

Student Handbook 2024

Service Skills Centre

OUR VISION

Transition every young person that we support, to achieve their NCEA, and support them to living their best future and contributing positively to the community.

People with purpose, goals, and visions have no time for drama. They invest their energy in creativity and focus on living a positive life.



OUR MISSION

To provide purpose, goals and visions for every student so that they will walk away from any drama in their life. They will invest their energy in creating and focusing on living a positive life.

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1. INTRODUCTION

Congratulations and Welcome to the Service Skills Centre (previously Fashion & Faces International).

As a new student, I am sure you will have a few questions about the Service Skills Centre .

The Service Skills Centre Student Handbook has been produced to work in conjunction with an Induction Programme to provide you with some answers and practical guidance of our policies and procedures that operate within the Service Skills Centre.

A copy of this document will be issued to you during your initial interview. We would recommend that you read the Student Handbook to ensure that you are familiar with the Service Skills Centre's protocols and are aware of commitments. Your tutor in their interview with you will ensure that you have covered the key areas in the handbook.

The Service Skills Centre Student Handbook is a live document and will be amended from time to time to reflect changes in policy, procedure or legislation. You will be made aware of any such changes. Please share this handbook with your parents or guardians.

If you have any questions about this Student Handbook, please contact your tutor.

2. BACKGROUND

Service Skills Centre is a New Zealand Qualifications Authority registered and accredited **Category 2** private training establishment (PTE). **Category 2 rating by NZQA, determined by auditing, recognises NZQA is:** Confident in the educational performance and Confident in self-review processes. You can ask for a copy of the report, that we will be happy to provide (or access via the website: www.nzqa.govt.nz).

The PTE has been registered as a provider for over 30 years and had 3 previous owners to the current owner. It was also associated with IMAGEZ Beauty colleges which was sold as a separate entity a few years ago. The current owner has given the place a face lift and renamed it as the Service Skills Centre.

Services Skills Centre; Level 1 /1109 Tutanekei Street in Rotorua, offers students education in Literacy, Numeracy, Retail, Hair and Beauty skills. The qualifications available are:

- NCEA Vocational Pathway – Service Industries: Level 2 (Tourism or Salon Skills, when you achieve this you will also automatically achieve your Level 1 NCEA)
- New Zealand Certificate in Salon Skills: Level 2
- New Zealand Certificate in Retail: Level 2

Alongside achieving a qualification, one of our major aims is to assist students to prepare for a successful career by building their employability skills including, planning, self-confidence and personal image, so they are able to project a self-assured and presentable individual for any endeavour they wish to pursue.

3.OVERVIEW OF ORGANISATIONAL STRUCTURE

ORGANISATIONAL CHART

R & R ASSOCIATES LTD

(Body Corporate)

Service Skills Centre

(Trading name)

(NZQA Registered & accredited – NZQA provider number: 8637)

Company Director / Academic Manager: *Burnadette Payne*

(Finance and Administration, Policy,

Performance monitoring, Compliance, EER, Market research, assuring consistency, Internal and External Moderation, Quality Assurance, Staff development & Training, Evaluation & Management, Policy review, Operational planning and management)

)

Company Lawyer: Davy's Burton

Company Accountant:

Beker Findlay Allen Ltd

Tutors

Rangi Medcalfe (Beauty Therapist / Tutor), **Kylie Haitana**, (Hairdresser/ Tutor)

Ashley Hemaan (Tourism)

Gillian Bowen: Specialist in Literacy.

Salon Site : 1109 Tutanekai St
Rotorua

Tourism Site: 1071 Hinemoa St
Rotorua

Youth Guarantee Students

(16 - 24 yrs)

(under 16 with an exemption from MOE)

4. INDUCTION

On your first few days of your programme we will go through this handbook and the Induction Programme with you. The benefits of providing a good induction programme is to provide a friendly caring environment that is welcoming to all students. This approach also means that new students can settle in and start achieving effectively themselves as soon as possible. As a new student you will have the Service Skills Centre's objectives and policies fully explained.

5. GENERAL INFORMATION RELATING TO YOUR AGREEMENT OF TRAINING

All students will be provided with a Training Agreement when they have completed their induction program and covered the student handbook plus other expectations in the centre. This will then be the basis of the Training relationship between you and the Service Skills Centre. Your eligibility for the free Youth Guarantee program will be checked before any offer of Training is made.

Reviews: Reviews for all students will occur on set days throughout the year, termly. You will have a meeting on this day to discuss and set your performance goals with your tutor. This meeting allows students and tutors to measure their attainment of their goals set over the following months of training, while providing opportunities for the tutor to understand each individual's ambitions and needs.

Hours: Hours of Training at the Service Skills Centre are 8.30 am to 3.30 pm Monday to Friday. If achievement is at expected levels each week, you will have the opportunity to have Friday off. It is essential that you attend at the times your tutor has organised with you. Being late is rude and disruptive to tutors and fellow students. We want to ensure students are able to focus on their work at all times. We also want to ensure that you demonstrate the skills necessary for employment so that we may assist in finding suitable employment for you.

Achievement: Our focus will be on your development and achievement. It is necessary that you maintain progress and achieve a minimum of 3 credits every week. It is also important that you attend practical module afternoons, so that you are not going to reach a point where your achievement is halted due to lack of practical skills.

6. WITHDRAWAL POLICY

Withdrawal process: If you wish to withdraw from your programme, you are required to complete the Service Skills Centre Withdrawal Form to ensure your withdrawal is accurately processed.

Withdrawal before the course start: If we receive your application to withdraw before the official start date of your enrolment period, your enrolment will not be processed and no record of your enrolment will be stored.

Withdrawal within the first 10% (or 4 weeks, whichever is the lesser) of the course start: If we receive your application to withdraw within the first 10% of the official start date of the enrolment, there will be no record of enrolment on your academic transcript.

Withdrawal after the first 10% and within 75% of your enrollment period: If you apply to withdraw after the first 10% and up to 75% of your enrollment period, your academic transcript will display 'Withdrawn'.

After 75% of the course duration: You cannot withdraw after 75% of the course duration. Your academic transcript will display courses you do not complete as 'Failed to Submit' or 'Academic withdrawal'

7. EQUAL OPPORTUNITIES & BULLYING POLICY

The Service Skills Centre's aim is to ensure that all of its students are treated equally and respectfully, irrespective of ability, race, colour, religion, nationality, ethnic origin, sex, age, sexual orientation or marital status.

All students have a duty of care, both morally and legally, not to discriminate or bully individuals. This means that any behaviours that demonstrate bullying will not be tolerated. Students have personal responsibility for the practical application of the Equal Opportunities & Bullying Policy, which extends to the treatment of members of the public and students. Our recommendation is simple: "**Think Twice, Be NICE**". If you feel you have not been given equal opportunities or are being bullied, please ask to discuss with a tutor or management as soon as discrimination on account of disability, race, colour, religion, nationality, ethnic origin, sex, age, sexual orientation or marital status.

8. HEALTH & SAFETY POLICY

The Service Skills Centre recognises that it is responsible for ensuring, so far as it is reasonably practicable, the health, safety and welfare of its students. All the Service Skills Centre students should take all practicable steps to ensure your own safety at work and are expected to exercise a general duty of care, set out in the Health & Safety Act. Part of your training will include attention to a detailed understanding and putting in place practices that demonstrate you are able to maintain a safe workplace.

Any one at the Service Skills Centre student who injures themselves in the centre must report an accident or incident that has occurred and must record the details of the accident in the accident report book. The accident report book is kept in the main office and your tutor will assist in completion.

All accidents or hazards, including where a student becomes aware of an accident or hazard and is unable to correct it, must be reported to their Tutor or Centre Manager immediately.

9. ASSESSMENTS & TRAINING POLICY

ASSESSMENTS: Your course is made up of a number of unit standards. Each unit has its own assessment which measures your competency. Assessments may have just practical components (doing), just theory (written) or a combination of both. Some of the assessor's (tutor who makes the assessment decision) are staff at the school, others are outside assessors brought into the school. Every unit you successfully gain via assessment will be recorded on your NZQA Record of Learning.

APPEALS AGAINST ASSESSMENT DECISIONS: As a student you have the right to appeal the decision of your assessor. Where any assessment decision is the subject of appeal by the student or the student's representative, the issue should initially be discussed by the student with the assessor concerned. If the discussion does not resolve the concern, the first appeal may be made to the company manager (Burnadette Payne). If after hearing the evidence, the issue is not resolved, the dispute may be referred to the Industry Advisory Group for advice.

Without prejudice to any further appeals, which the student may wish to lodge, the Industry Advisory Group would attempt to advise on the best approach to resolving the dispute. At any stage the following approaches may be recommended and processed as the basis for agreement between Service Skills Centre and the student.

- The assessment outcome stands
- A repeat assessment is required
- The repeat assessment may be undertaken by the same assessor
- The repeat assessment may be supervised by the company manager or a member of the Industry Advisory Group.

Ultimately, if no resolution is possible within the private training establishments resources, the matter may be referred by the student to NZQA for a final decision or advice.

10. CODE OF CONDUCT FOR STUDENTS

All the Service Skills Centre students are expected at all times to conduct themselves in a polite, courteous, professional and well-behaved manner when dealing with colleagues, members, external visitors visiting or when representing the Service Skills Centre at internal or external events. Behaviour will reflect the Service Skills Centre's image and reputation. Any acts of serious misbehaviour or unprofessional conduct will be taken seriously.

- a) **ATTENDANCE:** You are expected to attend the hours your tutor sets for you, if you are unable to attend due to illness or other you must contact your tutor to inform them **prior to being absent**. *We would prefer you learn the expectation of a workplace, which is to personally call yourself and inform the individual you report to.*

OUT OF HOURS you are expected to leave the centre within 10 minutes of finishing for the day. Like any workplace, we ask that the centre not be a hang out or social centre with friends. Tutors have duties outside your hours and it makes it difficult for them to undertake these in addition to preventing cleaning and lock up.

- b) **DRESS CODE AND APPEARANCE.**

All students are expected to maintain a good standard of personal hygiene and appearance. Suitable casual attire is to be worn in the Centre during training hours **No hats or hoodies are to be worn inside the building.**

Your uniform (that we provide) must be worn when on the professional services side of the building. Your uniform will be issued to you and you may wish to bring your own pair of black pants (to stay in the uniform room) and suitable shoes (to stay in your locker) .

Your responsibility in regards to your Uniform are:

- keep your shoes in the allocated shoe bag in your locker
- Ensure your pants are named (we provide a label for this)
- Your Jacket (we provide and allocate) and your pants go into the wash (at the centre) after EVERY wear.
- We store your pants and jacket and when you are handed these for practical use, you will hang the empty coathangers in the laundry so as to be available for your clean uniform.

As we operate Salons / Walking Tours that are open to the public it is important that we remember the need to portray a positive company image and to make our customers and clients feel welcomed. Being portrayed positively will increase customers and clients, providing increased opportunities for students to gain real practical experience (the fastest way to learn for most people) and reduce the reliance on theory sessions.

There are high standards of personal presentation for achievement in many of the units you will be undertaking. The industry bodies that write and determine unit standards and qualifications have clearly stated these requirements for the tutors to ensure that on all occasions students are meeting the standards expected by industry.

At all times students must look clean, tidy and respectable. Except with special permission, **No hats or hoodies are to be worn inside the building.**

Whenever doing practical (even if just a client) and before going into the Salons to provide services to clients, it is expected that you change into your appropriate uniform.

It is expected your uniform stays in the centre and is washed after every use by being placed in the laundry baskets in the laundry.

SHOES	<ul style="list-style-type: none"> ● Shoes must be Clean, Tidy and in good repair for the Salons. ● NO Gumboots, Jandels or Crocs. <p>Your shoes must be approved by your tutor and remain at course in your locker in the shoe bag issued to you.</p>
BLACK PANTS or Black Skirt	<ul style="list-style-type: none"> ● NO TIGHTS. ● Professional Black pants that are presentable. ● Pants may be of any length so long as they look professional. ● Skirts must be less than a palm width above your knee or longer. ● Jeans may be worn if they are solid black (no fade) and no rips. <p>Your Pants/ skirt must be approved by your tutor, be labelled and remain at course on your hanger. Washed Daily for you.</p>
JACKETS	<ul style="list-style-type: none"> ● A salon jacket is provided for you. You need to put in the wash after each use. ● Remember the Number (and size) you are issued to make things easier for you and your tutor. ● Do not leave the building in your jacket

- a) SMOKING (including VAPING): Students are not permitted to smoke within the building, on any balconies or at the rear of the building. This is all due to consideration to others and smoke detectors (including the rear balcony). You must not smoke while wearing uniforms and please don't smoke as you enter our entrance way mat. We are here to set a high standard and it is not a professional image for the public to see training hairdressers and beauticians smoking. Please be discreet and use the seating provided at either end of the street if you wish to smoke.
- b) BAD MOUTHING, THREATENING or ABUSIVE BEHAVIOUR: Is not tolerated towards students or tutors in any form inside or outside the centre. This includes verbal or physical threats, social media or other written forms of threats.
- c) CELLPHONES: **NO** cell phones are permitted to be in the Customer Service areas or Theory rooms, at any working time. **Phones are to be stored safely in your locker for break times. You may use our number (including the free number 0800) for anyone to ring you urgently or leave you a message.**
- d) PERSONAL PROPERTY: The Service Skills Centre will not be held liable for any loss or damage to personal property, please store safely in your personal locker. **Please do not bring personal items to the course that are not required by you at the course.** If you do have any personal property damaged or stolen then you must inform us immediately for this matter to be investigated further.
- e) USE OF THE TELEPHONE, EMAIL AND OTHER FACILITIES: We understand there may be times you wish to use the phone or other services please ask your tutor and provide them with the honest reasons for use, so they can seek to accommodate.

We have a range of personal products available if you need Panadol or other similar items. We would prefer to accommodate your unplanned needs then have you miss out on learning time.

The Service Skills Centre's photocopying facilities are provided for training and achievement purposes only and students must ask for permission before any personal usage.

- e) EMAIL AND INTERNET USE: The use of the Internet and email by the Service Skills Centre students is permitted and encouraged when it is being used for achievement purposes and supports objectives of your program. The Internet should only be used as part of your training requirement and should be used in an appropriate manner consistent with the standards of conduct. All students must ensure that their activities are appropriate when using the Internet.

Inappropriate use includes but is not limited to:

- Visiting sites/ receiving communications that contain material that is obscene, objectionable, or likely to be offensive
- Gambling
- Soliciting for personal gain or profit
- Making or posting indecent remarks and proposals
- Uploading or downloading commercial software in violation of its copyright
- Any activity that violates New Zealand Law

This list is not definitive or exhaustive.

All the Service Skills Centre students are advised to exercise caution and concern when using email whether it is sent internally or externally. Emails must be worded in a professional manner, as they would be composing a letter. The content of any email message sent must not be defamatory, abusive, or illegal and must comply with the Service Skills Centre Equal Opportunities Policy. Sending and receiving obscene, pornographic or other offensive material is not only considered to be a gross misconduct but may also constitute a criminal offence.

The Service Skills Centre students must be clear of the Service Skills Centre's definition of obscene, objectionable and pornographic material. The Service Skills Centre definition of obscene, objectionable or pornographic is:

Any material sent or received in picture form to the student that describes, depicts, expresses or otherwise deals with matters such as sex, or acts of a sexual nature, horror, crime, cruelty, or violence in such a manner that is illegal, that could cause other students to become offended, harassed or demeaned by this material and would cause the damage to the Service Skills Centre's reputation, other students, or to the public good.

The Service Skills Centre reserves the right to monitor all use of computers in the centre, to access, retrieve and read the contents of viewing and communications generated on these computers. Students should be aware that information on the Internet may be inaccurate, untimely and there is a danger that opinions may be presented as facts.

Students should at all times remember that email messages may have to be disclosed as evidence at any court proceedings or investigations and therefore may be prejudicial to both their or the Service Skills Centre 's interests. Any breach of this policy and/or guidelines will be investigated and dealt with.

f) SERVICE SKILLS CENTRE PROPERTY

Students have a duty of care to ensure that all the Service Skills Centre property and equipment is treated in an appropriate manner and safeguarded at all times. **Students will be expected to report any damage that occurs immediately.** Management understands that at times accidents happen or items wear out, however to monitor wear and tear assists prevention. Management will be appreciative of your honesty. Management wishes to keep the Centre in a professional manner to assist in your training.

Products are not for personal use and any student found removing stock or equipment from the premises without authorization shall risk immediate dismissal and/or police action.

g) CLEANING DUTIES

The ability to maintain a clean environment is important to employers and also compulsory within all of the qualifications we deliver. These do include cleaning, tidying and other housekeeping duties. To maintain the professional standard of the centre a minimum number of duties are required to be undertaken daily and weekly.

It is also essential that you pick up after yourself with clothing, books, food etc.

11. ALCOHOL & DRUG POLICY

The Service Skills Centre recognises that for a range of reasons individuals can and do misuse drugs and alcohol and that this represents a problem for the individual and for their achievement. The effects of drugs and alcohol are detrimental to achievement and safety in the centre. In order to protect all our students' well-being and support their achievement, the Service Skills Centre has adopted this policy approach to offer appropriate help and support to the individuals concerned.

As a student you are encouraged to take responsibility of the problem and discuss this with the Centre Manager or a Tutor who will advise you of the appropriate action and support the Service Skills Centre can offer

The Service Skills Centre defines Alcohol Misuse as consumption of alcohol that continues to have a negative impact on your attendance, concentration or achievement.

The Service Skills Centre defines Drug Misuse as the use of illegal substances and the misuse of prescribed drugs and other substances such as solvents. **Service Skills Centre will not permit their students to participate in the following:**

- **Being under the influence of drugs and/or alcohol in the centre.**
- **Encouraging others to misuse alcohol or drugs**

12. BEHAVIOUR AND PERFORMANCE POLICY

In the first few days of joining the Service Skills Centre, we will outline our expectations, your responsibilities, explain the Service Skills Centre's standards of behaviour and discuss your performance expectations as a student. These are also outlined in this handbook, at your interview with the manager, and your tutor interview and your Training Agreement. This will ensure you fully understand your responsibilities and the required standards of behaviour and performance in the centre.

Your tutor will provide you with regular feedback on how well you are achieving towards your qualification, discuss any changes to the standards of behaviour and discuss and agree with you any changes to your responsibilities and expected performance outcomes.

As a Service Skills Centre student you have a responsibility to, and should always:

- o **Follow the tutors instructions.**
- o **Be polite and respectful to all other students and tutors.**
- o **Let your tutor know before you leave the building (Health & Safety reasons)**
- o **Ensure you maintain the highest standard of behaviour at all times.**
- o **Undertake your training in an honest and professional manner.**
- o **Follow the Service Skills Centre's Code of Conduct and other policies and procedures.**
- o **Seek assistance when you are encountering problems with your work.**
- o **Actively and constructively meet with your tutor to discuss any changes to your circumstances.**

So that we create a safe and happy environment for EVERYONE to learn and achieve the simplest terms our student code of conduct are as follows:

- Phones are kept in your lockers and available at break times. (Should you need to charge your phone this can be undertaken in the front office.)
- No behaviour that is disruptive to other students/ tutors.
- Tutor desk area is out of bounds
- No inappropriate conversations / language in the centre (at anytime)
- No facebook / youtube and other non class related pages on Chromebooks.
- No bullying
- No stealing
- No drugs or alcohol on premise or under the influence on premises
- All breaks in Practical room or outside (the class is locked at breaks)
- No food in class, drinks are OK.

When a problem occurs, the Service Skills Centre will ensure that a fair, consistent and transparent process is followed for investigating the problem.

Any Service Skills Centre student who is found to have breached the expected standards of behaviour or who is not meeting the required standards of performance may be asked to explain their behaviour and/or performance. The Service Skills Centre will follow the Disciplinary Management Process when addressing behaviour or performance problems. The Service Skills Centre Disciplinary Management Processes include the following processes for misconduct

MISCONDUCT PROCEDURE

(1) The disciplinary procedures for a breach of the school rules, substandard performance or misconduct, which does not warrant instant (summary) dismissal, will normally be as follows:

Behaviour	Consequence	Tutor will
REFUSAL to follow any INSTRUCTION	Tutor to explain "if you choose to refuse (my instructions) to do what I am asking you do need to leave (go home) for the day" <i>Failure to follow this instruction to leave may require another tutor to assist in issuing a trespass notice.</i>	Document in the students notes that they refused to follow instruction. Inform Parent
Lateness	Lateness is disruptive to others, the theory room will be closed until break times and students will be issued a cleaning task to undertake before working in the back room until a break time.	Contact the support person and discuss lateness.
Phone in Class	You will only be asked once to put it away in your locker.	Any Refusal as per above re refusing an instruction.
Inappropriate conversation or language in the classroom	Warned and on any repeat in that day asked to Apologise to the tutor & class Example "I am sorry that you had to hear our conversation, it was inappropriate in public"	Refusal as per above is refusing an instruction.

Language or Inappropriate conversation in Salon	Apologise to the client- specific in regards to WHAT are you apologising for. Example” I am very sorry you had to hear that language, it was not needed”	
Use of FACEBook (or non class related pages)	Tutor will close the chromebook (which logs it out) and there will be no use of a Chromebook until the next day.	Ongoing required to be documented in student notes
Bullying	Referral to Youth Services and Counselling. Stand down period.	Documented in Tutor Record and student notes. Discussed with support person
THEFT	Police contacted and stood down.	Documented in Tutor Record and student notes. Discussed with Support Person
NO SHOW for practical appointment	Call and apologise to client (on return)	Name of board: Reminder to find your own client for the next assessment day.
DRUGs/ Alcohol	Sent home. Refer to Youth Services and counselling	Documented in Tutor Record and student notes, Discussed with support person
Cleaning job not done/ well enough	NEXT DAY your name will be on the board to redo or receive an additional job next day.	Name on board for reminder.

SERIOUS MISCONDUCT

(1) Following investigation, the centre shall be entitled to summarily dismiss any student without notice in the cause of serious misconduct. All investigations will be dealt with fairly (with opportunity and consideration of students explanation), promptly and consistently.

(2) Examples of serious misconduct are:

- Placing any other person’s wellbeing at risk.
- Threatening language or behaviour; spoken or physical.
- Deliberate or dangerous disobedience;
- Continued Gross insubordination;
- Cheating;
- Providing false information or representation to gain enrolment in the school;

These items are by way of example only and are not intended to be an exclusive list of either misconduct or serious misconduct.

13. SICKNESS AND ABSENCE LEAVE POLICY

The management and staff at the Service Skills Centre are aware that from time to time individuals may need time off for sickness or other special circumstances. However, it is expected that you will contact the centre and keep your tutor informed of the situation, wherever possible prior to absence.

Depending on the nature and length of your illness, the Service Skills Centre may ask the student for proof of illness.

We expect all students (themselves) to notify the centre by phone/ text prior to start time to inform us that they are to be absent. If it is not possible we will expect a reasonable explanation. We have a free number of 0800 967 5546 that

allows contact without credit. You can also text to your tutors number (which they can only access during their work hours).

If you do not notify us of your absence a tutor may contact you at home to establish why you are absent that day. Failure to establish contact with you at your home number will prompt a phone call to your next of kin, to establish that your health and personal safety is not at risk.

14. FEEDBACK and COMPLAINTS POLICY

Service Skills Centre will regularly seek your feedback. You will be provided with opportunities to give feedback (anonymously if you prefer), by completing our “Student Evaluation” forms, participating in “Student Voice” and providing feedback to our independent External Reviewer. We encourage you to speak to your Tutor or any tutor you are comfortable with, at any time.

Service Skills Centre takes any complaint against the organisation seriously and will address warranted issues with haste. **Do not be afraid to raise an issue with us**, either through a tutor or through contacting and making an appointment with the Business Manager (Burnadette). You will be welcome to bring a support person.

While complaints are requested to be written, dated and signed by the complainant, a member of the team can assist you to do this, should you not be confident. The complaint should be addressed initially to the staff member associated with any complaint or the Business Manager. If the complaint is not resolved with the staff member then it should be taken immediately to the Business Manager.

Additionally there is the option to take your complaint to:

- <https://www.studycomplaints.org.nz/> is an organisation that supports students and providers to reach agreements through providing mediation services and a decision should that not be able to be reached between the parties
- **NZQA** :make a formal complaint or receive advice about your options; to do this complete the online form at <https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/complaint-enquiry-form/> or phone 0800 697 296 and discuss your wish to make a complaint.

Depending on the nature of your concerns you could contact a different agency such as:

- **Tertiary Education Commission on 0800 601 301** , any concerns re travel support.
- **Human Rights Commission on 0800496877** for discrimination concerns.
- **Worksafe New Zealand on 0800 030 040** for anything in regards to safety.
- **Privacy Commissioner** at <http://privacy.org.nz/your-rights/making-a-complaint/> for concerns about how information about you has been stored or used.

15. PRIVACY POLICY

Your privacy rights are respected by the staff and management at the centre. We will request from you if we wish to share your personal information in regards to training, celebrating and displaying results in the centre. The declaration on your enrolment details the need for us to share your personal details with other agencies. Any personal information will not be disclosed for any other purposes other than stated in this agreement.

16. DISCRIMINATION POLICY

The Service Skills Centre will not unlawfully discriminate against any of their students under the Human Rights Act 1993. Any student who feels that they have been unlawfully discriminated against must raise their complaint with the Manager, who will immediately investigate this allegation.

17. SUPPORT & GUIDANCE

We are a teaching/learning establishment – personal or family issues will be recognised and we will offer support to assist minimal disruption to your learning. The following services are available and at request, assistance may be given to seeing the appropriate person. Tutors are not trained councillors but will guide and assist as appropriate. It is important that you take time to read this form. Ensure that this guide is kept with you in your training folder for future reference. If you require further information, please discuss this with your course tutor.

Your own Tutor or Chloe are able to support you in a variety of ways. It doesn't have to be course related. We are here to Help.

Crisis Lines – 24 Hour Waiariki Womens Refuge	349 0852		
Police – Rotorua	348 0099		
Victim Support	0800 842 846		
Child Youth and Family Service	0508326 459		
Psychiatric Emergency Team	349 7991		
Lifelink/Samaritans	348 0567		
Domestic Violence Helpline		0508 384 357	
Court (Including Family Court) Information of protection orders, custody access, counselling			921 7400
Support Services Addiction Resource Centre – Te Utuhina Manaakitanga Trust		348 3598	
1539 Barnardos Child and Family Services	348 2910		
Budget Advice Services	346 3236		
Citizens Advice Bureau	0800 367 222		
Challenge Violence Trust	348 9969		
Community Law Centre	348 8060		
Family Focus	346 2096		
Family Start –Tipu Ora	348 0097		
Family Works	349 0990		
Kidsline	0800 543 754		
Mana Social Services	348 6191		
Neighbourhood Support	349 9470		
Plunket Society	348 4161		
Pregnancy Help	800 773 462		
Problem Gambling Foundation	0800 664 262		
Relationship Services	346 6917		
Rotorua Family Violence Prevention Network	348 9969		
Sexual Abuse Centre	348 1555		
Strengthening Families	348 5051		
Tough Love	800 868 445		
Truancy Services	348 6169		
Doctors After Hours Medical Service – Lakes Prime Care		348 1000	
Youth Da Bomb Shelter	343 1012		
Te Waiariki Purea Trust	348 5051		
What's Up Help Line	800 942 8787		
Youth Websites	www.youthline.co.nz	www.nzdf.org.nz	www.adanz.org.nz www.fade.org.nz

18. CONTACT INFORMATION

The Service Skills Centre Contact Details:

Physical Address and Postal Address: Level 1 /1109 Tutanekai Street Rotorua

Phone: 07 349 2904 **Free Phone:** 0800 967 5546

Business Manager: Burnadette Payne: 027 5500 021,

Emails: manager@serviceskillscentre.co.nz

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19. LITERACY AND NUMERACY INFORMATION

Literacy and Numeracy (L&N)

- An initial assessment of your reading and number ability is conducted with an online assessment tool. This is used to assist tutors to understand how best to assist you in developing your Literacy and Numeracy.
- It is a requirement of your program that you work on improving your Literacy and Numeracy to achieve Step 4 in Read, and Step 5 in Number on the online assessment tool. When you achieve this you may choose to continue to achieve Literacy and Numeracy for your NCEA to be awarded.
- **Pathways Awarua:** www.pathwaysawarua.com will be set up for you to provide learning and practise options for your L&N.

NCEA: Units for Literacy and Numeracy.

- Can be achieved through your programme.
- Activities related to your course work will be used to assist you in achieving these units and you may not realise you are achieving them.
- You are required to achieve the **Read Step 4 (609)** and **Number Step 5 (603)** as part of your coursework for NCEA.

20. ADDITIONAL MUST READ INFORMATION.

Centre opens at 8am

Morning Tea: 9.45 to 1am :Tea, Coffee, Hot chocolate, toast and spreads are available in the kitchen for you. If anything is empty please inform a staff member. If capable as a group of returning on time we will allow leaving the building at morning tea. This will be stopped if people return late.

Lunch Time 11.45 to 12.30pm. You are able to leave the building or have lunch in the back room. Please go back to your Class by 12.30pm. If you have practical you will be expected to be ready in your uniform at 12.30pm. Class rooms are locked at lunch so please take anything you should need with you.

Phones: You are provided a locker to store your personal items and your phone must remain in your locker unless you are on a break. There is less than 2 hrs between breaks in the day when you will be able to check your phone.. ***If you need to be contacted during the day (for emergency reasons, care support etc) please give the 08009675546 or 07 349 2904 so that you can be contacted anytime you are at course.***

Visitors: visitors to the centre are asked to ring the buzzer at the front office and a staff member will be able to help them, and find you to come to them. We ask that visitors are only in the very front foyer and do not go into classrooms or the practical room.

We should not have anyone other than students in the classroom side of the building at all times (including lunch).

Uniforms: For the Salon you will need to have your black pants/skirt and shoes to be stored at the centre from the start of your second week at course. Should you not be able to do this we will provide a set for you. Your items will be washed for you and you can wear casual clothes to course each day. For the Tourism you will need tidy jeans (no rips) or black pants/short to wear daily with the T-shirts & Jersey supplied for you.

Student Card: The student card provides you a free city ride to get to and from the centre. It also offers discounts and can be used as Photo ID for you. See www.studentcard.co.nz for more information. You MUST use the bus before 9am and then between 2.30pm and 6pm to be given **FREE bus fare**.

Bus Card: Is issued to you and you only, it must not be used to assist other friends or students. The card is Linked to the Service Skills Centre account with the bus company and they do not like seeing it used in this manner. We are also able to look at your travel times and routes.