

A large commercial airplane is parked on a tarmac during sunset. The sun is low on the horizon, creating a warm orange and yellow glow. The airplane is white with two large engines. Ground crew members in high-visibility vests are visible around the aircraft. A white tug vehicle is positioned in front of the plane. The tarmac has white and red markings. In the background, there are airport buildings and other aircraft.

Excellence in Aviation Training



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TRAINING CENTRE – HOW TO GET TO JNPAT

JNPAT is an NZQA accredited Private Training Establishment. The training centre is located at:

JNP Aviation Training

Hangar 8

Aerodrome Road

Mount Maunganui 3116

07 575 3680

MAP of PREMISES



SITE ACCESS AND PRESENCE

SITE ACCESS

Only students who are currently enrolled on programmes with, and have been through Orientation and Induction at JNPAT have access to the JNPAT premises at Tauranga Airport. The Training Rooms at Hangar 8, Aerodrome Road, Mount Maunganui Tauranga welcome you at all times.

In addition, ALL JNPAT students will agree to and sign the JNPAT Workplace Training Agreement [Workplace Training Agreement](#). Your instructor will go over these details with you in the Induction & Orientation session and answer any queries you may have.

Throughout the duration of the course, you will be visiting one or a combination of the following: Enhanced Security Designated areas/Restricted Access Operational areas/Authorised Personnel Only areas. Access to these areas will only take place under supervision of an Instructor or Manager with the applicable authorisation. It is JNPAT's expectation that *you will not remove yourself from the said supervision* and that you abide by ALL instructions and directions provided by the authorised supervising JNPAT personnel [See Students Policies & Procedures: Health & Safety: Commitments and Responsibilities Policy].

Access to JNPAT buildings is available half an hour prior to course start times and half an hour after the course finish time.

Access will be via a Student ID card (See below).

Visitors are not permitted in any circumstances, including during lunch and breaks, unless direct permission has been given by the Instructor or Site Manager for the visitor to be onsite. If permission is granted, your Instructor or Site Manager will explain the requirements and responsibilities of the visitor, and yourself as their host.

INDUCTION & ORIENTATION

All JNPAT students will go through an induction before commencement of any JNPAT course; therefore on every student's *first day* [See Students Policies & Procedures: Orientation and Induction for Students Policy]. All students will have health and safety induction and training relevant to the hazards in their work areas and airport and CAA requirements.

In addition, students will be made aware of their responsibilities when in the JNP Aviation Workplace; and the responsibilities of JNP Aviation Ground Operation's managers. Students will be introduced to the Workplace Training Agreement which is to be completed by both parties before commencing any workplace learning [See Students Policies & Procedures: JNPAT14 Orientation & Induction Policy, JNPAT28 Off-site Fieldtrips & Workplace Components Policy and [Workplace Training Agreement](#)].

Emergency and evacuations procedures will be outlined on day one of each programme by departmental staff.

Once students complete this first day Health and Safety and Wellbeing Induction, they will be provided with a Student ID card.

ID cards cannot be used as an evidence of age document. The ID card is only valid up to the end date of the programme of study. ID cards will be processed within the first month of your course starting. Students will not be able to access any onsite airport areas without a JNPAT Student ID card and appropriate PPE.

JNPAT ONSITE UNIFORM AND PPE

JNPAT will provide a JNPAT onsite uniform.

When wearing the JNPAT uniform, you will be representing JNPAT and will be answerable to all JNPAT policy and procedures in place (See student behaviour and conduct). All Personal Protective Equipment (PPE) will be provided.

CAA

The Civil Aviation Authority of New Zealand is the government agency tasked with establishing civil aviation safety and security standards in New Zealand.

Please note that depending on the type & location of airport you will be working at, your prospective employer will require that you clear the applicable screenings/checks in order to be issued with the Civil Aviation Airport Identity Card (AIC or redback) prior to commencing your employment. Your Instructor will talk to you about this in more detail.

STUDENT SUPPORT

STUDENT SUPPORT SERVICES

For information regarding support services, please contact Ākonga Support & Cultural Navigator [admin@jnpat.ac.nz]

JNPAT

Hangar 8

Aerodrome Road

Mount Maunganui 3116

07 575 3680

Also see Appendices: [Knowing the Code](#), [Support and Guidance Directory](#), and the Learner Hub on [www. https://www.jnpat.ac.nz/student-hub](https://www.jnpat.ac.nz/student-hub), specifically Knowing the Code Videos on <https://www.jnpat.ac.nz/help>

STUDENT REPRESENTATION

Our Ākonga Support & Cultural Navigator will help you with any concerns you may have. We are also keen to from you about any improvements we can make to make to our delivery. You can make any feedback anonymous by contact your support person: the Ākonga Support & Cultural Navigator - they will arrange everything for you.

Any issues, complaints or grievances that *cannot* be resolved for students with their instructor or the Ākonga Support & Cultural Navigator will be dealt with through the formal channels of the JNPAT Complaints Procedure (See below) [See Students Policies & Procedures: Students Complaints/Grievances Policy].

SERVICES FOR STUDENTS WITH SPECIFIC NEEDS

If you suffer from a long-term medical condition or disability, or have specific needs, please talk to your instructor or Ākonga Support & Cultural Navigator

about your requirements. We will do our best to provide you with assistance and/or access to community support agencies that may be able to help you complete your studies and/or assessments.

We are here to here to provide you with the best possible chance of success.

TE REO MĀORI – MĀORI LANGUAGE

JNPAT endorses the right of students to use Te Reo Māori in summative assessments. This means that you may complete any course work or assessment – that counts toward your final grade – in Te Reo Māori. It must be noted however, that many external examinations such as those required by professional registration boards may only be completed in English.

NOTE: JNPAT will implement procedures to ensure that provision is made for any domestic student wishing to undertake a controlled assessment in Te Reo Māori. This will apply to any students for whom Te Reo Māori is their first language, but does not apply when:

[The assessment requires students to demonstrate an ability in English;](#)

[The skills being tested are required in a particular language other than English.](#)

[The candidate is an international student.](#)

Translators who are appropriate and competent in Te Reo Māori, in the dialect being used will be contracted by JNPAT. The translator must not be a friend, partner or member of the student's family.

COURSE WORK SUPPORT

Remember, if you are having any trouble with your course work.... always ask for extra help, your instructor and Ākonga Support person is there to help you!

COURSE RESOURCES

You will be provided with a workbook for every Course within our JNPAT programmes. This workbook will outline the content of the Course and detail all assessment requirements. Workbooks will be specific to each Course.

STUDY AND CAREER SUPPORT

Your instructor can help you with study plans relating to your current course or programme.

If you would like to know more about other career options in New Zealand, one way of finding out is to contact Careers New Zealand

<https://www.careers.govt.nz/>. Careers NZ provides information on careers, jobs, training providers and other useful information.

Other useful sites are:

<https://occupationoutlook.mbie.govt.nz/>

<https://www.aviation.govt.nz/careers/>

Also, see the Careers page on our website [www.jnpat.ac.nz].

STUDENT RIGHTS AND RESPONSIBILITIES

JNPAT has policies and procedures (See Section 6. JNPAT Policies and Procedures) in place to ensure standards are maintained so that everyone can feel safe and respected. See all Student Policies and Procedures on: [www.jnpat.ac.nz]. In addition, JNPAT will comply with the requirements of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 where applicable to ensure their statutory and ethic obligations are met. (<https://www.nzqa.govt.nz/providers-partners/domestic-code-of-practice/>)

STUDENTS RIGHTS

JNPAT has policies and procedures in place to ensure these standards are maintained so that everyone can feel safe and respected [Students Policies & Procedures: Student Charter: Student Rights].

All JNPAT students have the right to:

[A physically safe and mutually supportive learning environment that responds to the needs of all students.](#)

The learning and communal environment, whether on-site or online, is safe for all students and responds to their needs, irrespective of their cultural, ethnic, religious, linguistic, socio-economic or academic background, gender identity, sexual orientation, or any other identity they choose to express.

Staff have adequate resources and training to ensure students are safe and secure and that systemic barriers to participation, such as discrimination or harassment, are reduced.

[Assistance to meet your basic needs](#)

All students can seek advice, information and services on how to access support to meet their basic needs, primarily and foremost through JNPAT's Ākonga Support & Cultural Navigator, but also General Manager of Training, Lead Instructor, Instructors and CEO.

[Assistance to manage your physical and mental health, and to access support when needed.](#)

JNPAT aims to provide opportunities for all students to have experiences that improve physical or mental health and wellbeing.

Activities, facilities, services, and communities through which students can better their physical and mental health and connect with others are provided on-site or online.

Assistance to transition to tertiary study, progress and achieve in your studies, and to develop knowledge, skills and expertise to prepare you for further work or study.

JNPAT understands the needs of their students in transitioning into study, and will help students successfully transition to tertiary study, progress and achieve results, and develop knowledge, skills and expertise in their area of study.

Experience an inclusive learning environment where you are accepted and valued, respected, free from racism and discrimination, and connected with social and cultural networks.

JNPAT aims to know and understand the diversity of our students, listen to our students' experiences and suggestions as to how they might improve the learning environment, and implement appropriate changes in a timely manner, and/or develop an improvement plan that is implemented and tracked.

Your mana being upheld in your learning environment and your voice being heard and integrated in decisions around the planning and provision of student support services.

We understand the diverse needs of our students. We are eager to hear input from our students about how we are meeting their individual needs and how we can provide targeted

(<https://www.nzqa.govt.nz/providers-partners/domestic-code-of-practice/>)

Also see Appendices: [Knowing the Code](#), [Support and Guidance Directory](#), and the Learner Hub on [www. https://www.jnpat.ac.nz/student-hub](https://www.jnpat.ac.nz/student-hub), specifically Knowing the Code Videos on <https://www.jnpat.ac.nz/help>

STUDENTS RESPONSIBILITIES

1.

At JNPAT you are required to:

- Act as mature, self-directing and responsible individuals.
- Abide by the rules and regulations governing learners conduct at JNPAT.
- Contribute to a dynamic learning environment at JNPAT.
- Afford respect and consideration for the rights and cultural differences of the JNPAT community.
- Respect the environment and property on JNPAT delivery sites.
- Refrain from harassment of other members of the JNPAT community, including physical or sexual harassment, racially or liability-based harassment, victimisation, cyber-bulling or verbal abuse.
- Refrain from making unjustifiable allegations against other members of the JNPAT community applying yourself to your studies to the best of your ability and accepting responsibility for your own learning
- Be responsible for your own safety & the safety of those around you/ you are with
- Comply with all JNPAT safety & regulatory requirements
- Apply all rules and requirements required for JNPAT Site Access (See Site Access)

JNPAT POLICIES & PROCEDURES

COMPLAINTS PROCEDURE

JNPAT has a strong commitment to ensuring that your concerns/complaints are resolved quickly and at the lowest possible level.

Consistent with its learner-centred approach and focus on quality JNPAT in investigating and addressing concerns/complaints will not discriminate on the grounds of gender, gender identity, race, ethnicity, sexual orientation, marital status, age, disability, religious or ethical beliefs, or political opinions.

We provide a process that enables you to raise any issues that you believe impact on your studies, or any concerns you might have about our service to you.

The full Student Complaints/Grievances Policy can be accessed at [www.jnpat.ac.nz] Where appropriate, JNPAT will follow the NZQA process for resolution of learner complaints (<https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>)

JNPAT aims to be responsive to your needs. We are always here to listen and act appropriately regarding any concerns you may have.

STUDENT BEHAVIOUR | STUDENT CONDUCT

JNPAT is committed to providing a safe and productive learning environment. All incidents of student misconduct will be addressed according to a clear and consistent set of procedures. These can be found within the Student Charter and Student Conduct and Discipline Policy [www.jnpat.ac.nz]

USE OF SOCIAL MEDIA

JNPAT may utilise social media to enhance its profile and reputation, to listen and respond to posted opinions and feedback, and to motivate loyalty and advocacy. We encourage students to support our activities through personal social networking channels while adhering to ethical and organisational guidelines.

ONLINE SAFETY & RESPONSIBLE USE POLICY

JNPAT is committed to creating a safe online learning environment, and to the assurance of our ākonga as capable digital citizens. JNPAT Senior management considers the benefits and risks associated with technology use when making any decisions related to the purchase or use of technology. JNPAT seeks to foster a culture of successful digital citizenship in our students, staff and our wider community. We encourage everyone to take responsibility for themselves and others in their use of digital technology and online environments.

If a staff member or learner feels their safety has been comprised when it comes to the internet, in any way, talk to a JNPAT staff member immediately. If a staff member or learner receive a digital communication that breaks any of the principles from Harmful Digital Communications Act (HDCA) 2015 (see above), please talk to a JNPAT staff member immediately.

You can complain to Netsafe (<https://netsafe.org.nz/reportanincident/>). If they can't resolve your complaint, you can apply for court orders against the author or host of the communication. If you make a complaint or take court action, point out which principles have been broken. The HDCA also makes it illegal to post a digital communication with the intention of causing serious emotional distress to someone else.

JNPAT's Online Safety & Responsible Use Policy (Student Policies & Procedures www.jnpat.ac.nz) sets out what is acceptable use of Internet technology (IT) and applies to:

- All ākonga, employees, contractors and subcontractors who use JNPAT technology and systems.
- Wherever and whenever JNPAT IT and systems are used — on site or away from JNPAT.
- JNPAT IT and personal IT used at JNPAT

In addition, JNPAT's [Learner Online Safety & Responsible Use Agreement](#) must be signed and returned to JNPAT to enable use of the internet whilst learning at JNPAT.

ILLEGAL DRUGS AND ALCOHOL

The use of illegal drugs will not be tolerated in any circumstances.

[Suspicion of illegal drug use](#)

A student under suspicion of using illegal drugs may be suspended from a programme while investigation into the matter occurs, and the police may be informed.

[Use of illegal drugs confirmed by a member of staff](#)

The evidence will be investigated. The student will be suspended from the programme while under investigation and may subsequently be dismissed, and the police may be informed.

[Caught in possession of illegal drugs by a staff member](#)

The police will be informed; the student will be suspended from the programme, and will be dismissed if the evidence is substantiated. All incidents will be treated as a 'separate case' in the evaluation of evidence by the management and staff involved.

There will be opportunity for the student to respond. Information about any decisions will be given orally and in writing.

[Alcohol](#)

The use and/or effects of alcohol while on JNPAT premises will not be tolerated under any circumstances. The use or possession of alcohol during programme time on site at JNPAT, confirmed by a member of staff, will result in investigation of the evidence, possible suspension from the programme during the investigation, and possible dismissal.

All incidents will be treated as a 'separate case' in the evaluation of evidence by the management and staff involved. There will be opportunity for the student to respond. Information about any decisions will be given orally and in writing.

Please note that employees in the aviation industry will be required to undergo pre-employment screening for drugs & alcohol. Additionally, as they would be working in a safety-sensitive area, they may also need to undergo random testing or when there is suspicion, on reasonable grounds, that they are working under the influence of drugs & alcohol, throughout their employment.

SMOKING

All JNPAT Limited sites are smokefree and vape free, except where there is a designated smoking area. Smoking and vaping are not permitted inside and around JNPAT affiliated buildings and vehicles.

Any student who is found smoking in any part of the JNPAT premises will be asked to move off the premises.

OCCUPATIONAL SAFETY AND HEALTH

JNPAT provides a safe and healthy working environment and systems for all students, staff, full time, part-time and adjunct teaching staff, contractors and visitors using the organisation's facilities and resources, and will comply with any New Zealand legislation regarding Health and Safety. All procedures related to this policy will also be embedded into Courses and comply with the relevant statutory and legislative requirements and the discipline being offered.

All delivery activities are aligned with policy and procedures for the safety of all students, teaching staff and assessors. JNPATs Health and Safety: Commitments

& Responsibilities Policy [www.jnpat.ac.nz], and the procedures defined in the Health and Safety Manual are the policy and procedures that will be followed to ensure safety of all people in any JNPAT learning environment.

In addition, ALL JNPAT students will agree to and sign the [JNPAT Workplace Training Agreement](#). Your instructor will review all the details of this agreement with you and answer any queries you may have.

Students are required to:

- be responsible for adhering to health and safety procedures defined in the JNPAT as a whole and those specific to their own learning areas, including Student Rights and Responsibilities within Student Charter document as published electronically on the JNPAT website [Website link to Students Policies & Procedures]
- follow instructions
- be proactive and report hazards promptly to their instructor
- report incidents, accidents and occupational illness promptly to their instructor.
- be familiar with emergency procedures
- ensure safe escape routes are unobstructed
- complete all necessary safety training and refresher training in a timely manner.
- in regards to JNPAT site access:

when onsite at JNPAT, students will be visiting one or a combination of the following: Enhanced Security Designated areas/Restricted Access Operational areas/Authorised Personnel Only areas. Access to these areas will only take place under supervision of an Instructor or Manager with the applicable authorisation. It is JNPAT 's expectation that students will not remove themselves from the said supervision & will abide by ALL instructions & directions provided by the authorised supervising JNPAT personnel.

[Students Policies & Procedures: Health & Safety: Commitments and Responsibilities Policy on www.jnpat.ac.nz].

A copy of the evacuation procedure along with a list of the current First Aiders and the locations of the First Aid kits can be found in the Training Room and onsite, permanently and prominently fixed on our building's walls.

EQUAL EDUCATION OPPORTUNITIES

The JNPAT environment is enhanced by increasing awareness and sensitivity to the diversity of the student community. JNPAT's Equal Education Opportunities (EEdO) Policy reflects JNPAT's strategic objectives, values and stated philosophy of student support and student centric learning. JNPAT aims to address any inequity and improve the learning experience of any disadvantaged groups in courses across JNPAT.

EEdO will be achieved when factors irrelevant to course requirements no longer act as barriers to learning opportunities at JNPAT. Such factors could include: cultural identity; gender; belief; age; family responsibility marital status; religious; political affiliation; disability; sexual orientation; financial circumstances; health status. You can find JNPAT's EEdO Policy here [Students Policies & Procedures: EEdO Policy on www.jnpat.ac.nz]

CHANGE OF CONTACT DETAILS

To ensure that all communication will reach you, please notify your instructor or JNPAT Admin if any of your contact details change.

CHANGE OF NAME

We are required by the Ministry of Education to record your full legal name in our records.

If for any reason you change your name after your first enrolment with JNPAT, please provide us with the details of your name change and a verified copy of the document to support this.

COMMUNICATION

Email

Depending on your programme of study, and course work, you may be able to email course work to your Instructor. Please discuss this with your Instructor prior to emailing the work to them.

Phoning your instructor

You can contact your instructor by phone – all JNPAT phone numbers are listed at the back page of this handbook.

When leaving voice or text messages (where available) on JNPAT answer phones, please ensure that you leave your full name, a contact number and the name of the Instructor you wish to make contact with.

FEE PAYING PROGRAMMES

Fee options will be fully discussed at your initial meeting with JNPAT staff, JNPAT Administrator and JNPAT's Ākonga Support & Cultural Navigator are here to help you with the enrolment process.

PERSONAL PROPERTY

Please be aware that your personal property is your own responsibility and that JNPAT will in no way be liable for damage or loss.

PHOTOCOPYING

JNPAT provides photocopying facilities for students – please see your Instructor to use this service. Photocopiers are for course related use only.

PRIVACY ACT

JNPAT's collection, use and disclosure of personal information is governed by the Privacy Act 2020. If you believe JNPAT or one of its employees has breached your privacy, please talk to your Lead Instructor who will investigate the matter.

Some of your personal information may be shared between JNPAT, the Tertiary Education Commission, other training providers, the Ministry of Social Development, NZQA, Ministry of Justice, potential employers, work experience placements, or other relevant third parties. Please discuss any concerns you may have about this with us.

WITHDRAWALS AND REFUNDS FOR FEE PAYING PROGRAMMES

Students requesting a refund must formally withdraw from a course/course(s) by personally completing and signing the [Withdrawal and Refund Application](#) and returning it to the General Manager (Training). Forms can also be obtained from the JNPAT Website [www.jnpat.ac.nz]. Your instructor or JNPAT Administrator can help you through this process.

FINANCIAL

LOANS AND ALLOWANCES

JNPAT is a brand new, one of a kind aviation training school which is very exciting as there is no other aviation school offering New Zealand Certificates in aviation in the whole of New Zealand. Because we are new however, we are not TEC funded yet and cannot provide you with the access to a fees free year, or student loans and allowances. Please speak to our JNPAT administrator through with any application and enrolment concerns.

Additional Information

Ministry of Social Development – StudyLink

StudyLink is a service of the Ministry of Social Development and administers Student Allowances and the Student Loans scheme.

For further information please contact StudyLink on 0800 88 99 00 on the StudyLink website (www.studylink.govt.nz)

ACADEMIC STANDARDS AND INFORMATION

JNPAT has policies and procedures in place relating to all academic standards and information. These can be found on our website [www.jnpat.ac.nz] - Student Policies and Procedures – in particular:

[Moderation Policy and Procedures](#)

[Recognition of Prior Learning \(RPL\) Policy](#)

[Academic Regulations](#)

[Cheating Policy](#)

[Impaired Performance/Aegrotat Policy](#)

[Academic Appeals Process \[Policy\]](#)

[Student Complaints/Grievances Policy](#)

ACCESS TO STUDENT ACADEMIC RECORDS

You may apply for a formal copy of your academic records at any time – please request this through your Instructor.

ASSESSMENTS

Assessment at JNPAT is an integral part of learning that will be used as a tool to guide you in gaining knowledge and skills.

The assessment process shall be transparent to everyone concerned and will ensure that all assessments are planned, fair, valid, reliable and consistent.

[Competency-based assessments:](#)

Your assessments will be competency-based, which means you are deemed competent or not yet competent for specific skills and knowledge requirements set out in the unit standards within your Courses. You will have the opportunity to re-sit competency-based assessments and your Instructor will guide you through this process.

These conditions shall be clearly stated in each Course Workbook given to you at the start of every Course within your Programme of Study and will be discussed in detail with your Instructor at the start of each Course. Full Student Policies and Procedures are found here [Website link to Students Policies & Procedures]

The privacy of all students shall be maintained. There will be a secure method for returning assessments to ensure that no student has the opportunity to view an assessment result without the permission of the student who submitted the assessment.

CLASS CONTACT AND ATTENDANCE

Class attendance is required as timetabled by the programme Instructor. From time to time you may not be able to come to class due to unforeseen circumstances or difficulties. Please contact your Instructor to talk about your absence and we will do our best to help you make up for any time lost.

CROSS CREDITS/CREDIT TRANSFER

A cross credit or credit transfer is granted when a course you have passed previously is assessed as being the same or equivalent to another course. For further details on how to apply for cross credits/credit transfer, please speak to your Instructor and see Recognition of Prior Learning Policy, within the Student Policies and Procedures [Students Policies & Procedures: Recognition of Prior Learning Policy www.jnpat.ac.nz]

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process that assesses the possibility of credit for previous educational achievement and/or experience.

The degree of RPL depends on the provision of evidence that establishes competence (submission of certificates, signed work log attestations, and so on) that aligns with the requirements of the unit standards.

You will need to discuss this option with your Instructor and see Recognition of Prior Learning Policy, within the Student Policies and Procedures [Students Policies & Procedures: Recognition of Prior Learning Policy www.jnpat.ac.nz]

GRADUATION

JNPAT will celebrate all of your achievement with you. Graduation events will be held and you will receive notification from us inviting you and your family to attend.

STUDENT EVALUATION OF COURSES AND PROGRAMMES

Student evaluation at JNPAT is one of the techniques used for determining the efficiency and effectiveness of the delivered programmes. The information gathered from this process is used to improve course design and delivery.

APPENDICES

Workplace Training Agreement



WORKPLACE TRAINING AGREEMENT

Programme:
Instructor Responsible:
Instructor Contact Details:
Host Employer (incl site):
Supervisor name and Contact Details:
Student Name:
Student Contact Details:
Date(s) of Workplace Training:

HOST EMPLOYER RESPONSIBILITIES:

As the host employer representative, I agree that:

- I will make sure that the student complies with all requirements of the Health and Safety at Work Act 2015.
- I will make sure that the student complies with Civil Aviation Rule Part 100 and any relevant Operator Safety Management System requirements.
- Student(s) will be inducted in line with our company and site policies, including briefing on health and safety issues, emergency procedures and equipment on the first day of the placement.
- In the unlikely event of incident or injury our company Health and Safety Policy will be followed.

- The student(s) will work alongside designated staff and where appropriate will be provided with the opportunity to carry out tasks under supervision.
- We will allow JNPAT staff to access the student(s) at any time, and conduct assessments on site, subject to operational and safety requirements.

STUDENT RESPONSIBILITIES

As a student on workplace training, I agree that I will:

- Comply with all requirements of the Health and Safety at Work Act 2015.
- Make sure that the student complies with Civil Aviation Rule Part 100 and any relevant Operator Safety Management System requirements
- Respect the property, practices and personnel of my host employer and follow all health and safety and other requirements of the working environment.
- Attend my work placement regularly and punctually and contact the host employer and JNPAT in advance, if I am unable to attend because of sickness, bereavement, or other circumstances.
- Treat all information confidentially, except as agreed to in order to meet the programme requirements.
- Any other student-specific terms (these may require negotiation).

JNP AVIATION TRAINING (JNPAT) RESPONSIBILITIES

As the JNPAT representative I agree that JNPAT will:

- Make sure that the student complies with all requirements of the Health and Safety at Work Act 2015.
- Make sure that the student complies with Civil Aviation Rule Part 100 and any relevant Operator Safety Management System requirements.
- Communicate with both the host employer and the student, to ensure that students engaged in workplace training are matched to the employer and the role.
- Provide the host employer with information on learning outcomes that JNPAT wish to cover during the work placement and agree the tasks and experience to be ideally covered during the placement.
- Be in regular communication with both the host employer and student.
- Supervise, and take ultimately responsible, for any assessment related to this placement.
- Remove any student(s) from the work placement if requested by the host employer or the student(s) for any reason.
- I can be contacted at any time during the work placement (contact details above)

I have read, understood and agree to this agreement:

Signed by Host Employer:

Date:

Signed by JNPAT

Date:

Signed by the Student:

Date:

The Lead Instructor or General Manager (Training) will give copies of this signed agreement to the Host Employer and the student. A further copy is to be held by JNPAT.

Knowing the Code



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**

NZQA
NEW ZEALAND QUALIFICATIONS AUTHORITY
MĀHĀ TĪOHU PĀKĀURANGA O AOTIAROA
QUALIFY FOR THE FUTURE WORLD
KIA NOHO TAKATŪ KI TŌ ĀMĀU ADI

[Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice.](#)

In a **dispute** with your tertiary education provider?



- ✓ Do you have a **contractual or financial dispute**?
- ✓ Are you a **domestic learner**?
- ✓ Have you **already tried to resolve the dispute** with your tertiary provider?

If you've answered 'Yes' to these questions or need some help on your options, you can **contact us**. If we can't help, we can try and connect you with someone that can.



0800 00 8337
contact@tedr.org.nz
Or visit tedr.org.nz/contact

Learn the steps ①②③④ to dispute resolution

1 Contact Us

We provide a **free independent service to help resolve problems** that are important to people.

Before we start we need everyone to understand the process and what to expect before we meet so get in touch.

2 Application

Complete our online form at tedr.org.nz/apply and we'll be in touch.

We will let you know:

- ▷ we have your application
- ▷ what other information we need
- ▷ about what happens next.

3 Talk-Meet-Resolve

This is the first step in resolution.

It's where we talk, meet and help resolve the problem. It's about helping you and your provider reach a resolution that works for you. This process takes about 20 days once people agree to use our service.

⇒ Further information can be found on our website: tedr.org.nz/talk-meet-resolve

4 Listen-Decide

Sometimes agreement can't be reached using Talk-Meet-Resolve.

The next step is Listen-Decide. This is an adjudication process where we appoint an independent person who will listen to both sides and then determine the outcome. This process takes about 40 days after Talk-Meet-Resolve has finished.

⇒ Further information can be found on our website: tedr.org.nz/listen-decide

Support and Guidance Directory

<p>Emergency</p> <p>Police/Fire Service/Ambulance 111</p> <p>Civil Defense 0800 222 200</p> <p>Search and Rescue 111</p> <p>For non-emergencies phone 105 or contact you local police station listed under 'Police' in the blue [ages (government section) of the phone book or via the directory of police stations on the NZ Police Website (https://www.police.govt.nz/contact-us/stations/a2z).</p> <p>Other services</p> <p>Accident Compensation 0800 101996 (https://www.acc.co.nz/)</p> <p>AIDS Foundation Hotline 0800 802 437 (https://www.nzaf.org.nz/)</p> <p>Al-Anon Family Groups 0508 425 266 (https://al-anon.org.nz/)</p> <p>Alcoholics Anonymous 0800 229 6757 (https://aa.org.nz)</p> <p>Alcohol Drug Helpline 0800 787 797 (https://alcoholdrughelp.org.nz/helpline/)</p> <p>Anxiety NZ Trust Helpline 0800 269 4389 (https://www.anxiety.org.nz/)</p> <p>Citizens Advice Bureau 0800 367 222 (www.cab.org.nz)</p> <p>Community Alcohol and Drug</p>	<p>Service</p> <p>(these are operated by your local DHB or Hospital)</p> <p>Depression Helpline 0800 111 757 (text 4202; https://depression.org.nz/)</p> <p>Its Not OK (Family Violence) 0800 456 450 (https://www.areyouok.org.nz/)</p> <p>Narcotics Anonymous 0800 628 632 (https://nzna.org/)</p> <p>Oranga Tamariki (Ministry for Children) 0508 326 459 (https://www.orangatamariki.govt.nz/)</p> <p>Online mental health and wellbeing support</p> <p>Clearhead (www.clearhead.org.nz)</p> <p>Puāwaitanga (http://puawaitanga.nz/)</p>
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Learner Online Safety & Responsible Use Agreement:

Use of the internet at JNPAT is only allowed if this Online Safety & Responsible Use Agreement form is signed and returned.

When using information & communications technologies (ICT) at JNPAT I will always be a responsible digital citizen. This means that I agree to:

- Respect JNPAT equipment by being careful with devices or computers
- Use ICT to communicate with others in responsible and positive ways
- Use my JNPAT email responsibly
- Immediately report any unacceptable or dangerous material that I accidentally come across to a JNPAT staff member
- Use the internet for the purpose of learning
- Share and respect the available devices in JNPAT and do not remove these from JNPAT premises.
- Personal BYOD devices are exclusive to your own use
- Keep my password to myself

I have read the Online Safety & Responsible Use Agreement, and the JNPAT #29 Online Safety & Responsible Use Policy and I know what the rules are about the use of computers and the internet at JNPAT.

I know that if I break these rules there will be consequences. My email accounts can be suspended and my access to the internet restricted. In addition, further disciplinary action may be carried out as written in the JNPAT #29 Online Safety & Responsible Use Policy above.

Name: _____

Signature: _____ Date: _____

Withdrawal and refund application form

WITHDRAWAL & REFUND APPLICATION

JNP AVIATION TRAINING (JNPAT)



1. PERSONAL DETAILS

JNPAT #

Date of Birth DATE / MONTH / YEAR

Legal family name

Legal first given name

Legal second given name

Street address

Suburb

Town/City

Postcode

Phone ()

Cellphone

2. WITHDRAWING FROM PROGRAMME

Programme starting date:

Programme Title

3. REASON FOR WITHDRAWING FROM PROGRAMME

REASON FOR WITHDRAWING

- Tick ONE box for your most IMPORTANT reason.

<input type="checkbox"/>	1 Financial reasons	<input type="checkbox"/>	5 Health reasons	<input type="checkbox"/>	9 Course cancelled
<input type="checkbox"/>	2 Course not what I expected	<input type="checkbox"/>	6 Transport	<input type="checkbox"/>	10 Moving away
<input type="checkbox"/>	3 Course workload	<input type="checkbox"/>	7 Family reasons	<input type="checkbox"/>	11 Timetable clash
<input type="checkbox"/>	4 Dissatisfied with teaching	<input type="checkbox"/>	8 Work commitments	<input type="checkbox"/>	12 Take up employment directly related to the course programme
<input type="checkbox"/>	Other	Please give details:			

4. TRANSFERRING TO ANOTHER PROGRAMME (if applicable)

Programme starting date:

Programme title:

If entitled to a refund of any costs related to your programme, state the bank account number and name of whoever paid your fees, plus attach a copy of a bank statement or bank deposit slip to this application, if possible or contact the JNPAT office.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Account name:

5. PRIVACY

In accordance with the Privacy Act 2020 (“the Act”), your personal information (including bank account details) is collected for the purpose of processing your Withdrawal or Transfer request. Personal information collected on this form will only be disclosed to appropriate JNPAT teaching and administration staff on a need-to-know basis and only for the purpose of assessing your eligibility to withdraw or transfer from a course of courses and, if you are eligible, to credit a refund into the nominated bank account on this form. You have a right to access your personal information at any time. Correction to personal information on this form will be accepted prior to the withdrawal or transfer being approved and before any refund is credited into the nominated account.

6. STUDENT DECLARATION

I confirm that the information contained on this form or provided in support of my enrolment is true and accurate. I understand that JNPAT will disregard this form if the information I have provided is false, incomplete or misleading. I understand that by submitting this form, I am liable for any fees and charges made by JNPAT. I undertake to arrange payment of all fees and charges promptly. I agree to the terms of JNPAT policy on cancellations, withdrawals and transfers (summarised on this form). I undertake to advise JNPAT of any change in my address or course attendance.

Signature of Applicant

DATE / MONTH / YEAR

BELOW IS A BRIEF SUMMARY OF THE CANCELLATIONS, WITHDRAWALS AND TRANSFERS POLICY

WITHDRAWING (COMPLETE SECTIONS 1, 2, 3 AND 6)

- You must complete a withdrawal form to withdraw and apply for a refund from any course that you have been enrolled in. The date of your withdrawal will be taken from the date the completed withdrawal application form is received by JNPAT.
- If you have stopped attending your course(s), you must advise us by submitting this form, even if it is after the programme withdrawal deadline.
- JNPAT reserves the right to cancel an enrolment where insufficient progress on a course or programme has been made. If you have paid but never attended you may be withdrawn by JNPAT. You will be notified in writing at your last notified address prior to the withdrawal being actioned.
- A withdrawal application from a course will only be accepted within the enrolment period that you are enrolled in for that course.
- **NOTE:** Some programmes have specified dates after which you are not permitted to withdraw. JNPAT has specific policy and procedures that apply to withdrawal and the refund of tuition fees. These regulations may be found in the Withdrawal and Refund Policy, available on the website www.jnpaviationtraining.ac.nz, and hard copy at the JNPAT office. You are advised to discuss all matters with regard to withdrawal from your programme of study with the General Manager Training.
- JNPAT will allow every student enrolled for a programme or training scheme that is of less than 3 months’ duration to withdraw from it within a period of five working days from start date; and refund to that student any payments made to JNPAT in respect of their enrolment.
- JNPAT will allow every student enrolled in a programme or course of greater than 3 months’ duration to withdraw from it within a period of 10 working days from start date; and refund to that student any payments made to JNPAT in respect of their enrolment.
- When the refund period has expired no refund of tuition fees will be made to the student. In some exceptional circumstances a whole, or partial refund may be made. Such circumstances are described below and in the Withdrawal and Refund Policy shown on the website and available in hard copy at the JNPAT Office.

REFUNDS ON COMPASSIONATE OR EXCEPTIONAL GROUNDS

- NO refunds shall be made after the refund period except on Compassionate grounds that affect the student's study ability, e.g. illness, injury, events beyond the control of the student OR exceptional grounds, at the sole discretion of the General Manager Training. To be considered for a refund on compassionate or exceptional grounds, a student's written application to withdraw must be accompanied by appropriate evidence.
- This form must be submitted to the General Manager Training or the JNPAT Administrator and must be completed and returned back to JNPAT for processing. An administration fee may be charged.

REFUNDS

- A refund may take up to three weeks to be processed, excluding Compassionate Considerations, which are handled as per process requirements.
- If a course is cancelled or postponed for any reason, your fees will be refunded in full or can be credited to another course.

GRADES ON ACADEMIC TRANSCRIPT

- If you withdraw prior to the course start date or before the last full refund date, no grade will be recorded.
- If you withdraw after the last full refund date and before 60% of the course has been completed, a "W" grade will be recorded.
- If you withdraw after 60% of the course has been completed, a "NC" grade will be recorded.

NZQA UNIT STANDARDS RESULTS – PAID AND COMPLETED (PASSED) ONLY

NZQA Unit Standards results attached to the course(s) from which you are withdrawing will be forwarded to NZQA for recording on the NZQA Records of Learning database.

WHAT TO DO WITH THIS FORM

Please hand this form directly, or post to JNPAT General Manager Training, Hangar 8, Aerodrome Road, Mount Maunganui, 3116.

You will be notified in writing of the outcome of your application for a withdrawal/transfer. For help with completing this form, or if you have any queries regarding this application, please contact the General Manager Training, or the JNPAT Administrator.

