

**Student
Handbook**

Foreword

The material in this publication is **UNCONTROLLED** and is for **TRAINING PURPOSES ONLY**.

It is not intended, in any way, to replace or supplement manufacturer or company documents or procedures.

In any specified work situation, reference **MUST** be made to the relevant manufacturer and company manuals and procedures manual.

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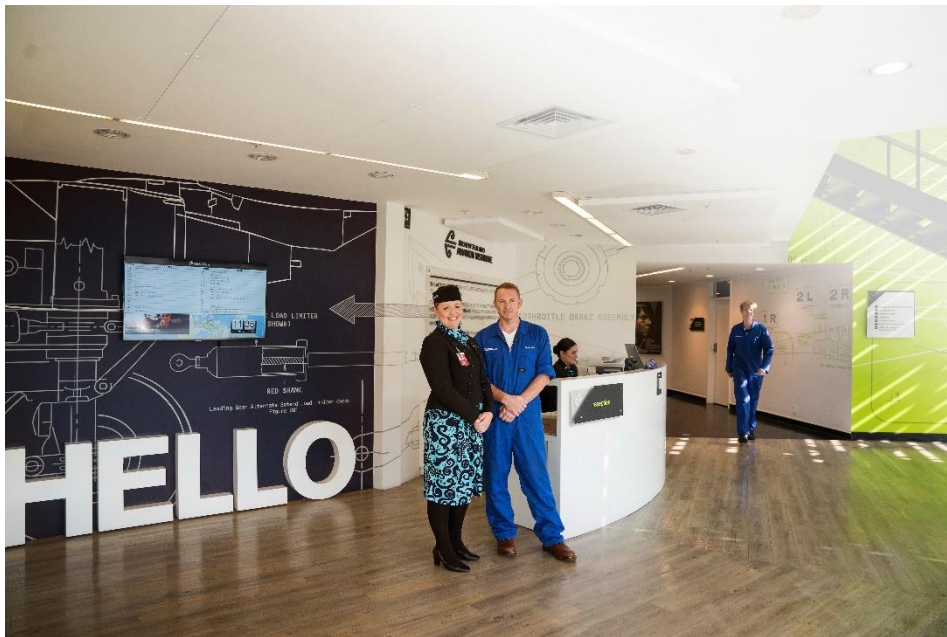
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Kia Ora and Welcome to the Air New Zealand Academy of Learning



Whether you are a new or returning student studying in Auckland or Christchurch, we hope that your time with us will be rewarding and enjoyable.

The Air New Zealand Academy of Learning (AOL) exists to drive excellence in the essential areas of modern aviation.

The aviation industry is dynamic and challenging and offers a rewarding career for those who are prepared to put in the effort to learn and develop their skills. Potential employers will be seeking people that not only have the required knowledge and skills, but who also have the right attitude. Character attributes such as honesty, reliability, accountability, and integrity are all necessary pre-requisites sought by potential employers. In conjunction with the assessment of your academic progress, these attributes will be monitored during your time with us to provide guidance on whether you have what it takes to be part of aviation's exciting future.

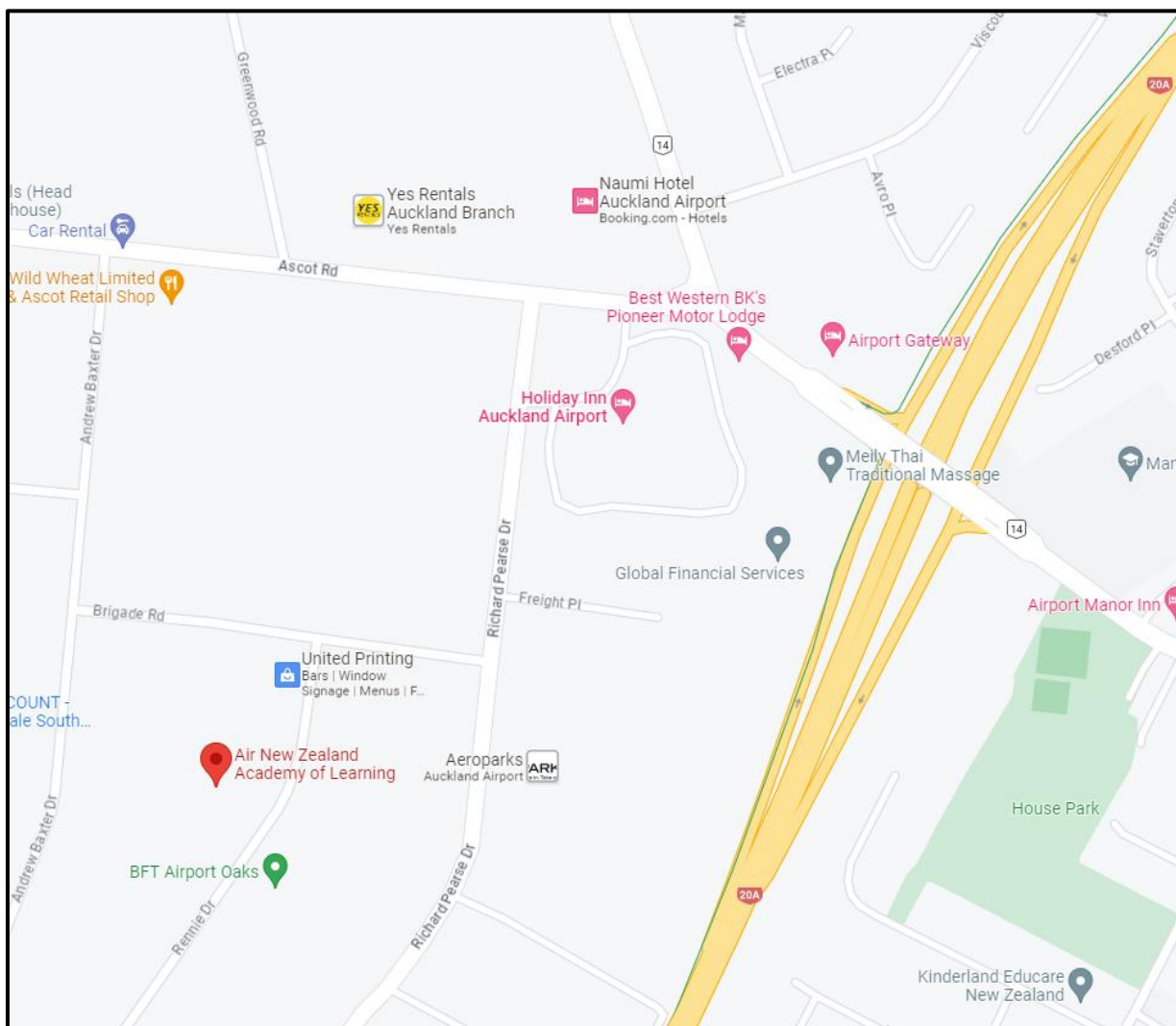
We wish you all the best and trust you enjoy your experience!

SCHOOL OF ENGINEERING

About Air New Zealand Academy of Learning – School of Engineering

MAPS

Location Map - Auckland Learning Base



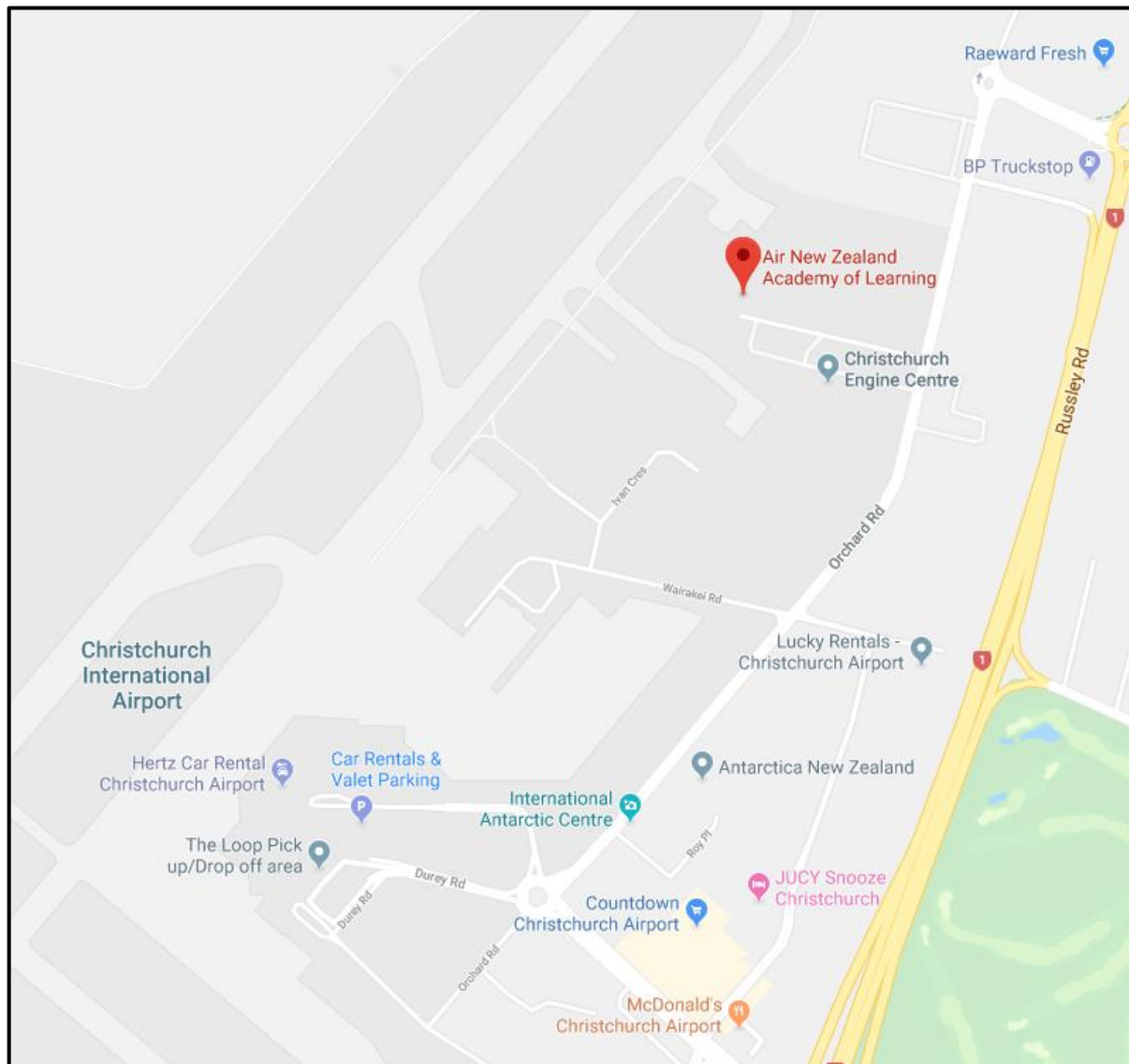
Air New Zealand Academy of Learning

7-13 Rennie Drive

Airport Oaks

Mangere, Auckland

Location Map - Christchurch Learning Base



Air New Zealand Academy of Learning

125 Orchard Road

Christchurch Airport

Christchurch

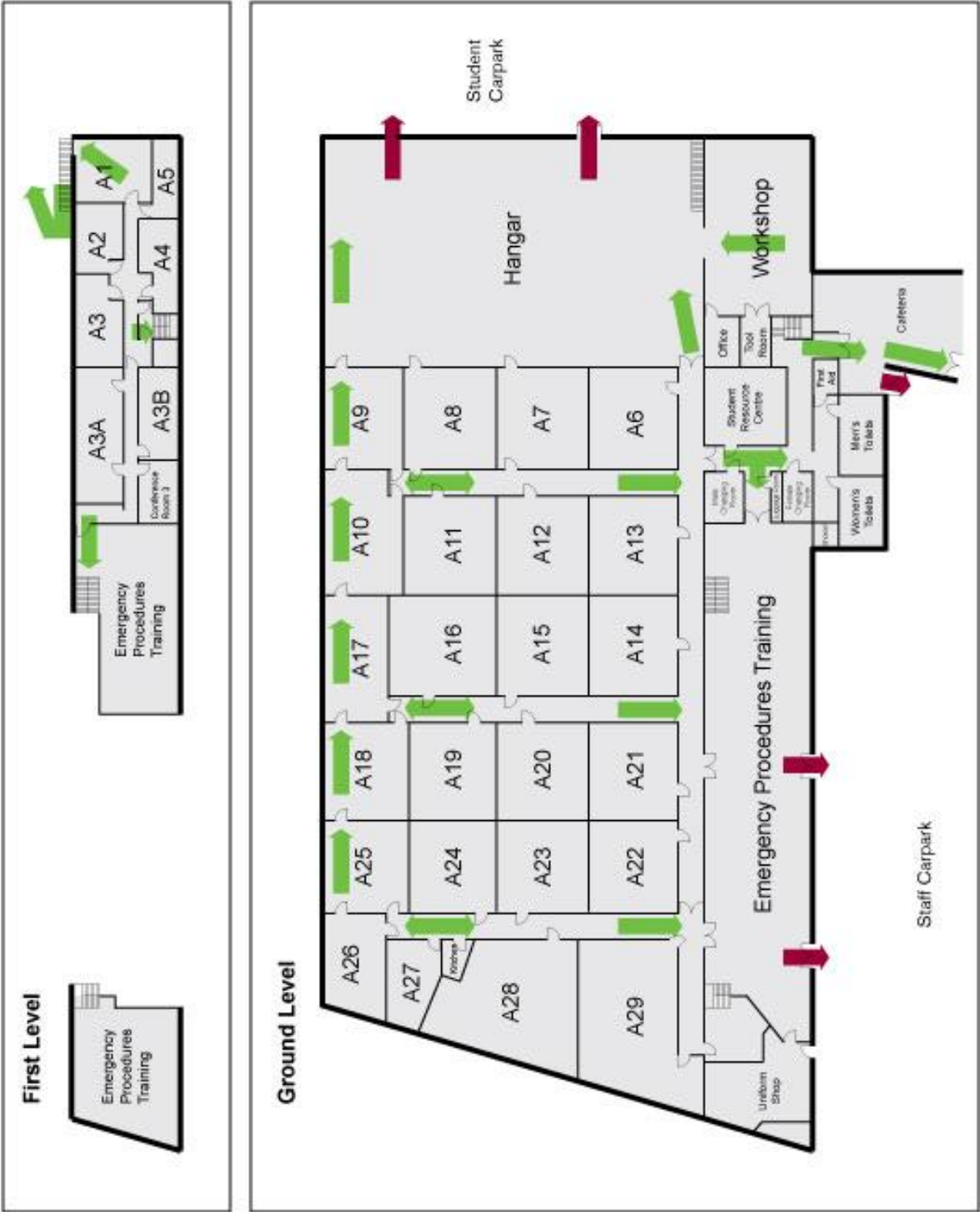
SITE MAP

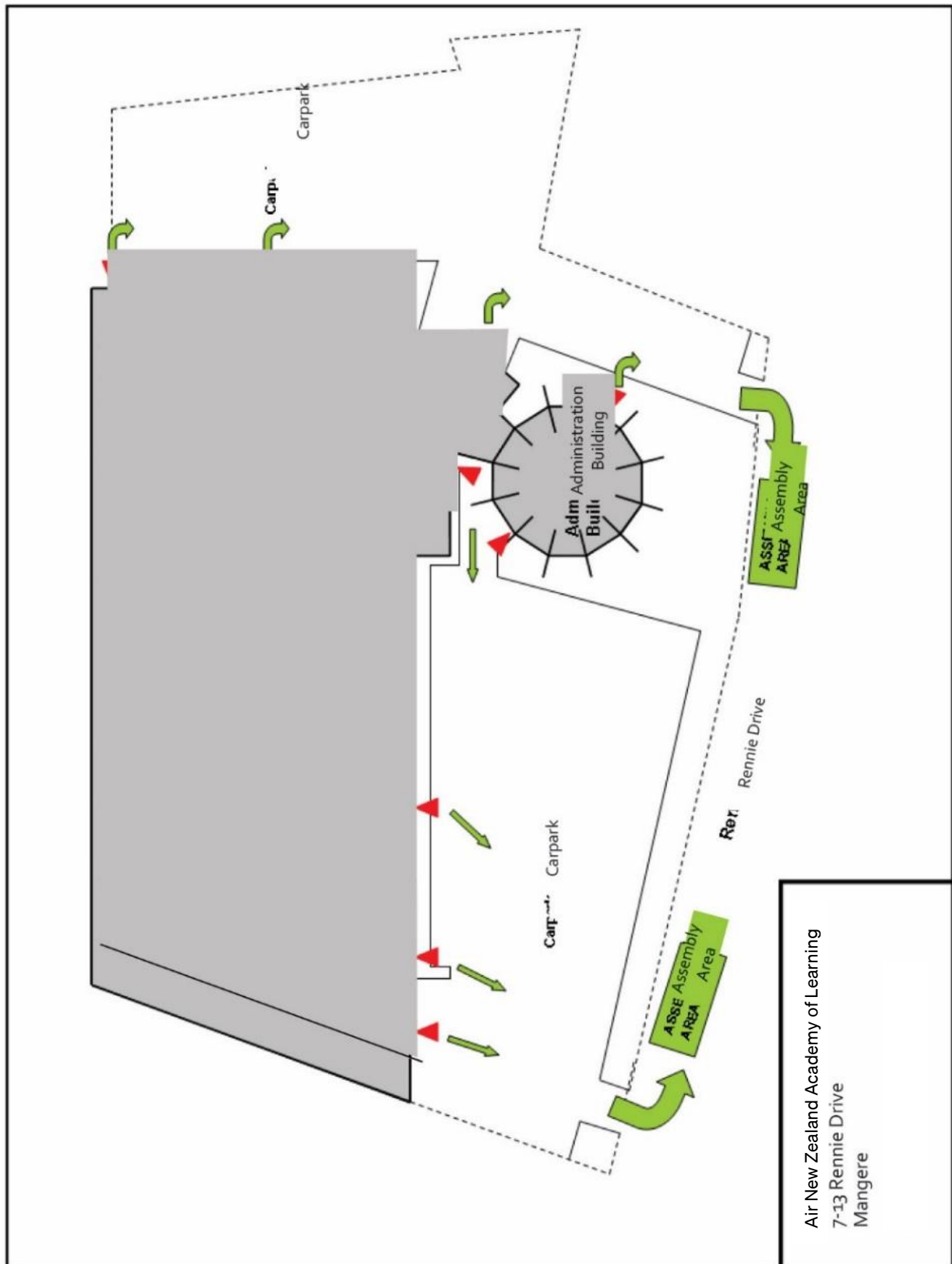
Academy of Learning
7 - 13 Rennie Drive
Mangere
Auckland 2022
Updated Dec 2015

KEY

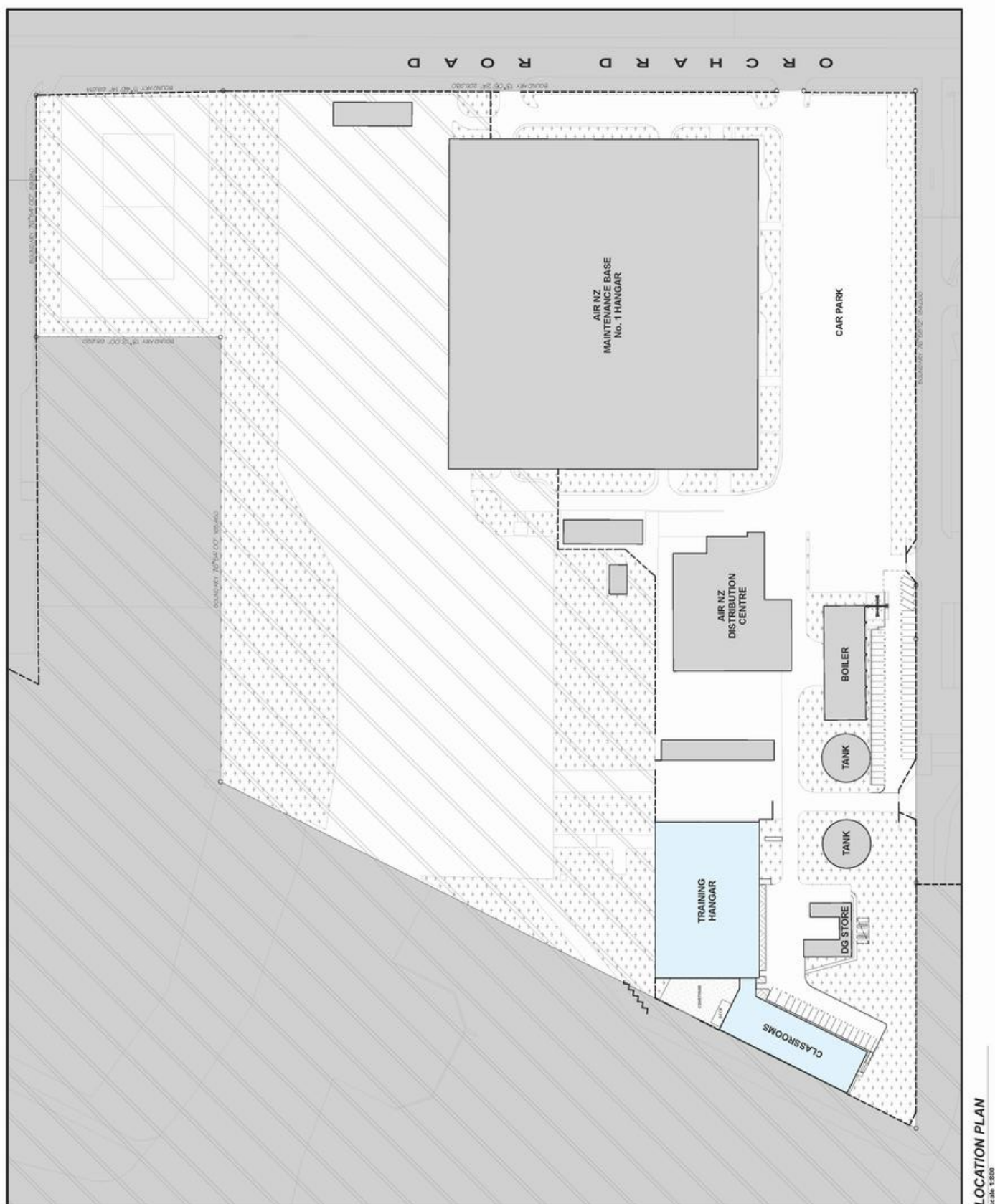
Evacuation Route

Exit





Location Map - Christchurch Learning Base

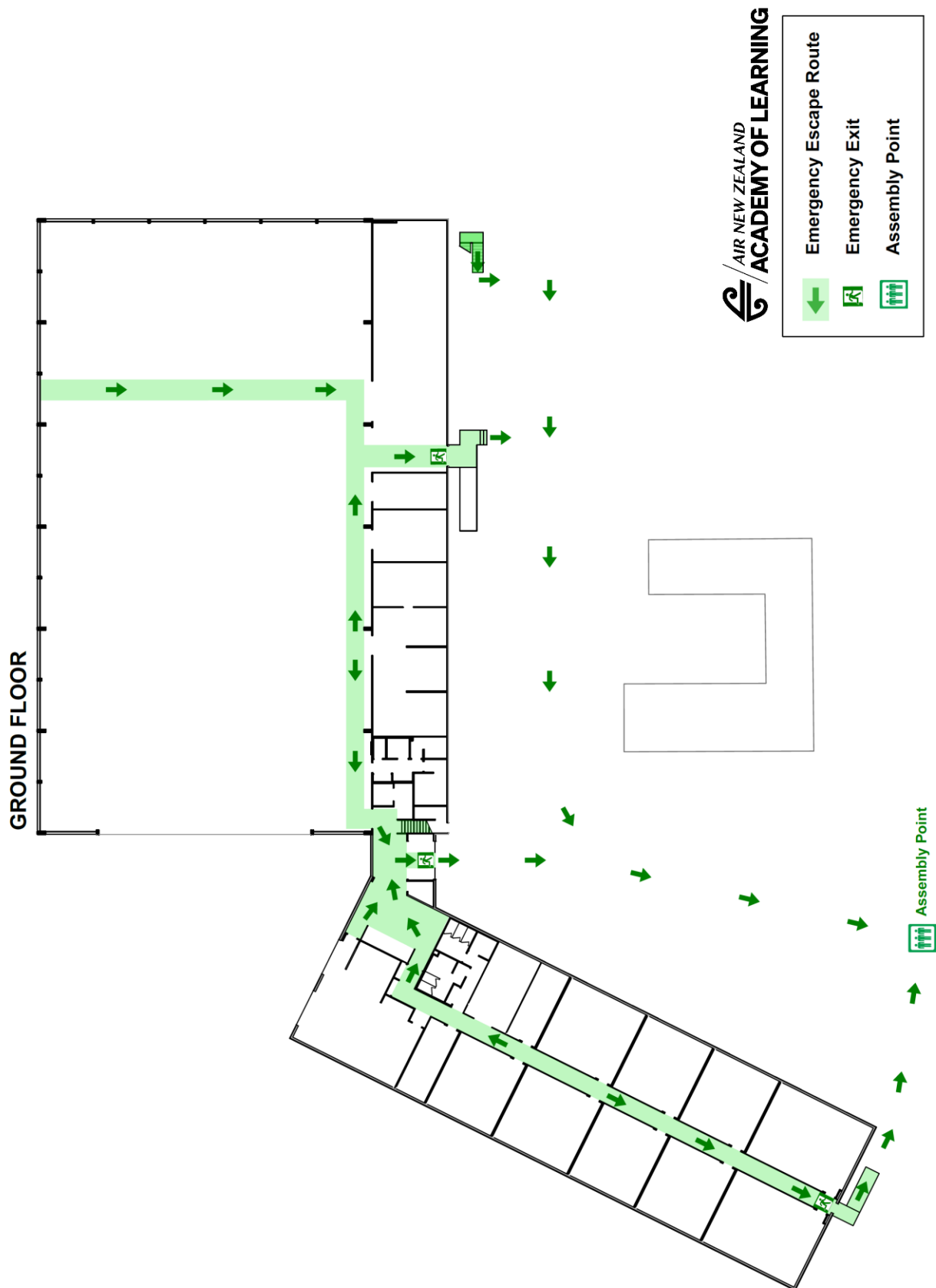


Air New Zealand Academy of Learning

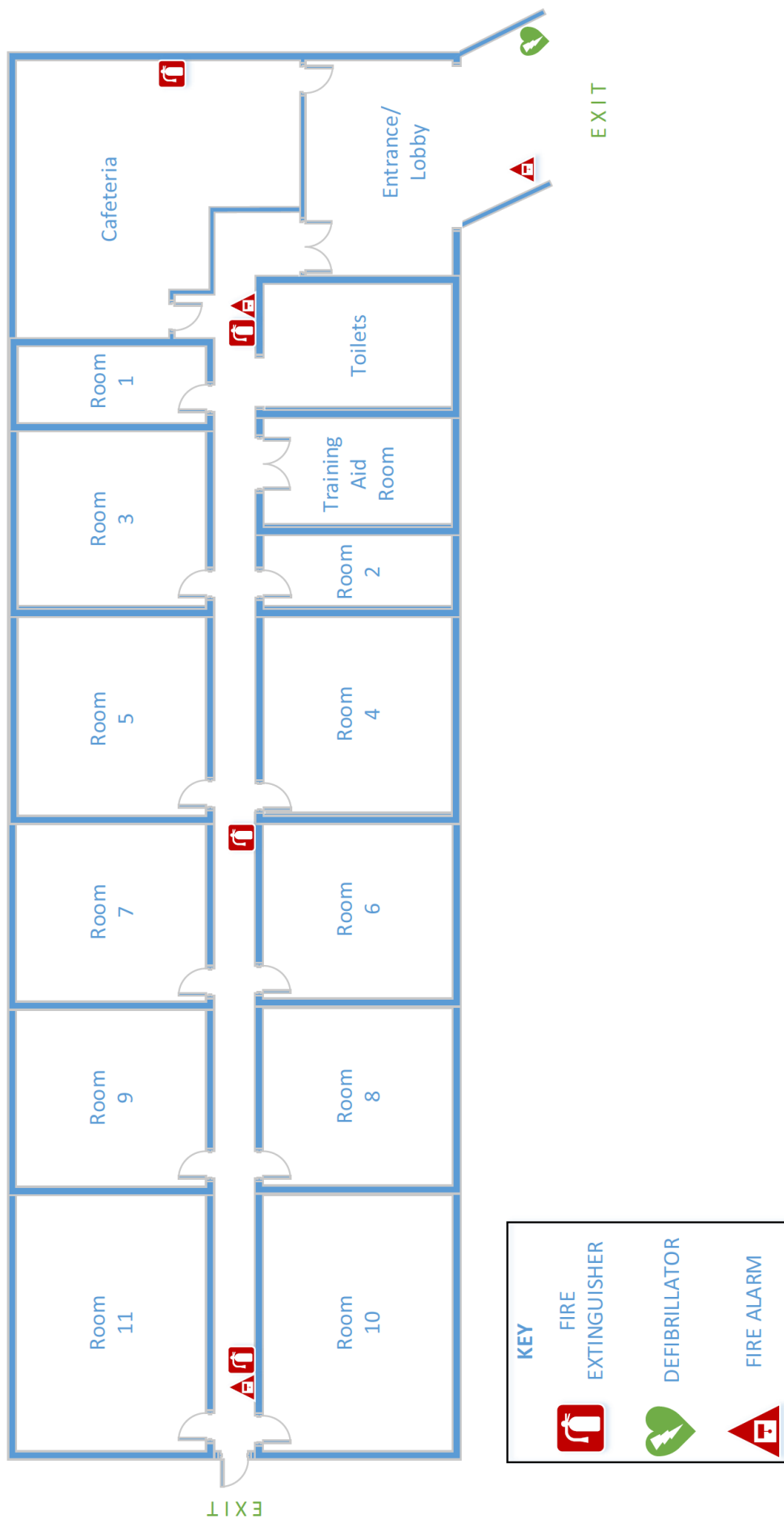
125 Orchard Road

Christchurch Airport

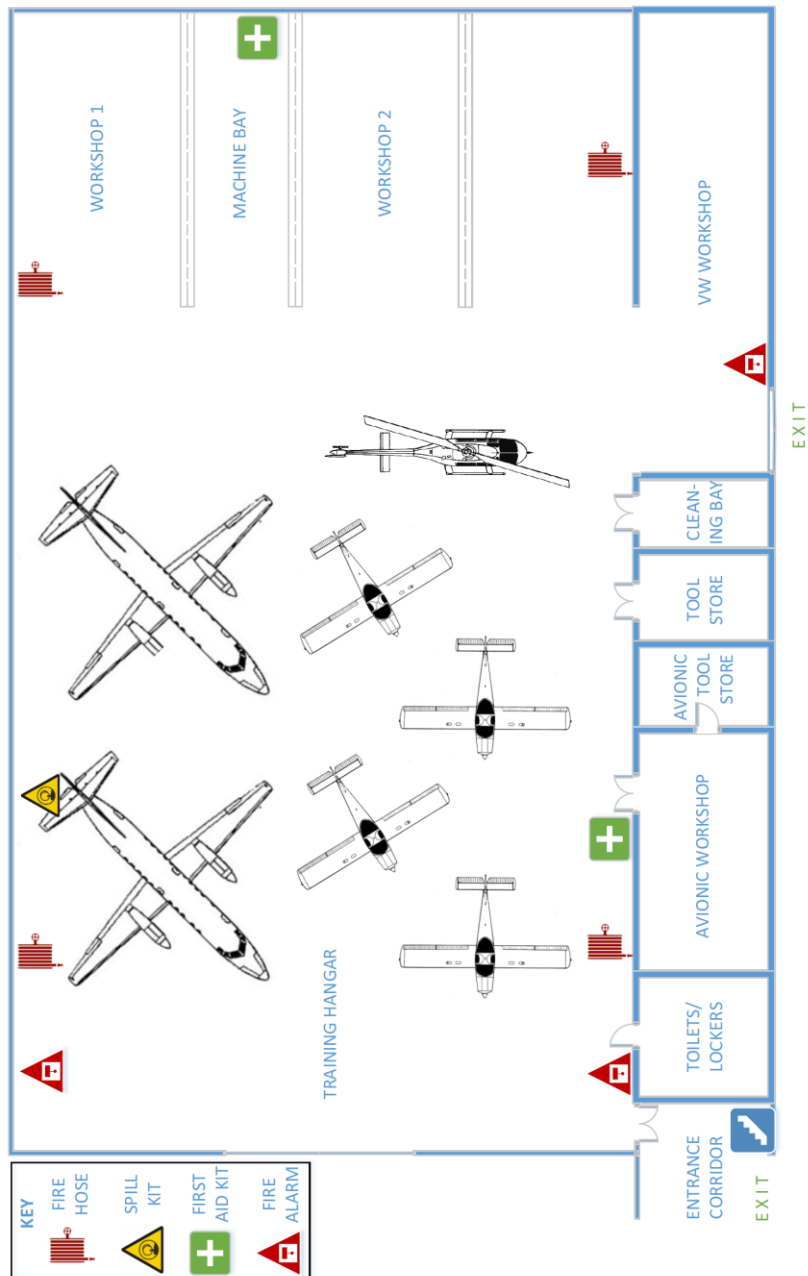
Fire Evacuation Plan



CHRISTCHURCH CLASSROOM BLOCK



CHRISTCHURCH WORKSHOP AND HANGAR BLOCK



Hours of Operation

The normal opening hours are between 0700-1700 in Auckland and 0630-1600 in Christchurch, Monday to Friday. Generally, classes are not held on Public Holidays. For full time students, your standard class hours are six hours per day. Your class times and breaks will be confirmed by your Facilitator.

Some class times and days may differ from this standard and you will be advised of any changes in advance by your Facilitator. Class times may also be changed to meet the requests of student groups, provided the Facilitator agrees.

Car Parking

There is off-street parking available in Christchurch and limited off street parking in Auckland. Parking is available on the roads surrounding the Auckland facility.



Programme/Academic Information



Orientation/Induction

During the first week of the programme, international students will follow a 1-week orientation programme. Thereafter all students will follow a 3-day induction course. This will cover general items related to the Air NZ Academy of Learning facility, you will also meet the staff who will be in charge of your education at the learning base.

Engineering Programmes Standard Day

- | | |
|--------------|----------|
| ▪ 0800-1000 | Class |
| ▪ 1000-1015 | Break |
| ▪ 1015-1200 | Class |
| ▪ 1200-1230 | Lunch |
| ▪ 1230-1445 | Class |
| ▪ 1445- 1515 | Revision |

Innovative Programmes

Our programmes are designed to be challenging, fun and innovative, including both theory and practical hands-on learning.

Air New Zealand Academy of Learning Facilitators

All our Facilitators have aviation engineering industry knowledge and great teaching skills. They are highly focused on assisting you to get results and achieve your goals.

Tuition and Training

Air NZ AOL programmes uses approved NZQA unit standards and modules. A unit standard or module is awarded when a defined level of competency is reached. Competency is assessed via practical and theory assessments. The conditions regarding assessments and the opportunity for re-sits are explained in the “Assessment/Exam Re-Sits” section. You will also be asked to participate in evaluations of your programme.

Personal Protective Equipment

You are required to buy two pairs of Air New Zealand branded overalls during your induction course. These are embroidered with the Academy of Learning - School of Engineering logo as well as your name. Sizing and payment of overalls will be arranged during your induction. The cost is outlined on your enrolment form. You are also required to purchase NZ Standards Approved clear safety glasses, Class-5 ear defenders and steel capped safety shoes.

We have negotiated a discount price for these items with NZ Safety Blackwoods. You will have been provided with the relevant discount forms prior to your programme start date. Please ensure that you bring your safety shoes on your first day*. If you already have your own safety equipment, please bring the items along on your first day and we will ensure that they meet our safety requirements.

** International Students – are not expected to have these items before the programme start date. We will arrange for purchase of these items during your orientation week.*

Recognition of Prior Achievement

If you have already achieved competence in any of the unit standards included in your programme you may not need to complete the assessments. Please present your Record of Achievement to

Student Support. Course Attendance is still required.

Responsibility for Learning

We believe that all our students have the potential to succeed, and we want to help by providing quality training and support. We require a commitment from you that you will dedicate your time and energy into learning new skills.

We expect you to be responsible for your own learning, and while during class time you will have the support of your Facilitator, you will be expected to complete tasks independently both in and outside of class time. Home-study is an integral part of the course content.

Achieving Your NZQA Qualification

To achieve your NZQA qualification, you must meet the following criteria:

Certificate in Aeronautical Engineering (Pre-Employment Skills) Level 3

Achieve 66 compulsory credits in Core Aeronautical Engineering along with 67 credits from the recommended Aeronautical Engineering standards.

- Have a minimum attendance of 80% for each course.
- Successfully complete all assessments with a minimum pass mark of 75%

Assessments

Assessment and exams are an important measure of your progress, and these will happen regularly. You have the right to know when you will be assessed (or tested), how you will be assessed and what is expected of you during the assessment. If you need to re-sit an assessment, you will be told when this will happen, certainly after you have had time to practice or learn more. Should you disagree with an assessment result whilst on the programme you can discuss this with your Facilitator, and then the Facilitation Leader. Finally, if you are still unhappy with the outcome of those discussions you can appeal in writing to the Training Manager. Honesty and integrity in the completion of assessments and tests is expected.



Assessment/Exam Policy and Procedures

At the beginning of every class your Facilitator will give you information about the assessment procedures. Your Facilitator will advise you how your assessment results will be made available to you.

On courses that are unit standards based, you will be assessed against the unit standards and learning outcomes throughout each programme. Each unit standard is made up of outcomes and performance criteria and to gain credit for the unit standard you must achieve all the performance criteria in that unit standard. Please be aware that the performance criteria of most-unit standards will be assessed over multiple courses making up the overall programme. This is to ensure the training can be delivered in a logical manner and provide opportunities to revisit topics to aid learning.

A re-sit will be required for any examination, written assessment or practical assessment that you do not pass. Where you achieve less than 50% in an assessment you may not be able to re-sit that assessment without further training. This will be discussed with you.

If you do not pass a particular assessment, you will be forwarded an electronic interim result notice via email, so that you can plan your re-assessment. Formal notification of course results will be issued within 10 working days.

You may not be eligible to sit the course exam or assessment if 80% attendance is not achieved. If your absence is likely to result in a failure, the examination will be deferred. The decision for deferral will be made by your Facilitator, Facilitation Leader(s) and Student Support. A course of action will be recommended for you, this may be self-study prior to sitting the assessment, some individual tuition, or a re-course prior to taking the assessment.

It is possible that you may be unable to sit your original exam/assessment due to illness, accident, bereavement or other exceptional and unavoidable circumstances. In such cases, please liaise with your Student Support 24 hours before the scheduled time of the examination, or as soon as practicable once the circumstance has arisen. You will be required to provide evidence to support your appeal to defer.

Provided the above conditions are met and agreed upon by the Facilitation Leader, a suitable time will be allotted to sit the exam/assessment at no additional cost. This is indicated as DNS (Did Not Sit) rather than as a fail.

Outside of the conditions stated above, you are to sit the examination at the scheduled time.

Assessment/Exam Re-sits

Re-sit sessions are scheduled weekly (every Wednesday from 3.40pm). To arrange a re-sit, please follow the booking instructions outlined in your electronic Interim Result Notice. You need to ensure that your payment is made prior to 5pm on the Thursday before your re-sit to ensure sufficient processing time.

There is an administration cost of up to \$60.00 for each re-sit. This is payable at the time of booking the re-sit (Refer to: *Financial Information/Other Payments*). No refund may be given, but a resit may be deferred at no charge if approved by a Facilitation Leader on production of a doctor's note, or if you have experienced a bereavement, accident or other trauma. Where the deferral is foreseeable, notice must be given 24 hours before exam sitting.

If you choose to defer for any other reason, this will incur an additional charge equal to the published resit fee. The same applies if you simply fail to attend the resit without explanation.

Retraining/Re-coursing

After 3 attempts at an examination (1 initial and 2 re-sits) you will be required to retrain before further attempts can be made. The Facilitation Leader will arrange this. This may be done during semester breaks or after the programme has been completed. Retraining or re-coursing may be required if you miss a significant portion of the

course due to absence. Your Facilitator will discuss the options with you. The timing of the retraining is dependent on the availability of the course and Facilitator. An appropriate fee may be charged.

Self-directed learning hours

As a part of each programme, students are required to complete a set amount of self-directed learning (homework) hours in addition to what they do with Facilitators in class.

For the New Zealand Certificate in Aeronautical Engineering (Pre-Employment Skills) (Level 3) – the expectation is up to 10 hours per week self-directed learning

Credits and Certification

Air New Zealand Academy of Learning processes credit reporting to NZQA. All results for internal and NZQA exams and assessments are managed through Student Support.

Air New Zealand Academy of Learning will issue Certificates when the student completes all required parts of the programme to the required levels. These awards will be made either directly to the students, or at the Graduation Ceremony.

Your Feedback is Important to Us

Your feedback on both your programme and the Air New Zealand Academy of Learning environment is valued and will help us to make continual improvements. You are invited to give us your feedback at the completion of each course when you will be asked to complete an online evaluation. Please raise any issues with your Facilitator at any time, or if you prefer to discuss any concerns privately, contact the Facilitation Leader or Student Support. *Any concerns that require reporting must be submitted using the Student Formal Feedback process (see Appendix 1*

Attendance

Attendance is compulsory. A high level of attendance, (minimum of 80%) throughout the programme is required to award the qualification. Aeronautical Engineering is a very specialised and technical industry, therefore the knowledge required to achieve this qualification is dependent on your presence.

Student attendance and punctuality are recorded daily.

Punctuality

On Time Performance is crucial within the Aviation Industry. OTP is a measure of the ability of transport services to be on time. Attendance in the workplace is treated as a key employability factor therefore attendance and punctuality for class is treated with the same importance – employers always ask for this information when requesting references.

Absence

If you are late or unable to attend class for any reason, you have a responsibility to notify us immediately (no later than 0730).

Notifying your absence is both basic workplace discipline and common courtesy.

- If you need to attend an appointment during class time, inform your facilitator prior to the date of appointment.
- If you are absent because of sickness, you must make contact before your normal start time (no later than 0730). Should you be away for more than two days, you will need to provide a medical certificate.
- If you are absent without contact; Student Support will be obliged to phone or visit you personally to establish your safety. If we cannot contact you, we will contact your next of kin.

- If you are absent from the programme for more than four consecutive days without notifying Air New Zealand Academy of Learning or without good reason for failing to do so, may impact your completion of this course.
- If your overall attendance drops below 80% for the programme, you may be dismissed.
- Please note - that as a Private Tertiary Establishment we are obliged to notify non-attendance to government agencies such as Study Link and the Tertiary Education Commission for domestic students, plus Immigration NZ regarding international students.

Punctuality

Students are expected to arrive on time for all classes. Repeated lateness may result in being denied entry to class for the day. If lateness becomes an ongoing issue, Student Support will meet with you to discuss the concern. Please note that late entry to examinations or assessments is not permitted.

Process for Poor Attendance

As noted above, students are expected to maintain at least **80% attendance** across the programme. If your attendance falls below this requirement, we will meet with you to discuss the issue with aim to resolve.

If the attendance can't be resolved may lead to dismissal from the course or programme and or impact your qualifications.

Student Progress and Feedback

Student progress is monitored regularly, and electronic result summaries provided to you via e-mail each month. These will assist you in tracking your assessment and test results. Individual performance reviews will be conducted by Student Support and an Facilitator during the practical elements of your programme. The performance review will cover your progress to date and cover competencies like attitude, punctuality and attendance, completion of tasks and practical skills.

Work Experience

Work experience opportunities may be available during semester breaks. While participating in work experience or on-the-job training, you are required to adhere to the code of conduct and all applicable safety standard.

Links with Industry

We pride ourselves on working closely with industry to develop programmes that meet the needs of the aviation industry. During your programme you will be exposed to the career options available to you. On occasions you will also have a great opportunity to present yourself to future employers. Your Facilitators will keep you informed. Guest speakers from other areas of industry are invited to make presentations during your programme if appropriate. Familiarisation visits and work experience to different areas may be included where they add value - subject to availability.

Programme Completion

When your programme finishes, you must complete an end of programme survey and an exit form. We will also require you to hand in your access card, locker key and any other item loaned to you during your time on the programme.

Graduation

A graduation event is held at the end of the academic year, with events scheduled in both Auckland and Christchurch. Graduation is a time to celebrate your achievements with other members of your class, family, friends, and the staff.

Students who have successfully met the criteria for gaining the NZQA certificates are eligible to participate in graduation.

Prizes are awarded to those students who have excelled on their programme, whether via academic and/or practical skills or alternatively by demonstrated exceptional personal qualities.



Student Support Services



Student Support

Our Christchurch learning base has full-time Student Support available during business hours Monday- Friday, and at all other times *for emergencies only*. Student Support will visit the Auckland learning base regularly and hold a student meeting each month. Whilst not based in Auckland, Student Support is always available for help and advice via phone, text or email.

Student Support is available to assist you with questions relating to accommodation, transport etc. and will also assist domestic students with questions relating to student loans and allowances.

If there are any issues affecting your study, please feel free to discuss them confidentially with Student Support.

If you have a known learning difficulty, you need to discuss the details at the beginning of your training with Student Support. This is so we can ensure you are not disadvantaged during your training.

Security and Student ID

Security is of paramount importance in the aviation industry. To maintain a secure environment for everyone's safety, all persons present at Air New Zealand Academy of Learning are required to display a current Air New Zealand or Student ID card, or a visitor pass.

You will be provided with a Student ID at the start of the programme – a photo is taken during induction and an ID provided soon afterwards. This ID must be worn at all times whilst on the premises – if you forget your ID at any time, please sign in as a visitor at reception for the day. The cost of your ID and any replacement is \$17.25.

Please always help us maintain a secure environment by being aware of your personal security and reporting any unusual or suspicious behaviour or persons without an ID to your facilitator or Student Support

Student Council

Student Council representatives are elected at the start of each programme. Meetings are scheduled monthly. The student council is made up of a representative from each student class, plus members of the Air New Zealand Academy of Learning management team. Items for the agenda should be forwarded to Student Support.

Student Study Space

We are pleased to be able to offer our students spaces to study quietly on-campus. The student study spaces are open Monday to Friday from 0700-1600 for self-study.

Student Notice Board

The student notice boards are located in the student cafeteria. Please feel free to place appropriate notices on the boards. Please remove notices once their relevance has expired. Management of Air New Zealand Academy of Learning reserve the right to remove inappropriate messages or notices without consultation.

Communications

All important information will be communicated to our students electronically. General and academic information will be distributed through Microsoft Teams. Personal information is distributed via your email.

Student Cafeteria

The cafeteria is available for use by students at any time during the day. Coffee and tea are provided free of charge. Soft drinks are also available to be purchased from vending machines. Microwaves are available to students wishing to heat food. Please ensure that you clean up any spills as they occur and dispose of all food scraps appropriately. Overalls are only permitted if they are clean.

- In Auckland, there are lunch bars located a short walk from campus.
- In Christchurch, trainees are allowed access to purchase food from the cafeteria located in the main hangar. Students are always expected to wear their student ID cards when visiting the main hangar and having purchased food need to return to the learning base. You are not permitted to stay and eat in the main hangar.

Showers/Changing Facilities

Showers and changing facilities are available on-site.

Accommodation

There are several options available to students for accommodation including homestay, flatting or boarding. Several websites provide information

on what is available – see links in Community Information. The best option for you personally will depend on your familiarity with the area and your means of transport. The student notice board can be used for advertising. For your own safety, we recommend that you do not visit prospective accommodation sites on your own. Please contact Student Support if you require assistance in this area.

Bus Services

Information on bus services can be obtained from AT in Auckland on (09) 366 6400 or <https://at.govt.nz/>. In Christchurch, information can be obtained from Metro info on (03) 366 8855 or www.metroinfo.co.nz.

Health Services

It is recommended that you research where the most convenient GP/medical centre is in advance (even if you do not think you will need one), preferably one close to your accommodation. However, if you require a doctor or dentist, Student Support will be able to refer you to a nearby practitioner. You can contact a health professional 24 hours a day on Healthline – 0800 611 116.

Please find further information on Community Information at the back of this handbook.



Policies and Procedures



Te Tiriti o Waitangi (Treaty of Waitangi)

Air New Zealand respects the needs and aspirations of all people including the acceptance that Māori hold a special partnership status within the many cultures that now make up New Zealand.

In meeting its obligations under the Treaty of Waitangi, Air New Zealand Academy of Learning must operate in a manner consistent with the generally recognised policy principles of Te Tiriti.

Air New Zealand Academy of Learning acknowledges sovereignty/governance and working together with the same rights and benefits as subjects of the Crown. In our workplace that means working together at all levels of the organisation and having a say in the policy and management of the organisation.

Air New Zealand Academy of Learning acknowledges the protection of rights, benefits and possessions. In our workplace, as well as ensuring equal rights and protecting possessions, it means that Māori tikanga (culture and protocols) and taonga (treasures) such as Te Reo Māori (Māori language) are respected and given equal footing to the tikanga and taonga of other cultures.

Air New Zealand Academy of Learning acknowledges sovereignty/governance. In our workplace this means ensuring equal participation at all levels, and also that Māori have input into decision-making that directly affects them.

Privacy and Confidentiality of Information

Air New Zealand Academy of Learning collects and keeps personal information about each student. The Privacy Act 2020 protects the information you give us and details conditions under which personal information can be obtained, used, stored, and exchanged with other interested parties.

Air New Zealand Academy of Learning considers the privacy of this information to be important and has policies and procedures which reflect the Twelve Privacy Principles as set out in this Act to protect this information.

Air New Zealand Academy of Learning collects personal information from you so that you can:

- be provided with information about courses
- be registered
- be enrolled
- be paid any allowances to which you are entitled
- be entered for examinations
- have your attendance and progress monitored
- be contacted by Air New Zealand Academy of Learning
- have assessment results registered by other organisations

This information is also likely to be used by Air New Zealand Academy of Learning to develop programmes, courses and facilities in ways consistent with our business plan.

This information is also collected so that Air New Zealand Academy of Learning can meet its statutory obligations to provide the Ministry of Education with information under section 309 and 310 of the Education and Training Act 2020. Except for questions marked “optional”, it is mandatory to provide the information asked for. Failure to provide that information may result in

Air New Zealand Academy of Learning unable to process your enrolment. This information is held in archives for audit and reference purposes, even if you are not currently enrolled at Air New Zealand Academy of Learning.

Air New Zealand Academy of Learning undertakes to store all personal information necessary for its operation as a provider of tertiary education to meet the requirements of the Education and Training Act, the Public Finance Act and the Inland Revenue Act and to enable us to provide you with evidence of your enrolment and progress in years to come.

Personal information may be disclosed to other education agencies, such as the Ministry of Education, Tertiary Education Commission, the NZ Qualifications Authority, Industry Training Organisations, the Education Training and Support Agency and other tertiary education institutions and to Government agencies such as NZ Police, Department of Justice, the NZ Income Support Services and the Accident Compensation Corporation – if they demonstrate a statutory right to obtain it.

Air New Zealand Academy of Learning will allocate to you a student identification number (unique identifier) which will be used as a reference number on documents and correspondence relating to you. Under the Privacy Act 2020, you have the right of access to all personal information held by Air New Zealand Ltd about you. You also have the right to ask Air New Zealand Ltd to correct any information held which is inaccurate. You can exercise those rights by applying to the Air New Zealand Academy of Learning Shared Services Team. Your Student Support Administrator can assist you with this.

Note: All students are obliged to advise Air New Zealand Academy of Learning of any changes to their personal information.

**International students are obliged to advise Air New Zealand Academy of Learning of any changes to contact details, accommodation type, residential address and any changes to their passport or visa permit.*

General Complaints and Grievance Procedure
Air New Zealand Academy of Learning operates a comprehensive complaints procedure. If you feel you have not been fairly treated by Air New Zealand Academy of Learning, you should *submit a report via the Student Formal Feedback process (Appendix 1)*.

If you are unable to satisfactorily resolve any complaint through the Air New Zealand Academy of Learning grievance process, students can contact the New Zealand Qualifications Authority.

NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

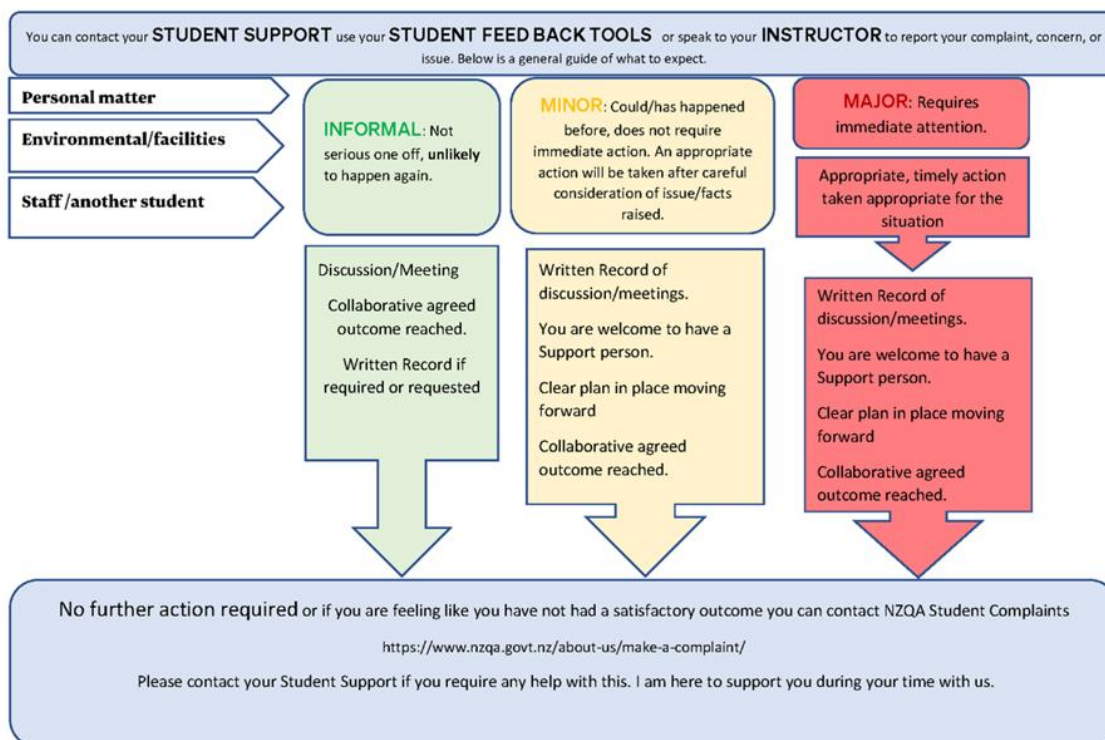
Domestic Students – If you feel Air NZ Academy of Learning isn't complying with the Code of Practice or if you have a financial or contractual dispute that has not been satisfactorily resolved through our internal process, you may wish to escalate your complaint to NZQA. More information can be found at [NZQA Learner Complaints](#)

International Students - [iStudent Complaints](#) is available to help you resolve financial or contractual disputes with your education provider. There is no cost for this service.

iStudent Complaints is an independent service with experience in helping people to resolve disputes.

You can contact iStudent Complaints on 0800 00 66 75, email at complaints@istudent.org.nz or at <https://www.istudent.org.nz/>

If you have a **Complaint Concern** or **Issue** here at the **Academy of Learning** please use this as a guide or talk directly to your Student Support person. **WE WANT TO KNOW!!**



Professional Guidelines for Air New Zealand Academy of Learning

As well as yourselves, at any given time there are different groups of professionals at Air New Zealand Academy of Learning. They range from Training Facilitators to Customer Service Agents, Engineers, Cabin Crew and Pilots, HR staff and Management as well as external companies. For all of us to get along and enjoy the time we spend at Air New Zealand Academy of Learning, there are some professional guidelines in place which are additional to your individual class guidelines. We ask that you observe these whilst at Air New Zealand Academy of Learning.

Please:

- Keep your work areas clean, tidy and safe
- Do not chew gum in class
- Use appropriate language (no swearing)
- Pay attention to the presenter
- Always be respectful of others
- Be patient with one another
- Do not use phones or personal devices in class time.

Conduct and Behaviour

The aviation industry demands honesty, reliability, integrity and accountability in its employees, who are expected to always act ethically and in accordance with the law. Please be aware that certain criminal convictions may restrict your employments within the aviation industry.

Whilst at Air New Zealand Academy of Learning please always observe our Conduct and Behaviour code:

- Respect others
- Behave safely
- Observe all Air New Zealand Academy of Learning Professional Guidelines

Failure to do so could result in disciplinary action. Please see "Discipline" section of the handbook for information relating to disciplinary action.

Harassment and Bullying

Air New Zealand Academy of Learning does not tolerate harassment in any form. If you experience harassment approach Student Support or a member of staff for help.

- Harassment is unwelcome or offensive behaviour that is repeated or significant enough to have a harmful effect on your ability to function normally. It's about how someone is treating you inappropriately by undervaluing something about you.
- Similarly, bullying is a repeated inappropriate behaviour but this time they are undervaluing you.
- You have the right to work, learn, study and socialise in a safe environment. These are basic rights which are governed by law and can be found under the Human Rights Act 1993, Employment Relations Act 2000 and the Health and Safety at Work Act 2015.
- Please treat others with the same respect you'd like to receive yourself. If you receive unwanted advances, physical or verbal from anyone here at Air New Zealand Academy of Learning, please approach any staff member for confidential help.

Behaving Safely

Behaving safely includes taking care when using equipment and facilities, wearing appropriate and suitable clothing and never endangering yourself or others. Safety and protective equipment must be worn as directed during training activities in the hangar, workshop or cabin trainers.

If you are taking medication that affects your ability to drive or use machinery you must advise your facilitator.

Health and Safety

Health and Safety considerations are central to the participation and enjoyment of training and educational activities. Air New Zealand Academy of Learning will ensure a safe and healthy training environment and will train people to work safely. Management will ensure that safety and health risks are minimised or eliminated. **We expect you to help us with this by telling us of any concerns or potential hazards. If it is determined that you are unable to operate safely in a workshop environment, you will be required to undergo additional training.**

Incident/Accident Reporting

If an incident or accident occurs, **notify your Facilitator immediately.**

If the situation requires more than basic first aid, **call 111** without delay.

For access to the **First Aid room (Auckland)** or to contact a **First Aider**, please speak with a staff member.

If the accident is **serious**, ensure that the accident site is **not disturbed**.

Reporting Requirements

- **All accidents**, including minor injuries, safety concerns, or hazards, must be reported.
Please submit a report via the **Student Formal Feedback process** (Appendix 1).
- **Serious incidents or injuries** must follow the formal **Incident/Accident Reporting Procedure**.
Notify your facilitator immediately. The incident will be entered, investigated, and recorded in the **Air New Zealand KoruSafe incident management system** by your Facilitator.

Hazard Awareness

We strive to provide a safe training environment as part of our commitment to **zero harm**.

If you identify a hazard without appropriate controls in place, **advise your facilitator** and **report the hazard** so appropriate steps can be taken to eliminate, isolate, or minimise the risk (use **Student Formal Feedback Process** Appendix 1).

Please let your Facilitator know immediately if an incident or accident has taken place. Call 111 if the incident / accident requires more than first aid.

For access to the First Aid room (in Auckland) and the First Aider, please contact a staff member. If the accident is serious, it is important that the accident site is not disturbed.

Safety and Evacuation Procedures

Our buildings are fitted with fire alarms throughout and we have a practised evacuation plan.

In the unlikely event of a fire or other emergency requiring Air New Zealand Academy of Learning to be evacuated, the evacuation alarm will sound, and you should:

- Leave the building immediately using the nearest safe evacuation route.
- Evacuate to a safe assembly area.
- Await instruction from the wardens,
- Do not re-enter buildings until the “ALL CLEAR” is given by wardens.
- Do not attempt to extinguish the fire unless it is safe to do so.
- If you require assistance to evacuate, please advise the Evacuation Warden

Note: remember take nothing with you.



Rules and Standards



At Air New Zealand Academy of Learning, as in the workplace there are standards that need to be followed for safety, courtesy and for business efficiency. These rules and standards along with professional conduct while on an Air New Zealand Academy of Learning programme (as detailed earlier in this handbook), apply to Air New Zealand Academy of Learning students and staff alike. By applying for your programme, you are agreeing to abide by these professional conduct guidelines, rules and standards. Not following them may result in disciplinary action being taken.

Visitors

Prior arrangement should be made for visitors. visitors are required to also follow Air NZ safety requirements

Dress Code*

Personal presentation is important, whilst the dress code is casual, please do not wear:

- Jandals, strappy sandals or shoes with heels
- Clothes with offensive messages

Appropriate safety footwear must be worn in the Hangar, Emergency Procedures Training Area and Workshops.

Lost and Found Property

Lost and found property is handled by Student Support. You are welcome to place a notice on the student noticeboard.

Change of Address/Contact Details

It is very important that you let us know if any of your contact details change. This will ensure all communication reaches you.

You can inform us of your new details by notifying Student Support.

Food and Drink in the Classrooms

To ensure your safety and comfort, food and beverages are restricted to the cafeteria, or in the outside courtyard unless otherwise approved. No food or drink, except for closed top water bottles may be taken into the classrooms, hallways or workshop areas.

Mobile Phones

The use of mobile phones during class is not allowed. The hangars and workshops are mobile free zones. If you are expecting an important call, please discuss with your facilitator.

Smoking

Air New Zealand Academy of Learning is a smoke and vape-free environment. Smoking and vaping is not allowed on site except for the designated smoking area. Please dispose of cigarette butts appropriately.

Alcohol and Other Drugs

Drinking alcohol or taking illegal drugs on the premises or grounds is strictly prohibited. The Air New Zealand Academy of Learning function is designated as a “safety sensitive” operation. On this basis, students under the influence of alcohol or drugs will be stood down immediate and after investigation, may face dismissal.

Parking - Cars, Motorbikes and Bicycles

Christchurch and Auckland bases have limited car parking on-site. In Auckland, parking is available on the surrounding roads.

In Christchurch, motorbikes and scooters should only be parked in the designated areas. Bicycles can be stored in the bicycle shed provided.

In Auckland there is a small, designated area for parking motorbikes and bicycles.

Criminal Charges

Students are required to notify Student Support immediately if they are charged with any criminal offence. The organisation reserves the right to contact the police without delay if there is reasonable belief that an offence has occurred on base or involves any student or staff member.

Disciplinary Procedures

Should you breach any of these Rules and Standards or the professional conduct guidelines while on an Air New Zealand Academy of Learning programme (as detailed earlier in this handbook), disciplinary action may be taken. We will act fairly in all disciplinary dealings with you by investigating matters thoroughly and listening to all sides of the story before reaching a decision.

- You may receive up to three warnings, one of which will be a final warning.
- After a final warning, if there is a further incident you may be dismissed from the programme.
- The warnings do not have to relate to the same issue.

Serious Offences/Malicious Misconduct

Certain serious offences may result in your dismissal from the programme without warnings. Some examples are:

- Cheating during an exam/assessment.
- Fighting or physical violence.
- Sexual, racial or other harassment of any student or staff member.
- Use of inappropriate language.
- Possession or use of alcohol or non-prescription drugs on site.
- Any deliberate action or inaction which threatens the health and safety of any student or staff member.
- Damage to Air New Zealand Academy of Learning property, unauthorised possession of property belonging to Air New Zealand Academy of Learning, another student or staff member.

Many of the above policies align to wider Air New Zealand policies, they can be found on Korunet via the links below – please note that Korunet access is restricted. Access will be granted during Induction:

[Air New Zealand Code of Conduct and Ethics](#)

[Air NZ Engineering People Safety Engine Manual](#)

Computer Network, Internet Policy and IT Services



Use of the computers, Intranet or our Wi-Fi network and where applicable email accounts means you have agreed to the following:

1. Personal responsibility

Students must comply with [Air New Zealand's Cybersecurity Policy](#), which includes taking personal responsibility for actions in accessing the company's computer system or Wi-Fi. Students must not share their username, password, or any other credentials with any person. Electronic communications must not contain offensive, discriminatory, or illegal content. Use of Air NZ systems may be monitored using automated and manual processes to ensure compliance with policy.

2. Use of personal electronic devices on campus requiring power

Students and staff must only use devices that are electrically safe at Air New Zealand Academy of Learning as this is a fire risk. Devices should be inspected by the owner and in safe condition prior to use e.g. no split cables, damaged plugs etc. If in doubt, consult the advice of a competent technician.

3. Internet access

Internet access may be filtered and monitored to remove malicious or offensive material and ensure compliance with Air NZ policy. Accessing illegal, offensive, or inappropriate content is strictly prohibited.

4. Restrictions on social media

Students must ensure that no Air NZ Information Assets or internal details are disclosed on social media. Posts must not contain offensive, discriminatory, unprofessional, or illegal content. Students must not use social media to contact staff on personal accounts in ways that breach professionalism or Air NZ standards.

5. Proxy sites

Students must not attempt to bypass Air NZ security controls, filtering, or monitoring systems, including through use of proxy or anonymising sites.

6. Music/videos and films

Music, videos or films may not be illegally downloaded or shared. The use of torrent software is prohibited.

7. Banned material

Access to and downloading of any material that encourages violence, illegal acts, racism, or 'hate' speech is forbidden.

8. Damage to equipment etc.

No student may intentionally cause damage to any equipment, software or other related aspect of the facility; this includes (but is not limited to) vandalising, hacking, destroying technological systems or equipment including computer hardware and software. Vandalism includes (but is not limited to) excessive printing, attempting to crash computers or networks, the creation or intentional use of programmes designed to damage computers, the creation or intentional use of programmes designed to inhibit network traffic, the use of chain letters, or excessive messages, or devices that restrict legitimate use.

9. User rights

Students are expected to consider and respect the right of other people to use the facility without disruption or abuse.

10. Unauthorised copying/loading

Unless authorised to do so, no student may copy software or load any software onto company owned machines they may be using.

11. USB sticks

As a matter of security, USB sticks are disabled on the Air New Zealand Academy of Learning network. The company recommends the use of cloud-based solutions like Office 365 OneDrive or email to transfer files from home to your Air New Zealand Academy of Learning account.

12. Harassment

Use of the computer systems to send obscene or harassing messages anywhere or to anyone is totally prohibited.

13. Privacy issues

All students shall respect the privacy of others. All user files, phone mail and company email messages are private and shall only be accessed with the permission of the owner. Company files are completely off limits. Any attempt to access these will be regarded as a serious breach of conduct and dealt with accordingly.

14. Password security

Students will be issued with a login and password just before the programme start date. Students must observe appropriate password security/confidentiality and report any problems immediately to Facilitator. Any damage to or misuse of files must also be reported immediately. Login access will expire upon signing out from Air New Zealand Academy of Learning.

15. Copying and printing

Only copying or printing that is related to your studies is authorised.

16. Logging off

Users must not leave terminals, browsers and other access channels to the network unattended for unreasonable periods of time while they are logged into those systems. Users must log off the terminal they are using when the user is leaving that terminal or access channel unattended for more than 20 minutes.

17. Legal

Students agree to abide by all New Zealand laws and understand they will be liable for any law broken.

18. Disclaimer

In the event where there is suspicion around the rules of this agreement being broken, Air New Zealand Academy of Learning has the right and the ability to audit your network use. Information gathered from this audit could result in disciplinary action. The company disclaims any responsibility for the content, quality, performance or any other aspect of the Internet. In no event and under no circumstance will the company be liable for any consequential, incidental, indirect or special damages resulting directly or indirectly from a student's use of the system or the internet.

Financial Information

Tuition Fees

All New Zealand citizens and New Zealand Residents (who have held permanent residency for 3 years or more) are entitled to receive a funding subsidy from the Ministry of Education. From the subsidy Air New Zealand Academy of Learning makes a deduction to student fees. The balance is used to assist in resourcing the programmes. The cost applicable to you for your chosen programme will be confirmed on the offer letter and the invoice issued.

Programme costs include:

- GST (Government Goods and Service Tax)
- NZQA registration and Unit Standard reporting
- All tuition and student notes

Payment of Fees

Students are required to have organised the fee payment at the start of their programme either via StudyLink or self-funding.

All other students' fees are to be paid according to the terms of your contract or your sponsor's contract.

Student Fee Protection - Public Trust Account

The Public Trust operates an independent 'trust account' for Air New Zealand Academy of Learning students to protect their student fees in accordance with statutory requirements under the Education and Training Act 2020 (Section

356), and New Zealand Qualification Authority registration requirements. This trust account ensures that sufficient monies are available at all times to refund the 'unexpired' portion of student fees in the unlikely event that Air New Zealand Academy of Learning has to cease delivery of a programme due to financial or other external reasons. The trust account is controlled by the Public Trust who operate the trust for the benefit of all students concerned. The level of protection is limited to the amount of fees paid directly by the student and excludes government funding amounts; programme related costs or sums paid other than programme fees.

Payment direct to the Public Trust bank:

Bank: Bank of New Zealand

A/C Name: Air New Zealand Limited

Account: 02-0536-0305865-01

Swift: BKNZNZ22 PT

Please ensure your name is entered as the bank description for bank payments and that you quote the reference number (advised on the invoice) you are paying.

Withdrawals and Refund of Fees - Domestic Students

If for any reason you feel that you need to withdraw from your programme of study, a discussion with your Facilitation Leader and Student Support is recommended. The cancellation fees are below:

DATE OF WITHDRAWAL	ADMINISTRATION CHARGES	REFUND DUE	ACADEMIC RESULT
Prior to start of course	Nil	All fees refunded	No result recorded
Before the end of the 8th calendar day from the start of your course	\$500.00 or 10% of the fees paid, whichever is the least amount	All fees refunded, less the Administration charge	No result recorded
9 or more calendar days from the start of course	Nil	Nil	Results of course & units completed will be recorded

Formal withdrawal from a course of study is required to be made in writing and addressed to the Training Manager - Maintenance Training Organisation. The effective date of withdrawal will be the date on which Air New Zealand Academy of Learning receives the written advice. Please read the withdrawal information above. Your withdrawal will mean that you are no longer a full-time student. Any refund is required to be repaid to StudyLink (Student Loans) first.

If you withdraw from all courses of study after 9 calendar days from the start date, you will be required to attend a withdrawal/exit interview. At that time, you will need to return all Air New Zealand Academy of Learning materials on loan or hire, including your student ID, locker key, any relevant class texts, workbooks or equipment that you have not paid for.

Work and Income New Zealand (WINZ)

Are you receiving a benefit from WINZ?

If you are receiving a benefit from WINZ, it may affect your eligibility for a student loan or allowance. You will need to inform WINZ when you begin your studies.

If you are married and receiving a student allowance, you may be entitled to a special benefit and/or an accommodation benefit from WINZ.

Student Loans and Allowances - Domestic Students

Student loans can be used to help finance your studies. All student loans and allowances are managed by StudyLink. An application can be obtained by telephoning 0800 88 99 00 or on-line at www.studylink.govt.nz.

If you have any queries regarding your loan or in an event of WINZ requesting asking additional information, please check with Student Support who tracks the progress of your loan.

It is to your advantage to apply for a loan and/or allowance as soon as possible to ensure they are available to you when you start the course. You can do this before you have been accepted into the course.

Course Related Costs

Once your student loan has been approved, you may also apply for a loan to cover course related costs as detailed in your enrolment form.

Please ensure that all questions relating to student loans, allowances and course related costs are directed to Student Support.

Please Note:

Financial support from WINZ or StudyLink in the form of student loans, student allowances and benefits are generally only available to New Zealand Residents who have attained Permanent Residency for a period of 3 years or longer.

Overdue Fees

Tuition fees and programme related fees, and dates that fees are due, are detailed on invoices.

- If you are unable to meet the deadline dates you can talk to us to arrange payment options.
- If you do not make the payments on time you could be asked to stand down until the payment is met in full, or ultimately be withdrawn from the programme.

Other Payments

You may be required to pay the Academy of Learning for examination resits or other course related costs. The account number is:

02-0100-0587283-16

To allow us to identify the payment, please use the following reference details:

Particulars: Full name or first initial and last name

Code: Your student number

Reference: What you are paying for.

For example:

For exam resits - enter course code eg. 'PE3216'.

For extra graduation tickets - enter 'AKL Grad' or 'CHC Grad'

International Students



Immigration

All international students require a current Student Visa to confirm your enrolment. You must not allow your Visa to expire while you are studying. If you withdraw from your programme of study this will affect your Student Visa status. A copy of your Passport and Visa must be provided to Air New Zealand Academy of Learning. It will be held on your personal file. If international students are accompanied by their partner and/or children during their time in New Zealand, they too must have Visas and Permits. You need to give a copy of these Visas and Permits to Air New Zealand Academy of Learning also. Full details of Visa and Permit requirements, advice on rights to employment in New Zealand while studying and reporting requirements are available through the New Zealand Immigration Service at www.immigration.govt.nz.

Insurance Requirements

Travel and medical insurance are a New Zealand Government requirement and compulsory for all international students studying in New Zealand. You will need to purchase an appropriate insurance policy before you start your journey to New Zealand. This is a requirement under The Code of Practice for the Pastoral Care of International Students.

Medical and Accident Cover

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements on publicly funded health services are available from the [New Zealand Ministry of Health](http://www.health.govt.nz).

The Accident Compensation Corporation provides accident insurance for temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the [ACC Website](http://www.acc.co.nz).

You must ensure your insurance meets the requirement of The Education (care of Tertiary and International Learners) Code of Practice 2021. Refer to the relevant section in this handbook to learn more about the Code of Practice

Policy requirements:

The minimum benefits of insurance needed to meet the requirements set out by Air New Zealand Academy of Learning are:

- Medical – cover must be unlimited
- Repatriation – NZ\$600,000
- Expatriation – NZ\$30,000
- Accompanying family's emergency travel – NZ\$15,000
- Travel delays/contingencies – NZ\$25,000
- Personal items at least - NZ\$15,000
- Personal liability - NZ\$500,000

All insurance policies should:

- Cover you from date of departure from your home, apply while you are in transit and continue for the period of your enrolment/visa dates.

Approved New Zealand and Air New Zealand Academy of Learning Policies Providers

- Marsh Student **Safe** - Inbound Learners
- Southern Cross International Student Insurance
- Orbit Protect **Prime** Policy
- Uni-care NZ Student Plan

Note: Policies not on the Air New Zealand Academy of Learning approved list may not be accepted.

Purchasing Approved Insurance:

We advise that you purchase your insurance as soon as your visa has been approved. The fastest and most convenient way of acquiring Insurance is via the internet from an Air New Zealand Academy of Learning approved provider (listed above). Once purchased your insurance policy will be emailed to you, please ensure that this is forwarded directly to Student Support via email before you travel to New Zealand.

Purchasing a policy online is a straightforward process. However, you will need the use of a credit or debit card. If you need assistance or guidance in purchasing a policy please contact Student Support.

Arranging your Own Insurance

If you arrange for your own insurance, it must be approved by Air New Zealand Academy of Learning and provided Student Support at least two weeks before International Orientation (new students) or two weeks before the expiry of your current insurance policy (current students).

The Policy certificate must show the following information in **English**:

- Your personal details
- Policy number
- Policy start/expiry date
- A brief schedule of benefits.

Note: Policies not on the Air New Zealand Academy of Learning approved list may not be accepted. Late submissions of insurance certificates will not be accepted.

If you fail to purchase insurance, Air New Zealand Academy of Learning will take steps to ensure that you are covered. We will purchase Insurance on your behalf and charge this to your Air New Zealand

Academy of Learning student account in the following cases:

- Your current policy does not meet the requirements set out by Air New Zealand Academy of Learning
- Your certificate is not provided before the submission due date.

English Language Support

If you feel you would benefit from improving your English language skills, please see Student Support to discuss the various options available to you. Although we do not have an English support tutor at Air New Zealand Academy of Learning, we can advise you on where to seek assistance.

Accommodation

The provision of accommodation for international students is covered by The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. Air New Zealand Academy of Learning can provide information on accommodation options that will assist you in organising your own accommodation. Further Code details are provided later in this handbook.

Withdrawal from Courses

If you withdraw from the course, this may affect the conditions of your visa allowing you to stay in New Zealand. Formal withdrawal from a course of study must be made in writing and addressed to the Training Manager - Maintenance Training Organisation.

The effective date of withdrawal will be the date on which Air New Zealand Academy of Learning

receives the written advice. Please read the withdrawal information below. If you withdraw from all courses of study, you will be required to attend a withdrawal/exit interview. At that time, you will need to return all Air New Zealand Academy of Learning materials on loan or hire, including your student ID, locker key, any relevant class texts, workbooks or equipment that you have not paid for.

Withdrawals and Refund of Fees - International Students:

DATE OF WITHDRAWAL	ADMINISTRATION CHARGES	REFUND DUE	ACADEMIC RESULT
Prior to start of course	Nil	All fees refunded	No result recorded
Within 10 working days of course start	25% of fees paid	All fees paid less 25% administration charge	No result recorded
After 10 working days of course start	Nil	Nil	Results of course & units completed will be recorded

Pastoral Care Requirements under the TEC Code of Practice

Air New Zealand Academy of Learning has agreed to observe and be bound by The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 published by the Ministry of Education. Full copies and information on the code of practice are available on request from this institution or from the New Zealand Ministry of Education website

Helpful Information for International Students

Air New Zealand Academy of Learning has a booklet called "International Student Orientation". If you have not received a digital copy, please contact Air New Zealand Academy of Learning. We encourage you to read and research as much as possible prior to your arrival in New Zealand.



The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021



Introduction

When learners enrol to study in New Zealand, tertiary education providers have an important responsibility to ensure that those students are well informed, safe and properly cared for.

To support this, the New Zealand government has developed The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

The NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Code of Practice.

What is the Code?

The Code of Practice prescribes the required outcomes education providers and their agents need to deliver for all international and domestic learners. It clearly outlines the full legal requirements that education providers enrolling tertiary learners must abide by.

The Code of Practice does not apply to concerns about academic standards.

Who does the Code apply to?

The Code applies to all tertiary education providers in New Zealand.

The Code is mandatory to these providers and must be signed by them.

Who is an "International Learner"?

An "international learner" is a person studying in New Zealand who is not a New Zealand citizen or resident. A learner who is a citizen or resident of New Zealand is referred to as a "Domestic Learner".

How can I get a copy of the Code?

The code is available online in English and Te Reo Māori from the [Ministry of Education website](#)

What can I do if I have a complaint?

When you enrol for tertiary study in New Zealand, you can expect to receive a high standard of education, and to feel safe and well cared for. If you have a complaint, it is important that you go through the steps outlined in this handbook under *Policies and Procedures/General Complaints and Grievance Procedure*.



Community Information

General Information

Citizens Advice Bureau

0800 367 222

<http://www.cab.org.nz>

Tenancy Services

What you need to know before you rent a property or go flatting find it all here.

www.tenancy.govt.nz

Youthlaw

(09) 309 6967 (1000–1600 M-F)

www.youthlaw.co.nz

Civil Defence New Zealand

What to do if a natural disaster happens in NZ.

www.civildefence.govt.nz/

Education Information

NZQA Call Centre

0800 697 296

www.nzqa.govt.nz/about-us/contact-us/

Studylink

for student loans and allowances

0800 88 99 00

www.studylink.govt.nz

WINZ

for contact details of location closest to you

www.workandincome.govt.nz

Health and Wellbeing

Health New Zealand (Te Whatu Ora)

www.tewhatauora.govt.nz

Sexual Wellbeing Aotearoa

Sexual health advice and contraception

www.fpanz.org.nz

Healthline - Free health advice

0800 611 116 (24 hrs)

Plunketline – Free Parent Helpline

0800 933 922 (24 hrs)

LifeLine - Suicide Crisis Helpline

0508 82 88 65

<https://www.lifeline.org.nz/services/suicide-crisis-helpline>

Mental Health Foundation

Supporting positive mental health and wellbeing

www.mentalhealth.org.nz

Shine – Making homes violence free.

0508 744 633

www.2shine.org.nz

0800 What's Up?

A free, nationally available counselling helpline and webchat service for teens

0800 942 8787

whatsup.co.nz

Aviva - 24-hour sexual assault support (CHC)

Sexual Assault Support Services Canterbury (SASSC)

(03) 378 3847

www.avivafamilies.org.nz

Rainbow Youth

Support, information, resources & advocacy for Aotearoa's queer, gender diverse, takatāpui and intersex youth

www.ry.org.nz

Thelowdown

Support for your hauora, identity, culture and mental health

Free call or TXT 1737

www.thelowdown.co.nz

Youthline

0800 376 633

Free Txt 234

www.youthline.co.nz

Counselling Services

Canterbury Men's Centre – Counselling Services for Men

(03) 365 9000

<https://canmen.org.nz/counselling/>

Canterbury Women's Centre – Resources, Courses & Counselling

(03) 371 7414

<http://womenscentre.co.nz/>

Auckland – Finding a Counsellor

This is a comprehensive list of counselling services in the Auckland region. If you would like assistance in contacting a suitable counsellor, please feel free to discuss this with Student Support.

www.talkingworks.co.nz/listing-category/counsellors/

Students – Know what to do if there is a significant Emergency Event

Household Plan

Making a plan before an emergency will help you work out what to do when a disaster happens. The plan should be made with all members in your household, and you should let family and close friends know about your plan so they know how to contact you if you need to leave your accommodation.

Things to cover in your household plan include:

- What you will each do in the event of a disaster – declare yourself as **“Safe”** via any/all of the following:
 - Facebook
 - Microsoft Teams
 - Text (May still work even if data networks are unavailable)
- How and Where you will meet up during and after a disaster
- What local radio stations to tune into for civil defence information during an event.
 - National Radio. AKL 101.4 FM/756 AM CHC 101.7 FM/675 AM
 - Newstalk ZB. AKL 89.4 FM/1080 AM CHC 100.1 FM/1098 AM

If you don't have a radio in your house but you have a car with a radio, tune in to the relevant station!

The [Household Emergency Plan](https://getready.govt.nz) template at <https://getready.govt.nz> is a good place to start:

Emergency Lockdown Procedure

In the event of a localised major incident (terrorism/civil disturbance) the Air NZ Academy of Learning has a planned procedure to activate a “lockdown”.

Please ensure you follow the advice and direction of Air NZ staff in these situations.

Appendix 1 Student Formal Feedback

Purpose

To provide a clear and confidential process for students to raise and resolve any concerns or improvement opportunities related to their learning experience. This includes matters such as training aids, Facilitator conduct, safety concerns, assessment fairness, course content accuracy, and overall training delivery.

Scope

This process applies to all students enrolled in Air New Zealand Academy of Learning programmes at both Auckland and Christchurch learning bases.

Examples of Reportable Issues

Students are encouraged to report any issue that affects the quality, safety, or fairness of their training experience, including (but not limited to):

- Training materials: Outdated, inaccurate, or unclear course notes or reference materials.
- Training aids and equipment: Broken, ineffective, unsafe, or unavailable tools, simulators, or training resources.
- Facilitator conduct: Concerns about professionalism, fairness, communication, or behaviour.
- Assessment or marking issues: Inconsistencies, unclear expectations, or suspected errors.
- Safety concerns: Any hazard, unsafe condition, or behaviour that could cause harm or breach health and safety standards.
- Student feedback: General comments, suggestions, or improvement ideas relating to courses, facilities, or the student experience.
- Other issues: Any matter that may affect your ability to learn effectively or feel supported while studying.

Step-by-Step Process

1. Identify and Document the Issue

Clearly describe the issue, including date, time, Facilitator(s) involved (if applicable), and course/module name. Collect any supporting evidence (e.g. photos, screenshots, or copies of notes).

2. Submit a Formal Issue Report

Complete the Student Feedback & Issue Report Form (TS090) and submit electronically through Microsoft Forms by following the prompts.

Once submitted, your report will be acknowledged within two (2) working days.

3. Management of Feedback

If your concern relates to training materials, course content, training aids, Facilitator behaviour, or safety matters, Student Support will action the escalation to the Facilitation Leader for your learning base (Auckland or Christchurch).

The Facilitation Leader is responsible for:

- Overseeing course delivery and instructional standards.
- Ensuring all training materials and aids are current, accurate, safe, and compliant.
- Supporting both Facilitators and students to maintain high-quality teaching and learning outcomes.

Once Student Support has referred the issue, the Facilitation Leader will review the matter, engage with relevant Facilitators or staff, and determine any corrective action required. If the concern cannot be resolved at this stage, it will then be escalated to the Training Manager (Maintenance Training Organisation) for further investigation and resolution.

4. Review and Acknowledgement

Student Support Issue Register (SIR-Log) will be updated. The student will receive written acknowledgement and an indicative response timeframe (usually within ten (10) working days).

5. Investigation and Resolution

The Facilitation leader will provide a recommendation for resolution based on the outcome of the investigation.

6. Outcome Communication

Students will receive written feedback on the resolution and any actions taken by student support role. If the matter affects multiple students, a summary or notice may be shared via Microsoft Teams or the Student Noticeboard.

7. Escalation (If Unresolved)

If you are dissatisfied with the outcome, you may escalate the issue in writing to the Training Manager – Maintenance Training Organisation. If the concern remains unresolved after internal review, you may follow the General Complaints and Grievance Procedure outlined in the handbook (under Policies and Procedures).

Confidentiality and Non-Retaliation

All reports are treated confidentially. Students are protected from any disadvantage or retaliation for raising concerns or feedback in good faith. And expect all responses to be treated confidentially from the Academy of Learning.

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