



44-46 Princes Street Onehunga Auckland	5H Miro Place Albany North Shore	94 H Duke Street Frankton Hamilton
410 Matawai Road RD1 Makauri Gisborne	144 Kimbolton Rd Fielding Manawatu	14 Broken Hill Rd Kenepuru, Porirua Wellington

CONTENTS

PAGE	SECTION	TOPIC
3	1.0	Introduction
3	2.0	Enrolments
4	3.0	Induction
4	4.0	Payment of Fees
5	5.0	Code of Conduct
6	6.0	Withdrawals and Refunds
	6.1	Withdrawal from Courses
	6.2	Expulsion
	6.3	PassRite Withdrawal
7	7.0	Transfers and Cancellations
	7.1	Transfers
	7.2	Cancellations
7	8.0	Assessment Procedures
8	9.0	Reassessment
8	10.0	Appeals
9	11.0	Accreditation of Prior Learning
9	12.0	Retention of Documents
9	13.0	Privacy
10	14.0	Health and Safety Requirements
	14.1	Alcohol and Drugs
	14.2	Hazards
10	15.0	Welfare and Support
11	16.0	Learning Resources
11	17.0	Disciplinary Procedures
11	18.0	Complaints Procedures
12	19.0	Treaty of Waitangi
13	20.0	Contact Details

1.0 Introduction

Welcome to PassRite Driving Academy!

The intention of this booklet is to provide all students at PassRite with the information needed to enable them to succeed in their chosen course of study.

This handbook explains how assessments are carried out. Additionally, it sets out the process for your right to appeal against PassRite's decisions if you do not agree with them, and the information you need to do so.

Also included in this booklet is the following information:

- Health and Safety requirements
- Disciplinary procedures
- Enrolment and withdrawal procedures
- PassRite's Treaty of Waitangi policy
- Contact details

It is recommended that all students refer to this booklet when they are receiving training – either at one of PassRite's training facilities, or for on-site courses run by PassRite.

2.0 Enrolments

In order to enrol in a course at PassRite, you need to complete and sign the enrolment form. The criteria for each course is specified on the information sheets provided, and if you do not meet the criteria you will not be able to take the course.

When enrolling for any course, please note on your enrolment form any special learning needs you have so that your Trainer can prepare the special assistance you need.

3.0 Induction

At the beginning of each theory course, you will be informed of the location of the toilets and kitchen facilities and the building evacuation procedures for the building they are in.

Required standards of behaviour (See Code of Conduct) will be explained, along with consequences for misbehaviour.

Health and Safety requirements (see section 14.0, page 10) will also be reiterated, so that each student is aware of their obligations to remain safe.

4.0 Payment of Fees

All course fees must be paid for prior to course commencement.

Any additional fees for extra training outside the normal course structure must be paid prior to the commencement of that training.

Any additional fees for reassessment for any Unit Standard must be paid prior to the commencement of that reassessment. The amount of these fees will vary for the different Unit Standards, so you will need to discuss this with a PassRite staff person.

5.0 Code Of Conduct

Students behaviour should enable a positive teaching and learning environment.

This means:

- Follow all instructions given by the trainers
- Be thoughtful, co-operate and tolerant
- Respect others right to learn without interruption
- Be well mannered, considerate and friendly to each other, to staff and other students
- Self-discipline, common sense and respect others
- Respect both PassRite property and the property of other students

The Following behaviour is not acceptable:

- Rude or abusive language
- Bullying – whether verbal or physical
- Damaging or stealing property
- Possessing or using alcohol or harmful drugs while at PassRite
- Disruptive Behaviour
- Violence or threatening behaviour

6.0 Withdrawals and Refunds

6.1 Withdrawal from Courses

If you withdraw up to 5 days prior to course start you will receive a refund less a 20% administration fee.

ANY WITHDRAWAL INSIDE 5 WORKING DAYS WILL NOT REFUNDED

6.2 Expulsion

If you are expelled from a course for breaches of PassRite's Health & Safety requirements or drug and alcohol related issues **no** refund will be given.

All the information required to keep within these requirements is in this handbook (see Sections 12.0 and 14.0), and reiterated to students at the beginning of each course, during Induction (see Section 3.0).

6.3 PassRite Withdrawal

Withdrawal by PassRite is defined by NZQA as voluntary or regulatory closure, insolvency, ceasing to offer an enrolled course, or withdrawal of accreditation or course approval by the NZQA. As such, these are events outside your control.

If you are enrolled in a course, you will receive a refund of any course cost already paid, less an administration fee of 20%. This allows PassRite to recoup costs.

7.0 Transfers and Cancellations

7.1 Transfers

If you are unable to attend a theory course, and notify a PassRite staff person a minimum of 24 hours prior to commencement, you may withdraw and transfer to another course on the same subject at no extra cost.

7.2 Cancellations

If you are late for a lesson it will still conclude at its scheduled finishing time.

If you are more than 30 minutes late you may be considered to have failed to turn up and have to pay a cancellation fee before the lesson is re-booked.

8.0 Assessment Procedures

All the assessments carried out at PassRite Driving Academy are comparing your performance against the performance criteria in New Zealand Qualifications Authority Unit Standards, which are part of the National Qualifications Framework. The only exception to this is the Area Knowledge Test we conduct on behalf of New Zealand Transport Agency, for which they have set the standards and driving assessments as a result of court order or employer request.

You will be assessed against all the Elements of each of the Unit Standards for which you are seeking recognition.

You may use your PassRite Driving Academy training resources, and any other resources you have available to you, when answering the 'Open Book' assessments. 'Closed Book' assessments will be done under the supervision of a PassRite Driving Academy assessor without the use of any resources.

The answers you provide in your assessment schedules form part of our evidence of your competence. If any of your answers do not clearly demonstrate your competence you will be given the opportunity to correct them, or your assessor will ask one or more supplementary questions, which will be recorded in your assessment schedule along with your answers to them.

If you have difficulty reading or writing, have a language difficulty, or any other problem that may affect your ability to demonstrate your competence, you must let a PassRite Driving Academy staff person know about it so we can make suitable arrangements to assist you. Most assessments permit the use of an interpreter, however there are some that require English reading and writing skills as part of the evidence of competency. You will be allowed to use an interpreter for those assessments, however where English is required to be written the Students must be able to do this. When enrolling for courses that require English skills please give PassRite advanced notice so the necessary assistance can be provided.

9.0 Reassessment

Unit Standard assessments do not have marks or any other scoring system. The terms 'pass' and 'fail' has no meaning in competency-based training and assessment. At the end of your assessment you will be told you have either achieved in that Unit Standard or that you have not yet achieved.

If you are assessed as 'not yet competent' in any Element of the Unit Standard, it means you have not yet demonstrated the minimum level of consistent performance the Unit Standard requires. Further training will be required, if necessary, and you will be assessed again when you are ready. Generally, you will only be re-assessed in the particular Elements in which you were not originally competent. There is no limit on the number of times you may seek re-assessment.

In the written assessments, the use of 'Twink' or any other type of correcting fluid or tape is not allowed. If you are asked to correct an answer you must cross out the incorrect answer but leave it readable, and write your new answer somewhere else on the page or on a supplementary page if necessary.

10.0 Appeals

Appeals may be made about personal matters such as disciplinary measures which have been taken, about decisions regarding complaints which you disagree with, or about assessment decisions which affect you.

If your matter of concern cannot be settled by discussion, there are three avenues for appeal. Complaints and appeals must be put in writing - a simple letter is all that is needed.

- Firstly, PassRite Driving Academy should be contacted. Initially, you should contact the General Manager, and from there, the Training & Office Managers.
- Secondly, the Standard Setting Body (the ITO controlling the Unit Standards for which you have been assessed) should be spoken with.
- Finally, if you are still unsatisfied with your Appeal, the New Zealand Qualifications Authority should be contacted.

All contact details are available in Section 17.0: Contact Details.

11.0 Accreditation of Prior Learning

Accreditation of Prior Learning (APL), also known as Recognition of Current Competency (RCC) is a process that enables an individual to be awarded a qualification or credit towards it based upon previous achievements and experience.

These achievements must be supported by evidence supplied by the candidate.

The principle of APL is that people who are able to perform to given standards in the workplace should be able to have their competence recognized by a qualification, regardless of how they achieved the competence. This may be used to gain credit for a Unit Standard associated with a licence class or endorsement you already hold.

If you wish to apply for APL, please discuss this with a PassRite staff person.

12.0 Retention of Documents

Your student files remain the property of PassRite, and will be stored for a minimum of 18 months (this meets New Zealand Transport Agency audit requirements). In practice, they are normally stored for 2 years so that a continuous file of your progress through the licensing system can be kept.

The following organisations may access your file for audit or moderation purposes:

- New Zealand Transport Agency
- New Zealand Qualifications Authority

Any ITO that controls Unit Standards for which you have been assessed

13.0 Privacy

PassRite Driving Academy collects and stores information from this form to comply with the requirements of the Ministry of Education, NZQA and other Industry Training Organizations. The information is also used to manage internal administrative processes, and for internal reporting.

Information about students may be supplied to, and sought from, other educational institutions Transport Organization Registration Online (TORO) for the purpose of verifying academic and driver licensing records.

14.0 Health and Safety Requirements

PassRite has a moral and legal responsibility to provide a safe and healthy environment for employees, contractors, students and visitors.

If you become ill, or are injured, in any of PassRite's premises or vehicles you must report it to a PassRite staff person immediately.

If the instructor is incapacitated and you are involved in an incident there is an incident checklist located in the Glovebox of all PassRite Vehicles. This is taken to include serious harm incidents.

As part of its legal requirements, all PassRite premises and vehicles are **NO SMOKING** Zones.

In the event of an emergency that requires the building to be evacuated, follow PassRite staff directions to the designated assembly point and remain there until you are given permission to leave.

Designated areas (practical training areas and areas marked with yellow lines) all students must wear high visibility vests and must be accompanied by a Passrite Staff Member.

14.1 Alcohol & Drugs

You are not permitted to bring alcohol or any other drugs into PassRite's premises or vehicles. If you are taking prescription medication you must report this to your Trainer immediately. If your illness, or the medication you are taking for it, has the potential to impair your mental function or reactions you will not be permitted to drive any vehicle belonging to PassRite.

If it is suspected as a student that you are under the influence of drugs or alcohol, PassRite reserves the right to drug test the student. The level of tolerance is ZERO and will result in the theory and/or practical lesson being cancelled until such time as you can prove sobriety.

There will be no refund on course costs.

14.2 Hazards

If you notice any hazard that has the potential to cause harm to any person you must report it to a PassRite staff person immediately.

15.0 Welfare and Support

Creating a safe learning environment is a very important part of the work we do at PassRite. Harassment of any sort by employees, contractors, students, customers or visitors will not be tolerated. If you feel uncomfortable with the way you are being treated at any time you must report it immediately to your Trainer or to a senior staff member.

If you have personal problems that are interfering with your learning please discuss them privately with your Trainer or a senior staff member at the earliest possible moment. PassRite will endeavor to take your problem into account during your assessment if at all possible. If necessary, we will arrange assistance for you from the appropriate welfare agencies.

16.0 Learning Resources

For driver licensing courses you will be provided with course specific learning resources upon enrolment and further resources on the date of your course.

For practice of the truck learner theory tests please go to www.drivingtests.co.nz

All course materials have been made available on the PassRite Website www.passrite.co.nz

Additional resources upon request:

- Online access sites
- Local library sites

17.0 Disciplinary Proceedings

PassRite hopes that with goodwill on all sides discipline will rarely be a concern. However, we have procedures ready if it does become an issue.

You will be excluded from training if you use alcohol or other drugs, harass other students or teaching staff, or disrupt training sessions unduly.

Cheating will not be tolerated and will result in expulsion from the Class or repeating the assessment depending on the severity.

18.0 Complaint Procedures

If you have any complaint about your treatment at PassRite you should complain first either to your Trainer, the Training Manager or to the General Manager.

Verbal complaints will be discussed and resolved where possible, but no disciplinary action against any person will be considered unless the complaint is made in writing. A letter or email will be sufficient for this.

If you are not satisfied with the result of your complaint to PassRite Driving Academy, you may contact the New Zealand Qualifications Authority. Any complaint to NZQA will need to be in writing using the 'Complaints kit' available from the NZQA Website (<http://www.nzqa.govt.nz/for-learners/rights/complaints.html>).

19.0 Treaty of Waitangi

PassRite, including all staff and sub- contractors, endeavours to ensure that they are all familiar with and understand the three major articles and conditions that substantially constitute the Treaty of Waitangi document.

PassRite accepts its obligations to the principles of the Treaty of Waitangi set out by the Tertiary Education Advisory Committee. We acknowledge that the Treaty was an agreement between Tangata Whenua and Tau Iwi, seeking to establish the principle of partnership for life in New Zealand.

PassRite is strategically committed to a Maori-centered approach as the ultimate solution to strengthen Iwi and Maori participation in education and training, and supports TEC's endeavours to improve access to tertiary education systems for all Maori learners.

PassRite endeavours to develop partnership relationships with Iwi and Maori in ways that are mutual, beneficial and reciprocal. Additionally, PassRite will endeavour to achieve provider excellence and accountability in terms of delivery performance to Maori.

PassRite works towards structuring its course delivery mechanisms, content and meaning to be increasingly relevant to Maori.

20.0 Contact Details

PASSRITE DRIVING ACADEMY LIMITED

PO Box 13387
Onehunga
Auckland 1643
Phone: (09) 636 0111
Fax: (09) 636 1499



ONEHUNGA HEAD OFFICE

44-46 Princes Street
Onehunga
Auckland
Phone: (09) 636 0111
Fax: (09) 636 1499



ALBANY OFFICE

5H Miro Place
Albany
North Shore
Phone: (09) 414 5250

HAMILTON OFFICE

94 H Duke Street
Frankton
Hamilton
Phone: (07) 855 1111
Fax: (07) 855 1103

GISBORNE OFFICE

410 Matawai Road
RD1 Makauri
Gisborne
Phone: (06) 867 3350

MANAWATU OFFICE

144 Kimbolten Road
Fielding
Manawatu
Phone: (06) 323 6332

WELLINGTON OFFICE

14 Broken Hill Road
Kenepuru, Porirua
Auckland
Phone: (04) 237 5960
Fax: (04) 239 9964

20.0 Contact Details (continued)

NEW ZEALAND QUALIFICATIONS AUTHORITY

PO Box 160
Wellington 6140
Phone: (04) 802 3000



MITO- INDUSTRY TRAINING ORGANISATION

PO Box 10803
Wellington 6143
Phone: (04) 494 0005
Free phone: 0800 88 21 21



COMPETENZ

PO Box 62561
Central Park
Auckland 1544
Phone: 0800 275 455
Fax: 0800 473 754



NZ TRANSPORT AGENCY

Private Bag 6995
Wellington 6141
Phone: (04) 894 5400
Fax: (04) 894 6100



SKILLS ORGANISATION

Freepost 5164, PO Box 24-469
Royal Oak, Auckland
Phone: 0508 754 557



PassRite specialises in all commercial and private driver training, as well as driver licence endorsements. Our courses are New Zealand Transport Agency approved and we are NZQA approved Assessors.

- Class 1 Car Tuition
- Class 2 Truck Theory and Practical
- Class 3 Trailer Theory and Practical
- Class 4 Truck Theory and Practical
- Class 5 Trailer Theory and Practical
- Class 6 Motorcycle (Basic Handling Skills and 'One on One' Training)

- F Endorsements Fork Lift License and Operator Training
- D Endorsement Dangerous Goods Courses
- T, W & R Endorsements Tracks, Wheels & Rollers
- V Endorsement Vehicle Recovery Vehicles
- I Endorsement Driving Instructor Endorsement
- Street Talk Courses For reductions in restricted license
- Full Licence Test Training In Cars, Trucks or Motorcycles
- EWP (Elevated Work Platform) Theory and Practical
- Hi Ab Theory and Practical
- 4 Wheel Drive course Theory and Practical
- Load and Unload Theory and Practical
- Swing Lift Theory courses and Practical
- Assessing For all Classes of Vehicles & other industry machinery



0800 PASSRITE

0800 727 77483

This booklet is published by
PassRite Driving Academy Limited.

Version 9

08012018