

COASTGUARD EDUCATION

Learner Handbook 2024



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Learner Handbook

Welcome to Coastguard Tautiaki Moana.

Welcome to the Coastguard Learner Handbook. This handbook is designed to be a one-stop document where, as Coastguard learners, you can find all the information you need to help and support you in your studies.

About us.

Coastguard Education is a Private Training Establishment (PTE) with a Category 2 rating (This means we are 'Confident' in Educational Performance and Capability in Self-Assessment).

We're for boaties, whatever your waka, so that with the appropriate knowledge and skills, boaties do not get into trouble while on the water.

*Coastguard Boating Education will now be known as Coastguard Education as we merge with the Coastguard New Zealand to become their education arm.

Vision.

That with our support everyone can enjoy Aotearoa New Zealand's waters safely and with confidence.

Mission.

Saving lives on the water.

What we do.

Coastguard provides courses aimed at keeping people safe while on or in the water. We run face-to-face Classroom courses, Online courses and Home Study courses. Courses cover a wide range of topics including navigation, boat handling knowledge, VHF radio use, Marine engineering, in-water survival and more.

The courses are relevant to boaties in all sorts of recreational craft (launches, yachts, dinghies, kayaks etc.) and the New Zealand Certificate in Domestic Maritime Operations (Level 4) (NZCiDMO) programme is for those wishing to work as skippers in the marine industry.

Office contact details.

Phone: 0800 40 80 90 (outside Auckland) or +64 9 361 4700 (within Auckland)

Office Hours: 8:00 am-4.30 pm Monday-Friday

Email: info@coastguard.nz

Web: www.coastguard.nz/education

Office: 165 Westhaven Drive, Westhaven, Auckland 1010

Postal: PO Box 91322 Victoria Street West, Auckland 1142, New Zealand.

Staff:

Role	Name	Phone	Email
Head of Education and Community Engagement	Nadia Tu'itahi		nadia.tuitahi@coastguard.nz
Education Manager	Gary Whittaker		gary.whittaker@coastguard.nz
Academic and Quality Manager	Marie Laycock		marie.laycock@coastguard.nz
National course Coordinator	Ronelle Maritz	09 3614711	ronelle.maritz@coastguard.nz
Programmes Manager	Charles Hayward		charles.hayward@coastguard.nz
Online course facilitator	Sasha Beamsley		sasha.beamsley@coastguard.nz
Course Administrator	Bevan Welsh	09 361 4700	bevan.welsh@coastguard.nz
Academic Administrator	Radhika Raju	09 3614712	radhika.raju@coastguard.nz
Client Accounts Administrator	Natalia Froud	09 361 4700	natalia.froud@coastguard.nz
Safe Boating Programme Manager	Sarah Psaila		sarah.psaila@coastguard.nz
Maritime Educator and learner support	Ross Winterburn		ross.winterburn@coastguard.nz
Office Administrator	Veronica Lush	09 361 4700	veronica.lush@coastguard.nz

Courses Offered

Course	Classroom	Online	Self-study	Unit standard (If applicable)
Day skipper	Y	Y		26542 (For online only)
*Boatmaster	Y		Y	
Maritime VHF Operator Certificate (MVOC)	Y	Y		19491
*Maritime Restricted Radio Operator Certificate (MRROC)	Y		Y	
Maritime Short-Range Operator Certificate (MSROC)			Y	
Bar Awareness	Seminar			
*Radar	Y			
*GPS Operator	Y		Y	
Coastal Medic (Triple 1 Care)	Y			
Offshore Medic (Triple 1 Care)	Y			
*Inboard Engine Maintenance	Y		Y	
*Outboard Engine Maintenance	Y		Y	
In water survival	Y			
Advanced Sea Survival	Y			
Club Safety Boat Operator- Yacht Club	Practical on-water course			
Club Safety Boat Operator- Rowing Club	Practical on-water course			
Sea Kayak	Y		Y	
*Working Safely on Commercial Craft *(NZCiDMO only)			Y	
*Legal and MOSS (NZCiDMO only)			Y	

*NZCiDMO modules- see below

Coastguard Education offers the New Zealand Certificate in Domestic Maritime Operations (CIDMO) (Level 4) Programme. This 85-credit programme is approved by NZQA and is a pre-requisite for the Maritime New Zealand Skipper Restricted Limits Qualification.

Programme/Course Information

Course content, admission, residency, nationality and/or language requirements for courses or certificates of competency are detailed on the applicable course page, on the website.

Course Duration:

For online courses, the duration is 15 weeks

For home study courses, the duration is 15 weeks, except for Boat Master which is 30 weeks

For Classroom courses, the durations vary but the duration of each course is stated on the webpage for each course and in the course prospectus.

Enrolment Procedures

Enrolment occurs online via the website at <https://coastguard.nz/education>

Part of the enrolment process is acceptance and acknowledgement of Coastguard Education's Terms, Conditions and Refund policy, and Learner Acknowledgement terms and conditions all included in the Learner Handbook (Page 10).

All courses are open-entry with no conditions or prerequisites unless otherwise noted.

NZCIDMO learners will work together with the NZCIDMO Programme Lead when enrolling on the programme.

Fees, refunds, and withdrawals

Course, programme, tuition and assessment fees are subject to annual review and adjustment by the Management Team. Fees are subject to change.

All current fees are listed on the website (www.coastguard.nz/education) and are available on request.

Only a completed programme or unit standards will show on your NZQA ROA. Individual Coastguard short courses that have been passed will be recorded on a Coastguard NDB (National Database) and you will receive a certificate.

If a learner chooses to withdraw from a course, they may be entitled to a refund in accordance with the refund policy. See policy (Page 11).

Please complete and return the Request for Refund Form (instructions under the Forms section of this handbook).

Recognition for prior learning

If you are enrolling into a programme of study and feel that you have proof of having met a course's learning outcomes, prior to starting the programme, you can apply for Credit Recognition and Transfer (CRT) or Recognition of Prior Learning (RPL).

CRT is normally only granted in cases of direct equivalency, where the course syllabus and assessment criteria matches or exceeds the certificate or module applied for.

RPL applicants are required to demonstrate current competency through formal assessment. This is best achieved by sitting the current assessment for the relevant module.

There is an evaluation fee for this process. The evidence you provide of previous course and assessment material will be evaluated and must meet all the learning outcomes for a course.

Assessments

Assessments are completed at the end of each course and are valuable for ensuring that the knowledge and skills from the course can be applied appropriately in different situations.

Assessment results are recorded and reported by the Academic Administrator with individual certificates, credits and qualifications (if applicable) sent to learners directly upon completion (this takes up to 4 weeks) and uploaded to NZQA.

Extensions:

The specific course or programme format will dictate the pace of study and time to completion.

After this time, if the learner has not completed the course, the enrolment is recorded as "expired".

One time extension may be provided on request on a case by case basis to the Coastguard Education Manager, due to exceptional circumstances or some unforeseen event beyond the control of the learner.

Learners who enrol on to the NZCIDMO (NZ Certificate in Domestic Maritime Operations) will agree an Individual Learning Plan with their assigned Programme Lead.

Further Evidence Required and Resits

If your assessment does not meet the required level, you will be given an option to resit. If you narrowly miss the pass mark you may be allowed to go through the Further Evidence Required (FER) process to reach the required standard.

If you do not get a pass mark after this (FER), you will need to redo the assessment within the time frame given to you (Re-sit) (See page 11).

Academic Integrity, cheating and AI.

Coastguard expects that all work submitted for assessment and verification is the learners' own work and in their own words. Learners will be asked to declare that all of the work submitted is their own.

Plagiarism is when information from another source such as another learner or website is submitted word for word. This is plagiarism as it is someone else's work.

AI can be used for accessing more information, but any assessment answers must not be generated from any artificial intelligence. ChatGPT may not be available if you are in trouble on the water.

Cheating or plagiarism is not tolerated by Coastguard and there is a formal process to investigate and take action, if there is cause to suspect cheating or plagiarism (See page 15).

Appeal an assessment decision

If you do not agree with the assessor's decision, please seek clarification from the Academic Administrator. If you are still dissatisfied with the explanation of your grade, you are able to make an application to appeal the assessment decision. You will need to supply some form of evidence to support your case to the Academic and Quality Manager, use the Appeal of Assessment Form (See page 20).

Learning Support

We have staff who can assist with any extra support needed for academic and assessment support, as well as being able to provide information on other agencies that may be able to assist with other needs. Learners can contact the office staff for guidance and support by emailing info@coastguard.nz or by calling 0800 40 80 90 during working hours.

For NZCiDMO learners:

NZCiDMO learners can contact the NZCiDMO Programme Lead at nzcidmo@coastguard.nz

For online learners:

Online learners can contact the Online Course facilitator at online@coastguard.nz

For Home Study learners:

Home Study learners can contact the Assessor and Home Study Learner Support Coordinator at ross.winterburn@coastguard.nz

For Classroom Course learners:

For Classroom Course learners, the course tutors will be the primary contact for support, but you can also contact any of the Coastguard Education staff on the emails / phone numbers recorded above.

Learner rights and conduct

Learner Rights and Responsibilities

The basic **rights** of learners are that:

- ✓ Learners are provided with learning material at a level that is appropriate to their course of study.
- ✓ Learners receive competent and effective teaching from adequately qualified, competent and culturally sensitive tutors
- ✓ Programme objectives are developed with the principal aim of reaching the required standard of maritime competence.
- ✓ Respect is given to each learner's dignity, rights, individuality and cultural background.
- ✓ Learners receive accurate information about all key aspects of a course, including learning outcomes, assessment procedures, a list of text books and material that learners are expected to obtain, and any requirements related to the Health and Safety Act.
- ✓ Learners have reasonable access to their Tutor and course venue services.

The basic **responsibilities** of learners are to:

- ✓ Abide by the course venue regulations governing learner conduct and academic procedures.
- ✓ Make the most of the opportunities offered to them while attending the course.
- ✓ Respect the rights and privacy of others.

- ✓ Avoid all forms of harassment towards others.
- ✓ Have due respect for the physical resources of the course (buildings, vessels and equipment)
- ✓ Abide by all appropriate Coastguard Education assessment regulations.

Tutor Rights and Responsibilities

The basic **rights** of the tutor/provider are for:

- ✓ Learners to abide by the 'learner responsibilities' (above)

The basic **responsibility** of the tutor/provider is to:

- ✓ Provide the learner with Coastguard Education in accordance with the learners' rights (above)
- ✓ Provide learners with adequate information regarding withdrawal & refunds, disciplinary and complaint procedures

Coastguard Responsibilities

- ✓ Coastguard Education is committed to assisting learners achieve their goals in regards to programme and course completion. To this end, Coastguard Education has put into place a support network to help throughout the learner's programmes or courses.
- ✓ Coastguard Education shall act as an independent arbiter in the event of a complaint by either a learner or tutor. Any complaint or appeal received by Coastguard Education shall be treated as an important and confidential matter and investigated promptly.
- ✓ As a general rule, verbal complaints may be responded to verbally but written complaints will always to be responded to in writing. It is preferable that complaints and appeals be made in writing to avoid errors of fact.

Coastguard Education Terms & Conditions

For any delivery of materials:

- ✓ Deliveries to locations outside New Zealand are subject to additional postal charges
- ✓ Payment terms are credit card (NZD) only
- ✓ A street address is required for courier delivery
- ✓ All prices include GST unless otherwise stated
- ✓ All prices are subject to change without notice

We aim to dispatch goods same-day but all will be dispatched within a maximum of five working days.

Your privacy

The payment information provided as part of the payment process is used for the purposes of fulfilling the order only. Coastguard Education does not store your credit card number, as it is processed directly by our payment processor (DPS) and bank. To keep

you informed we will hold your contact details on file. Please advise us if you do not wish to receive further information from us.

We value your privacy and only store personal information that is needed for programme outcomes and is required for organisations such as TEC and NZQA.

Complaints Process

If you feel you have grounds for a complaint related to the programme, programme delivery, course, tutors, or other Coastguard Education staff, please notify us immediately so that we may address the matter and work with you to resolve your complaint.

In the event that this occurs, please contact the Programme Manager or Academic and Quality Manager or General Manager, or request a Complaint Form (instructions below), fill it out and send it in.

We will follow up and respond according to our policy (See page 17)

Please contact us if you have any queries or complaints relating to your order of study materials.

Phone: 0800 40 80 90 (outside Auckland) or 09 361 4700 (within Auckland)

Email: info@coastguard.nz

Policies

N.B these policies have been revised to reflect organisational changes.

Policy 4.3 Student Admission and Enrolment – Disciplinary Procedures

Purpose: The policy provides a framework for the regulation of student behaviour that maintains the reputation and quality of courses at Coastguard Education and assists individual student achievement and development.

Scope: Students involved in matters of misconduct including:

- improper interference with the proper functioning or activities of Coastguard Education, or those who study at Coastguard Education, or
- action that otherwise damages Coastguard Education.

Procedure:

1. Seek to resolve any disciplinary matter informally.
2. Conduct a formal investigation if the matter cannot be resolved informally.
3. Identify an appropriate course of action needed to rectify the situation.
4. Communicate course of action to all parties involved.
5. Record in the Register of Disciplinary Actions.
6. Entries into the Register of Disciplinary Actions shall be reported to the Board by the Education Manager.
7. Allow right of appeal.
8. If appealed:
 - a. Inform Education Manager of incident and proposed penalties.
 - b. Provide opportunity for the student to address the Education Manager
 - c. Ratify or amend recommended action.
 - d. Confirm in writing decision and/or penalty with the student.
 - e. Record the decision in the Register of Disciplinary Actions.

Policy 4.4 Course Administration – Distance Learning

Purpose: To ensure Coastguard Education provides relevant and timely information to distance learning students. To verify students' eligibility to study with Coastguard Education

Scope: Prospective and current students, and all staff involved in admission and/or enrolment and student support.

Procedure:

1. Ensure programme and course requirements are clearly published and readily available to prospective and current students
2. Provide clear and helpful pre-entry information and advice to allow students to apply for a programme appropriate to their needs, interests and academic qualifications and potential.
3. Ensure students are aware of courses required to complete a programme of study, and that they are able to access requirements to successfully complete the course/qualification.
4. Learner enrolls on course, completes enrolment form/details, accepts Coastguard Education terms and conditions and student acknowledgement. Payment of applicable fees
5. Learner is entered into the Student Management System (e.g. Moodle, or Coastguard Education Database)
6. Resources are dispatched/logins supplied as applicable
7. Coastguard Education maintains student records regarding application, admission, enrolment, learning progress and qualification completion within the relevant Coastguard Education database
8. Learning support offered by distance support tutor
9. Progress is monitored and follow-up communications conducted by support tutor
10. Assessment completed (where applicable) or learner requests assessment (where applicable)
11. Marks entered and certificate issued (where grade has been attained)
12. Resit options offered where grade has not been attained
13. Where a learner, due to reason beyond their control, may need to exceed 15 weeks to complete the course an extension of no more than 8 weeks is available upon prior request and Coastguard Education approval
14. Where a learner exceeds the maximum time limit of 15 weeks an additional assessment fee may be waived (depending on the circumstances and with Coastguard Education approval).

Policy 4.11 Assessment Resit Policy: Coastguard Education courses

Purpose: To describe the resit process for retaking Coastguard Education assessments

Scope: Students and administrative staff

Procedure: When a student fails to achieve the minimum set pass-grade;

1. The student is offered the opportunity to re-sit, this may consist of a part or whole re-sit, depending on the assessment/course.
2. An application for a re-sit must be received within 6 months of the original result being advised.
3. Where the student elects to proceed a re-sit application form is to be supplied, with accompanying re-sit fee.
4. Depending on the particular assessment type, either an assessment paper is sent, or otherwise arranged with an appropriate assessor.
5. A re-assessment must be completed and returned within 2 months of being sent out.

Policy 4.13 Withdrawals, refunds, and transfers

Purpose: Circumstances under which students will receive a refund from Coastguard Education.

Scope: All enrolled students in a Coastguard Education course.

Procedure: Refunds can be requested by completing the Refund Request form in accordance with the following policy:

1. Student Enrolment, Fees and Payment
 - a. All students/course attendees must be enrolled with Coastguard Education prior to the start of the course.
 - b. Enrolment fees/course fees are as per the current fee schedule, and are subject to change without notice.
 - c. Enrolment/course fees are payable in full prior to the start of the course.
 - d. Coastguard Education has in-place an NZQA-approved student fee protection mechanism to protect fees received from all enrolled students. The maximum liability for all fees paid is held in a static trust account. The trustee's contact details are Walker Wayland Auckland Limited, Level 7, 53 Fort St. Auckland, Tel. (09) 968 44402.
2. Cancellations, withdrawals and refunds
 - a. Coastguard Education reserves the right to reschedule, postpone and/or cancel courses without prior notice, although all efforts are made, and all alternatives exhausted to avoid this.
 - b. All tutored courses require a minimum of six attendees (unless otherwise specified). If enrolments fail to reach the minimum number of attendees five days prior to the start of the course the Education Manager will be informed and will make a decision in the best interests of Coastguard. If the course is cancelled, Coastguard Education will contact all enrolled students and offer the following alternatives.
 - i. To transfer to any other course of your choice, including distance learning courses with applicable part-refund or payment due. The offer of one-on-one tuition (if available). Additional costs may apply.
 - ii. A full refund.
3. Classroom Option
 - a. If a student withdraws after enrolment:
 - i. If a cancellation is received by Coastguard Education more than two weeks prior to the commencement of a course, all fees, less 10% and the online booking charge, if applicable, will be refunded.
 - ii. If a cancellation is received by Coastguard Education less than two weeks but more than five days prior to the commencement of a course, all fees, less 20% and the online booking charge if applicable, will be refunded.

- iii. If a cancellation is received less than five days prior to the commencement of a course, all fees, less 50% and the online booking charge if applicable, will be refunded.
 - iv. If a student withdraws after the commencement of a course, no fees will be refunded (except in exceptional circumstances).
 - b. Incomplete Classroom Course: Unable to complete course on course dates after commencement of course
 - i. If a student is unable to complete the course, they become an open candidate and may request to finish the course at a later date but no longer than 6 months after the original course date.
 - ii. All applications to complete are considered on case by case basis.
- 4. Online Course Refund:
 - a. There is no refund of the course fee for an online course (except in extenuating circumstances which is at the discretion of the Education Manager)
 - b. An administration fee will be incurred if a student transfers from online to a homestudy course.
- 5. Home Study Course Refund
 - a. There is no refund of the course fee for a Home Study course (except in extenuating circumstances which is at the discretion of the Education Manager)
 - b. An administration fee will be incurred if a student transfers from home study to an online course.
- 6. Distance Learning (Online or Home Study) to Classroom Transfer:
 - a. If a student would like to transfer from a distance learning option to a classroom course, they will pay the balance between the classroom option and the distance learning option.
 - b. If the course was a homestudy option, and the student elects to transfer to a classroom option, they keep the resource pack and take it to the class.
 - c. If the course was an online option, the pack will be ordered and sent to the tutor as per regular classroom procedure. The student will pay the difference between the online course and the classroom course.
- 7. Classroom to Distance (Online or Home Study) Transfer:
 - a. If a classroom course is cancelled and a student elects to move to a distance learning option, the difference between the classroom and distance learning course costs are refunded.
 - b. If the student elects to transfer from a classroom course there is no automatic refund. This is on a case by case basis.

Policy 5.3 Course Work Expectations

Purpose: The policy provides a framework for ensuring course work requirements are outlined to students prior to the delivery of any course or programme of study.

Scope: All Coastguard Education Training Facilitators and students

Procedure:

1. Prepare course outlines for all Coastguard Education courses, including expected learning outcomes, an overview of course content and context, recommended learning resources and assessment requirements – (Coastguard Education Website, brochures and manuals)
2. Provide students with course outlines at the beginning of each course – (Tutors)
3. Provide students at the beginning of each course details of assessment requirements including:
 - a. What is required
 - b. When it is required
 - c. Criteria to be used for assessment of submitted work
 - d. Expected timeframe for return of assessment and marks/grades
4. Refer to other relevant policies where misconduct arises:
 - a. Disciplinary procedures
 - b. Course Work Misconduct
5. Coastguard Education expects that all work submitted for assessment and verification is the learners own work.
 - a. Learners will be asked to declare all of the work submitted is their own.
 - b. Any cheating or plagiarism is not tolerated by Coastguard Education and Coastguard Education has a formal process to investigate and take action against a learner, if there is cause to suspect cheating or plagiarism.

Policy 5.4 Student Acknowledgement Conditions

Purpose: The policy provides frameworks for ensuring students are aware of the conditions under which they have enrolled

Scope: All Coastguard Education enrolled students

Procedure:

Student Acknowledgement Conditions

1. The purpose of the Student Acknowledgement Conditions is to ensure that:
 - a. you (the student) understand and accept the terms of business of the Coastguard Education refund policy and;
 - b. you agree to provide the necessary information about yourself and your student fees.
2. By your acceptance of the Student Acknowledgement Conditions you are agreeing that:
 - a. You understand that if you withdraw from a course after having enrolled, or if Coastguard Education cancels or closes a course (a Course Closure Event), refunds are made in accordance with the current Coastguard Education Refund Policy. This includes a provision whereby it will be the trustee's duty to ensure the correct amounts of any refunds (if there are any), are distributed out in accordance with the Deed and the New Zealand Qualifications Authority Policy.
 - b. You understand that your personal information about yourself will be given to, and retained by Coastguard Education, The New Zealand Qualifications Authority and your Student Fee Protection trustee (Walker Wayland Auckland Limited).
3. Please read the Student Acknowledgement Conditions carefully before enrolling.

Student Acknowledgement

1. I, the enrolling student, declare that I am enrolling as a Student with Coastguard Education. I understand that after acceptance I cannot withdraw this authorization to Coastguard Education or the Student Fee Protection Trustee. I acknowledge and agree that:
 - a. if a Course Closure Event occurs and I transfer to an Alternative Provider with the approval of the Qualifications Authority, any amount agreed by me, up to the Entitled Student Amount attributable to me will be transferred from the Trust Fund to that Alternative Provider;
 - b. if a Course Closure Event occurs and I owe money to a Loan Provider in respect of that Course, the Trustee is authorised to repay the Tuition Fees portion of the Entitled Student Amount attributable to me, less any amount transferred to an Alternate Provider, directly to that Loan Provider to the extent required to settle the amount due to the Loan Provider;
 - c. subject to 2(b) above, if a Course Closure Event occurs and the Trustee refunds any amount directly to me, the Trustee will refund the Entitled Student Amount attributable to me by way of direct credit to my bank

- account or cheque posted to my last known postal address notified to that Trustee;
- d. if another party is entitled to receive any refund of the Entitled Student Amount attributable to me, I will provide the Trustee with the contact details of that party (as required by paragraph below) to which the refund should be sent;
 - e. personal information about me and information about my Student Fees may be supplied by the Coastguard Education to the Qualifications Authority, Auditor or the Trustee and by the Trustee or Auditor to the Qualification Authority;
 - f. after the payments contemplated in (a), (b), (c) and (d) above have been made, the trusts on which the Trustee was holding the Trust Fund will have been discharged;
 - g. any interest earned on the Trust Fund prior to payment under(a), (b) (c) or (d) above will vest in and be payable to the Coastguard Education for its own benefit, and I will have no claim to such interest;
 - h. I am 18 years of age or older and/or where I am under 18 years of age my Parent/Guardian has accepted these terms on my behalf.
4. Capitalised terms used in this agreement shall have the meaning as defined in the Student Fee Protection Static Trust Deed (the "Deed") between the PTE (Coastguard Education) and the Trustee, a copy of which is available upon request.

Policy 6.2 Complaints

Purpose: This policy is to ensure that Coastguard Education has effective policies and procedures that are accessible, appropriate and fair for resolving student complaints.

Scope: Students, staff, tutors, assessors, examination candidates.

Procedure:

1. If a student feels they have grounds for complaint related to a programme, programme delivery, course, tutors, or other Coastguard Education staff, they should notify Coastguard Education immediately so that the matter may be addressed.
2. Complaints are considered to be an opportunity for improvement. It is usual for conflicts and disagreements to be resolved by communication between the parties involved. If the complaint is unable to be resolved in the first instance, then the Complaints Procedure should be followed.

Definitions

1. Complaint: an expression of dislike, unhappiness or anger about a situation or event that has taken or is about to take place.
2. Facilitator: a person not involved as a party to the complaint.
3. Complainant: person making the complaint.
4. Complainee: person who the complaint is being made about.

Information:

A copy of the complaints procedure is kept in the policy document, in the Coastguard Education Learner Handbook, and the Moodle Tutor Resource.

1. Making a Complaint
 - a. In the first instance you should indicate to the complainee that you have some concerns about the situation. If the issue cannot be resolved at this point you have the right to lodge a complaint (see below).
 - b. If lodging the complaint in writing or via email, contact the Programme Manager or Education Manager by using the Complaint Form
 - c. If lodging via telephone or in person, the person receiving the complaint must record the nature of the complaint at the time and read this back to the complainant. The complainant must provide full contact details at the time
 - d. Complaints are held open for 12 months after lodgement and complainant will be advised of this.
2. Minimising Complaints
 - a. Complaints can often be avoided by providing opportunities for people to be heard.
 - b. Opportunities for this include:

- i. Interested parties to take responsibility and informally help the upset people to respectfully communicate, informing the appropriate people about any issues.
- ii. Discussion at Education Team meetings.
- iii. All staff/tutors taking responsibility for picking up on negative comments and dealing with these in a way that encourages dialogue and resolution.

3. Time Frames

- a. All complaints must be responded to as follows:
 - i. Acknowledge receipt of complaint in writing to Complainant and to Complainee within 5 working days of receipt of complaint.
 - ii. A suggested process for resolution and possible facilitators should be notified to both the Complainant and Complainee within 10 working days of receipt of complaint.
 - iii. A process for resolution and facilitator would be negotiated (or notified) to the Complainant and Complainee within one calendar month of receipt of complaint
 - iv. Any paperwork is to be kept for 12 months from the date of initial complaint if no resolution, or 6 months from the date of resolution.
 - v. In instances where resolving the complaint might require the disciplining of an employee, employment law and the individual's employment contract will prevail.

4. Confidentiality

- a. Confidentiality will be observed in the following ways:
 - i. Both the Complainant and the Complainee will be informed of people within the organisation who will be involved.
 - ii. People involved within Coastguard Education are not permitted to discuss identifying details with anyone not involved.

5. Rights and Responsibilities of the Complainant

- a. To be informed of and involved in the process.
- b. To have the complaint acknowledged and followed up.
- c. To negotiate a process and facilitator.
- d. To have a support person involved.
- e. To have complaint treated as confidential.
- f. To have outcomes and recommendations in writing.

6. Rights and Responsibilities of the Complainee:

- a. Be informed of the allegations in writing.

- b. To be informed of and involved in the process.
- c. To negotiate a process and facilitator.
- d. To have a support person involved.
- e. To have the complaint treated as confidential.
- f. To have a fair hearing.
- g. To have outcomes and recommendations in writing.

7. Outcome and recommendations:

- a. The facilitator will present the report to the Education Manager, or if the Education Manager is the subject the complaint it will be presented to the Chairperson of the Board.
- b. The Education Manager and /or Chairperson will consider the recommendations and enact appropriate action to rectify the situation.

Forms

As a student, you have the right to request and receive the following forms if needed:

- Assessment Appeal Form
- Refund Request Form
- Complaint Form

These are all available on request to info@coastguard.nz or by phone, call 09 361 4700

