

## **STUDENT CARE AND SUPPORT POLICY**

### **INTRODUCTION**

This policy has been developed to ensure that Fire Rescue and First Response Ltd, All students are treated as equals irrespective of race, ethnicity, abilities, financial circumstances, age, and gender.

To ensure that Fire Rescue and First Response Ltd respond appropriately to identified skill gaps, lack of learner achievement or any other issue of concern to the learner.

This policy is also designed to show that Fire Rescue and First Response Ltd provide support, and guidance appropriate to the method of delivery for each particular course of study, so learners can plan their learning programme to achieve their goals.

### **POLICY**

#### **Implement systems to ensure that learners will be dealt with fairly and equitably**

As per Fire Rescue and First Response Ltd.'s Student Support Policy, and other associated policies, Fire Rescue and First Response Ltd endeavour to always provide and fair and equitable environment for our students and clients. Our focus is on creating an educational environment that offers innovative and fun training programmes and courses with high quality programmes, catering to the needs of our students and clients.

Our instructors use the Barriers to Learning section in the Enrolment Form, and are constantly monitoring the students throughout the course, this way instructors are able to pick up any barriers to learning or any other issues early, and are able to address these as soon as possible to the benefit of the student.

If an instructor ascertains that a student requires extra support or other, they will sit with the student to discuss where the student is, and ask the student what they feel is required. A mutual agreement is reached as to supporting the student throughout the course.

#### **Responds appropriate to identified skill gaps or lack of learner achievement**

If we are notified of a barrier to learning prior to the start dated of a course, where appropriate we are able will provide copies of pre course paperwork and readings, and the student will be supplied with a training schedule – i.e. taking a written assessment orally with the instructor reading out the questions and writing the answers on behalf of the student – this is to be written as rote.

Another avenue to be able to identify any skill gaps or lack of learner achievement is through the Employer or Volunteer Organisation. This information can be given to Fire Rescue and First Response Ltd so that the instructor is better able to support the student if and when required.

# **Fire Rescue and First Response Ltd**

## **QUALITY MANAGEMENT POLICIES**

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**Provides support and guidance appropriate to the method of delivery for each particular course of study so learners can plan their learning programme to achieve their goals**

Fire Rescue and First Response Ltd will be delivering single unit standards, or courses that run over weekends which will be often based on seasons – i.e. fire training with rural fire forces over the winter season as this is their least busy time.

For Students that are hooked on with Fire Rescue and First Response Ltd to deliver New Zealand Certificates (NZC), Limited Credit Packages (LCP), and Structured Training Programmes (STP), students will receive copies of pre course paperwork and readings, and will be supplied with a training schedule – this training schedule will be decided between the employer or volunteer organisation and Fire Rescue and First Response Ltd, as it will be the employer or volunteer organisation organising the training time.

When the Students are given their packages as appropriate to their training i.e. NZC's, STP's, LCP's, their instructor will meet with the students, and introduce themselves, Fire Rescue and First Response Ltd, the programme the students are enrolled on, and will invite discussion of the processes, any learning issues, student support services throughout their time with Fire Rescue and First Response Ltd, students will be given a complete overview of the assessment process, appeals processes, feedback, and other necessary Policies and Procedures relevant to students and clients

**Informs learners of guidance, support, welfare services and health and safety procedures**

In the instructor's introduction students will be informed of all student support services Fire Rescue and First Response Ltd provide for students. Such as:

- A brochure providing students with Helpline and Local Mental Health Services
- A copy of The Code due to the nature of the courses we provide and that Fire Rescue and First Response Ltd do not have a 'Campus Environment' Fire Rescue and First Response Ltd do not provide a welfare service.
- Fire Rescue and First Response Ltd Appeals Process
- We want to hear any complaints. Students can do this by: Talking to the trainer, using the anonymous email on our website, on their student Course Evaluation Form, contacting Managing Director Phil Nesbit directly whose details can be found on our website and in the assessment booklet, speaking to their client representative who sent them on the course.

Your complaint is handled quickly, fairly and to your satisfaction. Fire Rescue and First Response Ltd ensures we do this by acknowledging the complaint and making an effort to resolve the issue as soon as possible. Our managing director is also notified at the very minimum the end of the last day of training of any issues that have arisen. He will then ensure the client rep has been notified.

# Fire Rescue and First Response Ltd

## QUALITY MANAGEMENT POLICIES

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If you feel that you haven't been heard, you can elevate your issue by referring to the Formal Complaints Policy available under the Student Care tab on our website.