



NEW ZEALAND RED CROSS TRAINING

Code of Practice



Here you will find detailed information about our first aid courses, payment options, what to bring to your course and how to claim New Zealand Qualifications Authority (NZQA) unit standards. Also read about how New Zealand Red Cross meets education regulations, compliance and the NZQA requirements.

Why train with us?

Since 2012 we've held the Category One provider status awarded by NZQA. We have a **double** highly confident rating for both Education Performance and Self-Assessment. This is the highest rating attainable and is a credit to our experienced first aid instructors.

Enrolment procedure

To book or find out more information about our training courses call **0800 RED CROSS (0800 733 276)** or visit our **online booking system** for your local course dates and prices.

Fast facts for attendees

- Attendance is compulsory for all sessions in order for a certificate and/or unit standards to be issued
- Courses start promptly. Please be at the training venue at least 10 minutes before the start-time
- Courses involve demonstrations and scenario involvement, which may involve touching others
- We recommend students wear comfortable clothing to allow easy movement for practical demonstrations
- Crèche or child minding facilities are not provided
- Only enrolled participants are permitted on the course
- Bring a pen and paper for note taking
- Hot drinks are available. Lunch is not provided
- Course workbooks, First Aid manuals and a certificate are provided
- Please ask if further information is needed

Course rules and regulations

- Turn off mobile phones
- No smoking or alcohol
- Instructors may request that disruptive participants be removed from the course when it is fair and reasonable to do so. In this case, the participant will be given the opportunity to put their view forward first.
- Instructors may, at their discretion, offer that participant the opportunity to complete another course with another instructor.

Entry criteria

All our training courses have open entry. For required course prerequisites, please refer to the '**Book a first aid course**' pages of our website. All courses require an ability to speak and understand basic English. You must complete the Course Enrolment form and participate in practical first aid skills during the course.

Courses are delivered at our Red Cross sites or at approved training sites. See our '**All available courses**' page for a full list of courses. Regular reviews ensure all requirements are met.

New Zealand Qualifications Authority (NZQA) accreditations

New Zealand Red Cross is accredited by NZQA under the Education Act 1989 and its subsequent amendments to provide education and training.

All participants requiring NZQA credits must, at the start of the course, fill in the NZQA section of the Course Enrolment form, and either bring a copy of their NZQA Record of Learning document/number or fill in the required information for an NZQA Framework Registration (Hook-On) form to apply to NZQA for the learner NSI Number. This is required to register their credits. (Note: the participant's ID such as passport and birth certificate must be sighted by the instructor).

Access and equity

New Zealand Red Cross ensures every attempt is made to allow access to our courses for all people, regardless of disability and in accordance with the Equal Opportunity Act 2010. We also ensure that our students are treated in an ethical and responsible manner that is consistent with the principles of social justice. If you have any concerns or particular requirements/difficulties that need any special assistance or have any specific learning needs, please notify us at enrolment and discuss this with the instructor.

Training philosophy

New Zealand Red Cross prides itself on providing training with integrity, accuracy and professionalism in a relaxed, safe, educational environment in keeping with our fundamental principles and in line with global best practice.

Payment

Course fees will be charged at the price on our website at the time of booking, unless agreed otherwise by New Zealand Red Cross.

If the purchaser does not pay the amount owing by its due date, New Zealand Red Cross may charge the purchaser interest at rates equal to the overdraft lending rate charged by New Zealand Red Cross' bank, and any discounts may be disallowed. The purchaser is liable for all costs incurred in the collection of overdue amounts.

Course cancellation and refund policy

Public course cancellation and refund policy

- Red Cross is happy to rebook your course at no extra cost provided you make contact any time prior to the course start date/time.
- Red Cross is happy to cancel your booking and provide a full refund provided you make contact at least 24 hours prior.
- No refunds will be made for any cancellation made within 24 hours of the course start.
- If you do not notify us of nonattendance, you have two business days to contact us for course rebooking. If no contact is made within two business days, no refund will be made, and any rebooking will be at full cost.

Group (exclusive) course cancellation and refund policy

- Red Cross is happy to rebook or cancel a group course at no extra cost, provided we receive notification at least 5 working days prior to the course start.
- Red Cross will charge an administration fee of 10% of the total course cost for rebooking a group course where we receive notification 5 working days or less prior to the course start.

This code of practice affirms the New Zealand Red Cross commitment to providing quality training.

- Red Cross will charge an administration fee of 25% of the total course cost for cancelling a group course where we receive notification 5 working days or less prior to the course start.
- If Red Cross has booked an external venue on the customer's behalf, additional rebooking or cancellation fees may apply, in accordance with the venue's policy.
- An organisation can change participants at any time for no additional cost. If total participant numbers drop below the minimum specified in the training contract or quotation, a minimum charge may apply.

Assessment procedures

All NZQA course assessments are undertaken by New Zealand Red Cross registered instructors. Some peer observation may be undertaken under the supervision of the instructor.

Attendance at all modules of the course and all assessments must be completed to gain the accredited course certificate. Students who haven't completed all the required assessments can resit or catch-up assessments needed to complete the certificate. These must be completed within three months of the course date. Assessments can only be attempted three times. All assessment material will be kept by New Zealand Red Cross for moderation purposes as required by NZQA.

For New Zealand Red Cross Certificates and New Zealand Qualifications Authority credits, participants must successfully complete the required assessment.

Confidentiality and privacy

New Zealand Red Cross adheres to, and abides by, all aspects of the Privacy Act 2020 in its dealings with members, volunteers, staff, supporters, clients and public. Confidentiality, privacy and respect are maintained at all times during courses.

Recognition of prior learning (RPL) and Credit Recognition Transfer (CRT)

New Zealand Red Cross recognises prior learning according to the NZQA rules. Learners may apply for RPL or CRT and are required to meet all learner outcomes and assessment standards.

Educational standards

New Zealand Red Cross has adopted policies and management practices to ensure we maintain high professional standards in the delivery of our training. We safeguard the interests and welfare of our students by:

- Ensuring courses strictly follow our curriculum in terms of content, delivery, assessment and occupational health and safety requirements
- Providing suitable facilities for students to achieve the specified competencies
- Providing the equipment and materials needed to support the specified learning
- Providing assistance to students with all aspects of their training
- Providing appropriate assistance to people of non-English speaking backgrounds, physical disability, hearing impaired and students who identify a learning difficulty
- On request we can make arrangements to deliver courses in Te Reo Maori

General information

Before the course starts we will provide students with accurate, relevant and up-to-date course information, including:

- Enrolment procedures and entry requirements
- Arrangements for recognition of prior learning and/or credit recognition transfer (for qualifications already attained)
- The competencies that will be achieved
- Assessment procedures and materials
- Documentation provided on successful completion of the course

- Our Code of Practice
- Other material relevant to the course

Instructors

New Zealand Red Cross instructors have a wide range of experience in emergency care. They have all successfully completed additional training as required by New Zealand Red Cross National Training Quality Management processes. Annual revalidation of Instructor Certificates is required, including a performance appraisal, professional development and minimum instructional hours.

Health, safety and wellbeing

New Zealand Red Cross prioritises the health, safety and wellbeing of staff, visitors and course participants. Please advise your instructor of any health, safety or wellbeing problems you have. They will make appropriate arrangements to assist you to complete the course.

All staff, learners and visitors must adhere to our Health and Safety policies, WorkSafe good practice guidance documents and all associated legislation. Any incidents will be recorded and reported accordingly and any reportable incident will be followed up immediately.

All teaching venues will be listed using Training Venue Checklists. Red Cross expects that when teaching off-site, the venue owner will have comprehensive Health and Safety processes in place, which include a building Warrant of Fitness and health and safety checklist discussions prior to teaching and includes provision for both the Instructor and the learners.

Welfare, support and assistance

New Zealand Red Cross provides information on the welfare and support services which is available to participants. These are located at course venues. New Zealand Red Cross staff are available to provide support and assistance as needed.

Grievances and reassessment appeals

Students who are dissatisfied with their course should follow the grievance process outlined below. A grievance can relate to any aspect of the course, including assessment results, teaching style, interpersonal conflict, harassment or discrimination.

Grievance Process

1. In the first instance, speak with the course instructor
2. If the issue is still unresolved, speak with or write to the Training Manager in the region where the course was held. Written complaints must be sent to the Training Manager within 10 days of the course completion.
3. If the grievance is still unresolved, contact the **Head of First Aid, PO Box 12140, Thorndon, Wellington 6144, phone 0800 RED CROSS (733 276)**

We will reply in writing to written complaints within five working days of their receipt. In our letter we will propose what action could be taken to resolve the grievance.

If at any time a student is dissatisfied with the grievance process they can apply to NZQA for an independent assessment of the complaint. A phone will be made available on request.

CONTACT NZQA, PO Box 160, Wellington

PHONE 0800 697 296 **OR** 04 463 3000

EMAIL helpdesk@nzqa.govt.nz

OR VISIT nzqa.govt.nz/about-us/make-a-complaint

Courses available

New Zealand Red Cross is an accredited NZQA provider. Call **0800 RED CROSS (0800 733 276)** for local course details or visit redcross.org.nz.