



**Training Systems and Solutions Ltd (TSSL)  
Trading as Stratcom Security**

# **Learner's Handbook**

# Content

---

<b>Topic</b>	<b>Page</b>
<b>About Stratcom Security</b>	<b>3</b>
<b>Our Training Courses</b>	<b>7</b>
<b>What to Expect After You Have Enrolled</b>	<b>8</b>
<b>Assessments and Reassessments</b>	<b>10</b>
<b>Use of AI in Assessments</b>	<b>12</b>
<b>Appeal Procedures</b>	<b>13</b>
<b>Concerns and Complaints</b>	<b>14</b>
<b>Fees Withdrawals and Refunds</b>	<b>15</b>
<b>Learner Information and Privacy</b>	<b>17</b>
<b>Learner Code of Conduct</b>	<b>18</b>
<b>Learner Wellbeing Safety and Support</b>	<b>19</b>
<b>Learner Feedback</b>	<b>22</b>
<b>Contact Information</b>	<b>23</b>

# Introduction

---

Kia ora, welcome! Thank you for choosing to study with Stratcom Security. This handbook includes the policies, procedure and rules you should be aware of. Further course details are available in the course Information document you received when you first enquired about the course you want to enrol in.

More information may be found on our website at [www.stratcomsecurity.com](http://www.stratcomsecurity.com).

## About Stratcom Security

---

Stratcom Security is the trading name of Training Systems and Solutions Limited (TSSL). We are a New Zealand owned and operated Private Training Establishment (PTE) registered by NZQA under the Education and Training Act 2020.

Under the NZQA External Evaluation and Review (EER) categories (no longer in use) we were designated a Category 1 provider in our most recent review in 2022. This means that NZQA is highly confident in our educational performance and capability in self-assessment.

To ensure our training provides the skills that employers need we are well connected with industry associations and organisations and we seek their feedback and advice. Through these connections, we can connect our learners with jobs that fit their needs.

## **Mission**

To upskill the security and hospitality sector through the provision of flexible, innovative and comprehensive training that allows learners to advance their careers and do their work in a manner where everyone is safe.

## **Vision**

Enabling learners who are employed in security and hospitality work to complete training that will develop their careers and personal lives.

## **Our Values and Strategic Goals**

We welcome diversity and create a learning environment where every person, regardless of their culture and background, feels valued and supported.

At Stratcom Security, we believe that:

- For most people having a job is fundamental to being independent.
- Everyone who wants to build their skills and independence deserves a chance to continue their education.
- Everyone can learn with the right support.
- Learning can be delivered flexibly so that people can do it while being employed in a job.
- People learn effectively through blended learning approaches which may include group learning sessions, in-person practical skills training, online learning, work-based learning and independent study.
- Literacy and numeracy are fundamental to learning job skills.
- Different jobs may require different types of literacy and numeracy.

- Training is best delivered by tailoring it to the individual through an individual learning plan.
- Everyone deserves to learn in an environment where they feel safe and secure.

Our strategic goals are to:

- Empower learners by assisting them to get the skills and qualifications needed to develop a meaningful career in the security or hospitality industry.
- Take a holistic approach in caring for their whole-person development.
- Teach learners the skills and knowledge to keep safe while working.
- Provide learners with the support they need to learn successfully.
- Give learners opportunities to give us their feedback and raise any concerns with us.
- Connect learners with relevant professional organisations and quality employers, to help them flourish in their career.

### **Honouring and Acknowledging Te Tiriti o Waitangi (Treaty of Waitangi)**

Stratcom Security acknowledges the importance of the Te Tiriti o Waitangi (Treaty of Waitangi) to New Zealand and applies its principles in its dealings with all stakeholders including clients and learners. We acknowledge Māori as an official language and includes it in training where appropriate.

If you would like to learn more, please ask one of our staff members for a copy of Stratcom Security's Te Tiriti o Waitangi policy.

## **Equity and Diversity**

Stratcom Security acknowledges the cultural and ethnic diversity of New Zealand and the representation of Maori, minority ethnic groups, recent migrants, those with limited literacy and numeracy, women and LGBTQIA+ people in the security and hospitality industries. We make appropriate provisions in our learning courses, management, and our dealings with learners.

Stratcom Security supports and guides the achievement of priority trainees, in particular Māori and Pacific trainees. We draw upon the Aromatawai concept of teaching learning and assessment. See more on Aromatawai and its Principles of Assessment at

<https://www2.nzqa.govt.nz/assets/Tertiary/Resources-for-tertiary-providers/Aromatawai-and-the-Principles-of-Assessment.pdf>

## **Mode of Operation**

We have a training centre at 57 Walls Rd, Penrose, Auckland, we deliver the face-to-face components of blended-learning courses and programmes there or at temporary training venues nation-wide at times that suit our trainees.

We enrol learners who are already working in the security sector (full-time, part-time, contract, casual or volunteer). Learners are referred to us through security and community organisations or through word-of-mouth referral by employers, existing learners or graduates. We seek advice from security organisations and employers to make sure our programmes and courses remain relevant.

We maintain a network of quality employers and professional associations in the security sector. This enables us to connect our learners and graduates with them, and to help create further learning and career opportunities.

## **Our Training Courses**

---

Below are the courses and programmes we offer:

- Certificate of Approval (CoA) Mandatory Training
- Licence Controller Qualification (LCQ)
- Basic First Aid Course
- First Aid Refresher Course
- New Zealand Certificate in Security (Foundation) (Level 3)

We also offer these Micro-credentials:

- Calming Agitated People (CAP) (Level 3)
- Core Service Sector Skills (CSSS) (Level 3)
- Security Consultant Certificate of Competence (SCCC) (Level 4)

# What to Expect After You Have Enrolled

---

## Enrolment Procedures

We talk with you before you enrol to understand your learning goals and make sure you are enrolling in the best course to help achieve your goals. We also want to identify any support you need to be successful in your study.

If your course or programme includes face-to-face training, the enrolment process will take place on the day of the first face-to-face training session.

If your course is delivered online entirely, the enrolment process will be completed via your employer or the organisation that referred you to us. Our team members will be onsite to help you with the enrolment form; we may also contact you if we need more information.

## Starting Your Studies With Us

Our training programmes are delivered through face-to-face workshops, online learning or a mixture of both (blended learning)

If you have completed your enrolment procedures onsite, you will:

- Start the face-to-face session straight after you complete your enrolment.
- After the face-to-face session, you will receive an email that includes the following:
  1. An e-copy of this learner's handbook
  2. Information about the course or programme you have enrolled in
  3. Login details to our online learning platform (if your course or programme includes online learning).

## **Academic Support**

You can contact your tutor if you need support with your learning.

Standard contact hours are Monday – Friday, 8:00am – 5:00pm, if you need assistance outside of these hours, please arrange this with your tutor. The contact information for your tutor will be given to you when your course starts. Please refer to the “Contact Information” below for further details.

## **Starting Online Learning**

Any online parts of our courses are delivered through **Pipi Learning**. You will need a device (mobile phone, tablet, laptop or desktop) and connection to the internet to access our online learning platform. If you have difficulties in getting a device or getting access to the internet, please talk to your tutor.

**Please login to Pipi Learning** with the details sent to your email via the link below:

**<https://online.pipilearning.co.nz>**

Our Learner Guide for Online Courses will be available online and will give you instructions on how to use the online learning platform. If you have any technical issues or need support for your online studies, please contact your tutor or email [info@stratcomsecurity.com](mailto:info@stratcomsecurity.com).

## **Workplace Training**

All learners we enrol should already be working in the security or hospitality industry. When workplace training is part of a course, the training will be done at the organisation that you are working for. Where this is not possible, we will help you to find a suitable work placement that will allow you to complete your training.

You must be at least 18 years of age when you do workplace training, because in New Zealand, you need to be at least 18 to be employed in security work or to serve alcohol in a licensed premises.

Tutors from Stratcom Security will support you throughout the workplace training, they will also visit, observe and assess you in the workplace.

## **Assessment and Reassessment**

---

### **Assessment Approaches**

Formative assessment is used to give feedback during training to improve your understanding of the topic. Final assessment for NZQA unit standards evaluates your knowledge and skill at the end of a course to make sure you meet the standards required.

Assessments can be a mixture of online or paper-based written tasks, quizzes, multiple choice questions or practical demonstrations. An assessor may also look at evidence you have produced in your workplace (e.g. reports you have completed on the job) and observe you doing practical tasks at work.

We use approaches that ensure our assessment process:

- Is fair, valid and consistent
- Follows “best practice”, which includes gathering good evidence that you have the knowledge and skills required.
- Includes internal and external moderation of learning samples to check our assessors are being fair, valid and consistent in their decisions.
- Your assessment will be marked and returned within two working weeks.

## **Reassessments**

If you do not pass your assessment, you will be advised on revision of the topic and have the opportunity to complete a reassessment. Depending on the unit standard, two or three repeat attempts may be allowed. Your tutor will contact you and make the necessary arrangements.

## **Honesty in Assessments**

We expect all learners to be honest and do their assessments without help from anyone else. This includes

- not copying other peoples' answers,
- not using AI or other technology to give you answers to assessment questions (more details on this below).
- not helping other people with their answers.

You must declare that you will be honest in your assessment work at the start of every assessment.

At the end of each assessment we check to make sure the work is done by you alone. If we think you have had help with your assessment work, we will talk with you to understand the situation.

## **Verification of Understanding**

If an assessor has reasonable grounds to suspect that you have cheated or submitted an assessment response done by AI or relied too much on AI for answers, the assessor may require you to:

- have a follow-up oral assessment to show your understanding of the subject

- answer questions about the subject of the assessment.

Depending on the situation, learners who can't show that they understand the subject being assessed may:

- be given an opportunity for reassessment
- be given guidance on further study before trying a reassessment.

If cheating has occurred this will be referred to the irector for further investigation and may result in the learner being withdrawn from the course and not passing the assessment.

For more detailed information please ask for a copy of our Assessment Policy and Procedures and our Academic Integrity Policy and Procedures.

## **Usage of Artificial Intelligence (AI) in Assessments**

---

The use of AI tools to prepare for assessment is allowed, but only to help organise your ideas or answers. You will have to declare whether or not you have used AI in your assessment work.

### **Acceptable Use of AI**

The use of AI should be limited to:

- organising ideas and thoughts.
- making your work clearer.
- getting outlines for how to set out your answer.

## **AI tools must not be used to produce full answers to assessments**

- You must not copy an answer produced by AI and hand it as your answer for assessment. This is considered cheating.
- You must be able to show full understanding of the assessment subject through your own work or the questions you have asked AI.

## **Requirements for Declaring the Use of AI Tools in Assessments**

You will be asked to say whether you have used AI to help you in an assessment.

When AI tools are used, you will have to:

- name the AI tool used (e.g. ChatGPT, Claude, etc.)
- provide the exact prompts (questions) you asked to get information from AI
- explain how the AI tool helped you with your answer.

This information must be included as an appendix or declaration attached to your assessment when you hand it in.

## **Appeal Procedures**

---

If you have not met the requirements of the assessment after having the number of repeats allowed, you have the right to ask for a review of the Assessor's decision.

Ask your tutor or the assessor in the first place. If this does not resolve the matter, you should contact a director.

A director or quality assurer will review the assessor's decision and either agree with the decision or give you another attempt. This will generally involve doing a new assessment task.

The director or quality assurer will tell you what has been decided and the decision will be recorded in your learner's profile.

## Concerns and Complaints

---

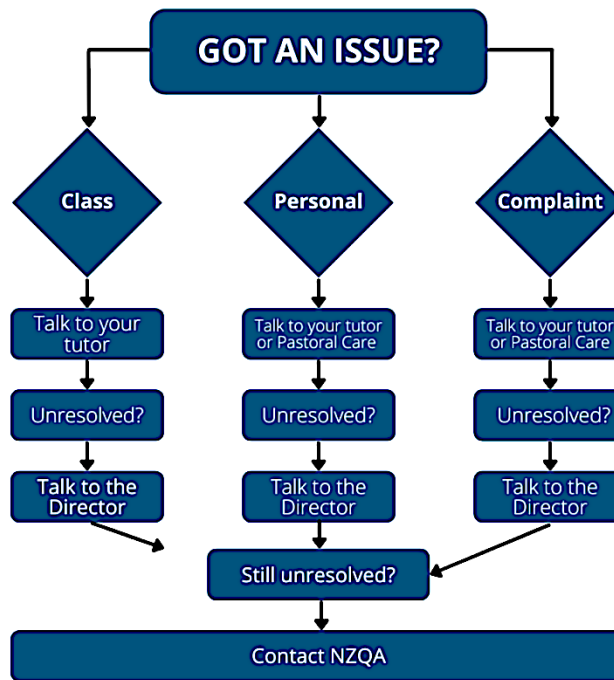
Discuss any concerns you may have with your tutor as soon as possible. If that does not resolve the issue, you can contact the director for further discussions.

If you wish to make a complaint, you will be given a copy of our "Concerns and Complaints Policy". The complaint should be done in writing and given to a tutor, programme staff or the director. All staff members will be able to assist if you need help to put your complaint in writing.

All complaints will be investigated by the director. If face-to-face conversations or online meetings are required during any stage of the complaint process, you have the right to bring a support person along.

If the outcome or solution provided by the director does not resolve the issue, you may make a formal complaint to NZQA. Procedures to submit a complaint to NZQA can be found at :

<https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/>.



### Steps for making a complaint

To learn more on how concerns and complaints are handled, please ask for a copy of our “Concerns and Complaints Policy”.

## Fees, Withdrawals and Refunds

---

### Fees and Fees Protection

Stratcom Security specialises in short-term training and courses. We actively search for funding to support our learners to start or continue their training. Please talk to us if you need assistance.

Student fee protection (SFP) protects any money paid by learners studying at a registered PTE (such as Stratcom Security).

As per the SFP rules, courses offered by Stratcom Security are exempt from the requirement to deposit student fees with an independent trustee, because all our courses are priced under the level that requires us to do so. Instead, student fees will be held in a separate account, and any refunds will be processed through that account.

### **Withdrawal and Refund**

If you want to withdraw from your course, discuss it with your tutor first. You also need to discuss it with your employer if they enrolled you to study with us.

If you have paid for your own course and wish to withdraw, you may be eligible for a refund. When processing withdrawals and refunds, we follow NZQA's policies strictly. You can visit NZQA's website to learn more.

Below are the withdrawal and refund policies for our courses:

- One or two-day courses: your course fees will be refunded if you withdraw at least 24 hours before the course starts.
- Courses over two days and under five weeks: If the course is under five weeks and you withdraw up to the end of the second day after the start of the course, Stratcom Security will refund 50% of the amount paid.
- Courses five weeks or more but less than three months: If the course is five weeks or more but less than three months and the withdrawal occurs up to the end of the fifth day after the start of the course, Stratcom Security will refund an amount equal to the fees paid, less a deduction of 25%.

You can use NZQA’s “Refund of student fees online wizard” to find out if you are entitled to a refund: <https://www2.nzqa.govt.nz/about-us/protect-students/student-fee-protection/information-for-learners/student-withdrawals-and-refunds/>

## **Learner Information and Privacy**

---

We collect your personal information for the purposes of

- annual reporting
- updating of learner information, such as your New Zealand Record of Achievement (NZRoA)
- updating and reporting your information and achievements to NZQA
- emergency contact.

We may disclose your information to your employer / funder, Ministry of Education (MoE), Tertiary Education Commission (TEC), Ministry of Social Development (MSD) and other relevant Government Departments.

Your personal information will not be given to any other third parties without your consent, unless required by law. Your information and records are kept in both electronic and paper-based forms. Paper-based information is stored in a secure storeroom that is locked when not in use. Only approved staff have access to the storeroom. Electronic records are stored in a secure server, access to these records are limited to authorised staff. Records about you will be destroyed when they are no longer needed.

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong.

If you'd like to ask for a copy of your information, or to have it corrected, please contact us at [info@stratcomsecurity.com](mailto:info@stratcomsecurity.com) .

Our Privacy Policy can be accessed through our website

<https://stratcomsecurity.com/stratcom-security-privacy-policy-2/>

## **Learner Code of Conduct**

---

We expect each learners to:

- Attend all training sessions and actively participate in all learning activities and tasks.
- Respect the rights and viewpoints of others.
- Inform Stratcom Security of any issues that may affect their own learning and / or the learning of others.
- Maintain professional standards - this includes dress, manner and communication.
- Encourage a safe and friendly learning environment.
- Complete all assessment activities with honesty and integrity.

# **Learner Wellbeing, Safety and Support**

---

## **Pastoral Care**

Above all else, your wellbeing and safety is the most important to us. Your tutor or any staff members of Stratcom Security will be available to support you if you are having any personal or study challenges.

If you are having difficulties (such as problems with learning, health, financial hardship, family matters, work schedules or transportation), we may be able to assist you to find support or arrange a flexible study plan that will allow you to continue your studies. Please talk to your tutor or any staff member of Stratcom Security.

If the situation is something we are unable to help with, we will help refer you to the right organisation(s).

Our Pastoral Care and Learner Support policies and procedures follow NZQA's Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

For more information about the Code, please visit:

<https://www2.nzqa.govt.nz/tertiary/the-code/>

On that page, you can access the Education Code of Practice 2021 in full, or just learn of the essentials from a learner's point of view.

## **Health and Safety**

We operate a permanent training centre in Penrose, Auckland and also use temporary training venues that meet NZQA requirements. All our training venues are thoroughly inspected using comprehensive Inspection Checklists to ensure they are safe to use. New, temporary training venues are reported to NZQA as required.

Health and safety policies and instructions are in place to guide staff and learners to keep themselves and others safe at training venues. At least one staff member present at our training venues is trained to administer first aid and holds a first aid certificate that is valid and current.

Tutors and staff familiarise themselves with any temporary training venue before using it for training, so that they can instruct learners at the beginning of each face-to-face training session about the safety and evacuation procedures for the venue. We also have Emergency and Critical Incident Management Procedures that guide staff members to manage emergency or unexpected situations adequately.

If you see safety risks or hazards, please report these to your tutor immediately.

In case of emergency please follow your tutor's instructions.

## **Career Advice**

We work with many organisations within the security industry and can connect you with quality employers and help you find the role that fits your needs.

We are a member of Independent Tertiary Education New Zealand (ITENZ) and

New Zealand Security Association (NZSA). We work closely with unions and organisations that represent the security industry. If you need career advice, please talk to your tutor or any staff member of Stratcom Security.

We can also advise you on making an application if a licence is required to do your work.

### Free Help Services You Can Access

If you need further support, you may reach out to one or more of the free services listed below.

If the organisation you intend to reach out to is not on this list, please make an effort to check its legitimacy before giving any personal details or information.

Service	Website / contact details
Career advice	<a href="https://tahatu.govt.nz">https://tahatu.govt.nz</a>
Citizens Advice Bureau – helping you to know and understand your rights	<a href="http://www.cab.org.nz">www.cab.org.nz</a>
Depression – getting mental health support	<a href="http://www.depression.org.nz">www.depression.org.nz</a>
Mental Health Foundation of New Zealand – getting mental health support	<a href="http://www.mentalhealth.org.nz">www.mentalhealth.org.nz</a>
Fonua Ola – help dedicated to Pacific families	<a href="http://www.fonuaola.org.nz">www.fonuaola.org.nz</a>
StudyLink – helping you to make informed choices about student finance	<a href="http://www.studylink.govt.nz">www.studylink.govt.nz</a>
Alcohol Drug Helpline – helping with alcohol or drug problems <a href="http://www.alcoholdrughelp.org.nz">www.alcoholdrughelp.org.nz</a>	<a href="http://www.alcoholdrughelp.org.nz">www.alcoholdrughelp.org.nz</a>

Service	Website / contact details
Work and Income (WINZ) – getting support if you are on a low income or unemployed	<a href="http://www.workandincome.govt.nz">www.workandincome.govt.nz</a>
Lifeline – 24/7 support and counselling	<a href="http://www.lifeline.org.nz">www.lifeline.org.nz</a>
MoneyTalks – free financial advice	<a href="http://www.moneytalks.co.nz">www.moneytalks.co.nz</a>
Community Law – free legal help throughout New Zealand	<a href="http://www.communitylaw.org.nz">www.communitylaw.org.nz</a>
Youth Law – free legal help for young people	<a href="http://www.youthlaw.co.nz">www.youthlaw.co.nz</a>
Medical help – free online medical help is available through Healthline. It offers 24/7 free, confidential advice from nurses. You can use the online process for a callback.	<a href="http://www.healthy.org.nz">www.healthy.org.nz</a> Healthline (0800 611 116)
Emergency Services (Police, Fire or Ambulance)	Dial 111 and ask for the service you need

## Learner Feedback

---

We value your feedback, as it helps us understand your learning needs and whether or not you find the courses to be relevant and useful.

Analysing learner feedback is an important part of our self-review and continuous improvement plan.

There are several ways you can provide us with feedback during your time with us. In face-to-face training sessions feedback forms are handed out for you to complete. For our online learning , you can provide feedback directly on the learning platform. We also do end of programme / course

and graduate surveys that are sent to you after you complete your studies with us. We urge you to make the most of these opportunities and give us your honest feedback.

We also welcome direct feedback. Please feel free to talk to your tutor directly about training you found helpful, or areas that could be improved, or send an email to [info@stratcomsecurity.com](mailto:info@stratcomsecurity.com).

## Contact Information

---

### Website:

[www.stratcomsecurity.com](http://www.stratcomsecurity.com)

### General Enquiries and Academic Support:

Email: [info@stratcomsecurity.com](mailto:info@stratcomsecurity.com)

Course contact hours are Monday – Friday, 8:00am – 5:00pm.

You may contact your tutor to arrange a discussion outside of these hours if you are unable to talk during the hours listed above.

### Pastoral Care:

Email: [support@stratcomsecurity.com](mailto:support@stratcomsecurity.com)

Standard contact hours are Monday – Friday, 8:00am – 5:00pm.

You may contact us to arrange a call / discussion outside of these hours if you are unable to talk during the hours listed above. If it is an emergency, please call 111.

If you have any concerns or complaints and wish to escalate them to us director, please speak with your tutor or any staff member to ask for an appointment with the director.