
THE LEARNING PLACE

ONLINE SCHOOLS TERMS AND CONDITIONS

ELIGIBILITY

During the enrolment process, all learners must meet the pre-requisites for the course they are enrolling in. *Following the criteria below helps The Learning Place ensure that all learners are set-up for success.*

- You must currently be completing NCEA Level 2 or 3.
- You must not have attempted any of the unit standard/s previously. *If you have, The Learning Place must be contacted to discuss this.*
- You must be an NZ Citizen or Permanent Resident – *We do not currently enrol international students as we are not signatory to the Education (Pastoral Care of International Students) Code of Practice 2016.*
- If you are an ESOL learner, you must have a minimum IELTS score of 2 and provide a record of this during the enrolment process.
- If you usually have a reader/writer and/or Special Assessment Conditions, you must contact The Learning Place during the enrolment process to discuss your online learning options.

LEARNER SUPPORT

The Learning Place is committed to supporting all learners by helping them engage in their learning, and by encouraging their course completion.

Learners will be supported throughout their online course in the following ways:

- Learners that identify Special Assessment Conditions or specific learning needs in the enrolment process are contacted to plan their online study support options.
- Online lessons are structured and designed with activities and information that supports different learning styles.
- Content is scaffolded in a way that supports the learner's understanding of the information for their final assessment.
- Activities are used throughout the course that provide immediate feedback to the learner.
- Knowledge checks are used at the end of each lesson.
- After completion of each online lesson, a progress report is emailed to an assessor. *These progress reports are monitored to ensure learners are meeting the requirements of their course.*
- Before learners can start their assessment, a final pre-assessment check about all of the information they have covered in the course is required – *an assessor will supply written feedback on this to help the learner with their final assessment.*
- A PDF version of the workbook is available at the end of the course to help learners complete their assessment.
- Learners are offered online support via email on info@thelearningplace.co.nz or by calling 0800 800 415 (Extn. 1) Monday – Friday: 9am – 5pm.
- All support provided will be from an assessor with subject knowledge expertise.
- Learners enrolled directly by their school will have the support of their teachers as per the Schools' MOU.
- Learners can request a video call for support by calling 0800 800 415 (Extn. 1) to arrange a suitable time.

LEARNER ASSESSMENT CONDITIONS

The assessment for this course is open book. This means that as well as the information provided on this platform, other information sources may be used to help learners with their assessment. However, answers must be the learner's own work and in their own words. Please refer to The Learning Place's plagiarism policy below for more information.

You will work your way through the lessons of this course; each lesson has a compulsory knowledge check that must be submitted before you are able to move onto the next lesson. There is a final pre-assessment check required before you are able to start your assessment; you will be provided with feedback on this prior to starting your assessment.

- You must complete **all** of the required learning on this course before being able to start the assessment.
- You must complete **all** of the assessment questions yourself, using your own words.
- When The Learning Place provides you support, they are unable to give you the answers to specific questions. *They can, however, clarify what a question is asking or provide examples using a different context than the one used in the assessment.*
- You must **not** write the exact same answer as another learner or information source.
- You need to provide detailed answers that show your assessor your understanding of the question.
- You may communicate answers verbally to an approved verifier (teacher, teacher aide, kaiako). However, they must only write the answers you give them. *This option will have been approved during your enrolment process. The verifier will be required to sign an attestation at the end of the assessment.*

For learners enrolled by a school - What happens after the assessment?

- The Learning Place will inform your school about your results within 14 working days of course completion.
- If you have achieved, your school will enter these results.
- If you completed **all** of the assessment but have incorrect written answers, you will be given the opportunity to **resubmit** these questions. *Resubmissions must be completed and sent back to us for re-marking within 14 days.*
- If you have not yet achieved any required **practical components** of the assessment, you may be given the opportunity to resubmit subject to approval from The Learning Place.
- All final grades will be entered by your school.

For self-enrolled learners - What happens after the assessment?

- The Learning Place will inform you about your results within 14 working days of course completion.
- If you have achieved, The Learning Place will enter these results to NZQA.
- If you completed **all** of the assessment but have incorrect written answers, you will be given the opportunity to **resubmit** these questions. *Resubmissions must be completed and sent back to us for re-marking within 14 days.*
- If you have not yet achieved any required **practical components** of the assessment, you may be given the opportunity to resubmit subject to approval from The Learning Place.
- All final grades will be entered by The Learning Place.

Accurate marking, moderation, recording, and reporting of assessment results will be maintained in accordance with The Learning Place's Quality Management System.

On completion of all the required unit standards for a certificate course, The Learning Place will email a certificate. This process can take up to 14 working days from final submission.

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.

RESUBMISSION AND RE-SIT POLICY

Learners that have had a fair assessment opportunity are entitled to **one** resubmission opportunity per completed unit standard. This means that all parts of the unit standard must be attempted by the learner to qualify for a resubmission. A resubmission allows learners that are marked as Not Yet Achieved to make corrections to their assessment, on their own, without further teaching. This will be conducted via email, not on the online learning platform. The designated contact from the school will be cc'd into all resubmission correspondence for learners directly enrolled by a school. Self-enrolled learners will be contacted directly via email.

Assessors will only give general advice to learners before their resubmission, that does not compromise the authenticity of the learner's work. For example, "Your definition of 'hazard' is incorrect, please provide the correct definition."

Resubmissions must be emailed back to The Learning Place for marking within 14 days of learners receiving them.

If a learner is marked as Not Achieved after resubmission, they are allowed one re-sit opportunity. This involves completing the relevant learning modules again, and sitting the online assessment again.

Re-sit opportunities must be arranged and approved with The Learning Place within the same year that the learner was enrolled.

EXPIRY DATES

For courses that do not have a work placement, you have **30 days** to complete the course lessons and assessment from the day you register online with us. Courses with work placements currently have flexible expiry dates in line with COVID-19 Government direction. If you have not finished the course within the expiry time frame, your account will be deleted. Approximately one week before your expiry date, we will send you a reminder email with a specific date and time you are to have your assessment submitted by. Please ensure your assessment has been submitted by the stated day and time or contact us before the expiry date to request an extension.

Restoring Your Account

If you miss your expiry date and your account is deleted, you may be able to restore your account on a case by case basis. This option is valid within the same school year the account was originally opened. Please email us at info@thelearningplace.co.nz to get more information on how to restore your account.

If your account was opened in a previous school year, you will be required to pay the full course fee and retake the course in its entirety. *This is to ensure that the learner has a good and recent understanding of the course content.*

Extensions

In cases of emergencies, illnesses and bereavement, we can grant extensions on a case-by-case basis. Please email us at info@thelearningplace.co.nz

APPEALS

The Learning Place are committed to providing fair and consistent learning opportunities for all learners. If you feel that an assessment decision was incorrect, or that you were not provided with a fair assessment opportunity, you are entitled to lodge an appeal.

An appeal must be received within five working days of you being notified of your assessment decision, and should be emailed to The Academic Manager: academic@thelearningplace.co.nz

The email should state (in detail) the grounds for the appeal; full details of the matter including dates, times, places and assessor's name; your own details including your full name, contact number and email.

Grounds for appeal include but are not limited to:

- believing that you were not provided with a fair assessment opportunity
- the documented grade decision differing from feedback received after the assessment
- believing that the assessor failed to follow the agreed assessment processes and/or procedures
- believing your assessment was marked incorrectly

Once an appeal is lodged, it will be reviewed by The Academic Manager and within ten working days a decision will be made, and you will be informed about how we will proceed.

If you are not satisfied with the solution, we advise you to bring the matter to the attention of:

The New Zealand Qualifications Authority
P.O. Box 160
Wellington
Phone 04-802 3000

Using the "Complaints Kits for Formal Complaints about providers: <https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

AUTHENTICITY

To ensure the authenticity of our learners during the online assessment process, learners must verify themselves by taking photos of themselves with an approved form of photo ID throughout the assessment. This ensures that the assessor can match up the learner's name with the learner who signed up for the course and match the photo to the ID. This authenticity process ensures no other person is completing the assessment for someone else.

One in ten online learners who have submitted an assessment are randomly selected for a video call. This verifies the identity of the learner and also allows an assessor to verbally question the learner to make sure they can demonstrate understanding of the learning.

PLAGIARISM

Plagiarism occurs when a learner uses or copies another person's work without giving credit for the source or having permission to do so.

When you fill in the assessment, you are not to discuss your answers with anyone else; this includes other learners, colleagues, friends or family; *with the exception of an approved support person.*

When you complete the enrolment and registration process, you are asked to confirm that you have read the Terms and Conditions and that you understand that the assessment must be written in your own words.

MISCONDUCT - PLAGIARISM AND CHEATING PROCEDURE

- 1) Any learner, trainer or assessor who suspects that misconduct has occurred must report this promptly to The Learning Place's Academic Department.
- 2) The learner will be informed that they are being investigated for possible misconduct. *If the learner was enrolled by a school, the teacher will also be informed.*
- 3) The Academic Department will investigate the allegations to determine whether or not the misconduct was intentional or unintentional. This could include using detection tools, speaking with the person that assessed the learner(s), or interviewing the learner(s) themselves.
- 4) If more than one learner is involved in the allegations, both learners will be investigated separately.
- 5) Within 10 working days of being informed, the Academic Department will come to a decision about whether the misconduct was intentional or unintentional and the learner will be informed of the decision. *If the learner was enrolled by a school, the teacher will also be informed.*
- 6) If the misconduct is deemed unintentional, there will not be any penalty, but they may be required to re-attempt components of the assessment to demonstrate understanding.
- 7) If the misconduct is deemed intentional, the learner's assessment will not be marked, and no grade will be awarded. They will not be permitted to attempt the assessment again.
- 8) If the same learner is found guilty of misconduct in future, for a different assessment, they will be unable to enrol in any further courses at The Learning Place.

THE PRIVACY ACT

The Learning Place 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.

If you have been directly enrolled by your school, they are able to access information about the progress of your written assessment and the course as a whole at any time, following receipt of your registration form, without express consent from you, the learner.

The purposes for which personal information is gathered are:

Names, addresses and dates of birth:

NZQA is only legally authorised to gather learner's personal information if that information is required to fulfil its function. The name, address and date of birth of learners are necessary for identification purposes in the conduct of an assessment.

Gender and ethnicity:

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

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.