



## CODE OF PRACTICE FOR STUDENTS

This policy sets out what students can expect of the Workcentre (e.g. respect for privacy, fair assessment), and what is expected of them in return (e.g. attendance, conduct towards others). It also provides some general information on Workcentre policies that affect students.

See also:     Unit Standards and the Assessment Process  
              Health and Safety Policy

### Introduction

The Golden Bay Workcentre Trust (GBWCT) seeks to enable individuals and groups to achieve self-determination, create healthy and tolerant lifestyles and exercise positive choices.

To help achieve this, the GBWCT strives to provide a learning environment that respects, supports and empowers its students, staff and the wider community. So that everyone is clear what this means, this Code of Practice sets out what learners can expect from the GBWCT, tutors and their fellow students, and what is expected of them in return.

### PART ONE: GBWCT'S COMMITMENT TO STUDENTS

#### 1. Tuition and learning support

1.1 As a learner in the programme you can expect:

- 1.1.1 Quality tuition from appropriate, skilled tutors, supported by quality resources
- 1.1.2 Clear information about programme content, programme objectives (i.e. what students are working towards), timetables and assessment
- 1.1.3 Clear information about what is expected of learners (e.g. attendance requirements, behaviour in class)
- 1.1.4 Honest, consistent, un-biased feedback from tutors and staff on your progress
- 1.1.5 Information and assistance with planning further study
- 1.1.6 Extra help, if required, with literacy and numeracy (reading, writing and maths)

#### 2. Safety and comfort

2.1 As a learner in the programme you can expect:

- 2.1.1 A comfortable and safe environment in which to learn, with proper safety and first-aid equipment, and protective clothing/guards where required
- 2.1.2 Adequate training in safe work practices and safety procedures (fire, earthquake, use of equipment, etc.)
- 2.1.3 A smoke-free learning environment, in compliance with government legislation (for further information see Section 9 below: Smoking)
- 2.1.4 Tea and coffee making facilities

- 2.1.5 Regular refreshment breaks: a maximum of half an hour for lunch, and a 15 minute tea break each morning and afternoon
- 2.1.6 10 minutes “time out” per hour for students undertaking repetitive tasks (e.g. computer work), to prevent Repetitive Strain Injury (RSI). This time can be used for other classroom work

### **3. Time off for sickness, bereavement and interviews**

3.1 As a learner in the programme you are entitled to:

- 3.1.1 Take time off from your course when you are sick, or you are required to care for a dependent family member who is sick
  - 3.1.2 Take reasonable time off to attend the funeral of a member of your family/whanau, or a close friend (bereavement/tangihanga leave)
  - 3.1.3 Take reasonable time off to attend interviews for work, further study or jury service
  - 3.1.4 Where necessary, assistance to catch up with work you have missed
- 3.2. Students must notify their tutor or the Workcentre office as soon as possible about any time off they require. See below (Section 7: Attendance) for more information about your obligations.

### **4. Freedom from discrimination and harassment**

4.1 As a learner in the programme you can expect:

- 4.1.1 That no practice during the programme will interfere with or inhibit your right to tuition
- 4.1.2 That appropriate professional boundaries will be maintained at all times between tutors and students
- 4.1.3 Respect from GBWCT staff, tutors and fellow students
- 4.1.4 Freedom from violence or threats of violence
- 4.1.5 Freedom from any form of discrimination or harassment based on your race, gender, sexual orientation, disability, age, size, HIV status or religion

4.2 GBWCT will:

- 4.2.1 Provide a venue free from any form of harassment;
- 4.2.2 Take immediate action, whenever it becomes aware of an instance of harassment , to ensure that it does not continue; and
- 4.2.3 Inform all learners of sources of guidance and support, related to harassment or to any personal problems.

#### **Discrimination and harassment**

Discrimination and/or harassment can take one or more of the following forms:

- requests or demands for sexual favours (including suggestions or promises of special treatment or threats)
- verbal abuse (including heterosexist or racist language) or teasing
- offensive gestures or comments
- unnecessary physical contact
- the display of pin-ups, calendars, other material, or other pornography which degrades people
- threats or intimidation in any form

4.3 If a complaint is made by a student that cannot be resolved by discussion with a tutor or the Manager, the Workcentre has a formal process for taking the matter further. See Section 12 below: Complaints, Disputes and Grievances Procedure.

## **5. Privacy and confidentiality**

5.1 As a learner in the programme you can expect that:

- 5.1.1 GBWCT will comply with the Privacy Act when it collects personal information about you for administrative and reporting purposes. Information on the Privacy Act is available for you to look at if you wish
- 5.1.2 GBWCT will always tell you why it is collecting your personal information and whenever possible will attempt to get this information directly from you
- 5.1.3 Any personal information collected by GBWCT about you will be treated confidentially and with respect, and will only be shared with other individuals and groups who have a right to the information, which includes but is not limited to Ministry of Social Development (MSD) Approvals staff for the purposes of audit.
- 5.1.4 GBWCT will tell you which individuals or organisations will have access to it and why
- 5.1.5 At any time, you can see any personal information we have on file about you and request changes/corrections if necessary

### **Using personal information for analysis**

GBWCT sometimes combines people's personal information together to generate statistics – for example GBWCT records attendance and completed work by all its students (this information can be requested by government agencies). Individual students can't be identified by this process.

GBWCT may also call you 2, 6 and 12 months after you complete your course to find out how you are doing (outcomes).

## PART TWO: STUDENTS' COMMITMENT TO GBWCT

### 6. Conduct towards staff and students

6.1 As students at the Workcentre you are expected to:

- 6.1.1 Treat all GBWCT staff, tutors and other students with respect at all times, and behave in a way that supports other students to learn effectively
- 6.1.2 Commit yourself as fully as possible to the learning opportunities available on your programme, and participate as fully as possible in all activities
- 6.1.3 Participate in the preparation of your group's Group Agreement (regarding participation and behaviour during the programme) and abide by it
- 6.1.4 Follow the Code of Practice and 'house rules' put in place for everyone's comfort and safety
- 6.1.5 Take care of your own possessions, and anything that the Workcentre loans to you
- 6.1.6 Ask your tutor if you are unsure about anything that is required of you

### 7. Attendance

7.1 As students of the Workcentre you are expected to:

- 7.1.1 Attend your programme at the set times, and on the set dates that have been agreed. Course hours are normally 9:00am to 3:30pm, Monday to Friday
- 7.1.2 Attend any field trips, overnight stays or other special requirements of your course. Trips off-site and overnight stays are still seen as course time and the Code of Practice still applies (if any activities require you to attend for longer hours on a particular day or days, the Tutor may negotiate time off in lieu)
- 7.1.3 Negotiate any time off that you require with the course tutor, giving as much prior warning as possible and a reasonable idea of how long you will be away for (e.g. for a job interview)
- 7.1.4 Notify the tutor or the Workcentre office if you are unable to attend class because you are sick or for other reasons. Learners who are absent from three consecutive classes, without having advised their tutor, risk having their place in the class reviewed. Continued absence may result in your place on the course being terminated

#### **Sick leave**

You must notify your tutor or the Workcentre office as soon as possible on the first day you are 'off sick'. If you are away for more than three days, you may be asked to get a medical certificate from your doctor to keep your place on the programme.

If you are away sick for more than two weeks, GBWCT reserves the right, after discussion with you and the programme tutor, to cancel your place on the programme).

## **8. Leaving/being dismissed from the programme**

- 8.1 Learners may want or need to leave the programme before it has finished. If you wish to leave you must give one full day's notice to your tutor.
- 8.2 If your tutor wants to dismiss you from a programme, you must be given a verbal and then a written warning. You must then be given one full day's written notice before your dismissal, and this notice will state the reasons for it.

However, there are grounds for instant dismissal. These are:

- 8.2.1 Violence or threatening/intimidating behaviour
  - 8.2.2 Serious criminal acts
  - 8.2.3 Drinking and/or taking drugs during course time, or attending your course under the influence of alcohol or drugs. For further information on GBWCT's alcohol and drug policy, see Section 8 below.
- 8.3 Tutors will always consult with the GBWCT Manager before dismissing a student from a programme, but the Manager's decision is final.

## **PART THREE: FURTHER INFORMATION FOR STUDENTS**

### **9. Smoking**

- 9.1 GBWCT recognises the need to protect the health of non-smokers from harm caused by passive smoking, while also respecting adults' choice to smoke.
- 9.2 In compliance with the Smokefree Environments Act (1990), smoking is not permitted inside in any public area of the premises.
- 9.3 Smoking by staff, students and clients is discouraged but is acceptable under the following conditions:
  - 9.3.1 Smoking must be done outside during normal break times
  - 9.3.2 Smoking and non-smoking areas are clearly marked with appropriate signs and must be observed. All care should be taken to protect non-smokers from the effects of passive smoking
  - 9.3.3 All care must be taken to ensure that cigarettes are extinguished (fully stubbed out), and that butts are put in the ashtrays provided – they are not to be tossed on the ground under any circumstances. Ashtrays should not be emptied into the rubbish without first checking that all cigarettes have been fully extinguished
  - 9.3.4 No person will purchase or supply cigarettes to youth students and/or clients under the age of 18
  - 9.3.5 Any staff, students or clients who feel this policy is not being properly observed should advise the Safety Officer and/or GBWCT office staff
  - 9.3.6 Smoking is confined to the Gazebo

### **10. Alcohol and drug use**

- 10.1 GBWCT provides an alcohol and drug free environment. Students will not use alcohol or drugs (with the exception of prescribed medication) during the hours of the course, or beforehand (i.e. arrive to class under the influence).
- 10.2 If the group goes away on overnight stays and/or field trips, the course hours are extended to cover the entire period of the time away, and there shall be no use of alcohol or drugs during this time.
- 10.3 Any student who breaks this policy can expect to be instantly dismissed from the course. No further discussion will be entered into.
- 10.4 The GBWCT may, at its own discretion, assist a student to seek counselling on alcohol and drug issues. After this has taken place, GBWCT may, again at its own discretion, allow the student to negotiate re-joining their course. This is a privilege and not a right; any such decision by the manager will be final.

### **11. Payments and benefits**

- 11.1 Students' training allowances (or equivalent) are the responsibility of the relevant government agency (e.g. WINZ). Although GBWCT may offer information to students about benefits and other entitlements, this is given on an informal basis and is not intended as a substitute for discussions with the department concerned.

- 11.2 Travel allowances will be calculated by GBWCT as necessary, and submitted to the relevant agency for verification and/or payments. Students are advised to speak to their tutor first if they intend to claim for any travel-related expenses.
- 11.3 If students have an accident/are injured while attending a course through the Workcentre, they may be entitled to Accident Compensation or be eligible for a Sickness Benefit if the injury is likely to be long-term. The accident doesn't have to happen at the Workcentre or during course-time to be eligible.

## **12. Complaints, disputes and grievances**

- 12.1 If students feel that they have been treated or assessed unfairly, suffered harassment or discrimination or have any other cause for complaint against their tutor or a member of GBWCT staff, they should follow the procedure described below.
- 12.2 If possible, students should first discuss the matter with their tutor. If this does not resolve the matter to the student's satisfaction, the following people can be contacted IN THE ORDER THEY APPEAR BELOW. If they are unable to assist or the process is felt to be unsatisfactory ONLY THEN should students contact the next person on the list or the contact person at the relevant Government Agency. The Government Agency will refer students back to the Workcentre if GBWCT staff and/or trustees have not been spoken with first.
- 12.2.1 GBWCT: Alli Gardener (Manager) ph 525 8099
- 12.2.2 If the Manager is not available, you can contact any of GBWCT's Trustees. A list of their names is displayed on the Workcentre office's wall.
- 12.2.3 New Zealand Qualifications Authority (NZQA) ph 0800 QA HELP (0800 724 357)
- 12.2.4 Tertiary Education Commission (TEC): ph 0800 601 301
- 12.2.5 Work and Income NZ (WINZ): Debbie Lindqvist 03 907 5284
- 12.3 A complaint or grievance can be submitted either in writing or in person. (Writing down the details of the complaint/dispute will probably be helpful later to recall facts/dates/person(s) involved.) This should be done quickly so that it can be investigated and resolved as soon as possible. Whoever is looking into it will want to contact the person who has complained first, and talk it through before discussing the matter with the other person or group involved. Students can ask for a member of their family/whanau or a support person to be with them.
- 12.4 Anonymous complaints will be looked into, but it is easier if we can talk to the person who complained to get a full picture. Their experience will be kept confidential to the investigating staff, but to some extent your permission to use this information will be required if the problem is to be resolved.
- 12.5 In the case of alleged harassment or violence, the alleged offender may be removed or suspended from the programme until the end of the investigation.
- 12.6 GBWCT is committed to resolving problems through mediation and consensus. However, if this is not possible, the Trust's formal complaints procedure will be used (please ask for a copy of this document from your tutor or the GBWCT office).

## Declaration

I \_\_\_\_\_ have read (or have had read to me), and understand, my roles and responsibilities as outlined in this Student Code of Practice, and I am prepared to be responsible for myself and my behaviour.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_