

DairyTraining

Dairynz

Student Handbook

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Introduction

Dairy Training warmly welcomes you to this micro-credential course.

Dairy Training believes that education and training of farmers in the dairy industry is crucial to the on-going success of the industry and for people to get the most from their dairy business and career. Our micro-credentials have been specifically designed for people involved in the dairy industry. Dairy Training wants this learning to work for you, and we believe that learning should be relevant, interesting, enjoyable, even fun!

Please read over this booklet to help you to understand how micro-credentials fit into vocational training and become familiar with Dairy Training's policies and processes. Feel free to talk to Dairy Training at any time if you have any questions or concerns.

Micro-credential benefits

Dairy Training micro-credentials are intended to support and enable people already in the dairy industry who wish to build their knowledge and capability to enhance their long-term dairy farming business success.

Enrolment and Course Guidelines

To make sure your enrolment goes smoothly please check you are following this process.

1. Complete the online enrolment form. You will need to upload a photo or digital copy of suitable identification (passport, or birth certificate) if you have not studied with us before.
2. Pay the fees (if any) or if you have a third party (such as an employer) paying the fees, supply an order number to Dairy Training or get the third party to fill out the 'Third Party Fee Payment' form, and forward to Dairy Training.
3. Attend the first class.
4. Keep attending!

Entry criteria

Entry into any Dairy Training micro-credentials will be in accordance with the Dairy Training Course Entry Policy and Procedures. The criteria vary according to the course level, with the requirements for age, experience, English and Maths competency, English language proficiency, and access to farm records and information outlined in the course enrolment forms. All applications are reviewed by Dairy Training staff.

Withdrawal

Dairy Training understands that student circumstances can unexpectedly change. If you enrol and then think you won't be able to attend, make sure you talk to a Dairy Training staff member as soon as you can to see if we can help in any way and to try and avoid any financial penalties. Following are important rules around fees (if any) to be aware of.

- Students considering withdrawing need to notify the tutor or Dairy Training and discuss the reasons and implications, preferably prior to the commencement of the first class.

- To withdraw you need to email admin@dairytraining.co.nz providing the name and location of the course you were enrolled in, and your reason for withdrawing.
 - If you enrol in the course but do not complete the required assessment, and do not withdraw before the 10% point, this may affect your ability to re-enrol, or to enrol in subsequent Dairy Training courses
- If fees have been paid:
- Students withdrawing prior to the commencement of the course will be entitled to a full refund minus the administration fee.
 - Students withdrawing within the 10% period will be entitled to a refund of the fees paid minus the administration fee.
 - Students withdrawing after the 10% period will not be entitled to any refunds.

Attendance

As with any course, if you don't attend it is difficult to succeed!

We will supply a list of class days, and other key dates we want you to be aware of. We encourage you to put these in your diary and to attend all classes and activities.

Of course, learning is not just carried out in the class and part of this micro-credential requires you to carry out learning on farm or in your own time. A significant component of this learning is business oriented and closely linked to what happens on farm.

We will supply you with a learning plan and again it is important to make the effort to keep on track. Your tutor will be very happy to discuss any aspects of your attendance and progress.

Class start times are normally 10.00 am and finish time is 3:00 pm. This may alter for different classes; your tutor will let you know ahead of time if this is the case. Please be punctual to the class and stay for the duration of the class.

Between class contact with tutor

Learners are encouraged to take the opportunity to engage with their tutor between classes for guidance, help and support in completing the course requirements. Contact can be by text, phone calls, email, online meetings, face-to-face meetings. Tutor contact details are available at the bottom of the timetable.

Learner Mentor

We also offer a learner mentor to provide a connection point and support for ākonga/learners enrolled in our courses. Contact our learner mentor if you want to discuss aspects of your course that are not directly related to course assessments. This might include discussing:

- Learning differences, literacy and numeracy support requirements
- Health, wellbeing and safety
- Course resources/material
- Due dates
- Tutor
- Classmates

Confidentiality

Some of the business information that is discussed in class may be of a sensitive nature to the person sharing the information. It is important that you understand that you are under no

obligation to share information in class unless you choose to do so. It is also important for all class members to respect the confidentiality of any business information shared.

Assessments

Assessments are an important part of learning and understanding where learners are at. For this micro-credential you will be completing a range of assessments tasks based around freshwater management. Your tutor will give you details of these on the first-class day. Copies of all assessments will be retained by Dairy Training for moderation purposes.

Please note any due dates. Any assessments received after the final submission due date will not be marked. Assessment results will be available within 15 working days from the date of submission. You will be required to sign a declaration that any assessment is your own work.

All assessments are competency based this means you will be given one of the following grades.

Grade value	Code
Competent (Pass)	C
Not Yet Competent (attempted assessments)	NYC
Did Not Complete (did not attempt assessments)	DNC
Withdrawn and did not complete	W

Reassessment

Opportunity for reassessment is available for any assessment if you have made a reasonable attempt first time. Students may have one reassessment opportunity per assessment. Any reassessment after this will be at the discretion of Dairy Training. Please discuss this with your tutor in the first instance.

Assessment in te reo Māori

You are welcome to complete assessments in te reo Māori. If you are considering this, please contact your tutor prior to the assessment occurring.

Recognition of prior learning

Recognition of prior learning (RPL) is not available for any of our micro-credentials.

Academic misconduct

We encourage all students to always act with integrity and professionalism. All assessments you submit must be your own work. Dairy Training will not accept any assessment that a student has done any of the following with;

- Cheated
- Copied others work

- Plagiarised (plagiarism is using other people's work or information and not referencing that it is their work)
- Altered grades
- Any dishonest practice.

Additionally, you must not knowingly assist other students to cheat in any manner.

Assessment appeals

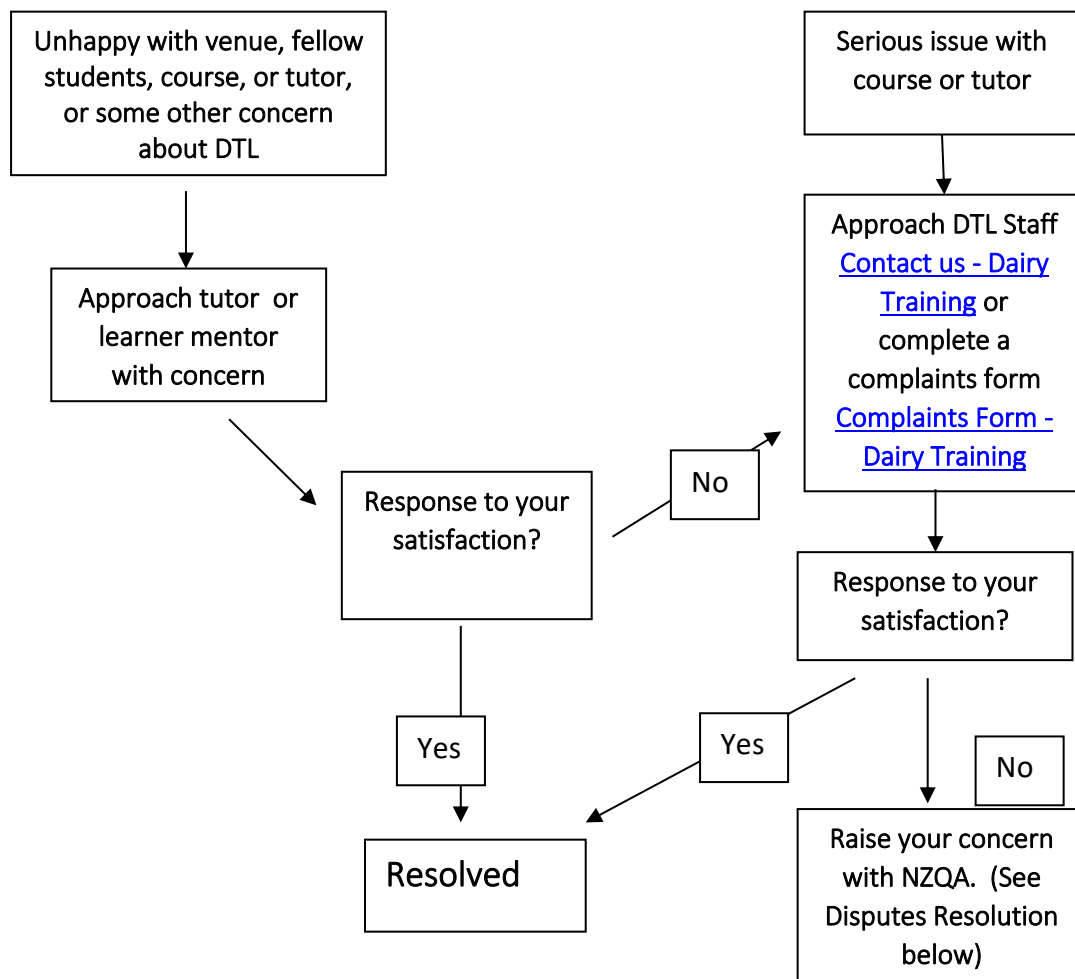
For all Dairy Training owned programmes, training schemes and micro-credentials, you have the right to appeal assessment results and should follow the guidelines below. If you you're your grade is incorrect, you need to;

- 1) Discuss results with your tutor within two weeks of receiving your grade. One reassessment opportunity for each assessment may be offered (provided no academic misconduct has occurred).
- 2) If still unhappy with results, you should meet with the Dairy Training Operations Manager within three weeks of receiving your results.
- 3) Any appeals beyond the time frames given will be at the discretion of the Dairy Training Academic Board.

Complaints

If you are not satisfied with your programme and/or feel you have not been treated fairly, or if you have some other concern relevant to Dairy Training Ltd, please follow the process below:

During the process, students are entitled to have a support person



During the complaints process the student can be sure:

- Of confidentiality during the process and beyond
- The process will be handled in a timely manner
- You will be treated with courtesy and respect at all times during the process
- You will be kept informed at all times during the process
- You will be given every opportunity to express your point of view

You also have a responsibility to:

- Ensure any complaint is valid
- Provide full and accurate information
- Respect others involved
- Respect confidentiality

Disputes Resolution

If you are not satisfied by the outcome of our complaints process, you may be able to raise your concern externally. The New Zealand Qualifications Authority website provides useful information about avenues available to you: [Concerns about education providers - NZQA](#)

Student Support

Should you need individual help with your studies, your tutor will be available for up to 30 minutes prior to and after class. You are encouraged to take this opportunity to discuss any concerns you have regarding the course.

Your tutor's contact details are provided at the base of the course timetable.

Change of details

Dairy Training is committed to supporting you in your learning and need to keep in touch with you. One way you can help this happen is to let us know as soon as possible if your contact details (phone, email, address) changes. Please refer to page 11 for who to contact.

Special Assistance

If you suffer a disability which prevents you from completing assessments (including difficulty with reading or writing), we may be able to offer special assistance. Please notify your tutor within **one** week of the course commencing.

Reading, Writing and Math Skills

Dairy Training tutors utilise a variety of teaching strategies and exercises to strengthen your current skills in literacy and numeracy. If you need more help in this area, check out the options below:

- Do you struggle with completing assessment work? Rural Youth and Adult Literacy Trust (RYALT) provide coaches who can help with reading and writing. This service is free to people in rural areas and can be done by phone or zoom. Phone 0800 891 339 to access this service or talk to your tutor about it.
- Links to other literacy and numeracy resources can be found on the Literacy Aotearoa website: [Literacy Aotearoa](#)

Health, Safety, and Wellbeing

Dairy Training is committed to making sure the student learning and work environment is safe and healthy. A condensed version of our Health, Safety and Wellbeing Plan is available on the DTL website under publications. Whilst management is committed to keeping learners safe and well, you also need to participate and need to know the following points:

Your Health and Responsibilities

Always be responsible! Report any accidents, close calls, or unsafe conditions to your tutor immediately. It is important that you follow instructions, work procedures, wear protective equipment, as instructed by your tutor.

Cultural, Spiritual, and Community Support for Learners

For dairy farmers in New Zealand who are completing part-time vocational training, a variety of cultural, spiritual, and community supports are available. These supports can be better understood using the Te Whare Tapa Whā model of health, which is a Māori holistic

framework created by Sir Mason Durie. This model consists of four pillars, which represent different aspects of well-being:

1. Taha Tinana (Physical Well-being)

- Physical support for dairy farmers in training:
 - Farmers in training may face physical challenges through the demands of dairy farming with long hours. The following businesses offer ideas on how to stay physically well to cope with the demands of farming.
 - Farmstrong: A nationwide initiative that promotes farmer wellness including being fit to farm. See [Farm fit - Farmstrong - Live Well Farm Well](#) for ideas on injecting physical movement into your working day to prevent health issues and to get “match-fit” for annual events such as calving.
 - DairyNZ: Provides information on farmer wellbeing. See [Farmer wellbeing | DairyNZ](#)

2. Taha Wairua (Spiritual Well-being)

- Spiritual support in training and farming:
 - For dairy farmers, the connection to the land (whenua) is often deeply spiritual, particularly for Māori farmers. Support can come from:
 - Māori land trusts and incorporations: These groups help dairy farmers connect with their land, understand their cultural heritage, and maintain spiritual health.
 - Chaplaincy services: Some rural regions have chaplains who visit farms to provide spiritual guidance and support during tough times. Contact Colin Miller email: farmerschaplain@ruralnews.co.nz
 - Ākonga/Learners are welcome to lead karakia to start and end classes.

3. Taha Whānau (Family and Community Well-being)

- Community and family support:
 - Dairy farming in New Zealand is highly community-oriented, and part-time vocational training often requires strong family and community support. Support structures include:
 - Whānau support: Extended family play an integral role in assisting farmers with managing both farm responsibilities and study. Whānau often offer practical and emotional support.
 - Rural communities and local networks: Ask around for local groups or networks that offer mutual support, advice, and a sense of belonging during training.

- Farmers' social clubs: Such as [NZ Young Farmers](#). Many regions have dairy farmers' groups or clubs that regularly meet for social events and discussion. These provide an opportunity for farmers to connect, de-stress, and share advice, which is crucial when balancing study and farm duties.
- Rural Youth and Adult Literacy Trust (RYALT): Volunteers provide free literacy support for rural youth and adult learners. [Rural Youth and Adult Literacy Trust – Free reading & writing lessons for isolated/rural adults and teenagers](#)
- Literacy Aotearoa: Links to literacy and numeracy resources can be found on the Literacy Aotearoa website: [Literacy Aotearoa](#)
- Federated Farmers: Offering advocacy and support to members. [Home \(fedfarm.org.nz\)](#)

4. Taha Hinengaro (Mental and Emotional Well-being)

- Emotional and mental support for dairy farmers:
 - Dairy farming is a demanding job, and the added stress of vocational training can impact mental well-being. Support services include:
 - Counselling and mental health services: Organizations like the Rural Support Trust [Rural Support Trust New Zealand > Help & Support > Health & Wellbeing \(rural-support.org.nz\)](#) offer mental health resources, including counselling and peer support services for farmers who are feeling overwhelmed.
 - Farmstrong: A nationwide initiative that promotes mental wellness in farmers through practical tools, resources, and peer support. Their aim is to help farmers live well to farm well. [Home - Farmstrong - Live Well Farm Well](#)
 - Dairy Training Ltd: Over 90% of our courses are delivered in-person which supports te ao Māori concepts of whanaungatanga (relationship, kinship, sense of connection), manaakitanga (hospitality, care and generosity), kotahitanga (unity and oneness) and ako (to both teach and learn).
- Talk to your tutor if you are struggling with your learning, health, safety or general wellbeing. Dairy Training Ltd also offers a learner mentor to offer free guidance and support, helping learners successfully complete their training.
- Māori Mental Health: [Māori Mental Health support services are whānau](#)-centred and enable you to access and choose culturally relevant approaches to support your wellbeing.

Your Learning Environment

If you feel unsafe in your learning environment, make sure you tell someone about it! Tell your tutor or learner mentor immediately or the Dairy Training Ltd Office (0800 467 768).

Procedures for venue and off-site visits will be explained by your tutor.

Behaviour

Dairy Training wants all students and staff to feel safe and to succeed in their study. Dairy Training encourages all students to take responsibility for their actions and actively support a safe learning environment that fosters the learning of all class members. This includes upholding the rights of all students to be respected and accepted in the learning environment regardless of differences including, but not limited to, differences in ethnicity, cultural practices, spirituality, ability, gender and sexual preferences.

While it is highly unlikely the following will occur, it is important to note Dairy Training will not tolerate;

- Bullying, intimidation and threatening behaviour of any form
- Racist or sexist comments
- Abusive language

If you display any of the above behaviour you may be stood down from attendance and an official disciplinary process may be commenced.

Harassment

No student or tutor should be exposed to harassment of any nature. Any such behaviour will not be tolerated by DTL, and issues should be reported to the Dairy Training Manager. Any matters reported will be handled in strict confidence as outlined in the complaints policy. Issues could include, but are not limited to; intimidation, sexual harassment, racial harassment, bullying or any form of verbal/non-verbal abuse (as defined under the Harassment Act (1997)).

Drugs and alcohol

To ensure student safety and maximising of learning opportunities all Dairy Training classes are drug and alcohol free.

- You must not bring to, be under the influence of, or consume alcohol or illicit drugs at any class venue.
- If you are reasonably suspected (by the tutor) of being under the influence of drugs or alcohol you will be stood down from that class.

Smoking

All classrooms are smoke free. Dairy Training also delivers on farms and takes student on fieldtrips and to discussion groups. You need to be aware of and adhere to the smoking policies of all sites.

Student Evaluation of Courses and Programmes

Student surveys of the courses are used to determine the effectiveness of programmes and tutors and to provide feedback on possible areas for Dairy Training Ltd to improve. Evaluations are carried out using an online survey at the end of the course.

Support Staff

Dairy Training has specialist staff available to offer extra support around assessments and learning. The assistance is free. If you have any questions at all or would like more support, simply speak to your tutor who can organise it, or contact Dairy Training directly.

Tutor contact details

Tutor contact details are provided on the timetable.

Other Dairy Training contacts

Laura Littlejohn
Training Coordinator
0800 467 768 or 027 490 1509

Jenny Sinclair
Operations Manager
027 1800 4406

Hamish Hodgson
Head of Dairy Training
07 858 2764 or 027 455 5582

Te Taki Ruarau
Learner/Ākonga Mentor
021 209 3825

Enjoy your study!