

# TERMS AND CONDITIONS

## Candidate welfare

Flipped as a joint venture between The Learning Place Ltd and LearnCoach Ltd, is committed to doing our best to meet the needs of our candidates and to encourage them to complete their courses. Candidates can be assured that consideration will be given and allowances made for individual circumstances on a case-by-case basis. Please talk to our people either your course support person via e-mail to [flipped@learncoach.co.nz](mailto:flipped@learncoach.co.nz) or to our CEO via e-mail to [admin@thelearningplace.co.nz](mailto:admin@thelearningplace.co.nz) or on 0800 800 415.

## Cultural and religious differences

People of all faiths and cultures are welcome – we want everyone to be welcome and to feel safe in our learning environment. Please make your special needs known. Flipped as part of the Learning Place Ltd has a commitment to Te Tiriti O Waitangi. We acknowledge the special place Tangata Whenua have within our education system.

## Residence

Students are required to be residing in New Zealand during the completion of the course and a New Zealand postal address needs to be provided.

## Candidate assessment procedure

1. The assessment is integrated into the online training programme.
2. You are required to upload a photo of you with your ID to verify your identity. If you do not upload your ID, we are unable to mark your assessment.
3. Our assessors are well trained, technically competent in the areas they seek to assess. Assessors will only assess candidates within their agreed scope.
4. We have created flexible, individualised assessment opportunities tailored, to your specific context. The Assessment is based on the most appropriate methods of assessment and forms of evidence for our candidates.
5. All assessments will be conducted in a manner that is fair, valid and consistent. Consistent assessment is ensured through compliance with internal and external moderation systems.
6. All work included in the assessment must be your own (also see plagiarism below)
7. Assessment are conducted in an open environment. Assessment requirements are stated in the assessment module within the course. The assessment process will be initiated and managed by candidates. We aim to ensure assessment is a positive and motivating experience for candidates.
8. Accurate recording and reporting of assessment results will be maintained.
9. The requirements of the Privacy Act 1993 will be upheld. Assessors will not collect more personal information than is necessary for the administration of the assessment process.
10. You may be called by one of our staff and asked questions about the course, this is to verify that you did the course yourself and have a good overall knowledge of Flipped.

## Reassessment and appeal procedure

Flipped as a joint venture between The Learning Place Ltd and LearnCoach Ltd, is committed to providing all assessed candidates (students or learners) with access to a fair and reasonable process

for seeking reassessment and appealing assessment decisions. If a candidate is assessed as 'not yet competent', or 'needs more evidence', they can generate and submit new evidence for reassessment. **ONE** re-assessments is permitted for any standard.

If the student is not competent after the re-submission, they need to sign up again and redo the entire course and assessment.

Any candidate who feels that an assessment decision was incorrect is entitled to appeal the decision. Candidates should first try to resolve any issues directly with the assessor via e-mail to [flipped@learncoach.co.nz](mailto:flipped@learncoach.co.nz), but this is not always possible.

The following process should then be followed.

The candidate's appeal of the assessment decision should be in writing to:

**The Academic Manager**

**[erin@thelearningplace.co.nz](mailto:erin@thelearningplace.co.nz)**

The request must be received within **ten working days** of the candidate receiving notification of the assessment decision. It should fully state the grounds for the appeal. Appeals may be brought on such grounds as:

1. The candidate believes that the assessor failed to follow proper and agreed assessment processes and/or procedures.
2. The candidate believes that the assessor failed to recognise or acknowledge the achievement of the required standard of performance.
3. The documented decision differs from feedback received at the assessment.

This list is not exhaustive. Any candidate who feels that credit has been denied them unfairly should use the following procedure:

Procedure

1. Once an appeal is lodged, it will be considered and within five working days a decision will be made as to how to proceed. Further information may be required from the candidate including assessment evidence.
2. If an appeal proceeds the assessor will be notified and asked to provide copies of the documentation related to the assessment. The assessor may also provide a written report regarding the assessment. The assessor does not receive the detail of the complaint.
3. All material provided will be reviewed by a moderator and a determination made as follows:
  - The original decision by the assessor was justified
  - The original decision by the assessor should be overturned.
  - A re-assessment is necessary
4. The result of the appeal will be documented and provided to both parties. If either party disputes a determination based on the first or second of these options, then the third option will be followed.
5. Should a re-assessment be necessary it will be undertaken by another assessor who was not involved in any part of the process to date.
6. Re-assessments are done in as short a timeframe as possible.
7. The decision of the re-assessing assessor is final.

## **Cancellations and refunds**

Your account can be cancelled at any time during the course. No refund will be given.

## **Complaints**

If you are not satisfied with our solution, you can bring the matter to the attention of; New Zealand Qualifications Authority, P.O.Box 160, Wellington Phone 04-802 3000 Using the "Complaints Kits for Formal Complaints about Providers[1]" if the provider's internal procedures do not result in a satisfactory resolution of concerns [1] Complaints Kit for Formal Complaints about Providers – <http://www.nzqa.govt.nz/for-learners/rights/complaints.html>

## **Plagiarism**

Occurs when a candidate uses another person's work without giving credit for the source or having permission to do so. Plagiarism will be addressed according to the severity of the instance according to organisational policy. This policy is available upon request by e-mail to [erin@thelearningplace.co.nz](mailto:erin@thelearningplace.co.nz)

Your course registration provides us with your personal details. To get someone else to do the standard for you is a fraudulent act.

Therefore, when you fill in the assessment you are not to discuss your answers with anyone else, this includes other candidates, workmates or friends. When you complete the enrolment process you are asked to confirm that you have read the Terms and Conditions (what you are reading right now) and that you understand these. If you are found to have copied someone else's work or discussed your answers with someone you will be considered guilty of plagiarism and will be removed from the Flipped learning platform, pending official judgement from the Flipped Academic Manager.

## **The Privacy Act**

Flipped, as a joint venture between The Learning Place Ltd and LearnCoach Ltd, respects the rights of all those with whom it has contact and will comply with the requirements of The Privacy Act 1993. Some key aspects of the Privacy Act affect the operation of the National Qualifications Framework and your enrolment with The Learning Place Ltd.

The purposes for which personal information is gathered are:

Names, addresses and dates of birth

NZQA is only legally authorised to gather candidates personal information if that information is required to fulfil its function. The names, addresses and dates of birth of candidates are necessary for identification purposes in the conduct of assessments.

Gender and ethnicity

NZQA is required both to carry out research activities and to provide statistical information for a wide range of legitimate purposes. The collection of information concerning a candidate's gender and ethnicity does not breach the Privacy Act as long as any research does not identify individual candidates.

NZQA

The Education Act 1989 authorises NZQA to collect information from providers so that they can perform their legal functions. The Tertiary Education Commission (TEC) and Ministry of Education (MOE) may also require statistical information to perform their legal functions