

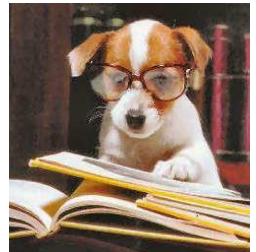
TAFE

TRAINING AND FURTHER EDUCATION

COLLEGE

Student Handbook 2022

New Zealand Certificate in Real Estate (Level 4)





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1. ABOUT TAFE COLLEGE

TAFE College commenced real estate training in 1998 and soon became Auckland's No.1 Real Estate Training Provider.

TAFE College has a specialised focus in providing real estate training to existing and future real estate personnel. Our Tutors are fully qualified in all aspects of real estate and include an Agent currently engaged in workplace training and supervision of salespeople in a real estate office. This allows us to constantly monitor best practice versus common practice and keep our programme delivery relevant with up-to-date industry information.

We offer a blended learning approach for delivery of this programme; we bring the classroom to you. The flexibility it offers students, cater for different learning styles, workloads, and levels of understanding. Student feedback has shown that even when this was not the preferred method students have indicated that they would have no hesitation in opting for this delivery method in the future.

We aim to provide all students with an optimal total learning experience, they will be welcomed into TAFE College and treated with respect and cultural understanding.

Dedicated Tutors help develop a relationship that allows individual guidance, assistance and if required advice on finding employment after the completion of the programme.

2. ABOUT THIS QUALIFICATION

New Zealand Certificate in Real Estate (Salesperson) (Level 4)

This qualification is the entry-level qualification that meets the educational licensing requirements set by the REA to apply for a Salesperson Licence and operate with guidance in the real estate industry.

TAFE College has a list of Real Estate Branch Managers that are available for you to contact for employment opportunities

Qualification Pathways

Students are encouraged to undertake further training for the NZ Certificate in Real Estate (Specialist) (Level 5)

**The qualification enables you to undertake further training by studying for the NZ Certificate in Real Estate (Branch Manager) (Level 5) or your (Agents Licence) (Level 6). Further study is available through other Tertiary establishments – however while you may study these you need 3 years real estate experience before the qualification would be recognised*



3. NEW ZEALAND CERTIFICATE IN REAL ESTATE LEVEL 4

The programme is made up of 3 Modules (13-unit standards). The Modules must be completed in order and “Achieved” before starting the next one. We recommend Course order is below.

Module 1—REAL ESTATE FUNDAMENTALS			
US = Unit Standard		Credits	Hours
US 26149	Demonstrate knowledge of licensing and code of professional conduct under the REA Act 2008	4	40
US 23157	Demonstrate knowledge of building styles and materials for real estate personnel	3	30
US 23134	Demonstrate knowledge of law relating to land titles, ownership, and transfer of land	4	40
US 22311	Explain aspects of the Unit Titles Act 2010 for real estate personnel	2	20
US 29882	Demonstrate knowledge of the resource management and building law relevant to real estate licensees	4	40
Module 2- CONTRACT AND COMMERCIAL LAW AS IT APPLIES TO REAL ESTATE			
US 23135	Demonstrate knowledge of the law of contract and the law of agency in a real estate context	5	50
US 23136	Demonstrate knowledge of consumer protection law related to real estate practice	4	40
US 23141	Demonstrate knowledge of legislation as applied to real estate licensees	4	40
US 26150	Demonstrate knowledge of methods for sale of real estate in New Zealand	4	40
Module 3- MARKETING YOURSELF AND PROPERTY WHEN SELLING OR LEASING REAL ESTATE			
US 15500	Establish a personal professional presence in the real estate market	2	20
US 26148	Demonstrate knowledge and use of inspection and appraisal for real estate property	4	40
US 23140	Develop marketing plans for real estate, qualify customers, and present properties for sale	5	50
US 23137	Demonstrate knowledge of the sale and purchase agreement and facilitate a sale of real estate	5	50

TAFE College invites feedback on our assessment materials from both students and assessors via our email address. admin@tafe.ac.nz



4. DOMESTIC STUDENT ENROLMENT REQUIREMENTS

This programme is only delivered to NZ residents and NZ citizens. Students can enrol any time and their 30 weeks is recorded as at the first of the following month.

Students will have access to all material and resources in our portal. Staff members consider all applications from prospective students. At the time of enrolment, students must produce their passport or a certified copy of it to establish their identity and New Zealand residency status at the time of enrolment.

To enrol at TAFE College NZ Ltd, you must be:

- NZ Citizen or have Permanent Resident status:
- 18 years of age
- Minimum of 8 NCEA Level 2 credits in English, 4 credits in writing and 4 credits in reading **OR**
- Secondary education in New Zealand or equivalent level with competent and proficient communication skills **OR**
- Where English is not of an acceptable standard, proof of a minimum of an -IELTS overall test scored of 5.5 (no score less than 5) or a comparable result in another internationally recognised English language proficiency test.

TAFE College does not enrol International Students

NOTE: Restrictions and Convictions may impact on being able to obtain a Salespersons License.

TAFE reserves the right to withdraw students and pay a proportionate programme fee refund if literacy skills prove inadequate. This would be done after the first assignment is submitted and reviewed by the tutor.

All certificates (including those for academic achievement) must be bona fide and translated into English where necessary.

5. RESTRICTIONS ON OBTAINING A LICENCE

Students need to be aware that criminal convictions may prevent them from obtaining a licence as a real estate salesperson.

Please contact the Real Estate Authority (REA) by phone on 0800 367 7322 or email them at info@rea.govt.nz for further information.



6. THE STUDENT HANDBOOK

The Student Handbook is available in the Portal, it includes an overview of the programme, explains procedures, study order and provides information on answering the questions.

- Student Privacy Policy
- Computer and Wi-Fi Policy
- Withdrawals & Refunds Policy
- TAFE College Rules
- Student Complaints Procedure

7. HOW LONG DO I HAVE TO COMPLETE THE PROGRAMME?

Students may enrol at any time and need to complete the programme within 30 weeks from the date of intake which is the 1st of the following month. (10 weeks per module).

All units on the NZQA framework are given a credit value. A credit equals approximately 10 hours of learning time. The salespersons programme has a value of 50 credits which equates to 496 hours of Self-directed learning and 4 hours of Tutor contact.

Table below

Book learning is	235 hours
Open Book questions	205 hours
Power point Presentations	16 hours
Tutorials	28 hours
Videos	12 hours
Observations and Roleplays	4 hours

Experience shows a motivated student can complete this earlier.

8. ENROLMENT PROCESS

There are many ways to enrol in our programme. We accept enrolments through the internet, or in person at our offices on any business day (Monday-Friday, excluding holidays).

NOTE: We require a certified copy of the original of your Passport or Birth Certificate to verify Citizenship or Permanent Residency and complete your registration. They can be sent by email or post to our post box or via email.

START DATE: Once you receive your Welcome Letter you should book your Orientation and get started.



9. STUDENT PROGRAMME FEES

POLICY

All fees must be paid prior to the commencement of the programme unless other arrangements have been approved by Management.

All Fees unless exempt under the Students Funds Trust Deposit Exemption Rules 2016 are paid to the Public Trust under the Student Fee Protection Rules 2013. These Rules are made under Section 253 of the Education Act 1989.

PROCEDURE

It is stated in all documents, on the website and in any brochures that the upfront cost of the programme is \$1995.00 (incl which is held by the Public Trust under a Fee Protection Scheme).

NOTE: GST is included in this price.

The fee includes all the material supplied by TAFE College. It contains all the required information to complete the Programme.

The fees are paid into the Public Trust Fee Protection Scheme

- The Fees cover the 30 weeks of the Programme
- The student is required to sign the Fee Protection Acknowledgement Form
- Signing the Acknowledgement form means you are signing a payment schedule with TAFE College.
- The signed form is then emailed to Public Trust – Fee Protection
- Payment can be made by Direct Credit or Credit Card.
- Credit card transactions incur a 2% surcharge.
- The fee includes all the resources required to complete the programme.
- Once Public Trust send us a Receipt acknowledging payment of Fees this will be forwarded to you with TAFE College's GST details.

Your start date for the Real Estate programme starts once the Public Trust have confirmed they have received the fees.

If fees are not paid by the end of 1 month after the Enrolment date, then students will be withdrawn from the Programme.



10. DISCLOSURE INFORMATION ON WITHDRAWALS & REFUNDS FROM THE NZ CERTIFICATE IN REAL ESTATE LEVEL 4 PROGRAMME

To withdraw from the programme, you must advise TAFE College (NZ) Ltd in writing and the withdrawal date will be the date we receive this.

Refunds

Domestic Students are entitled to a refund if they withdraw from the programme as per Section 235 of the Education Act 1989 and if:

- The Course is of 3month duration or more
- The withdrawal occurs up to the end of the 8th day after receiving your Welcome Letter and Portal access.

The Private Training Establishment (PTE) will refund amount equal to the sum of the amount paid lessor a deduction of the lessor of 10% of the fees paid or \$500

Refunds are **not** processed automatically. To request your refund, email info@tafe.ac.nz Include:

- Student ID
- Valid Bank Account number
- A copy of your Passport for proof of signature

Cancellation of Training

TAFE College (NZ) Ltd reserves the right to cancel training due to insufficient demand, unavailability of suitable training staff or facilities or similar major problems. If you are enrolled on the cancelled programme, you will be offered alternative training dates or a full refund.

For more information on Student protection in the event of receivership or liquidation go to: <http://www.publictrust.co.nz/fee-protect/information-for-students>

Also, the NZQA website for more information – www.nzqa.govt.nz.

Credit Transfer: All programmes offered by TAFE College (NZ) Ltd are based on unit standards and New Zealand certificates. As you progress through the programme you gain credit for each unit standard you complete. Should TAFE College (NZ) Ltd fold, you will have a current record of learning from NZQA listing the units for which you have achieved credits. Other providers offering similar framework-based programmes are obliged to recognise this record of learning and therefore, you can continue your training with a new provider.



Disclosure of Information of Fee Refunds if TAFE College NZ Ltd ceases to operate as a PTE

POLICY

In the event of TAFE College closing or ceasing to operate as a PTE, the Public Trust Fee Protection Scheme allows for refunds or outstanding fee balances to be paid to Students.

For Domestic Students refunds will be paid if TAFE College:

- Ceases to provide this programme as contracted with a student, whether by its own accord or as required by an education quality assurance agency
- Ceases to be a provider

Prior to commencement - If the programme is cancelled prior to you commencing the programme, then you will receive a full refund from the Public Trust

After commencement - If the programme is cancelled after you have started the programme you will receive from the Public Trust the balance of your funds held by the Public Trust.



11. STUDENT PROGRAMME AND MATERIALS

There are 3 Modules in the programme:

Module 1 is made up of 5-unit standards

Module 2 is made up of have 4-unit standards

Module 3 is made up of have 4-unit standards

All programme material and resources will only be supplied in English.

Each Unit Standard has its own Learner Assessment, a Learner Guide and TAFE College provides additional resources. These include video tutorials, templates, power points REINZ best practice guides, the REAA Guides, a copy of the REAA Act and industry newsletters.

You must complete each individual assessment includes information on the evidence you need to provide.

The assessments are “open book” and all the information required to answer the questions is in the Learner Guide or referenced. Please be aware, that you must not copy directly from the book, (see plagiarism). You need to express answers in your own words and include original examples (actual or hypothetical) as required.

Programme Orientation

All Students must complete an Orientation in person, via ZOOM or phone.

Topics explained include:

- College Workstations
- Access Hours
- Sign in Book
- Portal and Resources
- Computer Access and Policy
- How to submit Assessments
- Corrections process

This is explained in more detail later in the Student Handbook.

TAFE College’s material and all required information to complete the programme is in the Portal. TAFE College tutors will be your Manager /Workplace Assessor for this Programme.

Programme Tutorials/Additional Support

Weekly Tutorials are held in the evenings for working students. Our video clips give an overview the purpose of the Assessment and can be downloaded and watched anywhere. There are sample forms, notes and power point presentations that will also provide clarity on topics to help you achieve the learning outcomes of the programme.

12. PLAGIARISM

Plagiarism is misrepresenting somebody else's intellectual work, ideas, information, writing, and thinking - as your own. In other words, it is a misuse of source material, whether intentional or unintentional which includes copying directly from any learning resource or submitting someone else's work without acknowledging the original source through accurate referencing.

Students will be required to confirm assessment work submitted is their own and has been answered in their own words.

Plagiarism is a serious violation of Academic Integrity and will be regarded as a disciplinary issue and will lead to your assessment being invalid and the possibility of withdrawal from the programme.

13. COMPUTER HARDWARE AND SOFTWARE GUIDELINES

Necessary computer skills:

To participate in the programme there are some computer skills that are necessary before you begin:

- General knowledge of keyboarding
- Familiarity with Microsoft Word
- Ability to save and find files on your computer's directories
- Ability to send & receive emails with attachments

Assessments are completed in Microsoft Word and emailed directly to your tutor so students will require access to a computer device with reliable internet access. You will need to be able to use a keyboard, save/find files, and send/ receive email.

You will be given a login and password to access the Tafe website portal where all the material for the programme sits. The assessments are in Microsoft Word so once you have downloaded them, save them to your desktop and then type your answers directly into the document. You will also need to be able to view the videos and power points that support the different topics.

Remember to save frequently.

If you have any problems, please phone, or email us. Send all your completed assessments **one at a time to** your tutor via email, they will then email through any corrections or results to you. If posting, please make sure you take a copy of your assessments first.



14. WHAT IS BLENDED LEARNING?

TAFE College has provided blended learning 1999. Blended learning is self-directed learning without a classroom but is combined with support, videos, articles, zoom tutorials, power point presentations and personalised tutor support. Students can learn at their own pace and from anywhere and support can be delivered to a student who studies “remotely”, via ZOOM, emails, or phone calls. Any interviews or roleplays will be conducted in realistic situations over the phone, in person or via ZOOM.

Enrolling with TAFE and participating in this fully accredited programme allows you flexibility to fit your study around work, family, sport, and community activities.

15. BEFORE STARTING YOUR FIRST ASSESSMENT

Read the Learner Guide first and then the assessment so that you understand what you must do.

For each assessment you must complete the Pre-Assessment Statement to confirm that this is all your own work.

1. Complete your assessment, the front page and sign the front cover of the assessment or complete the declaration pages in the portal. This is declaring that all the evidence submitted is your own work and you have not plagiarised and material.
2. Attach all files to the email submission of your assessment and make sure you have included **Your Name_ Tafe number Phone number and email address.**

16. SUBMITTING ASSESSMENTS

NOTE: You will have 10 weeks for each module

Firstly, make sure you have signed and completed the front page headed up “Learner to complete after assessment”

All Assessments are typed and emailed to assessments@tafe.ac.nz. where they will be marked by TAFE College tutors. Once you have received your corrections from your 1st submission, please reply to the same email thread with your corrected assessment.

You must submit Assessments one at a time. Our aim is to mark your assessments within 5 working days and once marked you will receive your work back stating “Achieved” or an email with a marking sheet attached that includes feedback that will give you guidance to help with your corrections.



We mark your assessments online so please make any corrections to your original assessment and resubmit by replying to your tutor's email. All corrections must be completed within 10 days of being returned to you. You have 3 attempts to complete the assessments successfully. Refer to our **Students at Risk** policy that outlines the process for students who fail to submit assessments on time or are in danger of not completing the programme on time. Effective and appropriate policies and procedures enable students to appeal assessment outcomes.

17. WORKPLACE DOCUMENTS

Any workplace documents that you submit as evidence must be clearly labelled with your name, the unit standard number and the task number that it relates to. You must make it clear on the document where each part of evidence is found so the assessor can go straight to the right part, without reading the whole document.

Confidential information should be 'blacked out' to protect the privacy and confidentiality of the people and organisations referred to in the documents.

18. PRACTICAL/Roleplay ELEMENTS

In Module 3 there are two telephone interviews and a Face-to-Face roleplay that must be completed in person or via Skype/ZOOM.

- Unit Standard 23140 has a phone call in which you present a property to a prospective customer.
- Unit Standard 26148 has a phone call where you must uncover the reasons and motivations for selling a property.
- Unit Standard 23137 has a roleplay where you complete the writing up of a Sale & Purchase Agreement. The 23137 videos in the portal shows you exactly what your final Assessment roleplay will be like. The 23137 Learner Guide and Marking Sheet can be used as a checklist for you to practise against, so you are familiar with the roleplay component beforehand.

These assessments draw on all the knowledge learnt throughout the programme and give you an opportunity to practice real estate work in a realistic environment.

Once you have completed the assessments and are ready for the role play you need to email assessments@tafe.ac.nz. to request a time. You will then be sent a Calendar invite. The Roleplay will only take place once all written work has been achieved.



19. ACHIEVING COMPETENCY

There are four main types of assessment used to assess competence of the unit standards within this qualification.

Questions - for you to demonstrate knowledge of the subject or process

Roleplays and Interviews – for the observer to watch or interact with you undertaking specific tasks to prove that you are competent in a particular activity.

Questions about the observation activities – to support the observation activities and to prove that you understand the processes or explain what you did and why you did it.

Workplace documents – These are documents that you have created or completed and must be attached to the assessment when required.

It is your responsibility to provide all the specified work-place documents or evidence you need.

The evidence that you collect must show that you have complied with:

- the policies, procedures and requirements of the organisations involved
- the standards of relevant professional bodies, and their code of ethics
- any relevant legislation or regulations.

Learner's learning outcomes are accurately, effectively, and fairly assessed against the performance criteria required. Assessments are marked Achieved or Not Achieved. Students need to resubmit assessments which are marked Not Achieved.

Remember when you gather any evidence make sure it is:

Valid – It must relate to the unit standard you are being tested for

Direct – It must be or must represent a real situation that you would come across in your day-to-day workplace

Authentic – It must be your own work

Sufficient – It must prove that you can perform the task at the stated level all the time

After the assessment has been marked

After your work has been assessed (marked), your assessor will inform you if you have met the assessment criteria.

If the assessment criteria **has been met**, your assessor will inform you via email that you have “Achieved” competency for this Unit Standard.

If the assessments criteria **has not been met**, your assessor will inform you of where you need to provide further evidence to meet competency.



Competency in a unit standard is achieved:

- When all the answers and observations in the assessment are completed
- When all the required workplace documents are provided
- When the work meets all the required criteria.

20. STUDENT FEEDBACK/EVALUATION

Students are encouraged to give feedback throughout the programme, so issues can be immediately addressed. This two-way communication process supports a friendly open dialogue between students and Tutor.

During your programme you will receive a minimum of three questionnaires to complete and return to us.

- The month following your enrolment
- On completion of the Programme - "Programme Evaluation Form".
- Two months after completing the Programme.

Re-Assessment Policy

Students are required to meet all the performance criteria to achieve credit for each component or unit standard. Should a student not meet all the criteria, they shall be given opportunities to re-sit part or all of the assessment. The student need only re-sit the element or performance criteria not achieved.

You have 3 opportunities to achieve competency. Once the initial Assessment has been returned for rework then the next submission is considered the second submission. Before the third and final re-submission students should contact their Tutor for guidance and support to ensure you achieve competency.

At the discretion of the tutor, students may have the opportunity to do verbal corrections if only minor errors or omissions have been made. When appropriate and at the discretion of the tutor, students may be asked to provide supplemental verbal questions if written English proves to be a barrier.



21. REPORTING OF CREDITS TO NZQA

The programme offered by TAFE College (NZ) Ltd has 3 Modules made up of unit standards. Once you are competent in an Assessment and it is marked “Achieved”, it will be returned via email to you, recorded on the student file, entered into ENROL_pro and then TAFE will upload the achieved unit standard credits into the NZQA website for registration on your Record of Learning.

22. RECOGNITION OF PRIOR LEARNING

TAFE College acknowledges and supports students’ right to gain credit for existing NZQA credits gained at another recognised institution. Students who have already passed courses/units, from either TAFE College (NZ) Ltd or another educational provider where they think they may be exempt from some of the units in this course. They will need to provide evidence and attach it to an email with their full name and date of birth so we can verify this in NZQA. This may reduce the course fee.

Cross crediting

TAFE College respect existing credit transfers (cross crediting) arrangements in accordance with the latest NZQA provisions of Procedures for Recognition of Academic Credit. You must apply to TAFE College in writing stating your full name and date of birth for credit transfers to be considered.

There are no credit transfers available for this programme.

23. MODERATION OF ASSESSMENTS

All Assessments are subject to internal and external moderation to ensure that our assessment process is fair, valid, and reliable. TAFE College is committed to making sure judgements are appropriate and the quality and consistency of our marking meets the evidence required of each unit standard.



24. IMPAIRED PERFORMANCE.

Communication is very important and if you have a genuine reason or due to impaired performance like illness or bereavement that is stopping you from completing your Assessments then you need to email the College and your Tutor so they can be supportive and understanding.

For students who in exceptional circumstances cannot complete the programme before the end of the 30 weeks then a 3-month extension may be approved at the discretion of the Tutor and TAFE College. The cost for this is 12% of your original fee and will cover on going Tutor support and guidance to assist you to complete the programme.

25. STUDENT SUPPORT GUIDANCE AND WELFARE

Our tutors are all real estate professionals with real estate licences and many years' experiences. Just because you're learning from home doesn't mean you won't be supported every step of the way. We care about our students, and we want them to succeed.

A Tutor will be freely available on weekdays between 9am and 3.30pm and as a TAFE student you'll be able to contact them by phone, email, ZOOM or you can make an appointment for 1 to 1 assistance.

Students in the greater Auckland area also have the option of working at the College during the week. One hour ZOOM sessions will be held on Tuesday and Thursday evenings at 6pm. Each Monday you will receive an email telling you about the Topic for the ZOOM class and other important news.

Student to Tutor ratios shall be maintained at a level that provides for adequate support and guidance to all students. This will be constantly reviewed to ensure the ratios for all students shall be a maximum of 60:1 active student.

Student At Risk Policy

Your tutor follows your progress and students will receive accurate and timely feedback on programme progress.

Students failing to make adequate progress to complete the programme in the 30 weeks will be identified through our learning management system and contacted and offered support and guidance on how to get back on track.

After having received monthly reminders and progress reports, if you fail to complete a module in the prescribed time you may be asked to withdraw from the course or provide evidence of special circumstance e.g. A Doctor's Certificate.



It will not be acceptable to say to your tutor that you did not have time to complete the assessment.

Personal support & welfare

Staff shall be available during office hours for students' guidance and support. Students are encouraged to discuss in confidence any problems that they have or situations that may have arisen that is impacting on their ability to progress through the programme.

If there is a need for support and this falls outside the expertise of the Tutor, you will be directed to other sources of support including that of outside agencies which provide both specialised and general counselling and support. Our college has information on counselling services available in the area.

Details of requests for support and guidance (which fall outside the normal support that a tutor can provide) will be recorded by the Tutor and shall be available confidentially to Management.

PANDEMIC

We will email all students to inform them if circumstances at the College change. The Tutors will continue to work from home and will be available for support and guidance if access to the College is limited or restricted.

Our Pandemic Plan can be found in the Portal

26. UPDATE MY DETAILS

All Students have a responsibility to inform TAFE College Student Coordinator of any changes to their circumstances or details. These include but are not limited to contact details and changes in residency status. There is an Update my Details Form in the Portal.



27. COMPUTER & WI-FI POLICY

TAFE College has computers set up for students to use at the College or you can bring in your own. This service is a free public service provided access by us for the duration of the programme.

Acceptable Use of the Internet Service

Internet includes the Internet, and any intranet provided by TAFE College NZ Ltd and shared computer storage.

The TAFE College NZ Ltd supports the free flow of information and ideas over the Internet. Your access to the Service is conditioned on legal and appropriate use of the Service. Your use of the service and any activities conducted online through the Service shall not violate any applicable law or regulation or the rights of the TAFE College NZ Ltd, or any third party.

Access to this service is completely at the discretion of TAFE College NZ Ltd, and your access to the Service may be blocked, suspended, or terminated at any time for any reason including, but not limited to, violation of this Policy, actions that may lead to liability for the TAFE College NZ Ltd or its owners, disruption of access to other Users or networks, and violation of applicable laws or regulations.

The TAFE College NZ Ltd may revise this Policy at any time. You must accept this Policy each time you use the Service. It is your responsibility to review it for any changes each time.

The full policy is available on our website.



28. STUDENT PRIVACY POLICY

TAFE College (NZ) Ltd assures the confidentiality of educational Records and will comply with legislative reporting and recordkeeping requirements in accordance with NZQA requirements and as otherwise permitted by the Privacy Act 1993.

TAFE College NZ has a comprehensive Privacy Policy in the Portal

PERSONAL INFORMATION

Your personal information collected by us, or on our behalf, throughout your enrolment as a student at TAFE College NZ Ltd is collected for the primary purpose of providing you with the programme/s of study for which you are enrolled.

Other purposes of collection include:

- Corresponding with you.
- Attending to day-to-day administrative matters.
- Informing you about your programme assessments, progress, and any relevant events.
- Informing you about opportunities to engage with your tutor
- Facilitating appropriate assistance, support programmes and integrated learning activities such as student-to- tutor learning
- Surveys for the purpose of seeking your feedback in relation to benchmarking, analyses, quality assurance and planning activities.

The information collected may be disclosed to:

- Government departments such as the Ministry of Education, Immigration, Inland Revenue Department and the Department of Work and Income
- External organisations such as stakeholders to verify your level of readiness for the workplace.
- Other tertiary institutions that you transfer to or from.

You have a right to access your personal information or enquire about the handling of your personal information, subject to any exceptions in the Privacy Act 1993. If you require access to your personal information, then please contact the Privacy Officer by email at **info@tafe.ac.nz**.

This privacy statement applies to personal information collected by any method (including hardcopy, electronic or verbal means).



29. TAFE COLLEGE STUDENT RULES

Our Expectations

Students are expected to behave professionally, friendly, courteous, and sensitive towards others, have a positive outlook, and interact with others in all situations.

Students have the right to participate in a free exchange of ideas while following these guidelines.

- Respect for other students when you come into the College.
- Arrive on time for any appointments with a Tutor
- Positive attitude and professional manner when at the College
- Maintaining a respectful relationship with all fellow students and staff
- Taking constructive feedback on board

Disciplinary procedures will occur for inappropriate behaviour.

Unacceptable Behaviour may include but not limited to:

- Not showing up for appointments or re-sits.
- Poor attitude
- Demonstrating a lack of respect for staff or fellow student
- Inappropriate behaviour
- Unacceptable language

Discussions will be held with you and the Tutor to resolve this. Notes on this discussion will go on your file. If the behaviour continues, it could affect your eligibility to complete the programme.

In this case you would have a meeting with the College Manager to discuss whether you want to and are able to continue with the Programme.

You will be given the opportunity to bring along a support person to this meeting. Further occurrences of the concerning behaviour may result in another meeting where a final warning or expulsion may occur.

Major / Expulsion Behaviour

The following behaviours will be viewed seriously and may result in instant expulsion or in the circumstances where management does not consider that expulsion is appropriate, a final warning will be issued even if no other warnings have been issued previously.



Regardless of the decided outcome, a meeting with the TAFE College Manager and your support person will be arranged. In the interim, you may be asked to stay away from the College. If expulsion is the outcome, you will be given this in writing as well as a copy of your final academic record of learning to date.

The behaviours listed are examples only and the list is not intended to be exhaustive:

- Harassment of a staff member or another student
- Plagiarism or cheating of any description
- Theft
- Wilful abuse of or damage to college property
- Bringing the college into disrepute or behaviour that has the potential to damage its reputation
- Assault or abusive behaviour towards other students or staff
- Inappropriate or offensive sexual behaviour or sexual misconduct
- Drunkenness, being under the influence of or in the possession of, or misuse of illegal drugs



30. COMPLAINTS PROCEDURE AND APPEALS PROCESS

TAFE is committed to provide a high-quality service to our students from enrolment to completion. We welcome any feedback so we can improve our services and ensure all students have a positive experience while in our care. If something goes wrong or you are dissatisfied with the support our college is providing, please tell us – you are free to raise matters of concern without risk of any disadvantage.

Complaints can be made in person, by phone, email or in writing.

Steps:

1. It is easier for us to resolve complaints if you raise them as soon as you become aware of the issue, and directly to the person concerned. Please talk to your tutor or any other staff member about what you are complaining about so that we can try to resolve any issues on the spot.
2. We aim to resolve complaints quickly. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem. Where possible, you should raise your concerns with the relevant staff member.
3. We will give you our decision within 5 working days unless there are exceptional circumstances. If you are not satisfied with our response at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to next stage of the complaint procedure.
4. Your complaint will be forwarded to the Director for further investigation. A meeting with the Director and the other party in concern will be set up within the 14 days after receiving the original complaint for further discussion. At this point you will be asked to have an independent support person with you when you meet with the Director. If agreement is reached, you will be provided with the notes taken and you will be asked to sign the notes. A copy of the agreement will be given to you for your record. In even of not being able to resolve the problem you can then go to the next step of the process.
5. If your concerns are not resolved TAFE College NZ, you can contact NZQA. <http://www.nzqa.govt.nz/about-us/make-a-complaint>.
6. A copy of a file note describing the issue/concern and the outcome will be kept in student folder. The Manager must communicate to the Director the nature of all complaints and outcomes that are received in writing.
7. The Director will review all complaints to identify areas of improvement in annual programme reviews carried out by Management Team.

Ngairé Johns (Director) TAFE College.

E-mail: admin@tafe.ac.nz



There are no governing members of TAFE College (NZ) Ltd that have material conflicts of interest.

ASSESSMENT APPEALS

If you think your assessment is unfair, an appeal can be made to your tutor. He or she will check the marking to make sure it is correct and will advise you.

The procedure for appeals is laid down by **TAFE College NZ Ltd**.

- The first step is to try to come to an agreement with the assessor.
- If no mutual agreement is reached, you can make a formal appeal to TAFE College. Use the assessment appeals form on the TAFE College website. The appeal must be lodged within 14 days of receiving the assessment decision.
- TAFE College Director will complete the review of your appeal within three weeks of the date they receive it.

If satisfaction is not reached, the case shall be referred to the relevant Internal Moderator. Should a satisfactory resolution not be reached you will be referred to TAFE College or NZQA where they can make a formal complaint.

<http://www.nzqa.govt.nz/about-us/make-a-complaint>.

NZQA prefers complaints to be in writing and stated as specifically as possible – what the problem is and what they have already done to obtain resolution - and any copies of relevant documents provided. If students need advice about lodging complaints, they can check on the website_

Record of any appeal and outcome will be kept on file.



31 UNIT STANDARD ASSESSMENT EXPLANATION

Unit standards, differ to the more traditional way of tests and assessments, they focus on applying theory to the every-day working environment.

Unit standards are broken up into:

Outcomes – what you are required to do overall

Performance Criteria (PCs) – detail on what is expected as proof

Range statements – what you need to show or do, as well as examples that you can use as evidence

Explanatory notes – important information relating to the assessment that you and the assessor need to know, e.g.

Definitions, References, and special information relating to the unit standard

You may read the **Unit Standard purpose** at the beginning of each assessment. If you wish to get more information on what you are being assessed against, there are copies of unit standards available from the NZQA website <http://www.nzqa.govt.nz/>

The Tutor marks your answer against this performance criteria, which could be key words, important information referenced to Acts and Rules.

HOW TO ANSWER ASSESSMENT QUESTIONS

In your assessments, some questions have only one correct answer and this will be the same as in the Learner Guide.

Describe:	Explain, talk about it, define, give attributes, illustrate
Explain:	Describe, tell why, solve, give reasons, give details, talk about it, show in writing, interpret, justify, discuss
Analyse:	Evaluate, examine, take apart, break it down, look at closely, investigate

NOTE: You will see the blue squares in the assessment material, these will be relevant Sections (or parts of Sections) of Acts and The CODE of Conduct Rules.



32. ANSWERING QUESTIONS

Example 1

Q. How long is the cool off period for Real Estate Contracts?

A. 5pm next working day ✓

Some questions will ask you to ‘**describe**’, ‘**explain**’ and ‘**analyse**’. These words imply that your answer must be detailed.

What do they really mean?

When you are answering a question that contains the word, describe, explain, or analyse your answer needs to be detailed to show the assessor that you have understood the information. You must **write your answers in your own words** with examples wherever possible.

Example 2

Explain one element that makes a contract a valid contract.

Answer 1

Consideration

Answer 2

There must be a **consideration** (some value given or foregone), e.g., the price to be paid for the house—\$400,000. Exception is deed of gift. *(To be found on page 5 of the Trainee Guide)*

Answer 3

There are six elements that make a contract a valid contract. One of them is **Consideration**. Consideration is the promised value that must be paid when something is being purchased.

For example, A agrees to pay \$300,000 to B in return for B’s house.

Consideration could also be a promise not to act in a particular manner.

For example, M agrees to pay N, his neighbour a sum of \$500, not to paint his house any colour other than white.

Feedback:

Answer 1 is clearly inadequate.

It does not ‘explain’ the element. It therefore does not demonstrate your understanding of the topic.

Answer 2 is plagiarism.

It is a direct copy of the material in the Trainee Guide. This is not allowed.

Answer 3 is detailed. ✓

A clear understanding of the topic has been demonstrated.



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