinars are facilitated by IMPAC's NEBOSH approved tutors.

Webinars serve the following functions:

- + Detailed discussion on selected topic areas
- + Contact and networking opportunity for candidates and tutors
- + Clarification of any areas of the syllabus as requested by candidates
- + Guest speakers and/or demonstrations for specialist topics where appropriate.

## Teams Channel

IMPAC learners will be invited to join our NEBOSH Diploma teams channel where they will be able to:

- + Join IMPAC's webinars
- + Chat with fellow learners and tutors
- + Form virtual study groups
- + Ask questions to the IMPAC tutors



## FINANCIAL COMMITMENTS

As learners can enrol in each unit in this qualification over an extended period, they are not required to pay the entire qualification fees in advance. Instead, learners will be required to pay the individual unit fees before commencing the unit.

### What is included in the programme fees?

- + Access to online learning modules
- + Access to online webinars and recording of webinars
- + Access to IMPAC's reference library
- + Physical NEBOSH approved textbooks
- + Tutor and administrative support
- + NEBOSH Diploma Learner enrolment fee
- + Learner's first assessment registration for each unit

### What is not included in the programme fees?

- + Resit registration fees for assessments
- + Travel and accommodation costs
- + Other NEBOSH fees for example enquiry about results appeals costs, replacement certificate and parchment fees.

## IMPAC's cancellation policy

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

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



## 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 NEBOSH
- + 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.

## NEBOSH LEARNER TERMS AND CONDITIONS

NEBOSH has general conditions for learners completing their qualifications. To read NEBOSH's Learner Terms and Conditions please go to the following website:  
<https://www.nebosh.org.uk/policies-and-procedures/learner-terms-and-conditions/>

## APPEALS OF RESULTS

NEBOSH supports the right of Learners to enquire about a result, to appeal against the outcome of that enquiry and has procedures to ensure that such enquiries and appeals are dealt with in a thorough and equitable manner.

If a learner believes that their result does not match their reasonable expectations, an Enquiry About Result (EAR) must be submitted by the EAR closing date, which is 20 working days from the results notification date of their examination.

For more information about NEBOSH's Enquiry About Results policy please go to the following website:  
<https://www.nebosh.org.uk/policies-and-procedures/enquiries-about-results-ears/>

# 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.



## MALPRACTICE

NEBOSH and IMPAC are committed to fair assessment, supporting access and equality of opportunity for all learners, while safeguarding the integrity of NEBOSH qualifications. NEBOSH and IMPAC therefore takes any allegations of malpractice on the part of learners incredibly seriously.

Learner malpractice' means malpractice by a learner in the course of any examination or assessment, including the preparation and authentication of any controlled assessments, the presentation of any practical work and the writing of any question paper response.

Examples of Learner malpractice include:

- + The alteration or falsification of any document issued by NEBOSH, including certificates
- + Copying from another learner
- + Allowing work to be copied, e.g. posting on social networking sites prior to an examination/assessment
- + Making a false declaration of authenticity in relation to the authorship of controlled assessments
- + Plagiarism: unacknowledged or excessive copying from published sources (including the internet) or incomplete referencing

- + Contacting any other person for assistance during an open book examination/digital assessment period
- + Offering assistance to other learners in connection with open book examinations/digital assessments
- + Asking for assistance from any other individual in connection with open book examinations/digital assessments
- + Posting or sharing any content on social media or messaging groups that could undermine the integrity of an open book examination/digital assessment
- + Using AI tools (e.g., ChatGPT, Copilot, Grok) to generate or rephrase content for assessments.

If a learner engages in malpractice, they will be liable to disciplinary action including sanctions and penalties by NEBOSH and IMPAC.

For more information about NEBOSH's malpractice policy please go to the following website:

<https://www.nebosh.org.uk/policies-and-procedures/malpractice-policy-and-procedures/>

## 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 learner rules as set out by IMPAC and NEBOSH. You can appeal against certain penalties. (Refer to the relevant 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:

You may lodge a formal complaint in writing with NEBOSH. To raise a complaint please e-mail [complaints@nebosh.org.uk](mailto: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](mailto: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.



**+IMPAC** | The Health + Safety Company