



STUDENT HANDBOOK

**KEEP
LEARNING**

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

**ME AKO
TONU**

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

Dairy Training 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
hamish.hodgson@dairynz.co.nz
Operations Manager
jenny.sinclair@dairynz.co.nz
Training Coordinator
laura.littlejohn@dairynz.co.nz

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

NZQA

P O Box 160
WELLINGTON

Telephone: 04 802 3000

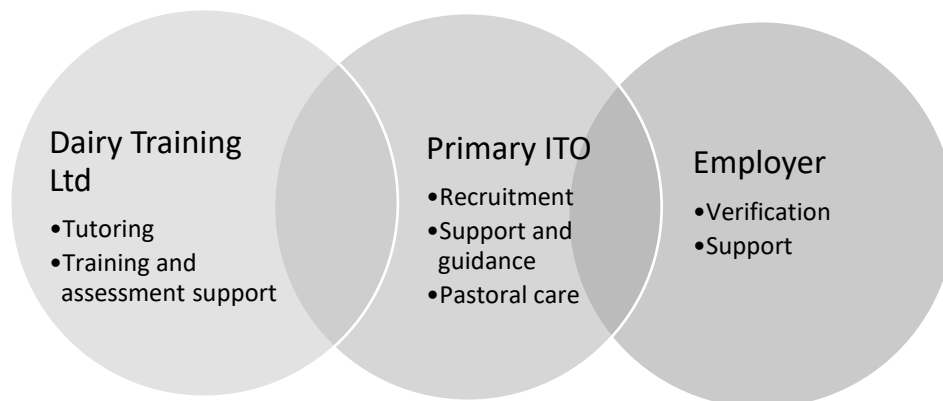
Website: <http://www.nzqa.govt.nz/>

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Welcome

Welcome to your training course. Dairy Training Limited delivers some of PrimaryITO's courses and we work alongside PrimaryITO 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 PrimaryITO 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.

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.

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
- 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

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

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.
- 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/or feel you have not been treated fairly, respectfully, or ethically, 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.

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

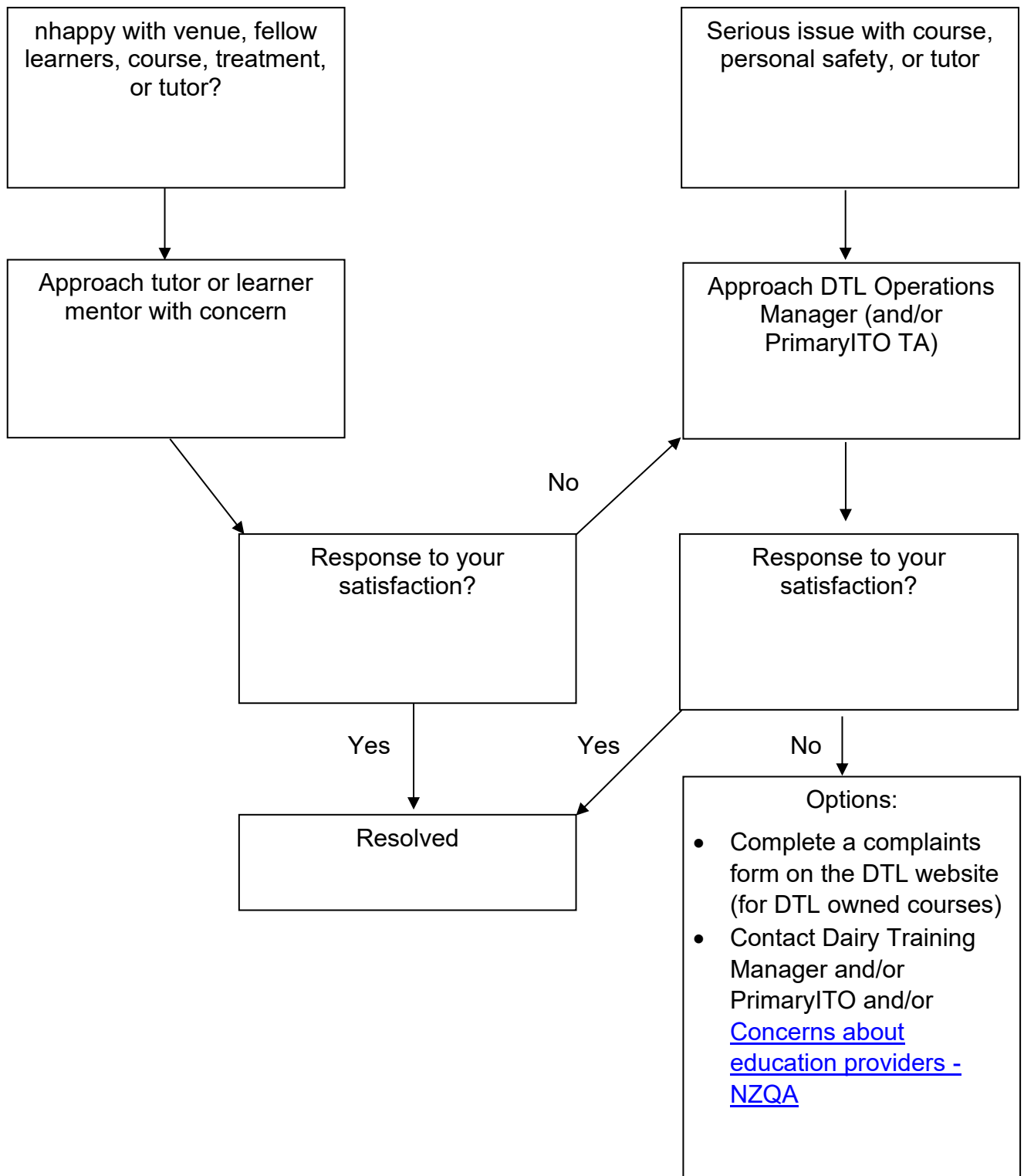
You also have a responsibility to:

- Ensure any complaint is valid

- Provide full and accurate information
- Respect others involved
- Respect confidentiality

The complaints process

(For DTL owned micro-credentials, do not involve the PrimaryITO staff).



Disputes Resolution

If your dispute cannot be resolved through contact with DTL you may want to access information and options offered by NZQA in [Concerns about education providers - NZQA](#)

Health, Safety, and Wellbeing

Dairy Training is committed to making sure that 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, 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.

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 business 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 \(fedfarm.org.nz\)](http://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 \(rural-support.org.nz\)](https://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](https://farmstrong.org.nz/)
 - 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 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.

Use this training opportunity to learn from your tutor and peers.

Enjoy the process. We are all learning!

