



Dairy Training Limited

Policies and Procedures Manual

June 2022

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Assessment Authenticity

Objectives

- To ensure the integrity of the qualification is maintained by establishing the authenticity of completed work.
- Procedures are in place that cater for differing methods of assessment.
- Tutors are better able to identify 'key indicators' that highlight learning issues, and possible fraudulent activity.
- Learners are receiving the full benefit of the qualification in terms of understanding and adapting principles to their own business.
- To uphold the credibility of the assessment process and graduate capability.

Guidelines

Tutors are often able to identify irregularities in work presented to them by trainees by identifying key indicators. Typical indicators include:

- Differing handwriting on completed assessments
- Noticeable changes in the standard of completed work
- Use of advanced terms and ideas not typically used by the student
- Attendance issues
- Inconsistent participation in class activities
- A mismatch between discussions and written work

It is important that any such issues are addressed quickly to ensure integrity is maintained. Staff need to be aware that some of the indicators above may occur for a variety of reasons and not automatically guarantee fraudulent activity has occurred.

1. Open book assessment

Many assessments are open-book assessment tools that the trainee will take home to complete.

- a. Learners sign the completed assessment to verify that the work is their own.
- b. Tutors undertake spontaneous oral assessment or professional conversations with trainees covering relevant areas of knowledge, to clarify understanding is at the appropriate level and depth
- c. At level 5, where possible, assessments are directly related to the learner's own business.

2. Closed book assessment

- a. Visual monitoring by the tutor. A closed book assessment is carried out under the supervision of the tutor.

3. Where partners/spouse are doing the same course or qualification

- a. Tutor informs those parties that oral assessment will occur periodically throughout the course.
- b. Tutor will orally assess individual trainees at any time.
- c. Different case studies are used where possible.

4. Where a reader/writer is used by learner

- a. Oral assessment takes place to ensure full understanding of the concepts and content delivered. In this case oral assessment is required in greater depth than for general assessment validity checking.
- 5. Recognition of current capability (RCC)**
- a. Tutors use professional conversation to reinforce physical evidence.
 - b. Verification of existing skills through attestations from relevant parties.
 - c. Physical evidence is viewed and discussed.

Assessment Grades and Appeals

Grades

Requirements

All DTL owned programmes, training schemes or micro credentials will adhere to the follow grade code unless NZQA requires differing terminology.

Competency based assessments

Grade value	Code
Pass granted for Recognition of Prior Learning	RPL
Competent	C
Not Yet Competent <i>(Attempted assessments)</i>	NYC
Not Yet Competent <i>(Did Not Attempt assessments)</i>	NA
Withdrawn	W
Did not complete	DNC

Appeals

Guidelines

For all DTL owned Programmes, training schemes and micro-credentials, students have the right to appeal assessment results and should follow the guidelines below. If a student feels their grade is incorrect, they need to:

1. Discuss results with their tutor within 2 weeks of receiving their grade. One reassessment opportunity for each assessment may be offered (provided no academic misconduct has occurred).
2. If still unhappy with results meet with the DTL Manager within 3 weeks of them receiving their results.
3. Any appeals beyond the time frames given will be at the discretion of the DTL Academic Board.

Biosecurity Policy

Objectives

- To maintain the health of people, animals and pasture Dairy Training Limited (DTL) is committed to minimising the spread of diseases, weeds and pests via the movement of people, vehicles and animals. DTL needs to be demonstrating good practice, ensuring events run by the company do not result in the introduction/spread of a new disease, weed or pest to the host farm and that students understand the importance of gold standard biosecurity.
- Clean on, clean off. The measures designed are to minimise the risk of someone bringing an unwanted organism to the farm or taking something home with them.

Biosecurity procedure

1. **Pre-event:** Discuss biosecurity needs with the host farmer
 - a. Pests/weeds/diseases they currently have on farm, and any there are concerned about
 - b. Discuss biosecurity, how to minimise contaminant transfer – parking ideally not in a paddock and if so, not in a paddock that has not had stock in for at least seven days
 - c. Minimise number of vehicles coming on
2. **Start of event**
 - a. Park vehicles in an area away from stock access
 - b. Boot clean and disinfection near parking area. Change water if it gets dirty. Dispose of water in an area that animals can't access and that doesn't drain into effluent pond. Fish bin x 2, scrubbing brush, Steri-gene.
 - c. Visitors to arrive with clean clothes/overalls, body. Any biological matter e.g. faeces, urine, saliva can carry disease
 - d. If bringing any equipment onto farm, ensure it is essential and that is clean and disinfected
 - e. Cover biosecurity protocol for the farm in the introduction
3. **End of event**
 - a. Boot clean and disinfect before leaving (clean on, clean off). Follow protocol as above
 - b. Ensure equipment is clean between farms, including:
 - i. Tea/coffee containers, bins holding supplies, urn etc
 - ii. Items that come into contact with ground e.g. white board stand, stool legs etc
 - iii. Disinfecting kit – include bottom of fish bins, disinfectant container, brushes etc
 - c. Ensure everything going back into car is clean – do not want to contaminate the car.

Electronic Completion of Assessment Work

Rationale

It is recommended that students utilise technology and present their assessment work in an electronic format whenever possible.

Utilising an electronic format can greatly enhance the professionalism of the document and assist in the ease of saving the work, modifying the work and communicating with the tutor about the assessment. Students can submit their assessment either through Mahi Tahī (Primary/TO Platform level 3 & 4) or through Intuto or email, (DTL platform Diploma, DTL own courses) or google docs (Production Management & Progression Management)

Guidelines

1. Assessments can be made available in electronic form to students as well as or instead of hard copy.
2. Students may present part of the assessment in hard copy where they do not have the computing skills or access to scanners etc., to include maps and graphs in their e-copy.
3. Assessments may be completed in Te Reo Māori. If a student is considering completing an assessment in Māori, they need to inform the tutor of their intention prior to the due date.
4. The tutor will keep a separate record of the marking and of the return of assessments to establish an audit trail. This record will show both competency and where further evidence is required.
5. Students are encouraged to 'e-present' as it improves a professional finish; reduces turnaround time and reduces the carbon footprint.
6. "Competent" and "more evidence required" assessments can be returned electronically by the tutor.
7. Marker's comments can be made on the electronic copy, both positive feedback and when indicating when further work needs to be done. It is advisable a tutor uses a different colour when adding comment or feedback to an assessment.
8. Question(s) on any assessment requiring more work can be altered by the student and returned to the tutor. Students are encouraged to maintain the professional standard of their assessment presentation.

Farm Visits & Offsite Field Trips

Farm visits and other field trips can be highly relevant and effective opportunities to enhance student learning. If courses will include farm visits, students will be advised of these visits in advance. To ensure the safety of all concerned, the following guidelines will be followed.

Objectives

- To ensure tutors and trainees are not put at risk or exposed to harm at any time during a farm visit or field trip. Everything that is reasonably practicable to minimise risk is put in place.
- Staff and students come home healthy and safe.

Requirements

The tutor will approach the farmer/site manager prior to the visit to determine:

- Any hazards or risks that could arise from workplace activities.
- Any hazards or risks not normally expected or found in the farm workplace.
- If the business has a health and safety management plan
- Relevant SOPs or equipment policies, such as tractors, quads and use of motorcycles.

From this information the tutor will:

- Fill out an offsite health and safety form
- Discuss this information with trainees prior to the visit covering:
 - These are the hazards that you may encounter
 - This is how we will approach these hazards to minimise any risk
 - These are the relevant SOPs and/or policies
- Remind students of the need for them to take responsibility for their own and others safety.

Guidelines

Trainees will be informed of and expected to follow a standard set of rules while on farm.

- Leave gates as you find them
- Approach stock, only as directed
- Unauthorised buildings should not be entered
- Follow the instructions of farm staff
- Stay with the group

Trainees must:

- Wear suitable PPE while on farm (such as suitable footwear)
- Protect themselves or others from harm
- Act responsibly at all times
- Follow tutor directives

Fee Protection

Overview

All DTL owned programmes, training schemes or micro-credentials that collect fees need to adhere to the content of this policy. This does not apply to Primary ITO contracted delivery.

Requirements

All student fees will be managed in accordance with the Education act 1989, *Protection of Student Fees, (clause 234)*.

- Fees will be held with an independent trustee such as an accountant or lawyer
- All student fees will be held in a trust for a minimum of 7 days after the commencement of the relevant programme or training scheme.
- Students will be entitled to a refund if they withdraw in a timely manner (as follows).
- For students enrolled on DTL owned programmes, courses, training schemes or micro-credentials, students must withdraw within 14 consecutive calendar days of programme commencement or 10% of the duration of the programme (whichever is greatest) to have any refunds or entries on their academic record.
- If students do not withdraw in a timely manner as stated above, they will be recorded as a fail or withdrawn on their academic records. Students considering withdrawing need to notify the tutor or DTL and discuss the reasons and implications with their tutor, preferably prior to the commencement of the first class.
- Students withdrawing within the required 14 days of programme commencement but after the commencement will be entitled to 90% of any fees they have paid.
- Students withdrawing prior to the commencement of the programme will be entitled to a full refund.
- Students withdrawing after the 14-day period will not be entitled to any refunds.

Harassment

Rationale

No learner, or tutor or other staff member, should be exposed to harassment of any nature (As defined under the Harassment Act (1997)).

Any such behaviour will not be tolerated by DTL, and any such issue should be reported to the DTL Manager.

Guidelines

- All reports of harassment must be reported directly to the DTL Manager
- All reports of harassment will be handled in strict confidence and follow the complaints policy.
- Harassment could include, but is not limited to:
 - Intimidation
 - Sexual harassment
 - Sexual discrimination
 - Racism
 - Bullying
 - Verbal abuse
 - Electronic harassment or other nonverbal forms
 - Physical abuse
 - Acting in a way that causes a person to fear for their safety

Pastoral Care

Dairy Training Ltd (DTL) is committed to supporting our learners to be successful in their learning journey. Along with support for academic achievement our approach aligns with [The Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](#)

DTL has several policies and procedures related to learner support in academic achievement, health, and wellbeing. These include:

- Safety and Wellbeing
- Emergency Procedures and DTL Contact
- Student Complaints
- Te Reo Māori Assessment
- Harassment
- Privacy
- Staff code of conduct
- Student code of conduct
- Trainee/Student Induction
- Withdrawal Procedure
- Assessment Grades and Appeals
- End of Class Evaluation
- Course Venue Selection and Use
- Farm Visits and Off-site Trips

Objectives

To adhere to the code of practice to ensure learners are:

- Physically and mentally safe
- Respected and accepted for who they are
- Supported in their learning and wellbeing
- Listened to in a way that upholds their mana and autonomy
- Provided with an effective complaints system

Guidelines

To achieve the objectives above DTL will

- Provide learners with the student handbook via Intuto learner platform or by other means, such as email or hard copy, for courses that are not in Intuto.
- Include relevant information from policies and procedures in the student handbook
- Require that learners enrolled in DTL-owned courses are 18 years old or over
- Provide policies and procedures to tutors via Daisie so that they are aware of their responsibilities in learner support
- As a contractor, aid Primary/ITO & Wintec staff in their role of providing pastoral care to learners in their programmes.

- Gather feedback from learners and stakeholders to highlight areas for improvement and action. This includes end of course surveys, phone interviews with alumni and stakeholders, end of class tutor feedback, learner destination surveys and pulse surveys (Wintec), meetings with PrimaryITO and Wintec staff.
- Keep a record of complaints and the outcomes. Report complaints to the Academic Board for discussion before marking as resolved.

Privacy Statement

Introduction

Dairy Training Limited (“we” / “us” / “Company” / “DTL”) is committed to protecting your privacy and any personal information we collect. Your privacy is important to us, and we take the responsibility of handling your personal information very seriously. We recognise that individuals and organisations have a right to be certain that their personal information is collected, stored, disclosed, and used fairly in accordance with privacy laws.

To ensure your personal information and privacy is protected, we have implemented this Privacy Policy (“Policy”) that sets out the following:

1. What information does DTL collect?
2. Why does DTL collect the information?
3. How does DTL use your personal information?
4. How does the DTL protect your information?
5. Access to your information
6. Cookies and use of Tracking Technologies
7. Do we disclose information to third parties?
8. Third Party links
9. How long do we hold your information?
10. Your consent
11. Changes to our Privacy Policy
12. Contacting us

Application and context

This Policy came into effect on 2 February 2022.

Throughout the course of business when using our services or interacting with us, some personal information may be collected and/or shared. DTL recognises the importance of its stakeholder’s privacy and has implemented and maintains appropriate systems and practices to ensure that all personal information is kept safe.

This Policy applies to the services offered by DTL. It explains how we collect, use, disclose and store personal information when you visit our website and use any products or services which we sell and/or provide. Unless given consent to do otherwise, DTL will only collect and use personal information in the manner prescribed in this Policy.

This Policy applies to every person and entity who interacts with DTL and provides personal information about them or another person or entity.

This Policy applies to all information, created and obtained, in relation to all DTL business information and activities. It applies to all records and formats of information or data that have been obtained either in-house or off-site. It includes information gathered and stored on all information platforms used for business purposes, including but not limited to DTL’s:

- CRM System;

- Daisie
- Educate Plus
- Intuto
- Other record management systems;
- Databases;
- Business information systems;
- Emails;
- Websites; and
- Social media applications.

In the event that you provide DTL with information that relates to another person, please ensure that this disclosure has been consented to and that the person is aware of, and has read, this Policy.

This Policy is in line with the Privacy Act 2020 (“Act”) and the Information Privacy Principles.

This Policy should be read in conjunction with other relevant DTL policies, terms within any specific agreement with you, and the terms and conditions on our website located at: <https://www.dairytraining.co.nz>

The Policy is subject to change in accordance with any developments relating to privacy law and standards. We will ensure that any changes to our policy will be communicated.

What information does DTL collect?

Personal information means information about an identifiable individual. When using our services and entering data on our website or other platforms, you may be asked to enter personal information. Information that you may be asked to disclose includes, but is not limited to:

- Your contact details (for example, title, name, address, contact phone number, email address, location data, date of birth, gender and financial information);
- Third party information;
- Correspondence with us (for example, file note, reports, emails, letters, registration forms, survey responses, other forms, and any other relevant correspondence);
- Credential information and information entered into our online platforms (for example, passwords, security information, login data, payment and order history, account numbers, cookies, and any other relevant information); and
- CCTV footage (in the event you visit our physical premises).

Why does DTL collect the information?

All personal information will be collected fairly and directly from you unless you give us consent to collect the information from someone else. In some cases, personal information may be otherwise collected from other sources if it were necessary or if it were otherwise publicly available

Personal information collected by us will only be used for the purpose that it was collected. Personal information may be collected and used by DTL for a variety of reasons, including but not limited to, the reasons discussed below:

- **When enquiries are made regarding the prospect of doing business with DTL:** In the event we are contacted (including by phone, through our website, through social media platforms, in person, or by other means) by a prospective DTL stakeholder, it may be necessary for us to collect your personal information to assess whether collaboration with you is a viable, and possible, option and to respond and provide support to you.
- **Processing new clients/stakeholders: Following** on from point (a) above, it may be necessary for us to process or collect further information in order for us to assess, verify and consider. Examples of these situations include but are not limited to:
 - verification of identity,
 - due diligence,
 - review of relevant publicly available personal information,
 - credit information and lending history.
- **When you are a stakeholder/client:** When you are a stakeholder or client of DTL it may be necessary for us to process your personal information for administrative purposes. Examples of these situations include but are not limited to:
 - sending order status,
 - sending invoices,
 - processing payments,
 - correspondence relating to any enquiries, complaints, feedback, general updates and information sharing,
 - for internal management purposes (for example, audits and performance management).
- **For marketing purposes:** DTL may use its database information for marketing purposes. Examples of these situations include but are not limited to:
 - analysis regarding trends and strategies,
 - sending correspondence and updates (for example, text messages, newsletters or offers),
 - for general account management,
 - for improvement and development of our services,
- **To enable you to access/use our services through online platforms:** DTL offers digital platforms including social media accounts, apps and websites. Data entered in such platforms will be recorded in order for us to be able to respond to you and to allow you to access this information (for example, our website user account functionality).

For other purposes relating to the dairy training industry.

Any other purposes authorised by you or that are notified to you at the time of collection.

How does DTL use your personal information?

DTL will use the collected personal information for the purpose it was collected unless:

- Permitted by the Privacy Act 2020;
- If directed by a Court of law;
- The individual concerned has been notified and has consented to the other use of the information;
- It is necessary to use the information for another purpose in order to prevent or minimise a serious and imminent threat to life or health of an individual to a person; and/or

- The purpose for which the information was collected is directly related to another purpose.

From time to time, you may receive email or text message communications from DTL regarding information relevant to the dairy industry. DTL will not share your email address or phone number with third parties. If you do not want to receive e-mails or text messages from us in the future, simply unsubscribe from the e-newsletter by clicking the unsubscribe button in the email newsletter.

How does DTL protect your information?

DTL takes all reasonable steps to prevent loss, misuse, or disclosure of personal information. All personal information is stored on secure servers in a digital format. DTL employees and contractors are obliged to respect the confidentiality of any personal and/or sensitive information held.

Access to your information

DTL will not disclose an individual's personal information to another individual or organisation but for the exceptions listed in this policy.

If an individual concerned requests access to their personal information they should contact the Dairy Training Manager on admin@dairytraining.co.nz If such a request is granted the individual concerned will have the opportunity to inspect, take notes or photocopy the information in the presence of the Privacy Officer.

Reasons for refusals of requests to access, or to correct, personal information will be provided by the Privacy Officer.

DTL will respond to requests for information as soon as reasonably practicable. The following factors may influence the time required:

- the method of communication;
- whether a third party needs to be consulted;
- the type or amount of personal information requested;
- the manner in which personal information is held.

Access by individuals concerned

DTL will provide access to the personal information of individuals concerned upon written request unless:

- the access would pose a serious and imminent threat to the life or health of a person;
- the law allows or requires DTL to withhold or limit access;
- the access would be likely to prejudice an investigation into suspected unlawful activity;
- the access would cause an unreasonable impact upon the privacy of another individual or company;
- the request for information is frivolous or vexatious.

Access by third parties

DTL will ensure that any disclosure of, or access to, personal information will be in accordance with the required legal and contractual measures and will only occur to the extent necessary.

DTL will not disclose personal information to an individual or entity that resides in a country/jurisdiction without a privacy regime similar and equivalent to New Zealand's privacy regime.

DTL may provide third party access to your personal information to the following, non-exhaustive, types of third parties:

- DairyNZ employees only as required and authorised by DTL's Privacy Officer;
- suppliers/agents involved in delivering products or services;
- contractors;
- companies engaged to perform services for, or on behalf of, DTL;
- marketing organisations DTL uses;
- regulatory bodies; and/or
- other third parties that consent has been provided for.

We may disclose your personal data to regulatory authorities, tax authorities and/or investigating authorities, where:

- we are obliged to do so by law or regulation; or
- we are responding to a request, including where there is a significant health and welfare issue (including for animals); or
- you have provided instructions to DTL to allow this information to be disclosed.

Requests from others

DTL will only provide access of the personal information of individuals concerned to another person or organisation upon written request in the event:

- such disclosure is related to the purpose of collection and that that the individual concerned would not reasonably object to such disclosure.
- the individual concerned was reasonably likely to have been aware or have been notified that the personal information is usually disclosed to the person or agency.
- the disclosure is necessary to prevent or lessen a serious and imminent threat to life or health of a person.
- the law recognises access by the government agency concerned.

Cookies and use of Tracking Technologies

The DTL website, and its associated organisation websites, do use cookies. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to the DTL's websites are used by DTL to create reports about the use of the website. Google stores and uses this information. Google's privacy policy is available at: [google.com/privacypolicy.html](https://www.google.com/privacypolicy.html)

Note: blocking cookies will have a negative impact upon the usability of some websites.

Third Party and External Links

DTL has no responsibility or liability for the content and/or activities of sites linked to the DTL website. These third-party/external sites are not under the control of DTL and have separate and independent privacy policies, therefore DTL is not responsible for the conduct of companies linked to the DTL website, nor for the performance or otherwise of any content and/or software contained in such external websites.

How long do we hold your information?

We keep personal information for no longer than reasonably necessary to fulfil the purpose that it was collected for. A request may be made to delete personal and/or sensitive information, and all reasonable steps to delete the information will be made, except where it is required for legal reasons. Deletion of information may result in DTL being unable to provide activities and/or provide post-event services.

Your consent

By using our site, you consent to our privacy policy. If any provision of this privacy policy is held to be invalid, void, unenforceable or illegal for any reason, such provision shall be deemed to be severed from this privacy policy and the remaining provisions shall continue in full force.

Changes to our Privacy Policy

If we decide to change/ update our privacy policy, we will post any changes to this page. We advise that you check back periodically and review the policy. We will date stamp the policy so you can be aware of when the policy was last changed.

Contacting Us

If you have any questions or concerns regarding this privacy policy, or would like to discuss anything related to DTL and its privacy procedures, please contact our Privacy Officer who can be reached via privacyofficer@dairytraining.co.nz

If you are dissatisfied with the response received, then you have the right to complain to the New Zealand Privacy Commissioner.

Social Media Policy

Background

1. Social Media company policy provides a framework for using social media. Social Media is a place where people exchange information, opinions, and experiences to learn, develop and have fun. Whether you're handling a corporate account or using one of your own, you should remain productive and avoid damaging Dairy Training Limited in any way. This policy provides practical advice to prevent issues from careless use of social media in the workplace.
2. Social Media includes Facebook, Twitter, Instagram, Snapchat, Tik Tok, and WhatsApp or any online forums, and any internet-based site that allows people to connect and share information.
3. Anyone using social media needs to be aware that any information published, including images, becomes public and out of your control; it can be shared, reposted, altered, and exist forever – the internet never forgets.

Use of social media

1. Staff may use social media as part of their role with Dairy Training Limited, for example, blogs, websites, and Facebook pages, to communicate with students and the community. The enthusiastic and appropriate use of social media encourages students to use technology confidently and understand the issues involved.
2. Staff who administer a Social Media platform where content can be posted and viewed are online content hosts and may be legally responsible for all content posted on the forum.

Guidelines on use of social media

1. Give information as to why and how you are using social media in training or within Dairy Training Limited
2. Ensure we are representing Dairy Training Limited and its individuals respectfully, positively and following the Dairy Training Limited Privacy Policy Procedure guidelines.
3. Check that the material you are publishing is suitable and accurate
4. If you refer or link to another site or resource, check that it is appropriate and that you have read all the content be sure to acknowledge your sources and conform to any copyright restrictions.
5. Any Complaints relating to social media will be directed to DTL Operations Manager

Using social media in your personal life

1. Personal use of social media by staff must also be governed by confidentiality and professional standards.

As well as the general points above, staff must:

1. Keep privacy settings appropriate, and make sure you understand the terms of service of the Social Media platforms you use, specifically, how your posts may be accessed, re-used, or republished

2. Maintain a professional boundary, considering whether it is appropriate to extend or accept a friend or connection requests with students, or others involved with Dairy Training Limited
3. Using a non-Dairy Training Limited email address for your personal Social Media interactions.
4. How material or images posted of you reflect on you as a professional associated with the Dairy Training Limited

Texts and emails

1. Electronic communication is accessible and popular, particularly for broadcasting information about Dairy Training Limited Courses and events however a phone call or a face-to-face meeting is more appropriate than a text or email for some interactions.
2. Always consider the best way of communicating information, not just the quickest or easiest.
3. As with any other medium, keep the email/text appropriate.

Staff Code of Conduct

Objectives

To ensure there is clarity around the expectations of staff and that all parties are well informed, supported and treated fairly.

Requirements

DTL expects all staff to:

- Be honest in all matters
- Conduct themselves ethically and professionally
- Continue to develop industry and educational competence and awareness.
- Adhere to DTL policies and procedures
- Maintain confidentiality in DTL, student and farmer affairs
- Maintain DTL's reputation
- Act in a manner that supports DTL's vision and values
- Never participate in bullying, discrimination, or harassment
- Declare any potential conflicts of interest
- Adhere to their contract agreement
- Do all that is practicable to ensure the Health and Safety of themselves and others is protected.
- Staff who seriously breach the staff code of conduct may be subject to disciplinary action that can, in some circumstances, lead to dismissal or termination of contract.

Student Code of Conduct

Required

- All students/trainees must comply with the DTL code of conduct and all New Zealand Law.
- Trainees not complying with the student code of conduct may be asked to leave the class and the Primary ITO training advisor notified. (see below)
- Trainees must not bring to, be under the influence of, or consume alcohol or illicit drugs at any class venue.
- Any trainee reasonably suspected (by the tutor) of being under the influence of drugs or alcohol will be stood down from that class
- Students enrolled on all DTL owned programmes will adhere to the relevant programme, training **scheme or micro-credential requirements**.

Guidelines

1. Completed assessments are due next class or by the stated due date.
2. Class times are typically from 10am to 3.00 pm or 9.30am to 2.30pm, with half an hour for lunch.
3. Trainees are expected to be punctual to class. Should trainees have to leave class early, the Primary ITO training advisor will be informed and confirm the necessity with the employer (if applicable).
4. The tutor will be available 30 minutes prior to and after class to assist individual students with any course queries.
5. If the trainee is unable to attend class, they are to notify the tutor and put in an apology.
6. Trainees are expected to hand in all assessments on or before the due date.
7. If a trainee anticipates needing additional time to complete an assessment, they must contact their tutor to discuss, prior to the due date.
8. Trainees must have made a reasonable attempt at any assessment to be considered for any resubmissions of that assessment.
9. Extensions and resubmissions are at the discretion of the tutor. If required, the DTL manager has the final decision on any extensions or resubmissions.
10. Except for group exercises, all assessments must be the trainees own work.
11. Deliberate cheating or plagiarism is considered a serious offence
12. During class trainees are expected to behave in a manner that is not disruptive to the classroom environment, this includes, but not limited to
 - a. Use of appropriate language
 - b. Paying attention and participating in classes.
 - c. Respecting other people's opinions and allowing differing viewpoints
 - d. Following tutor instructions.
 - e. Act in a way that supports all student learning **(not just their own)**.

Consequences of Trainee not adhering to the Guidelines

1. In the first instance a verbal warning will be given by the tutor, and the appropriate training advisor advised.

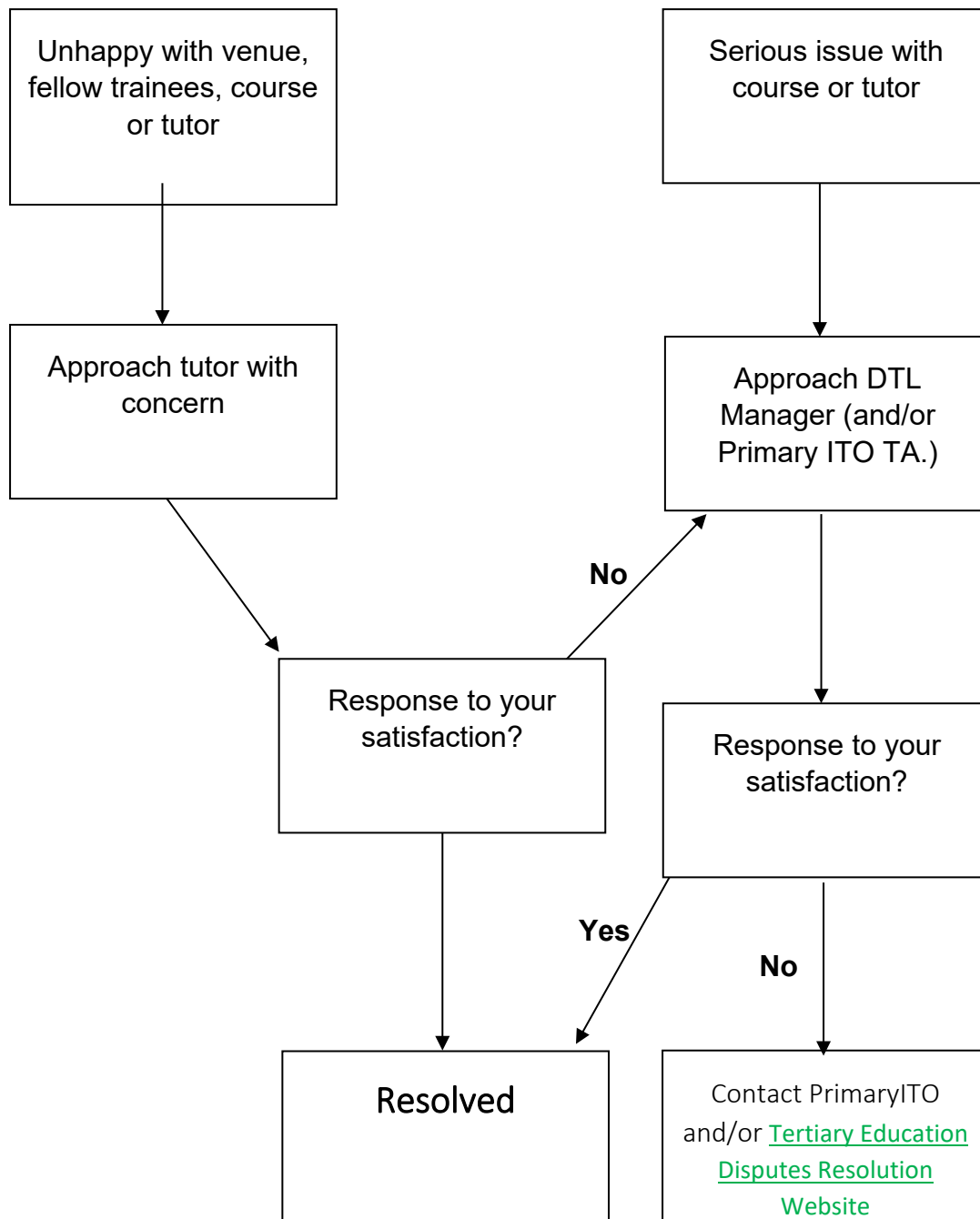
2. In the second instance the tutor will give a written warning, the training advisor will arrange a misconduct meeting with themselves, the trainee and their employer to make all parties clear on the improvement required.
3. The DTL manager will be notified of the proceedings.
4. In the third instance the trainee will be permanently excluded from the course.

Consequences for Serious Misconduct

1. Conduct that after investigation is deemed illegal, could harm others or is in breach of harassment rules, will be regarded as serious misconduct and will result in permanent exclusion from the course.
2. If a trainee has been found to have committed serious misconduct, any future enrolments on other courses will be at the discretion of the DTL manager.
3. Trainees may be required to attend disciplinary meetings with DTL and/or partner organisations such as WINTEC or Primary ITO.

Student Complaints Procedure

If trainees are not satisfied with their program or if they feel they have not been treated fairly,



DTL provides a method where trainees can openly discuss any concerns in a safe and confidential environment.

1. During the complaints process the trainee can be sure of:
 - a. Confidentiality during and after the process
 - b. The process will be handled in a timely manner

- c. Trainees will be treated with courtesy and respect at all times during the process
 - d. Trainees will be kept informed at all times during the process
 - e. Trainees will be given every opportunity to express their point of view
- 2. Trainees also have a responsibility to:
 - a. Ensure any complaint is valid
 - b. Provide full and accurate information
 - c. Respect others involved
 - d. Respect confidentiality
- 3. Complaints Process
 - a. The complaints process is laid out in the Student Handbook.
- 4. Disputes Resolution

If your dispute cannot be resolved through contact with the DTL Operations Manager, you may want to access options offered by NZQA through the [Tertiary Education Disputes Resolution Website](#)

Student Induction

Objectives

- Learners will be inducted into DTL at the beginning of the programme. This is to make sure the trainee is fully informed of the necessary regulations of the programme and processes of DTL.
- Learners are fully informed on the nature and content of a course or qualification on enrolment.
- Learners are aware of support and welfare considerations available to them throughout their learning.
- All Learners have access to a student handbook outlining relevant information.

Guidelines

1. Primary ITO Courses

- a. The Primary ITO is the recruitment agency for trainees that attend courses contracted to DTL by the Primary ITO.
- b. DTL provides the Primary ITO training advisers with a timetable. The learner receives this prior to commencement of class.
- c. The Primary ITO training adviser will have informed the learners of course content at recruitment.
- d. On the 1st day of a course, learners are provided with a Student Handbook which contains information on trainee support and welfare services, health and safety issues, contact details, etc. This can be in hard copy or on the DTL learner platform, Intuto.
- e. The DTL tutor details expectations of the learner and of the tutor, on the 1st day of class.
- f. Diagnostic testing, pretesting or other strategies to establish the student knowledge and learning background, will be utilised early in the course delivery.

2. DTL Courses

- a. As above but including recruitment details.

Te Reo Māori Assessment

Overview of Excerpts

Following are extracts from the DTL policies and procedures that reference the opportunity for students to be assessed in te reo Māori.

Excerpt 1 – Assessing competency

Objectives

- To ensure consistency of assessment by all tutors.
- To ensure learners have clear feedback on competency achieved, and on requirements to achieve competency.
- Learners are appropriately assessed according to unit standard criteria, unit standard special conditions, qualification outcomes and, as appropriate, programme learning outcomes.

Requirements

1. All assessments will have the Marking guide and Judgement criteria available to the tutor.
2. Marking of Assessments must be as per the Marking guide and Judgment criteria.
3. When an assessment is handed in the tutor must ensure the learner's name is clearly shown, along with authenticity that the assessment is their own work (see assessment cover page).
4. When marking an assessment, the cover page to each assessment must be fully completed by the tutor to clearly show:
 - a. date marked
 - b. name of tutor
 - c. course and venue
 - d. level of competency gained
5. A minimum of 3 copies of completed student assessments (scripts) for each unit standard/course component will be retained by the tutor
6. All assessments will adhere to the moderation policy
7. Assessments due dates will be given to students on the first-class day any course.

Guidelines

- Where an assessment requires more evidence to gain competency the tutor will:
 - Clearly indicate that more evidence is required.
 - Indicate questions or areas where deficiency lies.
 - Hand back to learner for more input.
- When an assessment is handed back to a tutor for re-assessment the tutor will:
 - Re-mark the assessment according to the Marking Guide and Judgement Criteria.
 - Clearly indicate competency achieved.
 - Indicate date of re-assessment.

- Initial or sign any comment or addition to assessment cover page.
- Occasions may arise where a trainee is verbally assessed. E.g. Where there are reader/literacy issues, where a tutor may wish to clarify understanding of an element, or where spouses / partners are in the same class.
 - If a trainee is assessed or re-assessed **verbally** the tutor will:
 - Clearly indicate that fact on cover page of assessment.
 - Clearly indicate the element/or component areas being verbally assessed, along with competency achieved.
 - Summarise key aspects of the student answer
- Tutors will be required to retain completed student assessments that may be utilised for internal and external moderation.
- This is a minimum of 3 samples of completed student scripts from each course delivered and will include samples of competency at differing levels.
- Assessments may be completed in te reo Māori. If students are considering completing an assessment in Maori, they need to notify the tutor prior to the assessment being due.
- Assessments will be returned within 15 days or 2 class days from the due date or the date the assessment was handed in (Whichever is longer) unless otherwise specified in contractual agreements with PrimaryITO or Wintec

Excerpt 2 – Electronic completion of assessment work

Rationale

It is recommended that students utilise technology and present their assessment work in an electronic format whenever possible.

Utilising an electronic format can greatly enhance the professionalism of the document and assist in the ease of saving the work, modifying the work and communicating with the tutor about the assessment.

Guidelines

- Assessments can be made available in electronic form to students as well as or instead of hard copy.
- Students may present part of the assessment in hard copy where they do not have the computing skills or access to scanners etc., to include maps and graphs in their e-copy.
- Because of the ease of digital alteration, and the importance of an audit trail, the evidence to other parties of a student's competency in a unit standard assessment will only be through the hard copy of the front (marking) page of that unit that has been signed and dated by the tutor.
- Assessments may be Completed in te reo Māori. If a student is considering completing an assessment in Māori, they need to inform the tutor of their intention prior to the due date.
- The tutor will keep a separate record of the marking and of the return of assessments to establish an audit trail. This record will show both competency and where further evidence is required.
- Students are encouraged to 'e-present' as it improves a professional finish; reduces turnaround time and reduces the carbon footprint.

- “Competent” and “more evidence required” assessments can be returned electronically by the tutor.
- Marker’s comments can be made on the electronic copy, both positive feedback and when indicating when further work needs to be done. It is advisable a tutor uses a different colour when adding comment or feedback to an assessment.

Withdrawal Procedure

Guidelines

1. If a student indicates they wish to withdraw from a course, discussion should be held as to why the student is making the decision and if this is the best choice for them.
2. Any withdrawals should be done prior to the start of the course or as early as possible within the course.
3. The student must be referred to their Primary ITO training advisor.
4. The Primary ITO advises DTL of any withdrawals and the course list is amended as appropriate.
5. NZ Diploma in Primary Industry Business Management students need to withdraw within the first 10% of the course delivery to be eligible for any fee component refund. WINTEC withdrawal procedures will be adhered to.

DTL programmes, training schemes or micro-credentials.

- For students enrolled on DTL owned programmes, courses, training schemes or micro-credentials, students must withdraw within 14 consecutive calendar days of programme commencement or 10% of the duration of the programme (whichever is greatest) to have any refunds or avoid entries on their academic record.
- If students do not withdraw in a timely manner as stated above, they will be recorded as a fail or withdrawn on their academic records.
- Students considering withdrawing need to notify the tutor or DTL and discuss the reasons and implications with their tutor, preferably prior to the commencement of the first class.
- Students withdrawing within the required 14 days of programme commencement but after the commencement will be entitled to 90% of any fees they have paid.
- Students withdrawing prior to the commencement of the programme will be entitled to a full refund.
- Students withdrawing after the 14-day period will not be entitled to any refunds.