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

Learner's Handbook

Content

Introduction....3
About Stratcom Security....3
Our Training Courses....7
What to Expect After You Have Enrolled....8
Recognition of Prior Learning (RPL) and Credit Transfer (CRT)....10
Assessment and Reassessment....13
Usage of Artificial Intelligence (AI) in Assessments....15
Appeal Procedures....16
Concerns and Complaints....17
Fees, Withdrawals and Refunds....23
Learner Information and Privacy....24
Learner Code of Conduct....25
Learner Wellbeing, Safety and Support....27
Learner Feedback....30
Contact Information....31

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 .

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)

The below micro-credentials are offered to Secureflight employees only:

- Pre-flight Security (Specific Airline Requirements) Basic Training (Level 3)
- Pre-flight Screening and Physical Security Inspection of Air Freight (Level 5)

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 **Training Systems and Solutions / Stratcom Security's Moodle platform**. 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 the online learning platform with the details sent to your email via the link below:

https://stratcomsecurity.moodlecloud.com/

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.

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.

Recognition of Prior Learning (RPL) and Credit Transfer (CRT)

If you have already learned some of what your course covers, through earlier study, work or life experience, you may not need to repeat that learning or assessment. You can apply to have it recognised for credit.

What are RPL and CRT?

Credit Recognition and Transfer (CRT) – credits you have already gained through earlier study or an equivalent qualification are applied to matching outcomes in your course.
Recognition of Prior Learning (RPL) – we assess the knowledge, skills and experience you already have (for example, from work, employer in-service training or life experience) against the outcomes of your course.

Who Can Apply

You can apply for RPL or CRT once you have enrolled with us. If you apply before you enrol, we will assess your application after you enrol. When you enrol, we will talk with you about your previous study, skills and experience, and let you know if RPL or CRT may be an option for you.

How to Apply

Talk to the staff member enrolling you, or to your tutor. They will explain the requirements and help you prepare your evidence. You then send us an application that lists the outcomes, unit standards or micro-credentials you want credit for, together with your evidence, such as:

- your NZQA Record of Achievement
- certificates and transcripts
- letters from employers or referees
- records of workplace or in-service training.

We will ask for your written consent before we contact an employer, referee or awarding organisation to check your evidence.

How Your Application is Assessed

A qualified assessor checks your evidence against the course outcomes. The assessor may also ask you to do a challenge assessment, take part in an interview or discussion, or show your skills in a practical demonstration or at your workplace. Your evidence must be relevant, sufficient, your own work and current. If your evidence is more than four years old, you will need to show that you still have the skills and knowledge, for example through a challenge assessment.

The outcome of your application will be one of the following:

Full credit – your evidence meets all the outcomes you applied for.
Partial credit – you receive credit for the outcomes your evidence meets, and complete the usual assessment (or agreed gap activities) for the rest.
Declined – you complete the usual assessment for the course.

We will tell you the outcome and the reasons for it in writing.

Important Things to Know

Our courses prepare you for regulated work in New Zealand. Outcomes that cover New Zealand law and context – such as security licensing, alcohol laws, powers of arrest, search and use of force, health and safety, privacy, and Te Tiriti o Waitangi – must always be assessed by us, even if you have strong overseas experience.

RPL and CRT together can make up no more than 50% of the credits in a programme. A full qualification cannot be awarded through RPL or CRT alone. Some courses have extra conditions. For example, credit towards a qualification does not by itself meet the mandatory training requirement for a Certificate of Approval (COA), or the requirement to hold a current First Aid certificate. Please ask us which conditions apply to your course.

How Long it Takes

We aim to give you a decision within 15–20 working days of receiving your complete application. If it will take longer, we will tell you in writing why, and when to expect a decision.

Cost

There is no charge for RPL or CRT assessment. If credit reduces the amount of training you need to do, your fees will be adjusted in line with our fees and refunds policies, and we will explain this in writing when we give you our decision.

Appeals

If you disagree with the decision, you can appeal within 10 working days. A different assessor or our internal moderator will review your evidence and the decision, and you will receive a final decision within 15 working days. If you are still not satisfied, you can appeal to the Managing Director, and then to the standard-setting body or NZQA. You can also contact Study Complaints | Ngā Amuamu Tauira, the independent dispute resolution scheme.

For more detailed information, please ask for a copy of our Recognition and Award of Credit for Prior Learning policy.

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

What is a "concern"?

A concern is any issue, question or worry you want dealt with. It might be about your course, your tutor, another learner, the venue, your wellbeing, or anything else. You raise a concern informally, usually just by talking to someone, and we try to put it right straight away. Raising a concern does not start a formal investigation, and you do not need to put it in writing.

What is a "complaint"?

A complaint is a formal statement that you are unhappy about something and that you want us to look into it properly and tell you what we have decided. You do not have to raise a concern first. You should go straight to a complaint if the matter is serious — for example bullying, harassment, discrimination, unsafe practice, or your fees. Every complaint is recorded, investigated, and answered with reasons, together with information about what you can do if you are still not satisfied.

Step 1 – Raise your concern with us early

Discuss any concerns you may have with your tutor, any staff member, or our Pastoral Care contact as soon as possible. If that does not resolve the issue, you can contact a director for further discussions. You are welcome to bring a support person, whānau member or advocate to any discussion.

If your concern is about an assessment result or a reassessment decision, use the Appeal Procedure on page 16 instead of the complaints process.

Step 2 – Make a formal complaint

If you wish to make a complaint, you will be given a copy of our "Concerns and Complaints Policy". Your complaint can be given to a tutor, programme staff or a director.

We record every complaint in writing so that there is an accurate record of what you told us — but you do not have to do the writing yourself. You can choose whichever of these suits you best:

- tell a staff member in person or over the phone, and they will write it down for you, read it back to you, and check that it says what you meant before anything happens;
- send us a voice message, voice note or a short video (for example to support@stratcomsecurity.com) and we will type it up for you;
- ask a support person, whānau member, friend, employer, union representative or advocate to write it down or lodge it on your behalf, with your permission;
- use our one-page complaint form, which uses tick boxes and plain language and needs only a few words;

- ask for an interpreter, te reo Māori or New Zealand Sign Language support, a large-print copy, or someone to read the form to you — at no cost to you;
- ask to speak with someone other than the person your complaint is about.

No learner will be treated less favourably because of the way they chose to make a complaint.

What happens next

- We will acknowledge your complaint in writing within 2 working days.
- A director will investigate your complaint. If your complaint is about a director, another director who is not involved will handle it; if that is not possible, we will tell you and you may go straight to one of the external agencies listed in Step 3.
- 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.
- We will keep you informed of progress and write to you with our findings and proposed decision within 14 working days. If we need longer, we will tell you why and when you can expect an answer. You then have 10 working days to comment before we issue our final decision and offer of resolution. If reading is difficult for you, we will also go through everything with you in person or by phone.
- Your complaint and its outcome are recorded on our complaints register. Each year we report the number and nature of complaints, and what we did about them, to our learners and to NZQA.

- You can withdraw your complaint at any time. You will never be disadvantaged for making one. You can ask us not to use your name, although this may limit what we are able to investigate.

Step 3 – If you are still not satisfied

You can take the matter outside Stratcom Security. The services below are free and independent, and you do not need our permission to contact them.

- NZQA — for concerns about the quality of our training, our assessment practice, health and safety, learner wellbeing, or if you believe we are not meeting the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. NZQA asks that you complete our internal complaints and appeals process first. Concerns are submitted using the online form at https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/ (you may ask NZQA not to tell us who you are). NZQA assesses every concern it receives but is not able to investigate all of them, and it is not a dispute resolution or advocacy service — it cannot award compensation, an apology, re-marking of your work, re-enrolment, or disciplinary action. NZQA general enquiries: 0800 697 296.
- Study Complaints | Ngā Amuamu Tauira — the independent dispute resolution scheme for tertiary learners. Use it for disputes about money or your contract with us, such as fees, refunds, or a course being changed or cancelled. The service is free. Freephone 0800 00 66 75, email studycomplaints@studycomplaints.org.nz, or visit www.studycomplaints.org.nz. Study Complaints will normally expect you to have raised the matter with us first. If the dispute goes to adjudication, the decision is binding on us.

- You can also contact the Office of the Privacy Commissioner (about how your personal information has been handled), the Human Rights Commission (about discrimination), the Disputes Tribunal (about money), and the New Zealand Police or WorkSafe New Zealand (if anyone's safety is at risk).

Steps for making a complaint

Concerns and Complaints — Learner Handbook, Stratcom Security

GOT AN ISSUE?

▼

Is it about an assessment result or a reassessment decision?

Yes ▶ **Use the APPEAL PROCEDURE**
See page 13 of this handbook.

▼ No

STEP 1 — RAISE A CONCERN

Talk to your tutor, any staff member, or pastoral care staff as soon as you can.

You do not need to put it in writing.

You may bring a support person, whānau member or advocate.

▼

Resolved?

Yes ▶ **Sorted.**
We note the outcome and check back with you.

▼ No, or the issue is serious

Go to STEP 2 ▶

STEP 2 — MAKE A FORMAL COMPLAINT

You can do so by contacting a tutor, pastoral care staff or a director. Ask for the Concerns and Complaints Policy.

You may choose how to lodge the complaint:

- Write it yourself
- We write it down for you
- By phone call or in person
- Voice message or video
- Email or text message
- Someone you trust lodges it for you

Interpreter, te reo Māori or NZSL support available on request.

▼

A DIRECTOR INVESTIGATES

We acknowledge your complaint in writing within **2 working days**.

We write to you with our findings within **14 working days**.

You then have **10 working days** to comment before the final decision.

A support person is welcome at any meeting, and your complaint goes on our register.

If your complaint is about a director, the other director handles it. If that is not possible we will tell you, and you may go straight to Step 3.

▼

Go to STEP 3 ▶

Are you satisfied with the outcome?

Yes ▶ **Complaint closed.**
The outcome is recorded and used to improve what we do.

▼ No

STEP 3 — TAKE IT OUTSIDE STRATCOM SECURITY

These services are free and independent. You do not need our permission to contact them.

▼

NZQA
Training and assessment quality, health and safety, learner wellbeing, or a breach of the Code. Online form only, and only after our process is finished. NZQA cannot award compensation, an apology, re-marking or re-enrolment.

Study Complaints | Ngā Amuamu Tauira — 0800 00 66 75
Money and contract disputes: fees, refunds, course changes or closures. Free to use, and an adjudicator's decision is binding on us.

Other agencies
Privacy Commissioner — your personal information. Human Rights Commission — discrimination. Disputes Tribunal — money claims. Police or WorkSafe NZ — if anyone's safety is at risk.

You can withdraw a complaint at any time, and you will never be treated badly for making one. You can ask us not to use your name, though this may limit what we are able to investigate.

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

Service	Website / contact details
Work and Income (WINZ) – getting support if you are on a low income or unemployed	www.workandincome.govt.nz
Lifeline – 24/7 support and counselling	www.lifeline.org.nz
MoneyTalks – free financial advice	www.moneytalks.co.nz
Community Law – free legal help throughout New Zealand	www.communitylaw.org.nz
Youth Law – free legal help for young people	www.youthlaw.co.nz
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.	www.healthy.org.nz 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.

Contact Information

Website:

www.stratcomsecurity.com

General Enquiries and Academic Support:

Email: 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

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 our director, please speak with your tutor or any staff member to ask for an appointment with the director.