



MOVE ACADEMY

## STUDENT HANDBOOK

Move Academy specialises in education for the Health, wellness and fitness industry.

Students benefit by studying with Move Academy due to our years of experience and avid determination to improve the health, wellness and fitness of the Australia and New Zealand population. This is achieved by providing a solid learning foundation for our students which is based on extensive theoretical teachings with co-ordinated practical opportunities. Move Academy graduates feel confident as they are starting their career out strongly.

Move Academy welcomes you and is excited to be your partner as you start your journey towards your new career in the health and wellness industry.



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## HOW TO FIND US

### Physical space

Move Academy Ltd  
74 Taharoto Road  
Takapuna, Auckland New Zealand

### Cyber space

You can find us on the web at <http://moveacademy.co.nz>  
We can be reached via email on:

- [info@moveacademy.co.nz](mailto:info@moveacademy.co.nz) for general enquiries
- [admin@moveacademy.co.nz](mailto:admin@moveacademy.co.nz) for student support enquiries
- [edu@moveacademy.co.nz](mailto:edu@moveacademy.co.nz) for enquiries regarding your course

Students can access our online learning centre at <http://moveacademy.nz>  
You can also find us on [Facebook](#), [Twitter](#) and [Instagram](#)

**Phone: 0800 668 300**

## PRE-ENROLMENT CHECKLIST

The following is a list of items and specifications required to complete your course with Move Academy.

### Technology

#### Operating system

- Recommended: Win 7, Mac OSX 10.7+

#### Internet speed

- Use a broadband connection (256 Kbit/sec or faster this will ensure that you can view videos) through USB wireless modem, ADSL, T1/T2, fibre optic or cable. Dial-up access will be significantly slower, and we do not recommend it for using Moodle.

#### Internet browsers

- Google Chrome (recommended for optimal compatibility). Note that add-ons and toolbars can affect any browsers performance. If you have any difficulty accessing your online learning centre, reset your browser cache before contacting us.

We recommend that the following be enabled:

- Cookies and Javascript
- Popups (in both internet browser and security software)
- We recommend that you use the latest version of Adobe Flash Player.
- With all firewalls, ensure that you enable uploading of files.

### Resource viewing

- We recommend that you use the latest version of Adobe Acrobat Reader.
- To view all the resources uploaded to Moodle and to be able to complete assessment templates, you will need to have Microsoft Office (Word, Excel, PowerPoint) or an equivalent (e.g. Open Office, Viewer) installed.

### Peripherals

- Printer and Scanner
- Tablet and/or smart phone with video capability (for filming of practical assessments)

### Fitness Facilities

- Pin and plate weight machines
- Free weights
- Electrical cardio equipment
- Group exercise classes
- A range of innovative fitness equipment

### Fitness Professionals

Access to a Mentor that meets the following qualifications and experience:

- Current New Zealand Personal Trainer
- A minimum of two (2) years of work experience
- Completion of Qualification from a verifiable organization

## WHAT WILL MY MOVE ACADEMY JOURNEY LOOK LIKE?

### 1. Enquiry

You may obtain more information on our courses online, by phone or in person.

Our online enquiry form; where more information may be requested, can be found at <http://moveacademy.co.nz/contact-us/>

Contact us via email at [info@moveacademy.co.nz](mailto:info@moveacademy.co.nz), phone on 0800 668 300 or drop in and see us. We will be more than happy to answer any questions that you may have.

Once you have made your initial enquiry, a member of the team will be in touch via your preferred contact details. They will answer your questions provide information on the following:

- What you will learn during your coursework
- How you can complete your coursework
- Outline approximately how many hours required to complete the courses
- Outline the course fees and payment options available

Your course fees include:

- Access to online resource materials containing practice activities
- Audio and Video files where applicable
- Power point presentations where applicable
- Assessment tools
- An initial telephone tutorial (can take up to 60 mins)
- Unlimited email support

- 30 minute telephone tutorial per module (please contact your tutor to schedule a time)

## 2. Enrolling

Now that you have made the decision to commence study with Move Academy, your Career Advisor will either take you through an online enrolment form or send you a link so that you can complete it online.

We require some personal details from you, including contact information such as address and phone number. To finalise your enrolment you need to review and complete the enrolment form including all the terms and conditions. You are required to send the completed forms back to Move Academy; this can be done electronically.

## 3. Payment

We have a number of different payment methods that we can offer you including credit card, direct deposit, or payment plan options. Let us know what suits you best and we can come up with something that will work for you.

## 4. Confirmation of Enrolment

Once your enrolment process is completed, you will be sent a confirmation email which includes your enrolment form and the agreed payment terms.

## 5. Login & Induction and Course Commencement

Once you are enrolled, we will email you your login details which includes a personalised user ID and Password. This enables access to your online learning centre. Some email settings send our initial login email to SPAM or JUNK, please check this folder and let our Administration Team know if you have not received your login details within 3 working days after your enrolment.

When you log into the online learning centre, you will be directed to a site where you will need to confirm that you have read some housekeeping documents including:

- [Code of Practice](#)
- [Student Handbook](#)

Read these documents carefully as they contain answers to a lot of questions that you may have throughout your course. They are available every time you login so you can review and access them as often as you need to throughout your course.

As part of your Student Induction you will need to complete and submit the following:

- Health screening questionnaire
- Getting to know you better
- Proof of Identity

This information helps us to cater your learning experience towards what you require and what you are interested in. We may also be able to offer you course credit for knowledge and skills obtained during previous study or work experience.

Soon after that your tutor will contact you by phone to help you create a study plan, answer any initial questions that you may have and start your learning.

## 6. Course Completion

Your course completion times are based on the program you have enrolled into.

Wellness Coach – 12 months

Health Coach – 18 months

Lifestyle Coach – 24 months

You are not able to work as a fitness professional without your mentor until you have successfully completed all required competencies for your enrolled program as well as obtaining a current Senior First Aid and CPR certificate. The First Aid and CPR courses are available through many institutions. If you require assistance in finding one please contact your tutor.

## 7. Certifications and Academic Records

Once you have completed all of the required coursework, Move Academy will issue you with your Certificate and an academic transcript of all the modules that you have completed. Move Academy reserves the right to withhold a Certification and / or, Academic Transcript until all course fees are paid in full.

Please do not misplace these documents as throughout your career you will be required to produce these. If you require additional copies Move Academy will charge a \$25.00 per Certificate re-print and issue administration fee.

## 8. Insurance

Once you have completed and gained competency in your chosen course it is recommended that you acquire insurance for yourself. This is personal indemnity insurance that you will want to have to protect yourself from accidents and cover yourself professionally. We have insurance for your program through our affiliation with the IICT. Please contact Move Academy if you would like guidance on how to obtain this membership or insurance.

## ENRICHING YOUR EXPERIENCE

In order to enrich your education you may choose to pay additional fees for:

- Workshops / Mentoring Weekends (highly recommended!)
- One on one tutorials with your tutor/mentor
- Your own personal mentor

## Student Feedback

After submission of your last online module, prior to receiving your certificates, you are required to complete and submit the Student Feedback Form. This form will be used by Move Academy to help us improve our educational product and services and therefore all sections should be filled out with as much detail as possible.

This form should be completed online and then uploaded into your online learning centre. Alternately, the form can be emailed to [edu@moveacademy.co.nz](mailto:edu@moveacademy.co.nz). If you wish for your feedback to remain anonymous you can post it to the Move Academy office at Private Bag 93504, Takapuna Auckland 0740

Periodically, throughout your studies, you will also be given the opportunity to provide anonymous feedback in the form of online surveys.

Students who wish to provide additional feedback are encouraged to e-mail the Quality Manager at [admin@moveacademy.co.nz](mailto:admin@moveacademy.co.nz) or call 0800 668 300 with their comments.

All feedback and comments collected will remain confidential and shall only be used for the purposes of staff training and improvement.

# POLICIES AND PROCEDURES

In order to run a professional business and minimise any possible confusion for all parties, Move Academy has put in place the following policies and procedures. It is the responsibility of every student to read these before enrolling in a course or courses at Move Academy, and to sign an acceptance of these prior to course commencement.

## Student Enrolment Terms

When enrolling with Move Academy, in addition to the rest of this student handbook, the following terms and conditions apply:

- The total course investment is as stated on the enrolment form
- All information provided by the student must be true and correct at the time of enrolment.
- All students enrolling into a Move Academy course understand that they are required to, and must be able to, participate in low-moderate intensity fitness activities as per individual course requirements. These activities may include, but are not limited to, exercise demonstration, spotting, and handling of weights and equipment.
- Move Academy has the right (unless specifically asked by the student otherwise) to use any marketing or advertising materials that refer to each student.
- All students completing the enrolment personally guarantee and agree to pay in full all fees as detailed on the enrolment form and/or online enrolment portal.

## Student Payment Terms

Students must notify Move Academy of any changes of address, contact numbers, new credit card expiry dates if participating in a third party instalment program, or any other information relevant to the enrolment.

## Course Fees

- Students who choose the payment plan are responsible to have sufficient cleared funds in their nominated account to meet any debit. Move Academy may under certain provisions of the *Privacy Act 1993* give information about you to a credit reporting agency.
- Students are responsible for informing Move Academy of any changes to bank account, payment details or changes to contact details.
- Students will be liable and charged a fee for each failed debit, and in addition liable for any and all fees or expenses charged by the customers bank or financial institution.
- Students authorise Move Academy (and/or) its debit facility to re-debit the nominated account as appropriate in an attempt to recover outstanding payments.
- Students agree that if there is a repeated rejection of the debit, the full outstanding amount together with any rejection fees will become due and payable immediately and the student will be liable and agrees to pay all expenses, costs and disbursement incurred in recovering the outstanding monies, including any collection fees charges by our collection agency. The student further agrees to pay all legal and court costs incurred in recovering outstanding monies.
- Students on an agreed payment plan who require alterations to the original payment details must do so in writing to [admin@moveacademy.co.nz](mailto:admin@moveacademy.co.nz). All payment alterations will incur a \$25.00 service fee.
- The cancellation of any direct debit or course studies will not affect or terminate any contract or agreement or other obligation the student may have with Move Academy.

## Course Extension

If you require longer than the nominated period to complete your course (as outlined above), you can apply for an extension. The following fees apply:

- One (1) month extension = \$100.00

- Three (3) month extension = \$200.00
- Six (6) month extension = \$400.00

Your course extension applies from the date your course expires regardless of when you purchased your extension. Extension applications cannot exceed twelve (12) months in total.

## **Additional Fees**

- If extenuating circumstances prevent you from completing your course in the allotted time (and you have utilised your 12 months of extensions), you can apply to re-sit a course or module. The administration fee will be calculated at 50% of current course or module fees.
- Students are given the opportunity to complete their assessments a total of three (3) times. On the rare occasion that a student finds they are unable to meet assessment competency after these three (3) attempts, additional assessments will be marked and will incur an administration fee of \$75.00 per assessment item.

# **FINANCE MANAGEMENT POLICES**

## **Refund Policy**

A full refund will be given to students who withdraw their enrolment in writing within 48 hours of the date that Move Academy contract is signed by the student. After 48 hours if a student wishes to withdraw they will be liable for a \$500 administration fee. No refunds will be given after this time.

In the circumstances where a student has entered into a student loan / payment plan, completion of all payments entered into under the plan will remain the obligation of the student or account holder on the enrolment form.

## **Course Transfer Policy**

In exceptional circumstances the Move Academy management team may approve for a course transfer. If an application is approved, an administration fee of \$500.00 may apply. Any funds paid by a student under the plan (including deposits and all other fees paid) are not transferrable to any other person or entity including deceased or bankrupt estates.

## **Cancellation Policy**

In exceptional circumstances, students may apply for a Cancellation through 'Student Services' in the online learning centre. Approvals are at the sole discretion of the Move Academy Management. When assessing your application, Move Academy will:

- examine all information submitted with your application
- examine the files maintained within your online learning centre
- examine our student information records log
- where applicable, examine the information pertaining to the current payment status of your payment plan / student loan

You will be advised in writing of the outcome of your application.

# ACCESS AND EQUITY POLICY

## Policy Statement

The purpose of this policy is to facilitate equitable access to all programs for students irrespective of their gender, culture, linguistic background, race, location, socio-economic background, or disability. This includes reasonable support which is practical for students with a disability, literacy and/or numeracy impairment through:

- Assistance or modification of training programs such as a slower pace in teaching, variation or modification to practical assessment, or additional phone support with a Move Academy tutor.
- Assistance or modification of assessment activities such as extended assessment time, verbal assessments, extra tutorials prior to assessment, extra opportunities for practice, and access to Move Academy Mentoring Weekends and Assessment Days held in most capital cities.

Move Academy incorporates the principles of equity into all programs. Every student who meets the applicable entry requirements as prescribed by the relevant Training Package will be accepted into the program.

Some programs may have a limited number of vacancies and these will be filled in a chronological order upon completion of enrolment. Admission procedures are free of discrimination, and if an individual does not meet the required entry requirements, all attempts are made to assist them to identify alternative courses of action.

## Implementation of this Policy

Move Academy will use the following strategies to implement this policy:

Students will be asked to self-identify:

- If they have a disability, literacy and / or numeracy impairment
- If English is a second language
- The assistance or modifications they may need to complete their training program

Move Academy staff will:

- Make contact with students who have self-identified that they have a special need and discuss individual arrangements and requirements
- Maintain confidentiality regarding the students special need and requirements
- Use appropriate language
- Where possible, modify activities to support the learning process of the student within the training and accommodate student needs
- Where possible, modify assessments to accommodate student needs and requirements

# PRIVACY POLICY

Move Academy's Privacy Policy can be view here: <http://moveacademy.co.nz/privacy-policy>

## GROUP BEHAVIOUR

Move Academy endeavours to provide a learning environment that is supportive of group and individual learning. Students are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both online and face to face course participation.

This requires support from all students and it is therefore expected that students will:

- Respect the rights of other students in the course.
- Be respectful of Move Academy staff and representatives.
- Comply with Move Academy policies; discrimination, bullying behaviour, or harassment of any form will not be tolerated.
- Follow guidance in relation to safety instructions and report any safety issues or non-compliance to staff immediately. Workplace health and safety is a priority for all staff and students.
- Refrain from behaviour that is disruptive, childish, offensive, or which may undermine group dynamics.
- Be honest in providing Move Academy with information regarding any medical conditions and learning needs that may impact on the student to meet the course requirements and completion time-frames.
- Represent Move Academy with professionalism and integrity when participating in courses both online and face to face, including when utilising another facility for practical logbooks or work experience.
- Follow directions in relation to smoking as smoking is not permitted inside the Move Academy premises, and to comply with legislation, students are not to smoke in front of the building.
- Not partake in the consumption of alcohol or drugs 12 hours prior to attending a Mentoring Weekend and / or Assessment Day. Alcohol is not to be brought or consumed on or near the facilities. Any student found to be under the influence of alcohol or drugs will not be permitted to attend a Mentoring Weekend and / or Assessment Day or use any fitness equipment.
- Wilful damage or theft any item, private, public or belonging to Move Academy will be considered to be a serious offence and appropriate action will be taken

## Disciplinary Action

Any breaches of behaviour or where individual behaviour impacts on group learning and/or harmony, Move Academy representatives have the right to undertake the following steps:

1. Provide the student with a verbal warning which clearly identifies the issues that are of concern and are not acceptable. Notes of this warning will be recorded in the student's file.
2. If the behaviour continues; after informing Move Academy Management; the student will be provided with a written warning. This warning will also be recorded in the student's file.
3. If the behaviour continues, the student may have access to online functions (i.e. student forum) restricted and/or may be informed they are unable to attend Move Academy Mentoring Weekends and Assessment Days.
4. Further continuation of the behaviour may result in the student being asked (in writing) to leave the course (The student will not be eligible for a refund).

## SOCIAL MEDIA ACCEPTABLE USE POLICY

Move Academy welcomes all comments on our Facebook wall. We want to hear from our students about what they love about Move Academy, our graduates, trainers, their clients and their achievements.

As a student of Move Academy, you are welcome to express your views, comments, ideas, insights, and criticisms about Move Academy.

At the same time, students should show courtesy and respect to others and must not use the wall to abuse others, expose others to offensive or inappropriate content, or for any illegal purpose.

When using our wall, please ensure that you:

- do protect your personal privacy and that of others by not including personal information of either yourself or of others in your posts to the wall (for example, email addresses, private addresses or phone numbers)
- do represent your own views and not impersonate or falsely represent any other person
- do not be abusive, harass or threaten others
- do not make defamatory comments
- do not use insulting, provocative or hateful language
- do not use obscene or offensive language
- do not post material to the wall that infringes the intellectual property rights of others
- do not post multiple versions of the same view to the wall or make excessive postings on a particular issue, i.e: No 'spamming' or 'trolling'.
- do not promote commercial interests in your posts to the wall
- do not include internet addresses or links to websites, or any email addresses in your post to the wall.
- And most importantly, be diplomatic in your views, discussions and experiences.

Move Academy reserves the right to enforce this Acceptable Use Policy at its discretion. Move Academy may remove any posted messages that it considers to be in breach of the Policy. If you have any questions about this policy, please contact us at [admin@moveacademy.co.nz](mailto:admin@moveacademy.co.nz)

## Facebook Privacy Statement

Move Academy records any information posted to the Move Academy Facebook page and uses that information for the purpose of administering its Facebook page, considering and / or addressing any comments made. No attempt will be made to further identify students except where authorised by law.

Move Academy is not responsible for Facebook's security or privacy practices nor responsible for the content of other Facebook pages, linked websites, or content posted by persons external to Move Academy. For further information contact us at [admin@moveacademy.co.nz](mailto:admin@moveacademy.co.nz)

## STUDENT COMPLAINTS AND APPEALS POLICY

Move Academy is strongly committed to providing a safe and enjoyable education environment. The following policy provides guidelines to ensure students have a procedure to lodge any complaint they may have.

### Application of Policy

The Move Academy Complaints Policy applies to behaviours or circumstances which negatively affect a student or customer experience and occurs whilst the individual is:

- Interacting with staff
- Completing the course
- Participating in a Move Academy organised activity or event

Move Academy wishes to provide a positive experience and learning environment for all students and customers. It would be appreciated if any concerns are raised via 'Student Services' in Moodle at your earliest possible opportunity. This enables Move Academy to address the concern as soon as possible and also helps us to potentially prevent a similar issue from reoccurring (which is part of our continuous improvement processes).

Once you have submitted your complaint, the information submitted will be provided to the Management Team for review, investigation, and resolution.

Please note: depending on the complexity of your complaint, this process may take up to fourteen (14) working days. However, we will endeavour to have a resolution for you as quickly as possible.

## Student Complaints

If you are experiencing difficulty in the interaction with your Tutor / Assessor please adhere to the following steps:

1. Via the Complaint section in 'Student Services' in the online learning centre, complete the form clearly outlining your complaint and the steps taken to date.
2. Contact the Education Manager/Office Manager requesting to speak in private or via phone as soon as possible and clearly outline your complaint by stating the difficulty you are experiencing and how you see a constructive solution to the problem.
3. The Education Manager/Office Manager will respond by asking you questions to ensure that the complaint is clearly understood.
4. The Education Manager/Office Manager may be able to respond directly to your complaint and negotiate a solution with you immediately. In some circumstances this may mean allocating the student to another Tutor. The Education Manager/Office Manager may however require 24 hours to reflect on the complaint in order to determine the most appropriate solution. If at this point a suitable solution has not been agreed upon the complaint will be taken to the management team for review.
5. Management will require seven (7) days in which to investigate the complaint and communicate with the Tutor / Assessor and Education Manager/Office Manager in order to identify the difficulty and seek a solution. Once a suggested strategy has been determined, you will be contacted about the suggested solution. If at this point a suitable solution has not been agreed upon, proceed to step 8.
6. The Director / General Manager, may choose to call a documented meeting with all affected and interested parties (e.g. parents) in order to discuss actions to resolve the complaint.
7. If unsuccessful, the student may request the assistance of an independent mediator at the student's own expense in an attempt to reach an equitable and reasonable solution.
8. Move Academy will provide the student with a written statement of the appeal outcome.

The above steps also apply to workshop facilitators.

## Assessment Appeals

Assessment appeals must be submitted within two (2) weeks of you receiving your results.

If you feel that you have been marked incorrectly or unfairly, please undertake the following:

1. Contact your tutor to discuss your concerns regarding the assessment. If you are not satisfied with the outcome of this discussion, proceed to step 2.
2. Submit an assessment appeal via the Action Request form in the 'Student Services' section of the online learning centre. If you are not satisfied with this outcome, you are able to re-submit an assessment appeal and request a discussion with Move Academy Management.
3. You will be notified of the outcomes to your assessment appeals submissions via writing.

## Administration or Financial Complaint

If you experience an administration or financial complaint please take the following steps:

1. Submit your complaint via 'Student Services' within the online learning centre.
2. Once you have submitted your complaint, the information submitted will be provided to the Executive Management Team for review, investigation, and resolution.
3. Allow up to fourteen (14) days for a written statement of the outcome. If you are not satisfied with the outcome, you can submit an appeal to the outcome via the Action Request form in 'Student Services'.
4. If you are not satisfied with the outcome of your appeal, you may request the assistance of an independent mediator at your own expense in an attempt to reach an equitable and reasonable solution.

# POLICY FOR THE RECOGNITION OF CREDENTIALS

## Policy Statement

Move Academy recognises that at times a student may be able to identify they are competent in one or more units of competency required for the course they are completing. Therefore, Move Academy accepts Recognition of Prior Learning and Credit Transfer applications and recognises PTE qualifications and Statements of Attainment.

## Credit Transfer

Move Academy may provide credit transfer for any formal learning that a student has undertaken and will recognise PTE qualifications and Statements of Attainment. Credit Transfer is granted on "identified equivalence in content and learning outcomes between matched qualifications or units of competency."

## Recognition of Prior Learning/Recognition of Current Competence

Recognition of prior learning (RPL) / current competence assessment is available to all students who have acquired skills and knowledge or undertaken previous relevant learning that can be recognised against the competencies within their enrolled course/s.

Students wishing to be assessed for RPL are required to complete an assessment of competence with a RPL Assessor. This process requires the student to provide sufficient evidence of current competence. This evidence can be provided in a number of ways and Move Academy will guide students through this process. Once you have completed your assessment, you will be advised, in writing, of the outcome by the RPL Assessor.

Students are able to undertake the RPL Assessment process at no cost. However, regardless of the outcome of your assessment, your course fees will remain as those recorded on your enrolment form. Where you are required to complete competencies to meet the entry requirements for a course (i.e. you need to do some bridging assessments to gain entry into course), you may be charged a fee per assessment.

## Timeline

Recognition of prior learning is required to be undertaken in conjunctions with our education partners and therefore liaison with these partners is required. Move Academy endeavours to have this process completed as soon as possible but please give a minimum of one month to review and receive feedback on your RPL submission. This timing of completion/feedback depends on the size of the submission, the completeness of initial submission and how many modules need to be accessed in the RPL process. Move Academy will endeavour to provide you with accurate timelines on each specific submission.

# ASSESSMENT POLICY AND PROCEDURES

All courses provided by Move Academy will have assessment tools. These tools may be written, practical, or a combination of both. The assessment tools are designed to confirm that you are able to competently conduct the elements of the course and meet the course objectives. Access to the assessment tools are within the course located in your online learning centre.

You are encouraged to always keep in mind that the assessment tools reflect the specific requirements of the qualification the student is completing. By achieving competency in each of the assessment tools, you are ready and eligible to perform those elements in the workplace.

You are required to ensure:

1. You can provide a duplicate copy of your assessment if requested (this is a requirement).
2. All written assessments must be submitted as a typed document and uploaded into the online learning centre (unless otherwise stated).
3. All completed marking criteria sheets for practical assessment must be scanned onto your computer, saved and uploaded into the online learning centre.
4. All practical assessment must be viewed and signed off by:
  - A Move Academy Assessor during Assessment Day, or
  - A Move Academy Assessor via a video
5. If you are completing your practical assessment via video recording, you will need to:
  - upload the videos into the online learning centre, or
  - transfer the data onto a digital medium, such as a USB and send (registered post recommended) to our physical address Please note that your media device will not be returned.

If you do not understand what is expected in any of the assessment tools, we recommend you discuss the requirements of the assessment with your tutor as soon as possible. Tutors may be contacted via [edu@moveacademy.co.nz](mailto:edu@moveacademy.co.nz) or 0800 668 300.

## Assessment Marking Procedure

Move Academy will aim to have all assessments marked within three (3) weeks of submission. Assessment will either be marked as competent or not yet competent. Once your assessment has been marked, your results and feedback will appear in your online grade book.

If you do not reach 80% for any assessment tool, you will be given detailed feedback from the assessor and the opportunity to re-submit the assessment tool. You are given the opportunity to sit each of your assessments a total of 3 times. On the rare occasion a student finds they are unable to meet assessment competency after three (3) attempts, additional assessments will be marked and will incur an administration fee of \$75.00 per assessment item.

## Sanctions

Move Academy recognises that it must and will abide by this student handbook and the code of practice.

## LOGBOOK POLICY AND PROCEDURES

You will be required to complete a practical experience logbook.

The logbooks are task orientated and are designed to confirm that you have practiced the elements of the performance criteria as indicated in the curriculum. The logbook for each qualification is in your online learning centre.

You will find that the tasks in your logbook mirror the practical assessment tools therefore acting as a way for you to practice your skills prior to undergoing formal assessment.

To complete your practical experience logbook, you can attend a Move Academy Mentoring Weekend or work with a suitable and approved Mentor.

Your Mentor needs to have the following:

- A minimum of two (2) years of work experience
- Relevant Certification from a recognised training institute

Once you have found someone who meets the Move Academy requirements to act as a Mentor, you will need to complete a Mentor Accreditation Application and upload onto your online learning centre for approval.

## Mentor Accreditation Procedure

Once you have submitted your Mentor Accreditation form, the Mentor Coordinator will assess the suitability of the nominated person and deem them as either accredited or unsuitable. Once your Mentor has been accredited the outcome and tutor / assessor feedback will appear in your online grade book.

Once your Mentor is accredited you can start practicing the tasks in your logbook with your Mentor; while having the Mentor monitor and sign off your log-book activities. Your Mentor is required to witness you performing the required log-book practice tasks before signing off your log-book. It is your responsibility to have your logbook with you in order to have it signed off in mentoring sessions by your Mentor.

Please note: Your Mentor is only qualified to sign off on logbook entries and **cannot** sign off on your Practical Assessment. Your practical assessments can only be signed off by a Move Academy approved Assessor.

## STUDENT SERVICES

### Student Induction

At the beginning of the course, information relating to the course outcomes, assessment methods, pathways, vocational outcomes, course content, information on RPL and where to get support for language, literacy and numeracy is provided to students. Courses are delivered using appropriate teaching strategies and using progressive adult education principles.

### Student Support and Counselling

Students are offered support in language and literacy (by referral) when appropriate. Move Academy provides advice on training and assessment pathways and if these are beyond the resources of the college, students will be referred to other agencies.

### Student Mentoring Weekends and Assessment Days

Move Academy provides support for all students with the availability of Mentoring Weekends (Formative log-book activities) and Assessment Days (Summative Practical Assessments). These weekends and assessment days are scheduled periodically and students are notified via the online learning centre. Students are required to discuss their attendance with their tutor before registering via 'Student Services' in the online learning centre.

Students who have been identified and qualify for added assistance will complete a Learning Support Notification Form which will provide them with additional support and tutorials. Tutorials are an additional service offered by Move Academy and it is essential that students book in advance to use the service.

### Phone Support

At the commencement of enrolment, students' are allocated a primary nominal tutor and will receive their direct contact details. The students' primary tutor is where students should direct the majority of their enquiries pertaining to the course content and their progression. Tutors will make contact from time to time to check in on the student but it is still the responsibility of the student to seek the assistance of their tutor to aid them throughout the efficient progression of their course. Students are encouraged to use their 30 minute phone sessions per module and unlimited email support with their tutor.

## On-Line Tutorials

Students are to use the discussion board and forums as their first point of call to look at FAQ lists and make reference of questions previously asked. Students are to e-mail the question(s) to their allocated tutor.

## Marking

Three (3) weeks should be allowed for marking to be completed after a student hands in a piece of assessment. Marking to be done urgently will attract a fee of \$40 (up to two assessments) and will be completed within 48 hours of payment being received.

## Student Records

Move Academy will make sure that all relevant records are current, accurate, and have their integrity maintained. Students are responsible for informing Move Academy of changes to their personal information (i.e. new residential address or phone number).

Students may have access to their own records as per the Move Academy Privacy Policy.

Student records are secured by Move Academy to ensure confidentiality and are kept for a period of thirty (30) years. Access by people other than Move Academy staff is granted only when the student provides written permission or for mandatory audits such as those carried out by Department of Education and Training.

## Student Welfare and Guidance

Educational and training guidance is available to all students. This includes adjustments and modifications to assessment and training and advice on pathways and directions. Student welfare support is given in the form of referrals to other agencies.

## REFERENCES

### Other relevant links

Diversity Works <http://www.eeotrust.org.nz/>

Human Rights "Human Rights Explained". <http://www.hrc.co.nz/>

Ministry of Business, innovation and employment <http://www.dol.govt.nz/>

Workplace Health & Safety <http://www.acc.co.nz/>

Insurance cover – <http://www.icnz.org.nz/consumer/liability.php>

Fair trading Act and other NZ legislation

<http://www.legislation.govt.nz/act/public/1986/0121/latest/DLM96439.html>

Official Information Act NZ – <http://www.legislation.govt.nz/>

Commerce Commission NZ, <http://www.comcom.govt.nz/>

International Institute for Complementary Therapist [iict.com.au](http://iict.com.au)

