

# Dairy training

## STUDENT HANDBOOK

**KEEP  
LEARNING**

**EMBRACE NEW EXPERIENCES.  
SEE OPPORTUNITIES SURPRISE  
YOURSELF**

**ME AKO  
TONU**

**AWHITIA TE WHEAKO HOU,  
KIMIHIANGA ARA HOU, ME  
OHORERE KOE I A KOE ANO**

## DAIRY TRAINING LTD CONTACT DETAILS

**Physical address:** Dairy Training Ltd  
Cnr Morrinsville & Ruakura Road  
Hamilton

**Postal address:** Private Bag 3221  
Hamilton 3240

**Phone:** 0800 467 768

**Email:**

Manager	<a href="mailto:hamish.hodgson@dairynz.co.nz">hamish.hodgson@dairynz.co.nz</a>
Operations Manager	<a href="mailto:jenny.sinclair@dairynz.co.nz">jenny.sinclair@dairynz.co.nz</a>
Invoicing & feedback	<a href="mailto:laura.littlejohn@dairynz.co.nz">laura.littlejohn@dairynz.co.nz</a>
Timetables & results	<a href="mailto:kerri.blackburn@dairynz.co.nz">kerri.blackburn@dairynz.co.nz</a>

### Other Useful Addresses & Phone Numbers:

#### Primary ITO National Office

P O Box 10383

The Terrace

WELLINGTON

Telephone: 0800 80 20 80

Website: [www.primaryito.ac.nz](http://www.primaryito.ac.nz)

#### NZQA

P O Box 160

WELLINGTON

Telephone: 04 802 3000

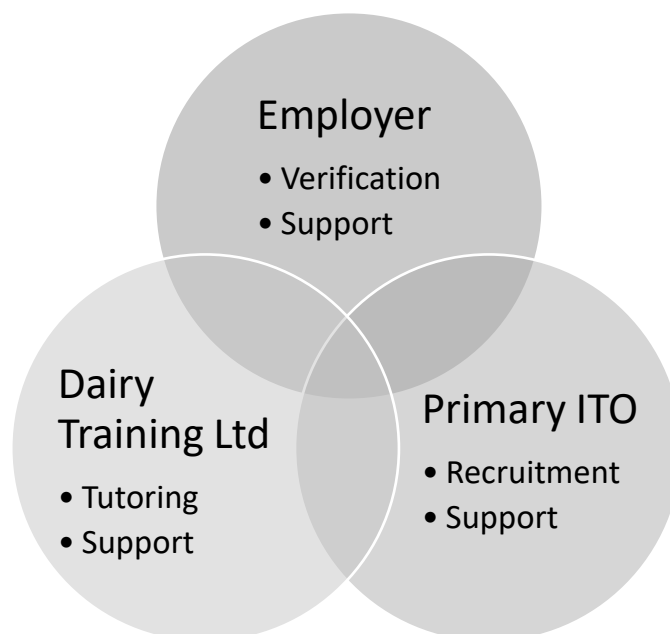
Website: <http://www.nzqa.govt.nz/>

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## WELCOME

Welcome to your dairy training course. At Dairy Training Limited, we provide the course days and wrap around support to help you succeed in your training. A successful training programme works alongside your tutor, employer and Primary ITO to ensure you have access to the information and support to understand concepts, that you can clearly explain to your tutor through assessment.



## CLASS POLICIES

### CLASS GUIDELINES

Each course is designed to have a specific number of learning hours. These are spread between face-to-face teaching time and self-directed learning time. To ensure you have the best chance for success, you are expected to attend all classes as per the timetable and put in the required self-directed learning outside the classroom.

Self-directed learning may include extra readings, research, preparing for assessments, tutorials, contact time with rural professionals, and relevant on-farm practice.

## GENERAL GUIDELINES

- Completed assessments are due next class day.
- Class times are either from 10am to 3.00 pm or 9.30am to 2.30pm with half an hour for lunch.
- Students are to bring their own drinks and lunch.
- Students are expected to be punctual to class.
- If students are late, absent or leave class early, the Primary/TO Training Advisor will be informed and confirm the necessity with the employer.
- If the student is unable to attend class, is going to arrive late, or needs to leave early, they are to notify the tutor, putting in an apology.
- The tutor will be available 15 minutes prior to and after class to assist individual students with any course queries.

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*Students are expected to turn up to every class, on time and remain for the duration of the class.*

*Contact your tutor prior to the class if you are unable to do so.*

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Missing class can make it difficult to keep up with course work and reduces the likelihood for success. If you do have to miss a class, advise your tutor as soon as possible. It is your responsibility to contact your tutor regarding the work you have missed, which should be complete it in your own time

## BEHAVIOURAL GUIDELINES

During class students are expected to behave in a manner that is not disruptive to the classroom environment, this includes, but not limited to:

- Using appropriate language
- Paying attention and participating in class
- Respecting other people's opinions
- Following tutor instructions

## **CONSEQUENCE OF STUDENT NOT ADHERING TO THE GUIDELINES**

1. First instance a verbal warning will be given by the tutor, and the appropriate training advisor informed.
2. Second instance the tutor will give a written warning, the training advisor will arrange a meeting with themselves, the student, and their employer ensuring all parties are clear on the improvement required.
3. Third instance the student will be permanently excluded from the course.

## **CONSEQUENCE OF SERIOUS MISCONDUCT**

Conduct that is illegal, prevents others from learning, if unsafe, and/or could harm others which will be regarded as serious misconduct, which will result in instant and permanent exclusion from the course.

## **ASSESSMENTS**

All assessments are due to be handed in at the next class, unless notified otherwise by your tutor.

Off-job assessments within the course are open book, you may discuss your work with other students, the final work must be completed independently.

Some components of the assessment are to be verified by your employer; results cannot be processed until the verifier has signed off the component for the assessment

## **RECOGNITION OF PRIOR LEARNING**

Recognition of Prior Learning is a process to acknowledge learning from previous formal or informal training, work experience and/or life experience. Should a student already be competent in the elements, that the performance criteria is set out in the unit standard, are satisfactory of your skills and knowledge, you as the student can be credited with the relevant unit standard.

To discuss evidence required to be eligible for this option, Contact Dairy Training Ltd Operations Training Manager.

## ACCESS TO YOUR ACADEMIC RECORD

At any time during the course, you may request via your tutor, details of which activities/units you have passed.

When your course has been completed and you are deemed competent in all assessed areas, your results are forwarded to PrimaryITO who report the unit outcome to NZQA.

## TE REO MAORI

In recognition of Te Reo Maori being an official language of New Zealand, Dairy Training Ltd endorses the right of its students to use Te Reo Maori in assessments. You may complete any assessments in Te Reo Maori.

Please note, if you wish to take up this option, you **must** notify the Dairy Training Ltd Manager at the time of your enrolment.

## STUDENT SUPPORT

Your class will have the opportunity to attend tutorials and/or study nights to work on your evidence portfolios and assessments

Should you need individual help with your studies, your tutor will be available 15 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 supplied at the base of the course timetable.

## 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:

- To help adult learners to improve their reading, writing and math skills for work and life, Dairy Training Limited has registered with Pathways Awarua, a resource developed by the Tertiary Education Commission.

To access the resources click one of these links to register: [GoPlacesNow.co.nz](https://www.goplacesnow.co.nz) or [gpn.nz](https://www.gpn.nz). You will be asked for a join code which is available by phoning the Dairy Training Operations Manager on 027 1800 4406.

- Links to other literacy and numeracy resources can be found on the Literacy Aotearoa website: [Literacy and Numeracy Resource Links](#).

## CHANGE OF ADDRESS

Change of address or contact details, including your phone number, should be submitted to your PrimaryITO training advisor and your tutor as soon as possible. To ensure you are kept up to date with important communication's regarding your studies.

## COMPLAINTS

If you are not satisfied with your program and feel you have not been treated fairly, Dairy Training Ltd provides a method where students can openly discuss any concerns in a safe and confidential environment.

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

## APPEAL

If you wish to appeal an assessment outcome you can do so by applying in writing to the Dairy Training Manager, Dairy Training Ltd, Private Bag 3221, Hamilton 3240.

Your appeal must be submitted within **ten** working days of being notified of your result.

Students also have the option of appealing to PrimaryITO or NZQA (address details at the beginning of this document).

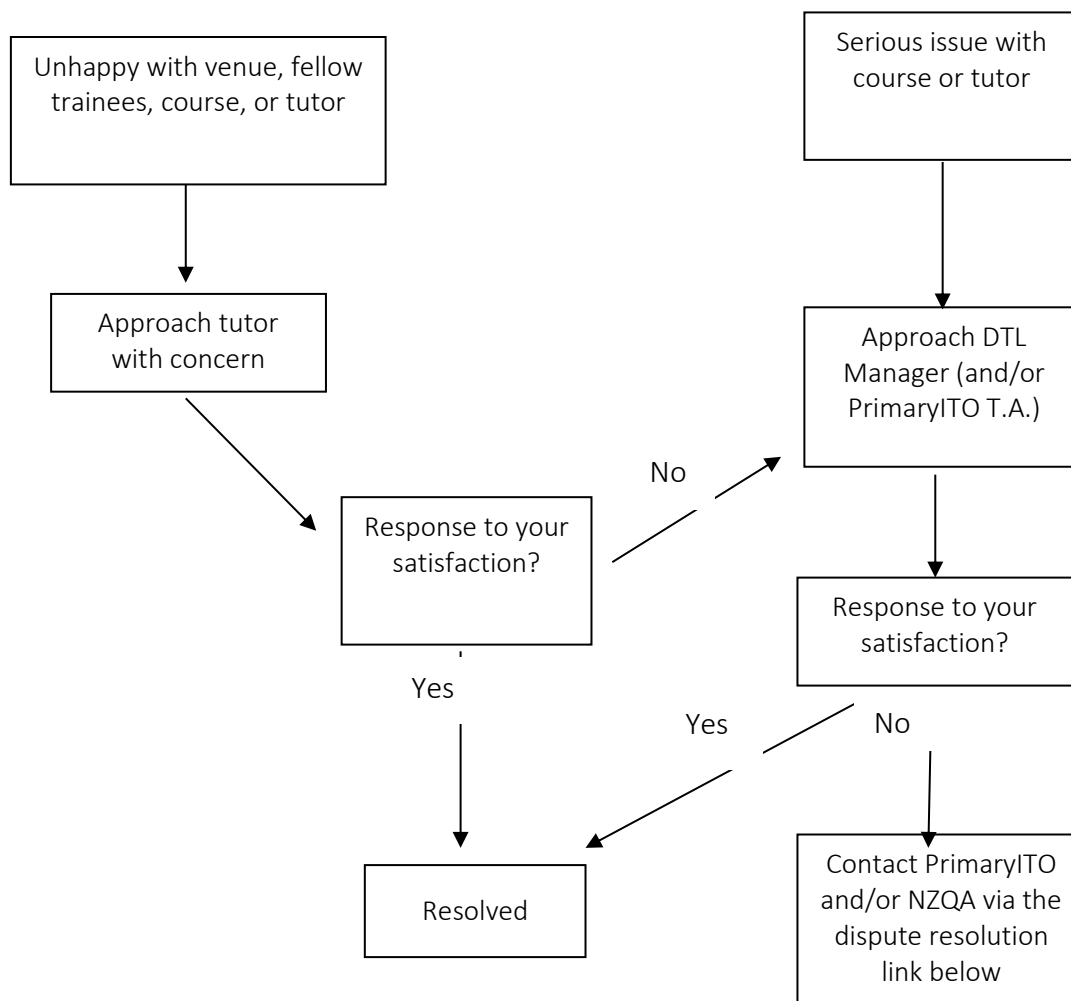
## OPPORTUNITY FOR RE-ASSESSMENT

In the event of a completed assessment requiring further evidence to gain competency, the following will apply:

- Open-book assessment, the student will have the opportunity to revisit the work in order to complete the assessment to the required standard. Information on evidence required will be given by the tutor and will be noted on the assessment
- Student disagrees with the tutor's assessment; the student can appeal for a re-assessment. If the outcome is not satisfactory the student, or tutor can forward the dispute to the Dairy Training office to resolve.



## The complaints process



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 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](https://tedr.org.nz/). <https://tedr.org.nz/>

## **HARASSMENT**

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

## **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 Training Advisor or your tutor within **one** week of the course commencing.

## **STUDENT SURVEYS OF COURSES AND PROGRAMMES**

Student surveys of the courses are used to determine the effectiveness of programmes and provide feedback for possible areas for Dairy Training Ltd to improve. Surveys are carried out using a written or electronic evaluation form during the course.

## **HEALTH AND SAFETY**

Dairy Training is committed to making sure that student learning and work environment is safe and healthy. Whilst management is committed to making this happen, students also need to participate and need to know the following points:

## **YOUR HEALTH and SAFETY RESPONSIBILITIES**

Be always 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.

## **STUDENT HEALTH AND WELLBEING**

Farmstrong and Rural Support Trust offer resources and support to the rural sector. The links below will take you to their site with plenty of helpful tips, information, and support services. Talk to your tutor if you are struggling with your learning, health, safety, or general wellbeing.

<https://farmstrong.co.nz/contact-support/>

<https://www.rural-support.org.nz/>

## YOUR LEARNING ENVIRONMENT

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

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

## OFF-SITE VISITS

During the year, farm visits may be part of the course day. Students will be advised of these visits in advance. You are expected to wear appropriate footwear and clothing and personal protective safety equipment if deemed necessary.

Prior to commencement of the visit, you will be made aware of any hazard, e.g., stock, machinery, or difficult terrain that you may encounter, to minimise the risk to yourself and others of being harmed. It is important that you take heed of any verbal advice given and only walk where designated and do not touch any plant or machinery without specific authority to do so. Any health concerns that may be a factor should be disclosed to the tutor e.g., asthma, allergies to bees, wasps, penicillin etc.

You will be expected to always behave in a responsible and appropriate manner.

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*Use this training opportunity to learn from your tutor  
and colleagues.*

*Enjoy the process, we are all learning!*

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