

# Dairy training

## STUDENT HANDBOOK

**KEEP  
LEARNING**

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

**ME AKO  
TONU**

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

## Dairy Training Contact Details

<b>Physical address:</b>	Dairy Training Ltd Cnr Morrinsville & Ruakura Road Hamilton
<b>Postal address:</b>	Private Bag 3221 Hamilton 3240
<b>Phone:</b>	0800 467 768
<b>Email:</b>	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> Training Coordinator <a href="mailto:laura.littlejohn@dairynz.co.nz">laura.littlejohn@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

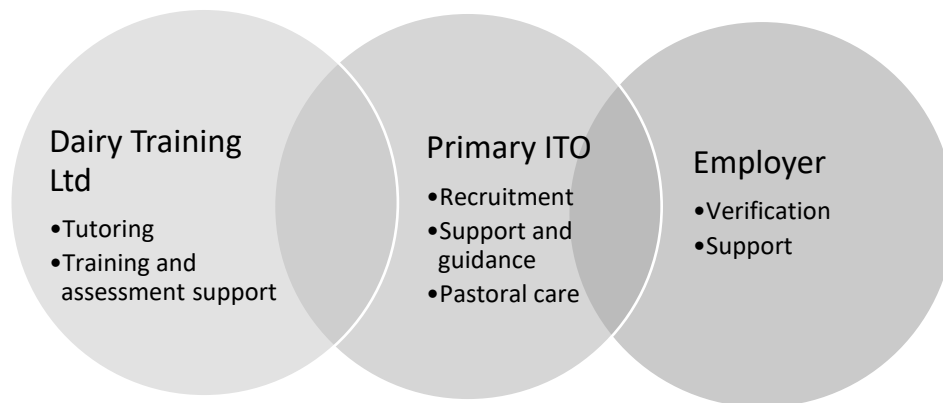
Website: <http://www.nzqa.govt.nz/>

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## Welcome

Welcome to your training course. At Dairy Training Limited, we provide the course days and work alongside Primary ITO to ensure you have wrap around support to help you succeed in your training.



## 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 must be submitted by the due date recorded in the timetable.
- 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 attendance requirements 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 30 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 of success. If you do have to miss a class, advise your tutor and Training Advisor as soon as possible. It is your responsibility to contact your tutor regarding the work you have missed, which should be completed 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 Not Adhering to 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, is 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 submitted by the due date stated in the timetable unless notified otherwise by your tutor.

Off-job assessments within the course are open book and you may discuss your work with other students, however 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 (RPL) is a process to acknowledge learning from previous formal or informal training, work experience and/or life experience. Applications for RPL must be completed prior to the commencement of course delivery. There is a fee charged for processing RPL applications. Should a student prove competent in the performance criteria set out in the unit standard, the student can be credited with the relevant unit standard.

To discuss evidence required to be eligible for this option or to see DTL's RPL Policy, 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 Māori

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

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

## Opportunity for Reassessment

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 further evidence required will be noted on the assessment by the tutor.
- If the student disagrees with the tutor's marking, the student should discuss this with the tutor in the first instance. If the outcome of this discussion is not satisfactory, the student can appeal for a reassessment, or tutor can forward the dispute to the Dairy Training office to resolve.

## 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).

## 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.

## Reading, Writing, and Maths 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.

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](#).

## Special Assistance

If you live with 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.

## Change of Address

To ensure you are kept up to date with important communications regarding your studies, change of address or contact details including your phone number should be submitted to your Primary/ITO training advisor and your tutor as soon as possible.

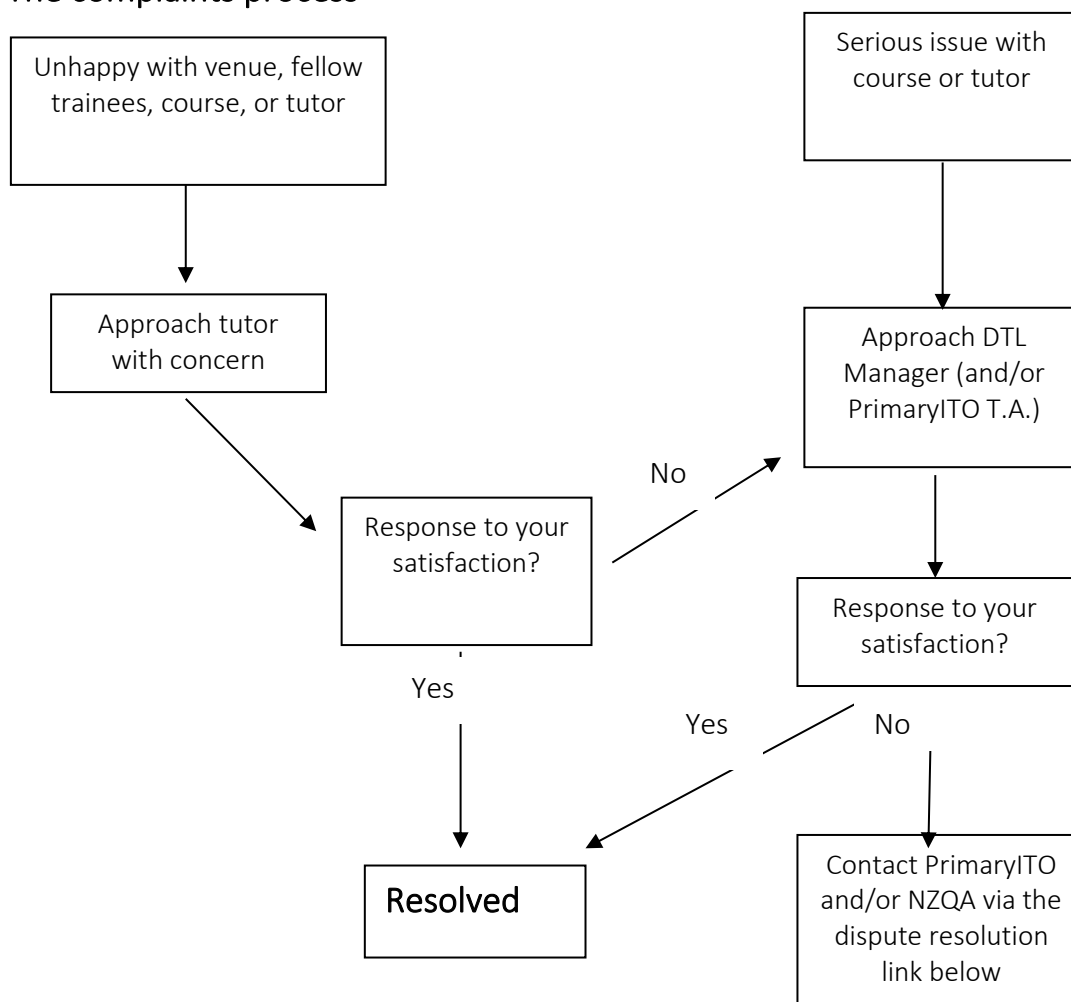


## Complaints

If you are not satisfied with your programme 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.

### 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/>

## 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.

### Learner 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/>

[Warning signs of Unhealthy Stress](https://www.rural-support.org.nz/)

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

[Māori Mental Health](#)

### 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.

### 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)).

## Student Surveys 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. Surveys are carried out using an electronic evaluation form during the course.

## 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, clothing and personal protective safety equipment if deemed necessary.

Prior to commencement of the visit, you will be made aware of any hazards to minimise the risk of harm to yourself and others. It is important that you take heed of any verbal or written advice given. 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 peers.*

*Enjoy the process. We are all learning!*

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