

STUDENT HANDBOOK

RULES AND GUIDELINES



 **SKILLS
UPDATE**
TRAINING AND EDUCATION GROUP
skillsupdate.co.nz

STUDENT HANDBOOK

RULES AND GUIDELINES 2024 V3

Welcome Address

Dear Student

Thank you for joining Skills Update Training and Education Group. By enrolling, you have now started a new challenge, and potentially, a new career. With your determination and our desire to help you succeed, let us commence on your learning journey together.

Yours sincerely,
The Team at Skills Update

About Us

Established in 1991, Skills Update is a Category 1 Private Training Establishment (PTE), registered and accredited by the New Zealand Qualifications Authority (NZQA).

Our mission is:

“Creating opportunities through education”

Your programme will either be full time or part time. Most part time programmes are carried out using blended delivery, which comprise a mix of face-to-face classes along with directed learning activities (home study), and real-world practical learning experiences. The sum of these learning activities will provide you with a comprehensive learning experience. Your Tutor will provide you with a copy of your overall delivery schedule which will show the curriculum and when assessments are due.

During your enrolment with us, please discuss any desired future plans that you may have for work or study with your Tutor, so that we can provide you with the right information to best support you in your career goals.

Student Ownership

Your success is our success. These guidelines below are your road map that protect your rights as well as those of your fellow students.

Student Responsibilities:

- Maintain a commitment to the programme requirements by attending all classes and submitting all assessments on time
- Independently seek new learning experiences, and access assistance as needed
- Demonstrate a commitment to maintaining a positive learning environment by responding positively to guidance/constructive criticism, and being open to new knowledge which may challenge your individual values and beliefs
- Demonstrate respect for the cultural beliefs, values, attitudes, and practices of others
- Assume responsibility for your own actions
- Use appropriate communication channels and communicate appropriately with others - clients/professionals/peers/academic staff/support staff
- Maintain the professional standards as adopted by the workplace while on work placement or industry visits including complying with the providers drug and alcohol policy and other health and safety requirements
- Work within professionally acceptable legal, moral, and ethical frameworks
- Maintain a commitment to personal wellbeing to support ongoing learning
- Attend classes for the full duration of your programme enrolment (not finish early)

Attendance and Participation

You may be undertaking study in preparation for a new job, therefore building a good record of attendance and punctuality is an important part of your training. The expectation at Skills Update is no different to those in the workplace, i.e., absence without a valid reason will not be accepted. Your Tutor will advise you of the days of class, start and finish times each day, and when break times are.

Attendance in class is compulsory, as regular attendance is an important contributor to student success and learning. The weekly scheduled classes are the best time to learn the material that you will be assessed against, and to share ideas with other students and broaden your experience.

Attendance records are closely monitored by the Tertiary Education Commission - the Government agency which provides the funding for your programme. Please ensure that you arrive to class on time and notify your Tutor prior to class starting if you are going to be late or absent. Any intended prolonged absences, e.g. going overseas for 2 weeks, needs to be requested in writing to your tutor or Campus. All absences, even if approved, will trigger absenteeism warning letters if your attendance drops below 80%.

Assessment Deadlines

You are responsible to submit all assessments within the stipulated assessment due date. If your programme includes capstone exam or closed book tests it is your responsibility to be available on the dates these assessments are held.

Disciplinary Procedures

Disciplinary procedures are to outline the actions taken by Skills Update in response to incidents or allegations of unacceptable conduct by students.

Guidelines for unacceptable conduct

Minor Behaviour

The following actions are classed under unacceptable 'minor' behavioural conduct:

- Absenteeism
- Lateness
- Poor presentation and dress standards
- Missing assessment deadlines

A meeting will be held between you and your tutor. Notes on discussion will be held on your file. If the behaviour continues, it will affect your participation in industry site visits, work placement and graduation

Concerning Behaviour

The following actions are classed under unacceptable 'concerning' behavioural conduct:

- Poor attitude
- Lack of participation in class activities
- Not completing homework tasks as directed
- Demonstrating lack of respect for staff, fellow students, clients and industry partners
- Inappropriate behaviour or language
- Failing to comply with reasonable instruction given by staff

To address concerning behaviour a meeting will be held between you and the Academic Manager or Campus Manager, and all notes will be held on your file. It could affect your participation in industry site visits, work placement and graduation. If the behaviour continues, a meeting is arranged to discuss your intentions for continuing with the programme. You will be given opportunities to bring along a support person to the meeting. If you are under 18, the person you have authorised us to contact, on page 6 of your enrolment form, will be notified of the impending action. If the concerning behaviour continues, a final warning letter will be issued following a meeting. Please note that ongoing, repetitive minor behaviours will be treated as concerning behaviour.

Major Expulsion Behaviour

The following actions are classed under 'major expulsion' behavioural conduct:

- Illegal or unauthorized possession, use of, being under the influence of, or distribution of drugs or alcoholic beverages
- Unprofessional conduct at work experience e.g. unexplained absence, lateness, not complying with workplace guidelines
- Intentional damage to or destruction of Skills Update's property or property belonging to others
- Inciting, encouraging, or participating obstructive or disruptive activities
- Bullying, harassing, threatening, discriminating against or victimising any staff or students
- Behaving in a manner that brings or is likely to bring the organisations into disrepute

- Attempted or actual theft or unauthorized possession of organisation's property or services
- Violation of academic integrity
- Sexual harassment
- Assault or abusive behaviour towards staff or students

For major expulsion behaviour you will be invited for a meeting with the Campus Manager. You can bring a support person to the meeting. You will be given opportunity to present all information and factual evidence. During this process, you will be stood down from the campus and will not be able to attend classes until a decision is made.

Major expulsion behaviour will be taken seriously by Skills Update, and if found to be proven, will result in the following actions:

- Instant expulsion and termination of enrolment or
- A final warning letter superseding all verbal and written warning letters

Complaints

We want to support you and help you under all circumstances. If you are not happy:

- In the first instance you should always approach your tutor who will be able discuss your concern through and find a solution
- If you are not satisfied, you can make written complaint to the Academic Manager who is a management team member and is responsible for your programme of study.
- Written complaint can be made to the Campus Manager for any concerns the Academic Manager is not able to assist with.
- If you are unsatisfied with the outcome and are not comfortable with the campus dealing with your complaint you can make written complaint to the General Manager - Education or the General Manager - PTE Operations who are members of the Senior Management Team.

Rachel Teesdale

General Manager – PTE Operations

Email: rachel@skillsupdate.co.nz

Lakshmi Dhana

General Manager - Education

Email: Lakshmi.d@skillsupdate.co.nz

In exceptional circumstances where your complaint is still not resolved you can contact NZQA in writing.

The Complaints Officer

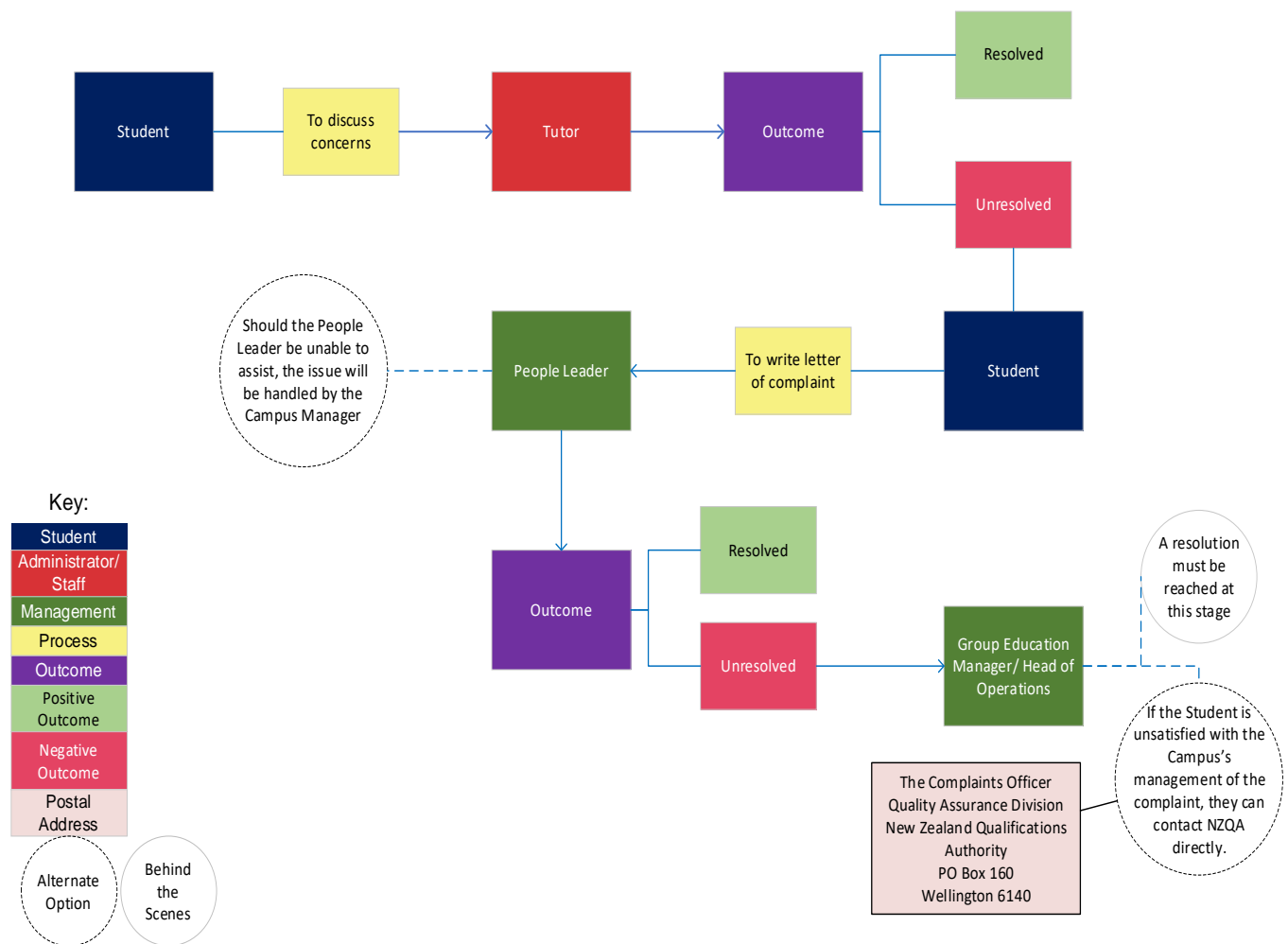
Quality Assurance Division

New Zealand Qualification Authority

PO Box 160

Wellington 6140

Complaints Procedure Flowchart



Personal Contact Details:

It is important for Skills Update to maintain contact with you as our Student and Graduate. We will usually contact you through your mobile number or email address. If your circumstances change, it is your responsibility to ensure that our staff have your most up-to-date contact details.

Children

Children are not to be brought to class or left in cars whilst you are in class. Please make alternative arrangements for their care when you come to class.

Dress Standards

All students should attend class in a reasonable and appropriate standard of dress, i.e., according to the type of work for which you are training. These standards apply to both onsite training and offsite work experience.

Drugs and Alcohol

No drugs or alcohol are permitted on the training sites. If you attend class under the influence, you will be asked to leave and your enrolment in the programme may be terminated as outlined in the disciplinary procedures.

Food and Drink

Hot drinks are provided (free of charge) and are to be consumed only in places designated for eating and drinking. No food and/or drinks are to be taken into classrooms.

Property

Our property and resources are available for your benefit and use. Any abuse to property will result actions outlined under disciplinary procedures.

You will be expected to pay for any damages caused by your carelessness or neglect. It is your responsibility to always keep campus facilities clean and tidy.

Skills Update makes the effort to ensure that its premises are safe and secure. However, whilst at the respective campuses, you are entirely responsible for the security of your personal items, that is, mobile phone, laptops, etc. Skills Update is not liable for any loss or damage to personal items.

Student Feedback

Feedback is welcomed at any time. This can be done verbally or via email to your Tutor, the Campus Student Services Co-ordinators, the Academic Manager, or the Campus Manager. We will also be collecting formal feedback in the form of a first impressions survey in the initial stages of your programme, a mid-way programme survey, and an end-of-programme survey. It is important for you to use your voice and respond to the surveys, so that we can address any areas for improvement, and acknowledge the areas of the business that are performing well.

In addition to the surveys sent whilst you are enrolled, Skills Update will also be sending you a Graduate Survey three months after you graduate from the programme. This feedback from a Graduate's perspective is very important as it helps us to analyse how well the learning that you undertook, prepared you for work or further study in the sector. We would ask that when you receive this link, that you please take the time to respond. We would also appreciate it very much if you would provide us the contact details of your Employer (should you be working) or Tutor (should you be continuing your studies).

Sexual Harassment

Sexual harassment, of any kind, will not be tolerated. If you experience any sexual harassment, please report it immediately to an appropriate staff member.

Student Bullying

You have a right to study at Skills Update, free from bullying, harassment, or victimisation, irrespective of age, gender, culture or ethnic origin, sexual orientation, political or religious belief. Please report incidences of bullying to your Campus Manager.

Smoking

All buildings are SMOKE FREE zones, including toilet areas. Your Tutor will let you know where and when smoking is permitted.

Special Support Needs

If you have an illness or disability that means that you require extra or specialised support, please notify your Tutor or campus admin team, to ensure appropriate arrangements can be made to help you.

Visitors

All visitors (during normal working hours of the campus) must report to Reception on arrival as they need to sign the Visitor's Log. Please arrange for visitors to see you during break times, unless otherwise approved by your Tutor.

Results and Certificates

Credits will be awarded to all students who successfully complete course assessments, as part of a qualification. All credits you achieve will be processed, and you will be given a progress report every 6 weeks. All certificates awarded are in accordance with NZQA requirements.

Personal Name Usage

All your enrolment records, transcripts, certificates will be in your legal name as recorded in your birth certificate or passport.

Health and Safety

Skills Update has a responsibility to comply with the Health and Safety Act as stated in the Employment Act 2015 (and all subsequent amendments) and are committed to the provision of a safe and healthy working environment for their employees, students, contractors, and other visitors.

To assist us in complying with this legislation we ask that you;

- Take all reasonably practical steps to prevent harm to yourself or any other person whilst on campus e.g., follow the health and safety procedures explained to you by your Tutor.
- Report any hazards e.g., defective equipment, to your Tutor or Supervisor immediately.
- Wear the personal protective equipment (PPE) supplied to you.
- If 'off site' for work experience, follow the health and safety guidelines set out by that company at all times.

Emergency Procedures

At the start of your programme your Tutors will explain the emergency procedures to you.

Please ensure you understand these procedures before signing the orientation/induction form.

The evacuation procedures for each campus include all the following actions:

- Evacuate immediately by using the nearest emergency exit.
- Follow the guidance of your Tutor/Fire Warden; do not run and do not re-enter the building to collect personal items.
- Assemble in the designated area.
- Remain at the assembly point until the 'all clear' has been given.
- Evacuation drills occur frequently, but never assume that an alarm is only a drill.

Please Note: A copy of the full Health and Safety Manual is available upon request.

Technology

It is your responsibility to use Information Technology responsibly and reasonably

Prohibited activities include but is not limited to:

- Activities that cause harm to Skills Updates reputation.
- Cyber bullying
- Unauthorised disclosure of private or confidential information
- Risking the safety of Skills Update assets or infrastructure. For example: downloading suspicious software or turning off provided antimalware software.
- Download or store any objectionable materials using Skills Update facilities
- Intentionally use large amounts of computing or communications resources without authorisation.
- Using Skills Update facilities to gain unauthorised access to computer facilities off-campus.
- Attempting to disable or circumvent cybersecurity measures. For example, turning off antimalware software without permission.

Internet Use

Internet connection may be provided by Skills Update to facilitate your work/study. You must not download material or visit websites with offensive, inappropriate, or illegal content.

Social Media

- Reasonable personal use of social media is permitted so long as it does not put the network or organisation at risk or interfere with your work/study or anyone else's rights to privacy.
- You will not put yourself forward as representing Skills Update unless you are authorised to do so.
- You must not share images or recordings of Skills Update property or staff unless authorised by Skills Update.
- You must not share images or recordings of other people on a Skills Update site unless you and have permission from the people in the image or recording.
- You will not engage in activities on social media that causes harm to Skills Update's reputation

Accessing MS Teams

Skills Update uses Microsoft Teams for online learning where face-to-face classes cannot be conducted due to disruption. MS Teams will be used for all course information, communication, online class meetings and collaboration with tutor and peers. You are required to download the application to a device and our staff will enrol you onto your class Teams.

Academic Matters

Recognition of Prior Learning

Credit can be awarded for prior learning as per the programme regulations of the relevant qualification. For unit standard based qualifications, the Administrator will check your New Zealand Record of Achievement (NZROA) during your enrolment, and you will be credited the corresponding units. Students who wish to be recognised for prior learning (RPL) for module/learning outcome-based qualifications need to request this in writing to the Academic Manager or PTE Academic Operations Manager. Any such requests will be considered in accordance with the Programme Regulations.

Whilst an RPL is in progress, an offer of place cannot be given to a potential learner. The RPL must first be approved, and any fees advised by the GM PTE Operations or Registrar. The potential learner must have this info before being given an offer of place, to enable them to make an informed decision to enrol. Approved RPL, may at times, result in a shorter enrolment, due to less credits needing to be achieved.

Assessment

Formal assessments must be passed/achieved for you to gain credits towards the qualification. Practice assessments are also given as activities to assist your learning. The Tutor will provide feedback on the practice assessments, but they do not achieve credits.

The method and requirements for each assessment will be clearly explained to you by your Tutor. Opportunities for re-assessments are permitted as per the regulations. If you have any questions regarding re-sits, please ask your class tutor.

Your Tutor will outline the assessment due dates at the beginning of each new module/course. It is important to not leave assessments to the last minute. We are aware that students work at different paces and find different subjects challenging, so please be honest with your Tutor if you are experiencing difficulties.

When handing in assessments, you must make sure that you date and sign all of the relevant sections, including getting your Verifier to sign off. The required evidence must also be attached and labelled correctly. Incomplete assessments will be returned to you before being marked.

When completing assessments during class time, your behaviour must not disturb, distract or adversely affect any other student. Assessment guidelines will be given by your Tutor prior to the assessment being undertaken.

Assessment in Te Reo Maori

Students may use Te Reo Māori in assessment if the student has registered their request, and has received approval by the General Manager of Education, prior to the student's enrolment in the programme

Extensions

If you wish to request an extension for an assessment, please do so in writing to your Tutor before the due date of your assessment. You will be notified in writing as to the outcome of your request.

If you require an extension to your overall enrolment e.g. extend your end date, please request this in writing to your Tutor, no later than one month before your scheduled end date. Your Tutor will arrange a discussion with you to review the programme requirements, reasons for extension, and to determine an appropriate enrolment extension date. This extension request will need to be approved by the GM of Education or GM of PTE Operations. Consideration is made of such factors as your overall assessment achievement to date, attendance %, likeliness to complete by the extension date, and reason for extension. Please note, if you are receiving an allowance from StudyLink, you may not receive an allowance for the extended time. You will be required to inform StudyLink of changes to your enrolment.

Appeals

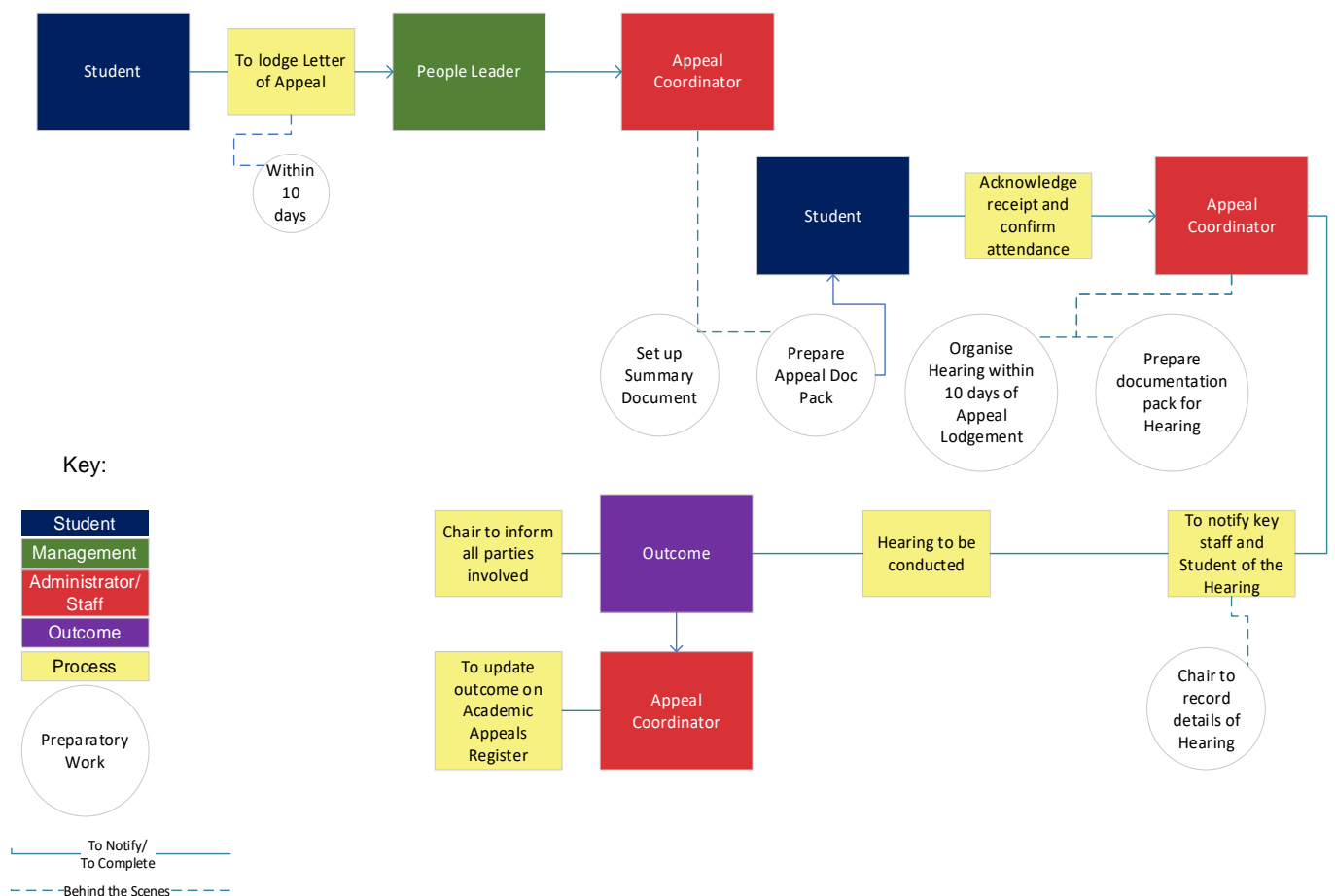
If you want to appeal an assessment decision you should do so directly to the Assessor. If the Assessor decides that no change is warranted, you may apply to have your appeal heard by the Quality Assurance Manager.

If the original result remains unchanged, you may make a written request to be heard by the General Manager - Education

Note 1: The decisions of the General Manager - Education will be final.

Note 2: Throughout the entire appeals process, you can seek assistance from the Quality Assurance Manager, Campus Manager and Campus Administration Team, and Academic Manager

Academic Appeals Procedure Flowchart



Re-submission

The opportunity for re-submission will be in accordance with the programme regulations, and at the discretion of your Tutor and the Academic Manager. Repeated re-submissions for multiple assessments will warrant a review of your suitability for the programme.

Reconsideration of Grades/Assessment result

If you wish to contest a grade or assessment result given, you should firstly discuss this with your Tutor within 5 days of the return of the assessment. You need to meet with your Tutor, and they will give reasoning for the grade/result, and if justified, amend the result. If you are not happy with the outcome of the meeting with the Tutor you may request a review, in writing, to the Academic Manager.

Results

For most programmes the results of assessments will be given in class. If you would prefer an email, please make this request to your class Tutor. Your assessments will be filed at the campus where you are studying. You have the right to view your own papers at any time.

Cheating

Students will be investigated for cheating if they hand in someone else's work or answers as their own (plagiarism) or are in possession of unauthorised notes. If proven, this will result in a fail for the assessment and in extreme cases, withdrawal from the programme.

Plagiarism

Plagiarism is taking and using someone else's thoughts, writings or inventions and representing them as your own. When you have any doubts about including the work of other authors in your assessment, please consult your Assessor.

The following list outlines some of the activities for which a learner can be accused of plagiarism:

- Presenting any work by another individual as one's own intentionally/unintentionally.
- Handing in assessments markedly similar to or copied from another learner.
- Handing in assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet;
- Copying straight from the workbook.

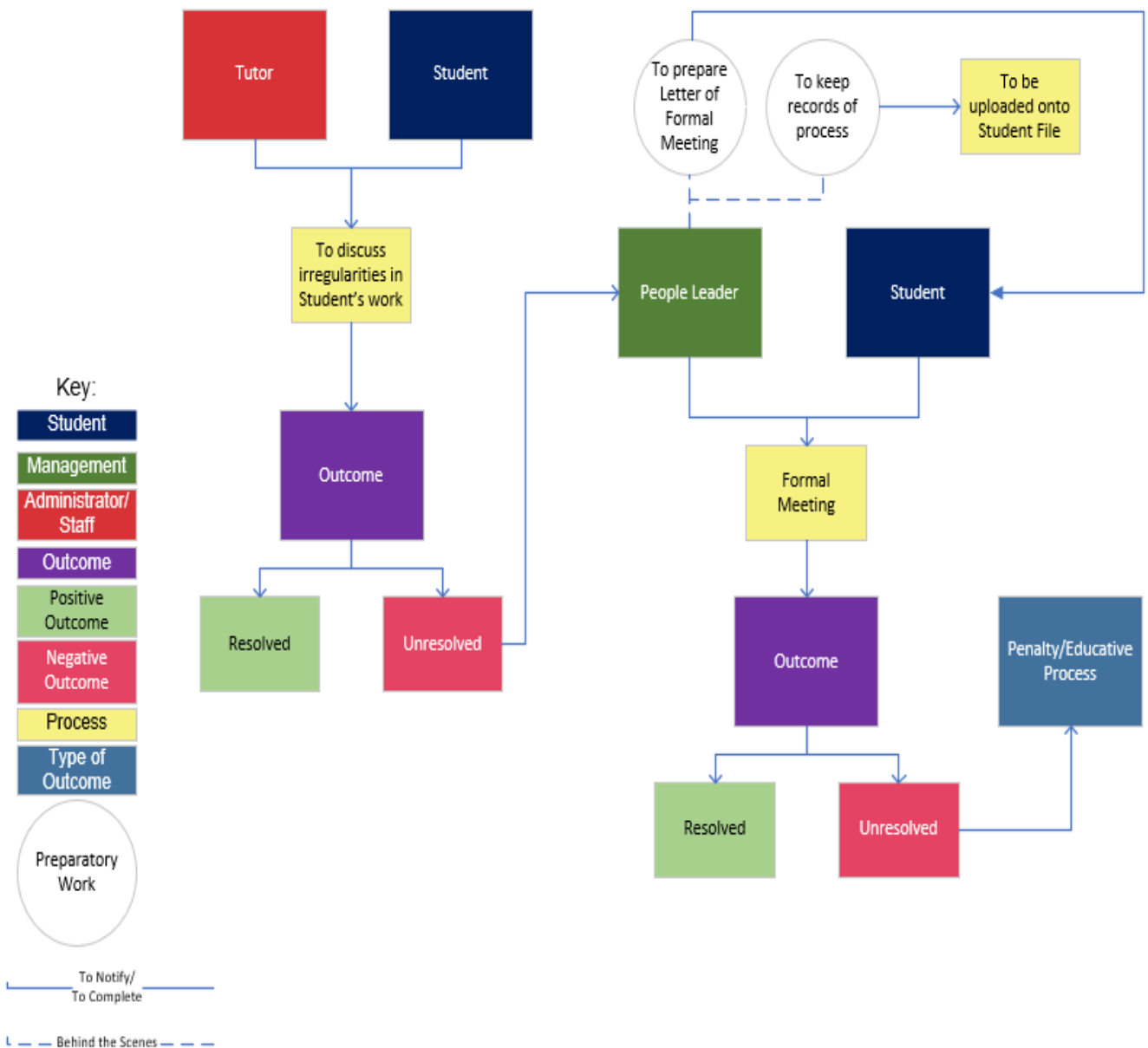
If it is identified that you have plagiarised within your assessment, then a meeting will be organised to discuss this with you, and further action may be taken accordingly.

Academic Misconduct

- Any breach of any rules relating to the conduct of tests or examinations and any dishonest practice occurring in the preparation or submission of any work (whether during an examination or not) which counts towards the attainment of a grade in any course or otherwise occurring in connection with any summative assessment.
- Academic misconduct (also variously referred to as 'dishonest academic practice' or 'academic fraud') includes but is not limited to:

- Cheating - any fraudulent response whatsoever by students to any item of assessment, including any action which may otherwise defeat the purpose of the assessment (e.g., using notes in a closed-book examination).
- Plagiarism, defined as the act of taking and using another's work as one's own without proper acknowledgment (knowingly or unknowingly) and includes:
 - copying the work of another student
 - copying any part of another's work
 - summarising another's work
- Submitting work for summative assessment which has been jointly prepared for presentation, in circumstances where this has not been communicated to students as legitimate.
- Submitting work for summative assessment which has previously been submitted elsewhere, without the prior permission of the Academic Manager.
- Misrepresenting identity for purposes of assessment

Academic Misconduct Procedure Flowchart



Home Study Hours

Home Study is an important component of your learning. Each week there are specific hours dedicated for home study. This requirement is outlined in the delivery schedule. Your tutor will indicate the learning activities to be completed during the home-study hours. It is your responsibility to ensure these learning activities are completed and you must also maintain a log of these activities.

Programme Content

You will receive a programme delivery schedule at the beginning of your programme which will outline programme duration, delivery order, programme content and assessment due date. Skills update reserves the right to make changes to the programme delivery schedule e.g., changes to class timings, changes to class days etc. When operational changes are made to programmes, all affected students will be duly notified. In making these changes, Skills Update is committed to full compliance with all relevant regulations and legislations

Student Withdrawal and Financial Matters

Withdrawal

Withdrawal of a student follows the regulatory procedures. The withdrawal of any student will always be approved by the Academic Manager prior to it occurring.

If you wish to request to be withdrawn; please inform your Tutor or Campus Manager in writing. Your withdrawal will then be confirmed through a formal letter.

Withdrawal due to attendance issues

Student attendance has a direct correlation to student learning and assessment achievement, and good attendance contributes to successful outcomes for learners. 80% attendance is a key indicator of student achievement, and as such, it is used as the benchmark for addressing absenteeism.

Failure to maintain 80% attendance will trigger the process of formal follow up with the relevant students.

NB - Campus Manager discretion can be applied

As a student enrolled at Skills Update, you will be provided with regular progress reports which show your attendance %. If you wish to know your attendance % at any time though, you can ask your tutor or the campus admin team.

Student Attendance and Absenteeism Procedure

Your attendance % falls below 80%

- The campus team will contact you to address your attendance
- 1st warning letter is sent

Your attendance % remains below 80%, one month after the first warning letter is sent **or** you do not attend the next 2 scheduled classes after the first warning letter is sent.

- The campus team will contact you to address your attendance
- 2nd warning letter is sent

Your attendance % remains below 80%, one month after the second warning letter is sent **or** you do not attend the next 2 scheduled classes after the second warning letter is sent.

- Final warning letter is sent

Your attendance % remains below 80%, one month after the final warning letter is sent **or** you do not attend the next 2 scheduled classes after the final warning letter is sent.

- Your withdrawal will be processed
- A letter advising you of your withdrawal is sent

Refund Policy

Programmes that are 3 months or longer in duration:

Domestic students are entitled to a fee refund if they withdraw from a programme or micro credential within 10% or one month (whichever is earlier) of programme or micro credential start date. Date will be stipulated as early withdrawal cut-off date in your offer of place.

For example:

If you enrol into a 20-week programme, we will allow withdrawals with fees refund for up to 2 weeks, i.e. 10% of the programme.

If you would like to withdraw from the programme after 10% or one month (whichever is earlier) of the programme duration, you need to apply in writing for a refund.

In any event when fees are refunded, we reserve the right to deduct the lesser of 10% of fees paid or \$250.

Programmes that are less than 3 months in duration:

Programme Length	Withdrawal Period	Refund Amount
For programmes of two days or less	None	No Refund
For programmes of more than two days but under 5 weeks	Up to the end of two calendar days of the programme commencing	50% of the amount the student paid in respect of the programme
For programmes of 5 weeks or more but less than three months	Up to the end of five calendar days of the programme commencing	75% of the amount the student paid in respect of the programme

Refund Account

When a student is entitled to a fees refund, the refund will be made to the source of the fees. If the fee is paid by StudyLink or TEC Fees Free Scheme or a Scholarship, the fees will be directly refunded to the source, and you do not need to do anything. We are unable to refund these fees directly to the student or their nominated bank account.

Fees paid using personal funds - refunds are paid directly into your nominated bank account. It may take up to 10 working days for your fees to arrive in your nominated bank account.

Student Support

Personal Support

All Skills Update staff members are here to help you. If there are any issues you wish to discuss, either about your training or personal matters, let us know and we will make every effort to achieve a positive result for you. Your Tutor or Student Services Coordinator can help you to access outside agencies if necessary.



Did you know that wellbeing and safety supports your learning?

The Code of Pastoral Care has been put together to make sure you have the best possible support system.

This means that while you're learning, you should be:

- safe – physically and mentally
- respected for who you are
- supported in your learning and wellbeing
- connected with your social and cultural networks and
- able to have your say in decisions about services.

If you want to find out more, or if something isn't working for you, talk to your learning provider first or if you need to, you can talk to NZQA.

For more information visit:
www.nzqa.govt.nz/know-the-code

 **#knowthecode**



Code
of Practice

Use of information and privacy statement

Skills Update collects and stores information from this form to:

- manage the business of Skills Update (including internal reporting, administrative processes and selection of scholarship and prize winners)
- comply with the requirements of the Education Act 1989 and other legislation relating to maintenance of official records and accountability for public funding
- supply information to government agencies and other organisations as set out below.

Skills Update may add your personal details (name, date of birth and residency) to the National Student Index, which is managed by the Ministry of Education.

Supply of information to government agencies and other organisations

Skills Update supplies data collected from your enrolment and assessments to government agencies, including:

- the Ministry of Education
- the New Zealand Qualifications Authority
- the Tertiary Education Commission
- the Ministry of Social Development: in relation to student loans and allowances
- Immigration New Zealand (a branch of the Ministry of Business, Innovation and Employment) for those who are not New Zealand citizens or permanent residents.
- Studylink

Aforementioned agencies use the data supplied by tertiary education organisations to:

- administer the tertiary education system, including allocating funding
- develop policy advice for government
- conduct statistical analysis and research.
- Moderation

The Ministry of Education may supply data collected on this form to Statistics New Zealand for the purposes of integrating data with other data collected by government agencies, subject to the provisions of the Statistics Act 1975. Integrated data is used for the production of official statistics, to inform policy advice to government and for research purposes.

When required by law, Skills Update releases information to government agencies such as the New Zealand Police, Department of Justice, Ministry of Social Development, and the Accident Compensation Corporation (ACC)

Information collected may be supplied to other educational organisations for the purpose of verifying academic records.

You may request to see any information held about you and request that any errors in that information be amended or noted. To do so, contact your Campus Administrator.

NB The Privacy Act came into force on 2020 with the stated aim of protecting the privacy of natural persons.

It requires the Institution to collect, hold, handle, use and disclose personal information in accordance with the twelve information privacy principles in the Act.

<https://www.privacy.org.nz/the-privacy-act-and-codes/privacy-act-and-codes-introduction>

Campuses



Head Office/Mangere Campus

59, Tidal Road, Mangere, Auckland 2022

09 275 3155

Papakura Campus

15-17 Walters Road Takanini 2112

09 296 0511



Henderson Campus

8 Te Pai Place Henderson 0610

09 818 1257



Christchurch Campus

95 Garland Road, Hillsborough 8022

027 213 9847



Tauranga Campus

142 Durham Street, Tauranga 3110

0800 500 106



Team

Campus Managers

Mangere Campus

Name: Steve Brown

Email: steveb@qes.org.nz

Phone: 021 781 650

Papakura Campus

Name: Hester Fourie

Email: hester.f@skillsupdate.co.nz

Phone: 027 274 5620

Henderson Campus

Name: Chris Goodison

Email: chris.g@skillsupdate.co.nz

Phone: 027 2108525

Christchurch Campus

Name: Brenda Fepuleai

Email: brenda.f@skillsupdate.co.nz

Phone: 027 451 8689

Tauranga Campus

Name: Karen Tindall

Email: karen.tindall@skillsupdate.co.nz

Phone: 027 375 5055

Senior Management Team

General Manager - Education

Name: Lakshmi Dhana

Email: Lakshmi.d@skillsupdate.co.nz

General Manager – PTE Operations

Name: Rachel Teesdale

Email: rachel@skillsupdate.co.nz

General Manager – Growth, Funding and Performance

Name: Manu Palelei

Email: manu.p@skillsupdate.co.nz

Finance Manager

Name: Renier Du Toit

Email: renier.dutoit@skillsupdate.co.nz

Group CEO

Name: Nick Edwards

Email: nick.edwards@lifenz.org

In addition, the following are organisations available to support you:



0800 367 222



0800 543 354 (24 hours)



0800 773 462



0800 942 878
(noon to midnight counselling)



0800 842 846



0800 726 666
(24 hours)



0800 530 000



0800 299 100



(09) 845 1818
(Mon to Fri)
9am – 4.30pm

Government Agencies Births, Deaths & Marriages 0800 225 252	Counselling, Health and Support Healthline 0800 611 116
Employment NZ 0800 20 90 20 Human Rights Commission 0800 496 877	The Fono 09 267 6331 CASPER 0508 22 7737
StudyLink 0800 889 900	Depression Helpline 0800 111 757
Inland Revenue (Self-Service) 0800 257 777	Lifeline Aotearoa 0800 543 354
Work and Income 0800 559 009	Outline NZ 0800 688 5463
Kainga Ora Homes and Communities 0800 801 601	Pregnancy Counselling services 0800 773 462
Office of Ethnic Communities 0800 656 656	The Salvation Army (Counselling/Support) 0800 530 000
Te Manu Toroa Trust 07 571 2026	Te Puawaitanga ki Otautahi Trust 0800 66 99 57
Community Services Auckland Community Law Centre 09 377 9449	Youth Services Youth Line 0800 376 633
Auckland Disability Law 09 257 5140	Young New Zealanders Foundation 0800 333 088
Auckland Women's Centre 09 376 3227	
Tauranga Community Foodbank 07 578 9888	
Te Tuinga Whanau Support Services Trust 07 571 0875	
Christchurch City Mission 03 365 0635	

Student Declaration Form

Student Copy

I declare that I have read and understood all the rules and guidelines stated in the student handbook. I fully understand my responsibilities as stated in this handbook whilst I'm enrolled as a student at Skills Update Training and Education Group. By signing this declaration form I agree to follow all the rules and regulations stated in the handbook.

Student Name: _____

Signature: _____

Date: _____

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For office use

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Student Name: _____

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