

RINGA ATAWHAI MATĀURANGA



TAUIRA INFORMATION HANDBOOK



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Mihimihi

Tēnā koutou katoa

E ngā mate, haere, haere

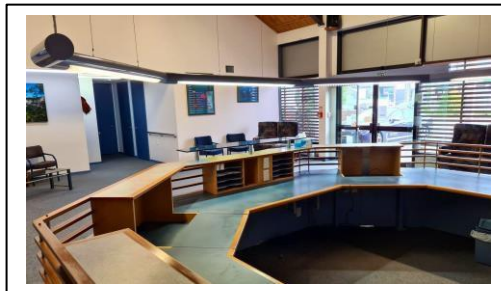
Hoki atu ra ki te pō

E te whare e tū mai nei

E ngā mana, e ngā iwi, e ngā reo

Tēnā koutou katoa

Ringa Atawhai Mātauranga (Ringa Atawhai) is a kaupapa Māori training establishment. We provide information, education and health literacy support, to whanau and hapu within the Te Taitokerau rohe. Our main office is located at 131 Dent Street, Whangarei.



We also use the complex and facilities at Terenga Paraoa Marae, because it is uniquely positioned to support our kaupapa.

Mission Statement

He Kupu Whakatauki

Ringa Atawhai Mātauranga was born of the dreams and aspirations of its founding members who, “for the love of it, lent a helping hand to those in need in the community regardless of race, colour, creed or religion, rich or poor.”

Vision/Moemoea Statement

The vision for Ringa Atawhai Mātauranga is based on the aspirations espoused in our mission statement. It reflects whanau whose wairua is strong and vibrant; who have fully developed their spiritual, intellectual, emotional and physical well-being; and who are confident, secure and proactive in all aspects of the educational, environmental, social, cultural, economic and political life of Aotearoa.

Core Values

Our core values are entrenched in Te Ao Māori. They are competencies which all personnel are encouraged to practise at all times. These are the values of **Manaakitanga, Rangatiratanga, Whanaungatanga, Wairuatanga, Kotahitanga and Te Reo Rangatira.**

Te Tiriti O Waitangi

Ringa Atawhai Mātauranga recognises the Treaty of Waitangi as a living document and the unique status of Māori as Tangata Whenua of Aotearoa. It is a dynamic statement which outlines the relationship between Māori and the Crown and underpins how we deliver our services.

Kua tawhiti ke to haerenga mai, kia kore e haere tonu. He tino nui rawa ou mahi, kia kore e mahi nui tonu.

You have come too far, not to go further. You have done too much, not to do more.

Ta Himi Henare Ngati Hine 1989

Introduction

The Tauria Handbook describes the kaupapa and tikanga of how we operate. In other words it explains our systems and processes. Please take some time to read through the handbook and refer back to it whenever you have a question about how we do things at Ringa Atawhai Mātauranga.

If you need more information about anything in this handbook, or you would like to know more about the qualifications and programmes we offer, email us at info@ram.org.nz or phone the office on 09-430 3307.

Contact details

Office address: 131 Dent Street, Whangarei 0110.

Office phone: 09-430 3307.

Free phone: 0508 – EDUCATE

Website: ringaatawhai.org.nz

All staff can also be contacted by email. Email addresses are usually in the form of firstname@ram.org.nz

Tutorial Support and Assessment Reporting

Your tutor's details will be advised when you enrol. Your tutor will check your progress, mark your assessments, and provide feedback within 2 weeks of the close off date for completion of assignments or when you have completed your set assignment. If there is something you don't understand or you want more feedback, you can contact your tutor by ringing the office phone; 09-4303307 or 0508 educate. Your tutor can also help you with study plans relating to your programme. Always ask for help if you need it. If you find your tutor is not available when you contact them, leave a message and they will get back to you as soon as they can.

Entry Criteria

- Be at least 16 years of age and be a citizen or permanent resident of NZ;
- Have some experience working in the health, social service or educational sectors;
- Be able to read, write, and communicate in English at a basic level;
- Some knowledge of te reo mo nga tikanga Māori is desirable but not essential.

You must also be committed to:

- Attending a minimum of 80% of scheduled classes and meetings
- Completing the hours of study specified in the programme overview
- Completing the programme within the time specified unless an exemption has been granted.

The Selection Process

Sometimes we may be unable to accept all the people who have applied to enrol on our programmes. We therefore have a selection process which includes:

Literacy proficiency in te reo Māori or English at level 2 or above made up of:

- 5 credits in reading
- 5 credits in writing

Numeracy proficiency made up of 10 credits at Level 1 or above, made up of specified achievement standards available through a range of subjects, **or** 3 unit standards: 26623, 26626 and 26627. People who do not meet these requirements may be considered for provisional admission. In such cases admission will be dependent on whether applicants demonstrate a reasonable likelihood of success in the programme.

Other Requirements

Workforce restrictions for children's workforce

If you have a criminal conviction, and you are studying (or considering studying) toward a qualification that will lead to a job in the state funded sector (including teaching or providing youth services) working directly with children, you need to check whether your conviction could prevent you from working in some roles in your chosen field. This is because new legislation, the Vulnerable Children's Act 2014, prevents state sector agencies and government funded service providers from hiring people with convictions for "specified offences" to work with children in some roles.

We may also ask if you:

- Hold a full and unrestricted NZ driver's licence;
- Can provide the names of two independent referees who will provide confidential information about you if required;
- Have a curriculum vitae with a personal statement indicating why you wish to enrol on the programme.

Terms and Conditions of Enrolment

Everyone who enrolls with Ringa Atawhai Mātauranga is subject to terms and conditions. These are set by the NZQA or the Ministry of Education.

Enrolment Period

Ringa Atawhai Mātauranga offers "Fixed Period" qualifications. This means we have a specific start and end dates for your enrolment. Your enrolment will expire:

- 20 weeks or 40 weeks from the start date of the programme,

OR

- at the end of the fixed period for which you have enrolled, **OR**
- when you complete all the assessments required for the programme

Whichever comes first.

Withdrawing From Your Programme

Applications to withdraw must be received in writing. We count the date we get your application as the date of withdrawal. To apply to withdraw fill in the **Request to Withdraw** form available from the office administrator.

1. You will be eligible for a refund of fees (if any) provided we have received your written application to withdraw within 28 days from the start date of your enrolment period and you have not been approved a re-enrolment opportunity, as a result of a Special Consideration application.
2. You may apply to withdraw after 28 days and up to 75% of your enrolment period but no refund will apply.
3. You cannot apply to withdraw after 75% of your enrolment period and your academic
4. record will state “Failed to Submit”.

Fees Liability

We try to offer programmes free of charge but sometimes this is not always possible. If we do charge fees the following will apply. If we receive your written application to withdraw within the refund period and you have not yet paid your fees, your account will be debited with the refund amount less all non-refundable fees, including the \$60.00 Annual Administration Fee.

If you have not paid your fees and apply to withdraw after the refund period, the fees must still be paid. If you do not apply to withdraw formally, you are liable to pay the fees, even if you do not submit any work or attend classes. If your fees were to be paid by Student Loan and you cancel your loan, or your loan is declined, you must also apply to withdraw in writing from Ringa Atawhai Mātauranga as you will remain liable for any applicable fees.

Date Withdrawal Received	Refund or Fees Paid	Effect on Results
Within 28 days of the official start date of the enrolment period	100% less any non-refundable fees*	There will be no record of your enrolment.
After 28 days and up to 75% of the programme completion date.	No refund	Your academic record will state, “Withdrawn”
You may not withdraw after 75% of the programme has been completed.	No refund	If you do not complete the programme requirements, your record will state “Failed to Submit” or “Withdrawn”

***Non-refundable fees include: Annual Administration Fee and fees collected on behalf of other organisations.**

Fees Structure

Full programme fees are based on current TEC funding scales. These fees are covered by tuition funding received from the TEC, meaning taura will incur no cost. **This is referred to as 'zero' fees.** It is important to note that TEC tuition funding is limited and impacts the number of allocations available in each programme. Fees include all resources, course texts, reading material. The Academic Manager can provide you with more information regarding fees and scholarships available if needed.

DQ funding

DQ funding contributes towards the provision of teaching and learning services for enrolled students at tertiary education organisations (TEOs).

The **DQ** comprises the following two Funds:

- (a) provision at Levels 1 and 2 on the New Zealand Qualifications Framework (NZQF); and
- (b) provision at Level 3 and above on the NZQF.

Assessment Due Dates

It is important that you make every attempt to complete your assessments on time and meet any deadline dates you have. If you are not able to meet a due date, let your tutor know as soon as possible – don't wait until after the due date has passed. You will be advised of assessment due dates once you are enrolled. These dates are non-negotiable unless you apply for an extension for extenuating circumstances.

Special Consideration

Special Consideration may be approved and is intended to assist you, if you have been disadvantaged due to exceptional circumstances beyond your control.

Eligibility

The reasons for applying for Special Consideration must be classified under one of the following categories:

- **Medical** – to cover conditions of a serious nature e.g. hospitalisation, serious injury or serious illness
- **Bereavement** – e.g. death of a close family member.
- **Trauma** – e.g. sudden loss of employment, severe disruption to domestic arrangements, victim of crime.

Supporting Documentation

Documentation required with your application is as follows:

- **Medical Condition** – a certificate from a registered Doctor or health professional describing the condition suffered, relevant dates you were affected, and how the condition has, or would, affect your studies. Stating 'illness', 'medical condition', or 'not fit for work' on a medical certificate is not sufficient explanation.
- **Bereavement** – a death certificate or notice and evidence which shows the relationship between you and the deceased person.
- **Trauma** – a letter from your employer, or lawyer, or a police report, which explains your trauma impact in detail and the way in which it has, or would, affect your ability to complete your programme work within the enrolment period.

Cultural Diversity

Cultural advisors are available within Ringa Atawhai Mātauranga with sound knowledge in tikanga, te reo, and aspects of wairua, hinengaro, tinana, whanau values and beliefs. For further cultural and communication support we have links with the wider cultural community, however, Ringa Atawhai Mātauranga does not limit itself to providing a service solely for Māori. We welcome people from all cultures and work hard to minimise any barriers that may present.

Friendly Environment

It is important to us that you feel welcome when you come to visit us or when you enrol in one of our programmes.

If you choose to use our service, you have a right to privacy. We respect this and we will ensure that any information you share with us is treated as strictly confidential. This is because your business is your business, and we respect your right to keep it to yourself if you wish!

Assessment Types

Assessment is the process of determining whether you have met the learning outcomes of your programme. Assessment requirements vary from programme to programme. It is important that you are aware of any assessment deadlines. Your tutor will explain the assessment requirements to you when you start your programme. There are three types of assessment:

Initial – This happens at the time you enrol and provides your tutor with an opportunity to assess your literacy skills. If you need help with literacy or numeracy, support will be provided for you.

Formative - Helps you to self-test your knowledge and understanding of the programme material at various times throughout the programme.

Summative - Counts toward your final grade and tests your knowledge and understanding of the programme material. Summative assessments are compulsory and except for group work all work must be your own independent work.

Assessment Results

You should expect to receive your marked assessment within 15 working days of the due date.

Te Reo Māori

We are a kaupapa Māori Training Establishment so you may use Te Reo Māori to complete your summative assessments. If you choose to do this you will need to let us know when you enrol.

Recognition of Prior Learning (RPL)

RPL is the process used to recognise your existing experience and skills in formal qualifications. If you have work experience, life experience or previous informal or formal education or training programmes which may be relevant to your programme, you may qualify to gain credits towards papers in a formal qualification. If your application is accepted, you will need to provide supporting documentary evidence however if you receive fees free TEC funding you are prohibited from applying for RPL.

Cross Credit/Credit Transfer

A cross credit or credit transfer may be approved when a programme you have passed previously is assessed as being equivalent to a Ringa Atawhai Mātauranga programme. For more information on how to apply for cross credits and credit transfers contact our Administrator.

Accelerated Assessment

Accelerated Assessment is the way in which we recognise the experience you have gained in the workplace, and self-learning. If you are able to demonstrate that you already have the skills and knowledge we measure for a particular programme, you can choose to be assessed through our accelerated assessment procedures. You will need to provide verified evidence that you have met the learning outcomes of the programme. Evidence may include one or more of the following:

- testimonials and references from appropriately experienced referees, covering specific areas of inquiry for which evidence may be required
- listing of past achievements and the learning sequences that were essential to their successful completion
- production of reflective journals, annotated training notes and so on, written by yourself, relating to education and training programmes, seminars and workshops you have attended.

Accelerated Assessment is not available for all programmes. Your programme information booklet will have more information. If you need assistance contact us on 094303307 or 0508-EDUCATE.

Safeguarding Your Assessments

It is your responsibility to keep a copy of all work you produce before you submit it to us. Ensure you backup all electronic files and store them separately to safeguard against equipment malfunctions, damage and theft.

Graduation

A graduation ceremony will be held at the end of your programme. Your tutor will tell you the dates and venues well before you complete your final assessment.

Privacy Act

The way we collect, use and disclose your personal information is governed by the Privacy Act 1993. We will only use your information for the purposes you have agreed, unless you authorise otherwise or another law allows it to be used for another purpose. We will not supply personal information to a third party, outside the purposes for which the information was collected, without your written permission, or unless a statutory exception applies. This applies even if the third party is your parent, partner or employer.

You may ask to look at your personal information at any time. If you believe your privacy has been breached by a Ringa Atawhai employee, then you can write to our CEO who will investigate your complaint and try to resolve it.

Change of Name

The Ministry of Education requires us to hold your full legal name in our records. If for any reason you change your name after you enrol with us please inform your kaiako and/or the Academic Manager. A verified copy of the document that supports your name change must be sent to us before we can update our records.

Change of Address

Let us know as soon as possible if you change your address or any other contact details. Make the change through the My Ringa Atawhai portal or tell the Administrator.

Learning Support

You may find it useful to discuss your study with someone else from time to time. We have support people available to help you out. These are people who have already gained this qualification or a higher-level qualification. Our support people have a variety of useful resources and information on all aspects of study and learning. They also have a broad range of experience and knowledge in literacy, English as a second language and learning difficulties.

Module Based Learning

We use module-based learning in our organisation where the focus is on learning outcomes. This method of delivery is particularly useful because each module can serve as a checklist that shows what you should know and be able to do after completing each part of the course.

Resources

All the resources needed to complete the programmes we deliver will be provided for you.

Career Guidance

If you need advice about what learning assistance would best support your current study levels and career aims, Career Counsellors are available who can help you develop a learning plan. If you would like to know more about other career options, one way is to contact Careers New Zealand at careers.govt.nz or **0800 222 733**. Careers New Zealand is the government's leader in career information and resources to help you make smart study, training and career decisions. Their website provides a comprehensive range of career, training, apprenticeship and tertiary study information to help you to decide where to take your career after completing your study. It also features interactive tools to help you build a CV or cover letter, and learn the skills needed to market yourself successfully to potential employers.

Tauira Representation

It is important to us to include the tauira perspective when making important decisions that affect tauira. We have allocated 1 position on our Advisory Board, which allows for tauira views to be taken into account.

Board of Directors

The Directors are people who are experts in their fields. They look at the qualifications and programmes Ringa Atawhai Mātauranga provides, the quality of our delivery, assessment procedures and the well-being of tauira. Their job is to support the CEO to ensure the organisation runs smoothly.

Tauira Evaluation of Programmes

To support your learning and to continuously improve our programmes, we ask you to help us by evaluating the programme when you have finished. You will be given an evaluation form so you can give us feedback about your learning experience. We value your comments and suggestions.

Tauira Satisfaction Survey

We are always interested in finding out how satisfied you are with your learning experience. Each year we conduct a Tauira Satisfaction Survey. Your responses enable us to measure how satisfied you are with the service you receive from us. Results of this survey are used to shape our service in the future and are reported to our Directors. It is important for you to have your say, so we encourage you to respond to these surveys when you receive them.

Rights and Conduct

Ringa Atawhai Mātauranga has some basic rules we expect everyone to abide by. These include:

- Respecting staff, other taura and all property of Ringa Atawhai Mātauranga This means only using computer equipment in a safe and ethical manner and for the purpose of legitimate instruction.
- Not bringing alcohol or illicit drugs to the venues.
- Respecting our right to provide a zero tolerance to violence.
- Smoking in designated *areas* only.

We have procedures for dealing with dishonest or improper behaviour by taura and guidelines to ensure protection of your rights. Where dishonest or improper behaviour is suspected, it is referred to the CEO who will investigate. The penalties which may be imposed include a verbal or written warning or if the issue is serious, such as violence against others, you will be asked to leave the programme.

Plagiarism

Plagiarism, or copying someone else's work, is cheating. By stealing someone else's work and passing it off as your own, you lose your mana and the respect of others. It is also unfair to other taura who have worked hard to express their ideas or produce original work. Any final piece of work that you submit must be your own independent work. This is particularly important when working in study groups, or having discussions with other taura about assessments.

Plagiarism could be:

- copying the work of another person
- copying from textbooks, the Web and other work without acknowledging this
- failing to acknowledge sources including your own work, used for other purposes.

Do not allow another taura to copy from you

Complaints Process

You have a right to complain whether it be verbally (informal) or written (formal). It can be against anyone or anything. Complaint Forms are available from the office. You can choose someone to help you fill out the form. Ringa Atawhai Mātauranga's CEO is told about any incident/accident and complaints we receive and is the person who deals with serious complaints. For procedures about complaints please contact our office and our CEO will assist you

1. The Taura should first raise the issue, problem or concern informally with the staff member involved - before invoking formal procedures (if appropriate).
2. If the issue is not resolved or the taura is not satisfied with the outcome, he / she may take the complaint / grievance directly to the Academic Manager. This is done by completing and signing the Taura Complaint / Grievance Form (Form 3/T1) and sending it to the AM in an envelope marked Taura Complaint Confidential.
3. The CEO and will investigate the complaint, discuss it with the Taura and clarify any issues. Any person / staff member who is the subject of a complaint will be advised of the complaint and given the opportunity to respond to it.
4. The CEO (and Advisory Board – if necessary) will make a decision.
5. The Taura will be advised of the decision, outcomes and any action to be taken in writing within 10 days of the complaint being lodged. A follow-up letter will be sent to the complainant giving the

final conclusion / agreement reached and intended action of the CEO / Board.

6. If a satisfactory outcome is not achieved from the complaint to the CEO the Taura is entitled to lodge a formal complaint directly with NZQA (provided the situation / event took place within the last 6 months) using the correct NZQA procedures and forms found in a copy of the NZQA Complaints Kit (See NZQA Website). If necessary the CEO is to provide the Taura with a copy of the NZQA Complaints Kit including a copy of the formal complaints form. The Complaint should be sent to:

The Complaints Officer
Quality Assurance Division
NZQA
PO Box 160
WELLINGTON 6140

Disputes

If a dispute arises over any matter relating to the contract you have with us, both parties are required to do their best to resolve the problem through good faith discussions. If the dispute cannot be settled by these discussions, an independent external mediator will be contacted to assist resolve the issue.

Reviews and Appeals

Decisions made by your tutor can be reviewed and appealed, if you are dissatisfied with his or her judgements. Contact the CEO who will conduct an investigation to ensure you have been treated fairly. If the CEO upholds your complaint your assessment result will be amended accordingly. You need to apply in writing and your application must be received no later than ten working days after being officially notified of the decision.

Tutor Qualifications

Ringa Atawhai Mātauranga provides a range of education and training programmes that support workers in health-related fields. In most cases, tutors need a degree in the subject area they are teaching however there are other pre-requisites that we require. All Ringa Atawhai Mātauranga tutors have received training with Literacy Aotearoa and have been awarded the National Certificate in Adult Literacy and Numeracy Education (NCALNE) - Level 5 qualification. Tutors must also have a sound knowledge of te reo and tikanga Māori. In addition, they must display:

- Good communication skills and the ability to relate well to adults from a range of backgrounds
- Good organisational and time management skills
- Understanding, patience and tolerance
- Enthusiasm and open-mindedness.

Issues

Contact us as soon as possible if an issue arises, we will do our best to help you. If you need help, talk to your tutor he/she will refer you to the appropriate support people.

Report Writing

A written report presents facts, analyses, summarises, draws conclusions and often makes recommendations

The structure of a report depends on what is required. Your course material and tutor will clarify what structure is required but the steps to create a report remain the same.

Plan: Know exactly what you are being asked to do. *What* is required, *when* is required and by *whom*? This is called **The Terms of Reference**. Ask yourself, “what am I being asked to investigate and how broad does my research have to be?” This is referred to as **The Scope** of the report.

Collect the facts: Gather your information through observation, by talking to people or from written information. Take notes. The results of your interviews, readings and observations will form the basis of your report.

Write a first draft: Using your facts and plan, write down your ideas as they come. Do not worry about anything except getting your thoughts down on paper. Analyse your findings and write your conclusions. Decide what steps or actions you recommend and who will do them. Refer back to the *terms of reference*. Ask, “Have I covered everything asked of me”?

Revise and edit your draft: Re-write your draft ensuring it follows a logical sequence and that it makes sense. Make sure the report meets the terms of reference. Seek further information if required. Check spelling and grammar. You may need to re-write several times before you are satisfied.

Report Structure:

Introduction: Includes the “Terms of Reference,” the purpose and the background.

Main body: What information did I find and how did I gather it.

Findings: What did I discover?

Conclusions: Weigh up the findings. What do they suggest?

Recommendations: Based on the conclusions what do I recommend?

Reading List: If you refer to any books or articles you need to record them. Your tutor will explain how to do this.

Journal Writing

Maintaining a learning journal serves many purposes. As with all planned activities and assignments the primary objective is to improve your literacy skills. Keeping a learning journal provides opportunities to:

- Take notes.
- Develop sentence structure.
- Improve spelling and grammar.
- Develop critical thinking processes.
- Develop creative and problem-solving skills.
- Collect and analyse your thoughts and record these.
- Assess and evaluate what has been learnt.

Reflection is an integral part of journalling so you need to find a time and place that is comfortable for you and a time when, hopefully, you won't be interrupted.

Start by recording what happened today. Mind-maps, drawings, doodling, single words are OK at this point.

Questions that may help you include:

- Did I learn anything new today?
- Is anything bothering me about today?
- What can I do about this?
- Is what I learnt today relevant to what I want to do?
- Have any conflicts arisen today?
- What can I do about this?
- Who is available to help me with this?
- Do I have any strong feelings about anything.
- What can I do about this?

Journalling is similar to keeping a diary. Try and ensure you make entries daily. We often forget important and significant points if we put them off until the next day.

As with a personal diary the journal remains a document that is private and confidential to you. Programme tutors will not ask to see your journal, but they may ask about how it is going and will expect verbal feedback from you.

You will be supplied with a book in which you may start your journal. Ensure it is clearly named and kept in a safe place.

Tauira Declaration

By my signature, I acknowledge that I have read, understand and agree to the policies and procedures as a tauira of Ringa Atawhai Mātauranga, as outlined in this handbook.

Tauira Full Name:

Tauira Signature:

Date:

Mihimihi Whakamutunga

These programmes have been designed by the whanau for the whanau. This training belongs to you. Enjoy it; ask questions if you don't understand anything and at all times, please consider other members of the roopu.

Ehara taku toa, he taki tahi, he toa taki tini

Success should not be bestowed on one alone; it is not individual success but success of the collective that is important.