

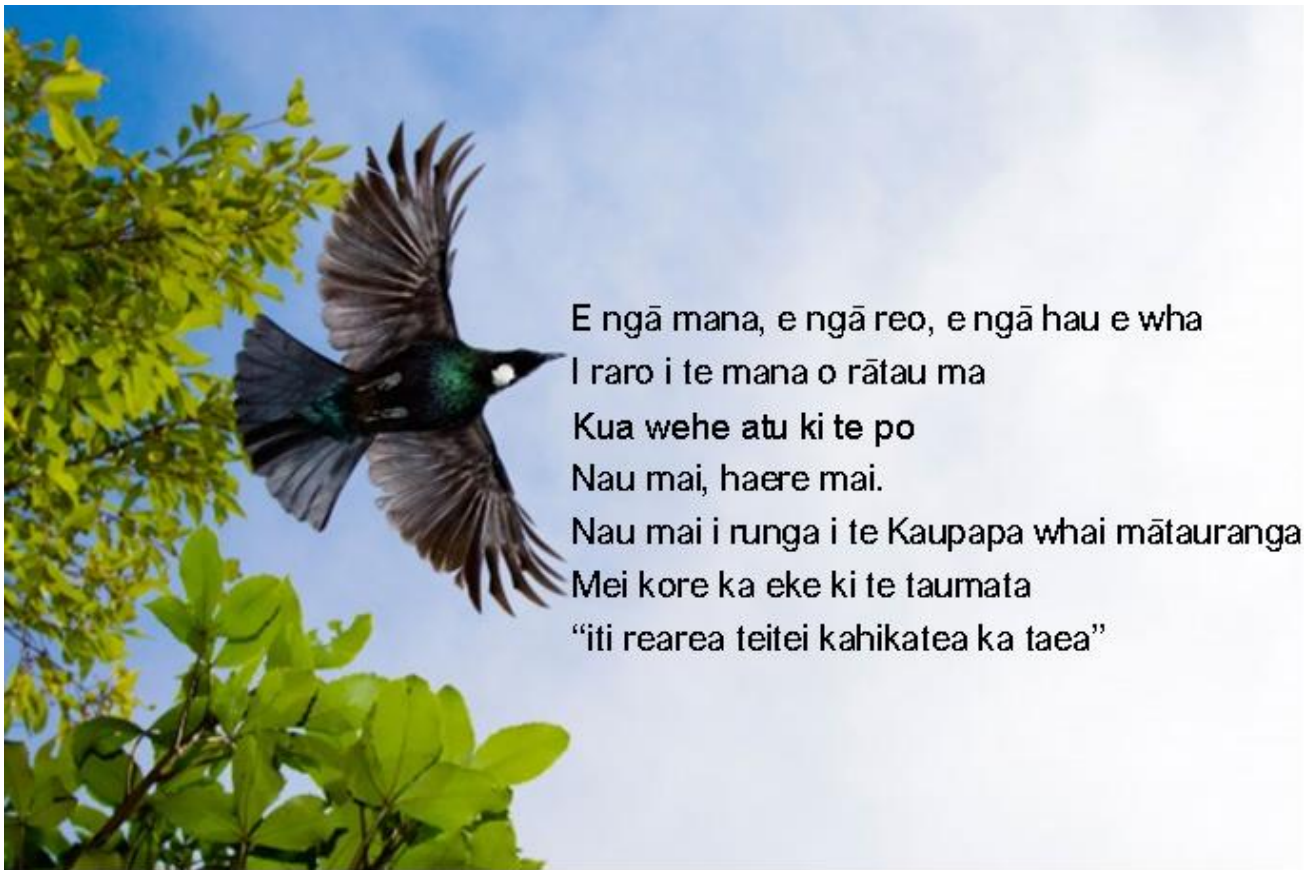


Whanganui Learning Centre

STUDENT HANDBOOK

232xWicksteed
Whanganui Learning Centre

NAME:



E ngā mana, e ngā reo, e ngā hau e wha
I raro i te mana o rātau ma
Kua wehe atu ki te po
Nau mai, haere mai.
Nau mai i runga i te Kaupapa whai mātauranga
Mei kore ka eke ki te taumata
“iti rearea teitei kahikatea ka taea”

Welcome to all from far and wide
We offer respect to all those who have passed on
Welcome in the spirit of knowledge acquisition
Even a small bird can reach the lofty heights of the
kahikatea

Our organisation accommodates to the needs of ākonga
from all cultures, religions and backgrounds.

As a Treaty-based organisation, we demonstrate:

- **Rangatiratanga** – acknowledging and developing independence
- **Kawanatanga** – being ākonga-centred
- **Manaakitanga** – having working relationships built upon respect and trust
- **Whanaungatanga** – ensuring personal care and support for our ākonga and staff

Welcome to the Whanganui Learning Centre

We're sure you'll enjoy working with us. We have had a very long history of working with whānau in Whanganui and are pleased to be able to assist you in your learning journey. Our kaupapa is whānau based, so we want you to know that we are here to support you every step of the way.

In this booklet, you'll find information to help you understand the kaupapa of our whāre; what we can offer you and how you can support us too. Our whole way of working is to treat each person as a member of our whānau. We are all both teachers and learners. You have as much to give everyone here as we have, so welcome.

If there's ever anything that you don't know and need help finding out, please tell us. We want to improve what we do, so your feedback is welcome.

Jen McDonald

MANAGER

WHANGANUI LEARNING CENTRE



Karakia

Āio ki te Aorangi
Aroha ki te Aorangi
Koa ki te Aorangi
Pono ki te Aorangi

Kia tau ko te kahukura
Te Wairua kore here
Te kawē i te tika
Me te pono

He tohu aroha tēnei
Ki tea o whānui
He maumahara ki te
Whāea a Papatūānuku

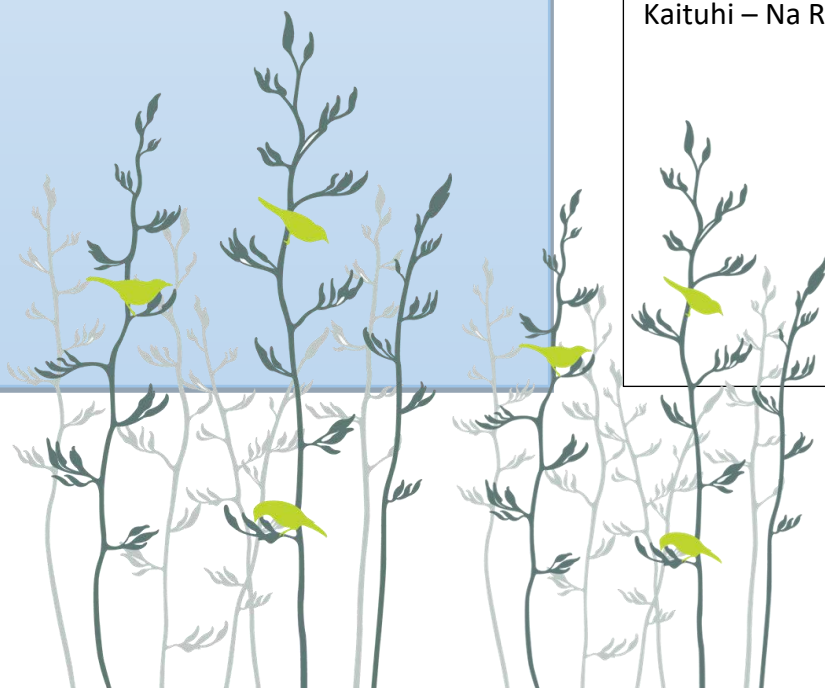
Kaituhi – Na Rangimarie Turuki Pere

Peace to the universe
Love to the universe
Joy to the universe
Truth to the universe

May the violet flame
The spirit of freedom
that upholds justice
and truth, prevail

This is a gift of love
To the whole world
It is a token of my regard
For Papatūānuku,
Earth Mother

Kaituhi – Na Rangimarie Turuki Pere



Contact Information

If you are running late or cannot make it to class,
please let us know as soon as you can.

Ring us: 06 348 4950

Text us: 021-293-6879

Email us: wlearningc@gmail.com

Opening hours: 9am—4pm Monday – Thursday
9am – 3pm Friday



Your Learning Plan

The first thing we ask you to do is to fill in a Learning Plan.

The Learning Plan records what it is you want to learn here at WLCT. ①

It also has a space for you to write about your long-term goals. You might have to have a think about what you want to write. ②

Whenever you come to work with us, you need to write what you learnt during your time. ③

There's also a space for you and your tutor to record how you're going mid-way and then at the end of your plan. ④



Individual Learning Plan



Name: _____

Total hours of sessions per week: _____

Total hours of programme: _____

____/____/____
Start Date

____/____/____
Mid Way Review Date

____/____/____
Final Review Date

Long Term Goals:

2

Learning Goals for this programme:

1

Learning Record

Date: _____ Important things learnt:

3

Learning Reviews

Mid-Way Learning Review:

Date: _____

4

Final Learning Review:

Date: _____

Modules You Can Work Through

Module One: Enrolment

		Projected Hours: 5
	Activity	Tick /date completed
1.1	WLC Course Enrolment Form • Student completes form with tutor	
1.2	Record of Learning Check	
1.3	Student Initial Assessment Form • Student completes form with tutor	
1.4	Student Initial Learning Plan • Student completes form with tutor	
1.5	Student/Tutor Interview • Student and tutor conduct an interview	

Module Two: Literacy and Numeracy Assessment

		Projected Hours: 5
	Activity	Tick /date completed
2.1	Entry Reading Assessment • Student completes reading assessment	
2.2	Entry Numeracy Assessment • Student completes numeracy assessment	
2.3	Entry Vocabulary Assessment • Student completes vocabulary assessment	Optional*
2.4	Entry Writing Assessment • Student completes writing assessment	Optional*
2.5	Evaluation • Tutor gives student feedback on results	
2.7	Exit Reading Assessment • Student completes reading assessment	
2.8	Exit Numeracy Assessment • Student completes numeracy assessment	



Module Three: Getting to Know Us

		Projected Hours: 10
	Activity	Tick /date completed
3.1	Health and Safety Ākonga receives a health and safety briefing	
3.2	Tour of facilities Ākonga receives a tour of WLC facilities	
3.3	Introductions - Welcome from Manager - Staff and ākonga introduce themselves	
3.4	Ākonga Handbook Ākonga issued the ākonga handbook and briefed on contents	
3.5	Disciplinary Policy Ākonga is briefed on the discipline policy	
3.6	Support Organisation Ākonga is shown what support organisations are available to them	Where You Can Get Help handout
3.7	Computer Policy - Ākonga is briefed on the computer policy - Ākonga is given the generic logon and password	
3.8	Gmail Account Ākonga sets up their own Gmail account	* Tutor to record email address
3.9	WLC Website Ākonga is introduced to WLCT website	
3.10	Pathways Awarua Ākonga is set up on Pathways Awarua	

Module Four: Ākonga Learning Plan & Goal Setting

		Projected Hours: 5
	Activity	Tick/ date completed
4.1	Discussion of Long-Term Goals Based on the results of ākonga's desired pathway forward and how we can fill the gaps	
4.2	Mapping out Short-Term Goals - What does ākonga want to achieve? - What time commitment can they make? - What resources do they need to get there? (e.g. transport, support person, digital access)	
4.3	Introduction to How We Can Help Our programmes and the micro-credentials we can offer	

Module Five: Job Seeking

		Projected Hours: 30
Serial	Activity	Tick completed
5.1	Barriers to Work Student identifies their barriers to finding employment	
5.2	Obtain Personal Information - Student obtains NSN number - Student obtains NZQA RoL - Student requests Police check - Student requests ACC printout	
5.3		
5.4	On-line Job Searching - Student is introduced to popular on-line job websites - Student signs up to TradeMe Jobs and Seek	
5.5	Introduction to Tāhātu Career Navigator Ākonga to explore the site https://tahatu.govt.nz/	
5.6	Draft a Cover letter Student drafts a cover letter	Unit 10792 Write formal personal correspondence
5.7	Apply for a Job On-Line Student uses their CV and cover letter and applies for a job on-line	
5.8	Interview Skills Preparing and participating in an interview	Unit 1294 Interview in a Formal Setting
5.9	Cold calling - How to cold call - Employment log	
5.10	Personal Presentation - What is a personal presentation? - Cell phones and social media - E-mail	



Module Six: Learner Licence

		Projected Hours: 25
	Activity	Tick completed
6.1	Enrolment form	
6.2	Understanding the 3 stages of getting a full licence and the rules	
6.3	Initial cost and resit cost/fee assistance	
6.4	Process of booking test with AA / reader available	
6.5	Key words exercise / wordfit	
6.6	Fact and figure resource sheet	
6.7	More facts and figures	
6.8	Learner Licence booklet Q & A	
6.9	Group work on safety / audio visual clips	
6.10	Give Way rules / visual resources	
6.11	Q & A on Give Way rules	
6.12	Road signs / visual resources Q & A	
6.13	Handouts on road signs	
6.14	Match up question and answer	
6.15	Discussion on answering multiple choice questions	
6.16	Group examples multiple choice questions	
6.17	Pathways Awarua Road Code	
6.18	Drivingtests.co.nz/section by section	
6.19	Drivingtests.co.nz 35 random	
6.20	Fill in application form for tests	
6.21	Getting ID	
6.22	Course evaluation	
6.23	Course checklist	
6.24	Booking appointment	
6.25	Brushing up sessions	
6.26	Photocopy proof of passing	
6.27	Further support for resit	
6.28	- Students can receive NZQA credits: 29363 Class 1 Learner Driver Pass 29364 Class 1 Restricted Driver Licence Pass 29365 Class 1 Full Driver Licence Pass	

Module Seven: Computer Basics

Projected Hours: 30		
	Activity	Tick completed
7.0	Tutor to ascertain skill level and access of ākonga to devices – phone, tablet, laptop, PC	
7.1	Basic skills: ergonomics, keyboard, off/on/sleeping mode, mouse, close and open windows	
7.2	Windows' settings and the need for weekly updates	
7.3	- Privacy and security: - logging on - passwords & protection, 2-step verification - scam recognition (e.g. no clicking links) - general cybersecurity (e.g. on public machines) - sensitive site hygiene practices (e.g. banking), not saving files to WLC computers	
7.4	Browsers as “doors” to the Internet (e.g. Microsoft Explorer, Chrome, Firefox, etc.)	
7.5	- Artificial Intelligence embedded into browsers: - different types (e.g. Gemini, ChatGPT, Microsoft Designer, Dall-e, MidJourney) - how to use to search the web or ask for information	
7.6	Setting up a gmail account	
7.7	Send and receive emails, adding attachments	
7.8	File Explorer ribbon, Quick Access, desktop shortcuts	
7.9	Using keywords to search the internet, image searches etc.	

Module Eight: Microsoft Word

Projected Hours: 30		
Serial	Activity	Tick completed
8.0	Tutor to ascertain skill level of ākonga with MS Word and record	
8.1	Explore the tabs (File, Home, Insert) and ribbon features	
8.2	Create a Word document and save it to your folder	
8.3	Create lists using bullets and numbers, applying different styles	

8.4	• Work with tables, rows and columns	
8.5	• Working with text boxes, shapes, WordArt, and images	
8.6	• Headers and footers	
8.7	• Tabs	
8.8	• Page setup, margins, breaks and line spacing	
8.9	• Print menu options	
8.10	• Working with templates	
8.11	• Learn about the 'File Options' from the 'File' tab	
8.12	• Learn about 'Mail Merge'	

Module Nine: Microsoft Excel

Projected Hours: 30		
Serial	Activity	Tick completed
9.0	• Tutor to ascertain skill level of ākonga with MS Word and record	
9.1	• Explore a spreadsheet, the tabs and the ribbon functions	
9.2	• Create a new spreadsheet and explore	
9.3	• Creating cells, shading, fonts, sorting, headers and footers	
9.4	• Working with Excel charts - various types, labelling, moving	
9.5	• Working with rows, columns, wrapping text, indenting	
9.6	• Working with cell references: Relative, Absolute, etc.	
9.7	• Create and apply 'IF' statements (i.e. to check the values are correct)	

Module Ten: Google Docs

Projected Hours: 30		
Serial	Activity	Tick completed
10.0	• Ascertain skill level of ākonga with Google Docs and record	
10.1	• Access Google Docs from your Gmail account and explore	
10.2	• Upload a document and save to MyDrive	

10.3	Create lists using bullets and numbers, applying different styles	
10.4	Insert a table, work with rows, columns, and format cells etc.	
10.5	Insert, format and manipulate text, shapes, WordArt, objects etc.	
10.6	Work with headers and footers	
10.7	Learn all about tabs	
10.8	Page setup, margins, orientation, spacing, breaks, etc.	

LITERACY AND NUMERACY STANDARDS WE CAN OFFER

At your enrolment, you would have received information from us about the Unit Standards that you have (by checking your NSI or National Student Information record). By accessing this information, we will work with you to co-design an individual study pathway.

We now offer the “core” or “compulsory” Literacy or Numeracy standards packaged into micro-credentials, as you’ll see below. You may be eligible for Recognition of Prior Learning and be able to Cross-Credit some units, but we will talk with you about that...

Number	Title	Version	Level	Credits
Everyday Literacy (Micro-credential)				
26622	Write to communicate ideas for a purpose and audience	5	1	4
26624	Read texts with understanding	6	1	3
26625	Actively participate in spoken interactions	7	1	3
Everyday Literacy — total credits				10
Everyday Numeracy (Micro-credential)				
26623	Use number to solve problems	6	1	4
26626	Interpret statistical information for a purpose	6	1	3
26627	Use measurement to solve problems	6	1	3
Everyday Numeracy — total credits				10

Assessments, reassessments and appeals

If your course requires assessment, you will be provided with a Course Outline that includes assessments and relevant dates. You must do your best to ensure you meet all deadlines and if you think you may miss a deadline, please talk to your tutor as soon as possible to make alternative arrangements.

All assessments submitted must be your own work – any breaches of this will result in a breach of our Code of Conduct that could result in your withdrawal from the course and potentially the Centre.

Unit Standard based assessments can have one of two results attached to it.

- **Incomplete or Not Achieved:** this means your tutor felt your work did not meet the requirements or you have missed components.
- **Complete or Achieved:** this means the assessment team thought your work met all requirements and that you demonstrated your knowledge of the content.

If your assessment is a Unit Standard based assessment, you may have the opportunity to resubmit content (for theory or portfolio-based assessments) or sit an alternative assessment (for practical or project-based assessments) if your work has been marked “Incomplete” or “Not Achieved”.

If you disagree with your marks, you are more than welcome to appeal those results. Please talk to our Centre Manager for your work to be re-evaluated by another teaching staff member.

You are allowed to request to be assessed in Te Reo Māori – please let your tutor know this at the beginning of your programme so that we can make the appropriate arrangements.

Your Progress

On your Learning Plan, there is a mid-course review and an exit-course review. Your tutor will meet with you at least once every 4 weeks to give you an opportunity to ask questions, check your progress and allow the tutor to give you feedback.

Use this handbook to record your progress to track your completions and, if relevant, your results.

Learning Support

We are a small but very skilled team here to support you in your learning.

If you have any problems associated with your learning pathway, please come to us to talk about it. Our tutors, Kaiawhina and other staff are dedicated to providing you with whatever learning support you think would help. Don't be afraid to approach them.

Concerns and Complaints

If you have a concern, complaint or problem that's getting you down, it's best that you do something about it as soon as possible. Come and talk to us first. Feel free to bring a support person with you. Any complaints will be treated confidentially and seriously.

If your problem can't be resolved, and you feel you have a problem with

- the delivery of a unit standard
- the way the unit standard is assessed and/or
- the outcome of your assessment

as the Centre is a registered PTE (Private Training Establishment), you can lodge a complaint directly with NZQA. You can find their complaints form here:

<http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

NZQA have an appeal process that will need to be completed before a decision is made final. Please talk to your tutor who will discuss and assist you with this process.

See also our **Ākonga Complaints' Procedure** for working through a complaint later in this guide.

Withdrawal

Before you decide to withdraw from our courses, please come and discuss this with us first. Remember, if you are having difficulties with your course there are lots of ways we can help you.

Health and Safety at the Centre

Accidents/Serious or Minor Harm

If an accident or minor incident happens where someone is harmed, you need to tell us straight away. An “Accident/Serious or Minor Harm Form” needs to be filled out and completed.

You can help to keep the Centre safe by not placing or storing equipment that blocks exits or evacuation routes or immediate access to fire alarms, fire equipment or electrical switchgear.

If you have a disability that makes it difficult for you to exit the building in the event of an emergency, please provide this information on your enrolment form and advise your tutor. Your tutor will discuss Whanganui Learning Centre’s emergency evacuation arrangements for such a situation, and plan ahead how best to implement them to suit your situation.

Your tutor will walk you through our Health and Safety Policy in the first week of the programme. Should you have any concerns regarding health and safety, please talk to us about them.

We provide a well-equipped First Aid Kit in accordance with Health and Safety Regulations.

Toilet/Washing Facilities

We always ensure that our washing and toilet facilities are kept clean for all ākonga and staff. Please tell a staff member if you find something wrong with the facilities.

Classrooms

We provide a caring and comfortable learning environment for anyone who comes to the Centre. We try to ensure that all our teaching rooms are safe and have suitable lighting. Please let us know if you find something not working or something that is potentially unsafe in the building.

Alcohol and Illegal Substances

You cannot come to the Centre if you have been drinking alcohol or taking illegal drugs.

You must not bring any alcohol or illegal substances here either. If it happens, you will be asked to leave the course permanently and the proper authorities will be notified.

Smoking

Smoking is not allowed in our buildings or any associated places we might go to.

Discrimination

Discrimination of any form is not allowed at the Centre. This means that nobody can tease you about anything to do with your –

- race
- religion
- gender, or
- any other value that you may have.

If anyone does do something you don't like, such as touching you or making comments that you don't like, you must tell us so we can fix the problem. Discrimination and harassment are against the Human Rights' Commission.

Personal Issues/Problems

If you have a personal issue or problem, come to us to talk about it. We will treat your disclosure confidentially. We have a network of other people and resources that you can call on if you need expert support.

Ākonga Responsibilities

When you are at the Whanganui Learning Centre (whether on Whanganui Learning Centre premises or at an activity off campus), you are expected to act in a reasonable and respectful manner. When signing your enrolment form, you are showing your acceptance of the Akonga Code of Conduct. Your tutor will walk you through this Code of Conduct as a group when you begin the programme.

If you have not followed the rules of our Code, you will be given a verbal warning and asked not to do it again. If you do it again, you will be given a written warning. You can be given up to two written warnings. After two written warnings, you will be asked to leave the course.

If you are a Work and Income Client, your Case Manager will be informed.

Code of Conduct

1. The Manager is responsible for all action under this Code.
2. Every learner at the Centre shall be informed of this Code and agree to follow the guidelines.
3. Each learner agrees to:
 - Attend class times for their particular course of study
 - Respect other learners' property
 - Take care of the facilities and resources at the Centre
 - Not disrupt the study of others
 - Keep themselves and others safe while on the premises
 - Identify themselves to members of staff when asked to do so
 - Contact the Learning Centre if unable to attend a session
4. Learners will not:
 - Smoke within the premises
 - Wilfully damage the property
 - Sexually harass others
 - Consume alcohol or drugs on the premises
 - Attend class while under the influence of alcohol or drugs
 - Attend class with gang insignia or identifiers
5. Non-serious breaches of the rules include:
 - Offensive or disruptive behaviour or language
 - Breaches of course rules
6. Serious breach of the rules include:
 - Verbal or physical violence or abuse
 - Sexual harassment
 - Theft or wilful damage
 - Breaking of safety rules or any other NZ law

7. Disciplinary procedures include:

- Suspension for a set period
- Expulsion / not being able to study with WLCT
- Payment for any damage caused
- Referral to NZ Police for investigation

Computer Use

We are proud of our computing facilities and hope you enjoy using them as another learning tool. Please follow these guidelines to ensure that your fellow learners, the staff and the equipment are treated with respect.

WLC learners may:

- ✓ use a computer during learning sessions to access sites relevant to the learning outcomes when your tutor asks you to
- ✓ use a computer during break times (as long as you are following these guidelines)
- ✓ provide your own headphones
- ✓ access You Tube, or other video sites if your tutor asks you to
- ✓ print out documents or information at a cost of 10 cents per page
- ✓ access websites to build computing, literacy and numeracy skills

WLC ākonga may not:

- ✗ access You Tube or other video sites at any time without tutor permission.
- ✗ access social networking sites (e.g. Facebook) during class time
- ✗ access offensive material on the internet - this includes racist, sexist, sexually graphic, gang-related and drug-related material. This includes content on social network sites, e.g., Facebook
- ✗ use WLC (Whanganui Learning Centre) computers for commercial purposes without permission
- ✗ copy software or data illegally
- ✗ use a loophole in the computer system or knowledge of a password to access restricted areas of the system or damage the system
- ✗ harass others in any way or interfere with their legitimate use of computing facilities including accessing their electronic files
- ✗ delete the internet browsing history
- ✗ send harassing e-mail, or send e-mail pretending to be someone else

- ✕ use computers after 3pm unless working with a tutor

Any user who does not follow these rules will be

1. asked to logoff the computer immediately
2. dealt with as outlined in the Ākonga Disciplinary Policy, available at the office

PLEASE NOTE: Whanganui Learning Centre Staff reserve the right to monitor ākonga activity and access any files on the system at any time to determine whether a taura has breached the code.

The above guidelines for the use of the computing suites must be followed at all times.

Ākonga Complaints' Procedure

The Whanganui Learning Centre aims to provide quality services to all ākonga. If you are concerned about any part of your involvement with this organisation we would like you to let us know. Any complaints will be treated confidentially and seriously. If you wish to make a complaint there are some steps you can take.

Talk to someone

If you want to talk to someone about your complaint, you could talk to:

- Your tutor
- The coordinator of the programme
- The Chairperson of the organisation
- The Manager

Write to someone

If you want to send a written complaint, you could get somebody to help you write a note that includes:

- The date and time of your complaint
- What you are concerned about and why
- Your name and contact details
- Post this to:

The Manager of The Whanganui Learning Centre Trust,
232 Wicksteed Street, Whanganui

...or hand into the office.

- You will be contacted about the complaint within two weeks.

A meeting

You may be asked to a meeting to talk about your complaint. The aim of the meeting is to find a fair solution that is supportive to everyone concerned.

- The meeting will be held at a time and place that suits you.
- You may wish to bring support person/s.
- A written record of decisions made at the meeting will be circulated to each person attending.

Support People and Contact Details

Manager of the Whanganui Learning Centre

- Jen McDonald 021 293 6879
- Phone: 348 4950
- email: jen.wlct@gmail.com

Chair of Whanganui Learning Centre

Tertiary Education Commission (TEC)

- Phone: 0800 601 301

New Zealand Qualifications Authority (NZQA)

- 0800 697 296 / 04 463 3000

Human Rights' Commission

- 0800 496 877