LEARNER POLICY GUIDE 2026

CONNEXIS
INFRASTRUCTURE TRAINING

LEARNER SUPPORT POLICY

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INTRODUCTION

Welcome to your Connexis Learner Policy Guide. This guide brings together the key policies that have been set up to help you as a learner understand what you can expect on your learning journey. It explains what you can expect from Connexis and what Connexis expects from you.

The policies included here cover all the important parts of being a learner, such as the support available, enrolment, induction, online safety, workplace learning, health and safety, academic integrity, assessment, complaints, appeals, and your rights and responsibilities. These policies are listed in the table of contents and apply for all Connexis learners.

Our goal is to make sure you feel informed, supported, and confident as you work toward your qualification. This guide helps you understand how things work, where to get help, and what to do if something goes wrong.

If you ever have questions, concerns, or need support, Connexis is here to help.

Your success, wellbeing, and safety are at the centre of everything we do.

THE COMMITMENT TO LEARNING

Investing in your learning is a significant commitment by you and your employer. To ensure that your learning journey is successful, we expect that all parties make the following commitments:

	Connexis	All Staff	Employers	Learners
BE AN ACTIVE LEARNER	Foster learning partnerships with hapū, iwi, industry, Pacific and wider national and regional communities. Understand industry needs so the learner has relevant skills to grow their career. Use self-evaluation to promote ongoing learning and effect improvements. Actively enable and encourage individual and collective learning across all levels of Connexis.	Share information, knowledge and skills generously and with empathy. Critically self-reflect and use feedback to develop practice. Actively participate in the learning community.	Model learning behaviours expected of learners. Reflect on feedback to improve teaching practice. Seek opportunities for and participate in professional development as a leader, teacher and mentor.	Prepare for and actively participate in learning events. Use feedback to grow your understanding and skills. Seek to grow your knowledge and workplace skills.
ENGAGE RESPECTFULLY	Reflect Te Tiriti o Waitangi and Connexis values in policy, planning and practice. Promote cultural awareness. Provide a safe, secure and inclusive environment for staff and learners.	Implement Te Tiriti o Waitangi and Connexis values in daily practice. Value all members of the learning community. Foster open, respectful communication.	Reflect Te Tiriti o Waitangi and individual workplace values in training practice. Maintain an appropriate and professional trainer-learner relationship.	Implement Te Tiriti o Waitangi and Connexis values in daily practice. Respect and value cultural differences. Use open, respectful communication to settle issues.
BUILD AND SUSTAIN THE LEARNING ENVIRONMENT	Provide a portfolio of programmes that meet the needs of learners and employers, the community, and iwi, at a national and regional level. Promote evidence-based practice. Employ skilled staff and manage their workload to optimise effectiveness. Provide appropriate and sufficient working spaces.	Give and receive constructive feedback. Be open to new ideas and ways of doing things. Be familiar with relevant staff and learner-facing procedures.	Work with Connexis to ensure effective learning and training methods and strategies. Be open to new learning and training techniques. Provide the learner with exposure to the type of work required to complete their learning. Provide learners with regular, prompt and constructive feedback.	Plan where you will study and put aside enough time to complete learning activities for the training programme. Engage with the workplace trainer and workplace activities. Give and receive constructive feedback.
ENHANCE THE LEARNER'S LEARNING EXPERIENCE	Develop and maintain industry relationships and opportunities to improve workplace training. Provide academic, cultural and pastoral support to learners. Promote consistent practice throughout Connexis.	Identify and respond to the diverse needs of learners. Support learners and employers to choose a study programme that meets all needs. Provide accurate information on processes to support learner learning and workplace training. Communicate ideas for improvement.	Work collaboratively with Connexis to ensure a consistent learner experience. Provide training support to learners. Relate programme and course content to learner experience and interests. Discuss experiences with Connexis staff and implement actions to improve.	Actively do your own learning activities to improve chances of success. Be positive with others and their learning experience. Be open to different viewpoints and ideas.
ACT WITH INTEGRITY	Accurately communicate what stakeholders can expect Connexis to deliver. Establish and enact fair policy and procedures.	Follow policy and procedures. Use information ethically. Promise only what can be delivered. Be honest and trustworthy.	Work with Connexis to understand training expectations. Support learners with their experience.	Produce and put forward your own work. Be honest and trustworthy.

The following section is a user-friendly guide to the policies that may affect you as a learner.

LEARNER SUPPORT POLICY

In Short:

The Learner Support Policy means you won't be left on your own. Connexis will support your learning and wellbeing, help you access the right services, and make sure you have what you need to do well, while encouraging you to speak up and ask for help when you need it.

1. Your wellbeing comes first

Connexis follows the rules in the Education (Pastoral Care of Tertiary and International Learners) Code of Practice, which focuses on keeping learners safe and supported during their study.

Connexis uses the Te Whare Tapa Whā model to understand your overall wellbeing, physical, spiritual, family/social, and mental health.

2. You will be shown how everything works at the start

At the beginning of your programme, you will be introduced to:

- How learning and assessment will happen
- Who will support you
- How to use the learning system (LMS)
- Literacy and numeracy requirements
- Your Learner Handbook.

3. Support is available whenever you need it

It is normal to have some struggles when you are working and learning. Connexis offers a range of support to help, including learning help, guidance and support for your wellbeing, cultural support, and access to outside services if you are struggling.

Support may include things like:

- Extra help with learning
- Support for learning disabilities
- Mentors or tutors
- Assistive tools and reader/writers
- Referral to external support agencies.

4. You will be treated with respect

Balancing work life, home life and study can be hard and we understand that. It is important to know you are not the only learner that needs help. It is quite normal to need help to be successful with your learning. It is important that you ask for help when you need it. If you ask for support, you will be met with empathy and respect, and staff will help you access the services that best meet your needs.

5. You also have responsibilities

You are encouraged to:

- Let Connexis know if you need help
- Use the services available to help you succeed
- Take an active role in your own learning.

EQUAL EDUCATION OPPORTUNITIES POLICY

In Short

Connexis wants every learner to feel successful. We want you to feel included and supported. No matter your background, identity, or circumstances, you should have equal access to learning opportunities. If something stops you from participating, Connexis will work with you to remove barriers and support your success.

1. You have the right to fair and equal access

Connexis is committed to making sure nothing unfair gets in the way of your learning. This includes taking away or reducing barriers related to things like:

- Your culture or ethnicity
- Your gender or sexuality
- Your age
- Your beliefs or religion
- Disability or health needs
- Family responsibilities
- Financial circumstances.

Equal education opportunities mean you can fully take part in learning just like everyone else.

2. Diversity is valued

Connexis recognises that learners come from many different backgrounds and experiences.

This diversity strengthens the learning environment, and Connexis aims to reflect that in how programmes are designed and delivered.

3. Support is available if you need it

If you have specific needs that could affect your study, Connexis will work with you to provide support so you can participate fully.

This may include access to:

- Learning support
- Accessibility assistance
- Adjustments to help you take part in learning activities.

You are encouraged to let staff know if you need support, the goal is to help you succeed.

4. Staff have responsibilities to support you

All Connexis staff must:

- Be aware of the policy
- Take reasonable steps to remove barriers to learning
- Identify access issues and notify the right people.

Managers and leadership teams also play a role in making sure equity is promoted across Connexis.

5. The learning environment should be inclusive and welcoming

Connexis aims to create a learning environment where:

- All learners feel respected
- Individual differences are recognised
- Everyone has opportunities to participate and succeed.

This includes ensuring fair access to facilities, support services, and course materials.

APPLICATION, ENTRY AND ENROLMENT POLICY

In Short:

The Application, Entry and Enrolment Policy is designed to make sure you:

- Get the right information
- Choose a programme that fits your needs
- Are properly enrolled
- Understand what's expected
- Receive fair, clear, and supportive guidance from Connexis.

1. You will get clear information before you enrol

Connexis will give you accurate, up-to-date information about:

- What the programme involves
- The skills you need
- What it costs
- How long it takes
- What support is available
- What assessments are like.

This helps you and your employer choose the right programme for your goals.

2. You need to apply using the official forms

All learners must submit the correct Connexis application and enrolment documents. This is how we confirm your details, your eligibility, and that you understand the programme you are entering.

3. Your eligibility will be checked

We make sure every learner meets the programme's entry requirements. This might include:

- Workplace access for practical tasks
- Prerequisite skills or qualifications
- English language requirements (if needed).

This helps set you up for success and ensures fairness across all learners.

4. Your employer has a role too

Because learning happens on the job, your employer must:

- Support your training
- Give you access to the right tasks so you can do your assessments
- Understand what's expected in the programme.

Connexis works with both you and your employer to make sure everyone is on the same page.

5. You will sign a training agreement

Your Training Agreement is a formal contract between you, Connexis, and your employer. By signing it, you confirm that:

- You understand the programme requirements
- You know about the withdrawal and refund conditions
- You agree to participate actively in your learning.

6. Records about your enrolment are kept safely

Connexis keeps important enrolment information on file, like your name, contact details, fees, start and end dates, and evidence that you meet entry requirements.

These records are kept securely for at least two years.

7. Sometimes enrolment may be restricted

In some situations, Connexis may limit or decline enrolment, such as when:

- A programme is closing
- There aren't enough tutors or assessors
- There is unpaid debt on your account.

This ensures programmes run safely and effectively for everyone.

8. International learners have additional requirements

If you are an international learner, Connexis will check the requirements that apply to you before you enrol.

Some international learners may be treated as domestic learners under New Zealand education rules. Connexis does not enrol international learners under 18. We will let you know what information and documents you need to provide.

9. We will guide you through the process

Throughout your application and enrolment, Connexis staff will:

- Answer your questions
- Make sure you understand what you are enrolling in
- Ensure documents and fees are processed correctly
- Support you and your employer to get started smoothly.

WITHDRAWAL AND REFUND POLICY

In Short:

The Withdrawal and Refund Policy gives information on how to withdraw and when you can get money back. You must submit the Withdrawal Form, and refund amounts depend on how long your programme is and how far into it you are. Connexis makes sure the process is fair and follows NZQA rules, and they may offer compassion in unexpected or difficult situations.

1. You must formally withdraw to get a refund

To withdraw, you must fill out and sign the official Withdrawal Form and return it to your Account Manager.

- Verbal notice (such as telling someone verbally) is not accepted
- Your withdrawal date is the date Connexis receives your form.

2. Refunds depend on the length of your programme

- **If your programme is more than 3 months long:**
  You can withdraw up to 60 calendar days after the start date and receive a refund of your fees minus $250 + any block course or assessment costs already used.
- **If your programme is between 5 weeks and 3 months:**
  You must withdraw within 8 days of the start date. You will receive a refund of fees minus $250 + costs already incurred, or at least 75%, whichever is greater.
- **If your programme is between 2 days and 5 weeks:**
  You can withdraw up until the end of the second day and receive a refund minus $250 + costs, or at least 50%, whichever is greater.
- **If your course is less than 2 days:**
  There is no refund entitlement.

3. If you stop participating but don't formally withdraw

If you stop participating after the refund withdrawal period has ended and do not formally withdraw, Connexis may withdraw you once you have stopped participating for at least four weeks.

Connexis must make two written attempts to contact you before doing this. This type of withdrawal does not give you a refund.

4. If your fees have not been fully paid

If you withdraw before fees are fully paid and it is still within the refund period, your refund amount is deducted from the fees you still owe.

You are responsible for paying any remaining balance.

5. If Connexis cancels your programme

If Connexis cancels or postpones a programme:

- You receive a full refund, and
- Connexis completes the paperwork for you
- No administration fee is charged.

6. You may get a refund on compassionate grounds

Connexis may approve a refund in special situations outside your control, such as:

- Serious injury or illness (supported by a health professional)
- Major work-related issues (supported by an employer).

Fees funded by StudyLink must go back to StudyLink.

7. Transfers may be possible

If you want to transfer to another course or programme:

- You must complete a Withdrawal Form
- Costs may apply depending on what has already been delivered
- If using StudyLink, you must inform them first.

FEE PROTECTION POLICY

In Short:

The Learner Fee Protection Policy makes sure your fees are safe, protected, and refundable when required. It ensures you know your rights, and it guarantees that you won't lose money if something unexpected happens, like withdrawing early, a programme closing, or visa issues for international learners.

1. Your fees are protected and kept safe

Connexis uses the Public Trust to hold and protect learner fees. This is an independent organisation that manages your fees so they cannot be lost or misused. This means your money is stored safely until the refund period ends or your programme is finished.

2. You are entitled to refunds in certain situations

If you are a domestic learner and you withdraw within the official refund period, you can get your fees back (minus $250 and any block course or assessment costs already used).

For short programmes (under 3 months), NZQA sets the refund rules.

Refunds go through the Public Trust, so the process is secure and independent.

3. You will be told clearly how fee protection works

Before you enrol, Connexis must give you written information explaining:

- Your refund rights
- How fee protection works
- Who the trustee is
- How to withdraw.

4. If Connexis closes or your programme stops, your fees are safe

If Connexis has to close or cancel a programme:

- NZQA and the trustee are notified
- Undelivered fees are refunded or transferred to another provider.

This means you won't lose money for training you can no longer receive.

5. International learners are also protected

If your visa is revoked before your programme or course starts, Connexis will provide a full refund, less reasonable administration costs. You will need to provide evidence that your visa has been revoked.

LEARNER INDUCTION POLICY

In Short:

Induction helps you feel prepared, informed, and confident before you begin your learning. It ensures you know what to expect, who will support you, how to stay safe, and how to make the most of your training experience.

1. You will be welcomed and oriented

Your induction helps you get familiar with:

- Your learning environment
- The people who will support you
- How things work at Connexis.

It is your chance to learn where things are, who to contact, and what to expect during your training.

2. You will be set up for success

Induction gives you the information, skills, and knowledge you need to start well. You will learn about:

- Your programme and what is involved
- What Connexis expects of you
- The assessments and tasks you will complete
- How to identify your learning style
- Skills and tools that will help you be an effective learner.

This helps you understand your goals and how to achieve them.

3. You will learn about support services

We introduce you to the support available, including:

- Learning help
- Cultural and wellbeing support
- Technology support
- Health and safety information
- Services that can help with administrative tasks like enrolment, finances, or learning needs.

You will also learn where to find our policies and how to get help when you need it.

4. You will meet other learners (where relevant)

Where possible, such as at block courses or group sessions, you will get the chance to meet other learners.

This helps you build connections and feel part of a learning community.

5. You will learn about health and safety

You will receive an introduction to:

- Health and safety requirements for your programme
- Hazards in your learning or work environment
- Emergency procedures.

If your training takes place in a workplace, your employer must make sure you are trained in the safety requirements for that site.

6. You will understand your agreements and responsibilities

As part of induction, we will explain:

- Where to find the Connexis policies that apply to you on our website.
- Any agreements you need to complete
- Your responsibilities in the training environment
- What behaviour is expected of you
- Where to find policies like complaints, conduct, and refunds.

This ensures you understand your rights and obligations from the start.

7. You can check that your programme is right for you

Induction gives you a chance to confirm that:

- You understand the programme
- You know what it involves
- It aligns with your goals.

If something doesn't feel right, this is the time to talk with your Connexis team.

LEARNER RIGHTS AND RESPONSIBILITIES POLICY

What does the Learner Rights and Responsibilities Policy mean for me as a learner?

In Short:

The Learner Rights and Responsibilities Policy means you will be treated fairly and supported, but you also need to act responsibly, respect others, and follow Connexis rules so everyone can learn safely and successfully.

YOUR RIGHTS AS A LEARNER

While you are studying with Connexis, you have the right to:

- **Be treated fairly and with respect**
  You must be treated as a responsible adult, no matter your age, culture, ethnicity, gender, sexuality, politics, or religion.
- **Learn in a safe environment**
  You have the right to be free from bullying, harassment, discrimination, and abuse, including physical, sexual, racial, verbal, and online harassment.
- **Access support if you need it**
  If you have a disability or learning need, Connexis will provide support so you can fully take part in learning.

- **Get accurate information about your programme**
  Before you enrol, you will be told what the programme involves, what it costs, how long it takes, and how assessments work.
- **Receive fair assessments and helpful feedback**
  Assessments must be valid and fair, and you must receive feedback within the expected timeframes.
- **Access your own information**
  You can see the personal information Connexis holds about you.
- **Give feedback and make complaints safely**
  You can evaluate your programme and make complaints without being treated unfairly for doing so.

YOUR RESPONSIBILITIES AS A LEARNER

You also have responsibilities so everyone can learn safely and respectfully. You are expected to:

- **Act responsibly and professionally**
  You are expected to behave like a mature, self-managing learner.
- **Follow Connexis rules and policies**
  This includes assessment rules, safety requirements, and general conduct expectations.
- **Respect others and the learning environment**
  You must treat staff, other learners, and workplaces with respect, including respecting cultural differences.
- **Avoid harassment or harmful behaviour**
  You must not harass, bully, or abuse anyone, physically, verbally, sexually, or online.
- **Be honest and trustworthy**
  This includes doing your own work and not making false claims about others.
- **Keep yourself and others safe**
  You must follow all safety rules and look after your own safety and the safety of people around you.

LEARNER COMPLAINTS POLICY

In Short:

The Complaints Policy means you have a safe, fair, and clear way to raise issues. Connexis will listen, support you through the process, protect your privacy, and work to resolve the problem quickly. You will never be treated unfairly for making a complaint.

1. You have the right to speak up

Connexis recognises that learners have the right to make a complaint, and that the process should be clear, fair, and easy to access.

2. Complaints are handled fairly and respectfully

Connexis must treat all complaints seriously and follow the principles of natural justice, meaning everyone involved is treated fairly and given a chance to share their side.

Everyone has the right to:

- Representation and support (e.g., family member, support person).
- Confidentiality, with information shared only on a "need to know" basis.

3. Start by trying to sort it out directly (if you feel comfortable)

If something goes wrong, you are encouraged to talk with the person involved (like another learner, tutor, or assessor) as soon as possible to try and resolve it informally.

If you do not feel safe doing that, or are not sure who to speak to, you can go straight to making a formal complaint.

4. How to make a complaint

You can make a complaint by:

- Telling a Connexis staff member
- Using the online complaints form on the Connexis website
- Emailing **quality@connexis.org.nz**.

Your complaint should include:

- Your name and contact details
- What programme you are in
- What happened
- What you have done to try and resolve it
- What outcome you are hoping for.

5. What happens after you submit a complaint

- A Complaints Officer will acknowledge your complaint within 3 working days.
- The complaint is logged and assigned to the right manager.
- You may be asked for more information.
- An investigation will begin, and any meetings needed will be held within 15 working days.
- You will receive a decision within 30 working days of Connexis receiving the complaint.

You can take a support person to any meeting.

6. You can ask for the decision to be reviewed

- If you believe the decision is unfair, you can ask for it to be reconsidered by writing to the Group Manager Learning Solutions within 7 working days of receiving the decision.
- If you are still not satisfied. There are external organisations that may be able to help you resolve your complaint. Information about these options, including Study Complaints, are available on the Connexis website.

LEARNER CONDUCT AND DISCIPLINE POLICY

In Short:

You are expected to behave responsibly, treat others with respect, and follow Connexis rules.

If there is a concern about your behaviour, Connexis will deal with it fairly and confidentially. You will be told what the concern is, have the chance to respond, and can have support throughout the process.

1. What misconduct means

Misconduct is behaviour that is not appropriate in a learning environment or does not meet the responsibilities and expectations set out in the Learner Rights and Responsibilities Policy.

This may include behaviour that:

- Breaks Connexis rules or policies
- Puts another person at risk
- Is seriously inappropriate
- Happens repeatedly
- Breaks New Zealand law
- Raises concerns about whether you should remain enrolled.

Some behaviour may be treated as **serious misconduct** because of its nature or seriousness.

2. Concerns will be dealt with fairly

If a concern is raised about your behaviour, Connexis will:

- Tell you about the allegation
- Give you the opportunity to explain what happened
- Consider the available information and evidence
- Treat you fairly and consistently
- Deal with the matter as soon as practicable
- Keep information confidential and share it only with people who need to know.

Where appropriate, Connexis will first try to resolve the concern informally through discussion, guidance, and support.

3. You can have support

You can have representation, advice, advocacy, and support at any stage of the conduct or disciplinary process.

If you are asked to attend a meeting, you can arrange for one or more support people to come with you.

If you are:

- **Under 16**, your parent or caregiver will be informed, and a parent, caregiver, or another appropriate adult support person will attend meetings with you, unless another arrangement has been agreed
- **Under 18,** you will have an appropriate adult support person at meetings. This could be your parent or caregiver.

4. You will be given time to prepare

If Connexis asks you to attend a meeting about an allegation, you will be given at least **five working days' written notice**.

You can use this time to:

- Prepare your response
- Gather relevant information
- Arrange for your support person or people to attend.

5. The concern will be investigated

Connexis will collect and consider information about what happened.

If there is not enough evidence to support the allegation, the investigation will stop.

You will usually be able to continue your learning while the matter is being investigated. However, Connexis may decide this is not appropriate if the allegation is serious.

6. Safety comes first

If there is an immediate threat to someone's life or safety, Connexis will act urgently to keep people safe.

Any disciplinary action will be based on the nature and seriousness of the behaviour, and will be applied fairly and consistently.

7. Your information will be kept private

Information about the allegation and investigation will be treated confidentially and shared only with people who need to know.

You can ask to see your learner record. The person who raised the concern may also be kept informed about the investigation and, where appropriate, its outcome.

8. You can appeal the decision

If you disagree with the decision, you can appeal through Connexis' Appeals Procedures.

WORKPLACE HEALTH AND SAFETY COMMITMENT AND RESPONSIBILITY POLICY

In Short:

Connexis is committed to keeping you safe.

You will receive safety training, clear instructions, and support. You also have a responsibility to follow safety rules, speak up about hazards, and protect your own wellbeing and the wellbeing of others.

1. Your safety comes first

Connexis is committed to providing safe and healthy learning and work environments for all learners, staff, contractors, and visitors. This includes having clear health and safety resources, processes, and expectations available to everyone.

2. You will receive a health and safety induction

Before you start any programme or course, you will receive a health and safety and wellbeing induction. This ensures you understand:

- Safety rules
- How to stay safe at your learning or work site
- What to do in an emergency.

If your programme includes workplace learning, your employer must also provide site specific safety training.

3. You have responsibilities as a learner

All learners must:

- Follow all health and safety procedures
- Report hazards, incidents, accidents, and unsafe conditions immediately
- Be familiar with emergency procedures
- Keep escape routes clear
- Use safe work practices and any required protective equipment
- Complete safety training when required.

You must also make sure your actions do not harm yourself or others.

4. Staff also have responsibilities

Connexis staff must:

- Model good health and safety behaviour
- Report hazards and incidents
- Keep hazard registers updated
- Ensure safe work practices
- Complete safety training and annual audits.

This means your learning environment is regularly checked and monitored.

5. Workplaces must meet safety standards before training begins

Because Connexis training often happens in real workplaces, a workplace must:

- Have appropriate health and safety processes
- Meet Connexis and legal requirement
- Support safe learning conditions.

This is checked through the three-way work-based training agreement.

6. Health and safety is everyone's responsibility

Health and safety at Connexis works through:

- Clear communication
- Safe practices
- Shared responsibility
- Reporting hazards early
- Following safety processes consistently.

Everyone – you, your trainer, workplace supervisors, and Connexis staff – plays a role in keeping learning safe.

LEARNER ONLINE SAFETY AND RESPONSIBLE USE POLICY

In Short:

This policy is about using Connexis technology safely, respectfully, and responsibly.

It protects you, your classmates, and Connexis systems. Be kind, be careful, and use online tools in a way that supports your learning and keeps everyone safe.

1. Connexis supports safe and responsible online learning

Connexis aims to create a safe online learning environment and help all learners become capable, responsible digital citizens.

This means thinking carefully about how you use technology and being respectful and responsible online.

2. The policy applies whenever you use Connexis technology

This policy applies to:

- All learners, staff, contractors and subcontractors
- Anyone using Connexis devices or systems
- Any personal device used to access Connexis systems
- Any location (on site, off site, or at home).

If you are connected to Connexis systems, the rules apply.

3. What Counts as "Online Use"

Online use includes things like:

- Browsing websites
- Using email
- Sharing files or data
- Using any device connected to the internet (laptops, phones, tablets).

4. You must not use technology in harmful ways

Connexis follows the Harmful Digital Communications Act, which sets clear rules about what's not okay online.

You must not send or share digital content that:

- Harasses, bullies, threatens, or intimidates anyone
- Shares someone's private or sensitive information
- Is offensive, obscene, or indecent
- Encourages self harm or harmful behaviour
- Makes false claims about someone
- Breaks confidences
- Targets or insults someone because of their culture, identity, gender, sexuality, or disability.

Put simply, treat people with respect online, just as you would in person.

5. Your responsibilities when using Connexis technology

You must not:

- Harass, bully, or offend others
- Damage Connexis' reputation
- Break any laws or anyone's rights
- Make false claims or defame others
- Share confidential or private information about staff or learners
- Risk the safety of Connexis systems (e.g., opening suspicious attachments, downloading unsafe files).

You are responsible for:

- Any damage or loss caused by misuse
- Keeping Connexis information secure
- Keeping Connexis devices safe, especially when used outside the workplace.

6. Keeping yourself safe online

To protect yourself and others:

- Use strong passwords
- Be careful what you download or click
- Report suspicious activity
- Think before you share personal information
- Ask for help if something online does not feel right.

Connexis encourages everyone to take responsibility for safe online behaviour.

WORK-BASED LEARNING POLICY

In Short:

Work-based learning means learning while you work, with strong support from Connexis and your employer. You will develop real skills on the job, be guided by trained assessors and supervisors, and follow a clear plan designed to help you succeed safely and confidently.

1. Your learning happens on the job

Your programme is designed so you learn through real work tasks.

You will develop skills, gain experience and complete assessments while doing your actual job. Connexis supports learning through online, in person or blended sessions.

2. Connexis will support you throughout your training

Connexis is responsible for making sure your programme:

- Meets NZQA and industry standards
- Is delivered safely
- Includes fair and consistent assessment
- Has an Individual Learning Plan (ILP) tailored to you
- Provides regular contact, workplace visits, and pastoral support.

You can expect structured learning, helpful guidance, and clear expectations at every step.

3. Your employer has important responsibilities too

Because your training happens in the workplace, your employer must:

- Sign a Three-Way Training Agreement with you and Connexis
- Provide a safe and supportive workplace
- Give you time and opportunities to complete learning and assessment
- Make sure a qualified supervisor or verifier supports you
- Provide access to tools, equipment, and resources needed for your training
- Provide access to the type of work required to complete your assessment.

This ensures your workplace is set up to help you succeed.

4. You will be supported by a workplace supervisor

Your supervisor or verifier will:

- Help guide your day to day learning
- Support you to gather evidence for assessments
- Monitor your progress
- Communicate with your Connexis assessor or trainer.

They are an important part of your support team.

5. Your responsibilities as a learner

To get the most out of your work-based training, you are expected to:

- Actively engage in your learning
- Communicate with your trainer, assessor, and workplace supervisor
- Follow workplace health and safety rules
- Complete assessments honestly and on time
- Ask for help if something is getting in the way of your learning or wellbeing.

Work based learning works best when you take an active role and stay connected.

6. Your training agreement protects you

Before you start, you, Connexis, and your employer will all sign a Three-Way Training Agreement. This outlines:

- What you will learn
- Everyone's roles and responsibilities
- How you will be supported
- Safety expectations
- Assessment and moderation processes.

This agreement makes sure everyone understands what success looks like.

7. Your programme meets quality standards

You can be confident that:

- Your programme is officially approved
- Assessors are qualified
- Your assessments will be fair and consistent
- Connexis regularly reviews programmes to keep them high quality
- Feedback from learners and employers is used to improve training.

LEARNING AND ASSESSMENT DESIGN AND DELIVERY POLICY

In Short:

Connexis designs your learning and assessments so they are clear, practical, fair, and strongly linked to the real work you do. You will be supported throughout your programme, know what is expected of you, and be assessed in ways that help you demonstrate your skills confidently.

1. Your learning is designed to help you succeed

Connexis designs learning so it is practical, relevant, and aligned with real workplace skills. Programmes focus on helping you achieve the learning outcomes and develop the skills needed for your industry.

Learning is based on:

- Clear outcomes
- Activities that build your skills step by step
- Real workplace tasks wherever possible
- Respectful, culturally responsive teaching.

2. You will learn in different ways

Your programme may include:

- Workplace learning
- Online learning
- Off-job training or block courses
- Self-directed study.

Connexis uses a mix of learning methods so you can learn in ways that suit you and your job.

3. You will be supported throughout your learning

Early in your programme, Connexis staff work with you and your employer to:

- Understand your learning needs
- Identify any support you might require
- Explain assessment expectations
- Help you get started successfully.

You will also have access to learning, wellbeing, or cultural support as required.

4. Assessments are designed to be fair and clear

Assessments are created to check you have achieved the required learning outcomes and industry standards. They are:

- Valid
- Consistent
- Clear about what evidence you need
- Based on real or realistic workplace tasks.

You will always receive clear instructions and marking criteria so you know what is expected.

5. You will get feedback to help you improve

Assessments are spaced out so the workload is manageable, and you will get feedback within 10 working days of submission. This helps you understand your progress and what to work on next.

6. Your assessments are checked for quality

Connexis uses moderation processes to ensure assessments are fair and consistent across all learners, and that assessors make reliable decisions.

This includes internal checks and external moderation where required.

7. Your learning is connected to real world practice

Learning activities are designed to reflect real industry situations so you can apply your knowledge on the job.

They build on your experience and grow in complexity as you progress.

8. You will understand what you need to do and when

Your learning and assessment materials will always include:

- What you need to learn
- What assessments you need to complete
- How to prepare
- How to access support.

Everything is designed to help you stay on track and know what comes next.

ACADEMIC APPEAL POLICY

In Short

If you believe an academic decision was unfair or incorrect, you have the right to get it reviewed. Connexis will treat your appeal fairly, explain the process clearly, respond within stated timeframes, and make sure that the people reviewing your case are independent.

1. You have the right to ask for a decision to be reviewed

If you believe something went wrong with:

- An assessment result
- The way your assessment was handled
- A decision about progressing in your programme
- An impaired performance or aegrotat decision

…you can make an academic appeal.

You cannot appeal just because you disagree with the assessor's judgement, there must be a reason such as an error, unfairness, or missing information.

2. You are expected to try to sort it out informally first

Before making a formal appeal, you are encouraged to talk with your assessor or tutor. Many issues can be resolved quickly at this step.

If that does not work, or the problem is more serious, you can start a formal appeal.

3. How to make a formal appeal

If you decide to lodge a formal appeal, you must:

- Submit it in writing within 10 working days of receiving the academic decision
- Clearly explain why you are appealing
- Provide any evidence that supports your case.

This goes to the Quality Assurance team.

4. Your appeal will be treated fairly

Once your appeal is submitted:

- You will receive a written acknowledgement within 5 working days
- Someone not involved in the original decision will review your appeal
- They may ask you or staff for more information
- They will look at assessment materials, moderation notes, and policies
- You will get a written outcome within 15 working days (or longer if needed, with an explanation).

Possible outcomes are:

- Your appeal is upheld (decision changed)
- Your appeal is partially upheld
- Your appeal is declined.

5. If you are still unhappy, you can ask for a further review

If you disagree with the outcome, you may appeal to the Group Manager Learning Solutions, explaining why you are dissatisfied and providing any further evidence. You will receive a written outcome within 15 working days. This is Connexis' final internal decision.

6. You can get external help

If you are still dissatisfied after Connexis' internal appeal process is complete, there are external organisations that may be able to help. Information about these options, including Study Complaints, is available on the Connexis website.

7. Your information is kept private

All appeals are kept confidential. Records are stored securely and kept according to NZQA requirements.

ACADEMIC INTEGRITY POLICY

In Short

Academic integrity means doing your own work honestly.

Connexis expects your assessments and evidence to be genuine and based on your real skills. If something goes wrong, the process is fair, confidential, and focused on helping you learn while protecting the credibility of your qualification.

1. Academic integrity means being honest in your learning

At Connexis, academic integrity means:

- The work you submit is your own
- The evidence you provide is real and from your workplace
- You show your true skills and knowledge
- You act ethically and follow assessment rules.

This protects the value of your training and ensures your achievements are trusted by employers and industry.

2. What academic misconduct looks like

Academic misconduct is any behaviour that gives you an unfair advantage or misrepresents your skills. Examples include:

- Copying someone else's work
- Reusing work you submitted before
- Getting someone else to do your assessment
- Submitting AI-generated work as your own
- Using false or altered evidence
- Having someone coach you through answers during an assessment conversation.

These are treated seriously because they damage the trust and credibility of your qualification.

3. Your responsibilities as a learner

You are expected to:

- Submit authentic evidence that reflects your own work
- Be honest in assessment conversations and practical assessments
- Ask if you are unsure what is acceptable
- Follow Connexis instructions and rule.

If in doubt, check, asking for help is part of doing things right.

4. What your workplace supervisor must do

Supervisors and verifiers must:

- Confirm that your workplace evidence is real and done by you
- Support you, but not do the work for you
- Communicate honestly with Connexis.

5. What Connexis staff must do

Connexis trainers and assessors will:

- Design assessments that are fair and reflect real workplace practice
- Check that evidence is genuine
- Watch for possible learning misconduct
- Make assessment decisions based on consistent, professional judgement.

6. How misconduct is prevented and detected

Connexis prevents misconduct by:

- Using real workplace tasks for assessment
- Designing assessments that are hard to fake
- Clearly explaining expectations
- Supporting you to understand the rules.

Misconduct may be identified through assessor checks, moderation, verification with supervisors, or concerns raised by staff or learners.

7. What happens if misconduct is suspected

If there's a concern:

- You will be informed of the allegation
- You will have a chance to respond
- The investigation will be fair and confidential
- You may continue studying while it is being investigated (unless it is very serious).

If misconduct is confirmed, you may need to redo an assessment, provide additional evidence, or face disciplinary action. Serious academic misconduct may result in further formal action.

8. You will be treated fairly

Connexis follows principles of natural justice, meaning:

- You will know the details of the allegation
- You can attend any meeting with a support person
- You can see the evidence
- You can appeal the decision.

PRIVACY POLICY

In Short

Connexis takes your privacy seriously.

Your personal information is collected for good reasons, kept safe, used responsibly, and only shared when necessary. You have the right to access and correct your information, and Connexis will act quickly and transparently if any issues arise.

1. Your privacy is protected

Connexis must follow New Zealand privacy laws.

This means your personal information is collected, stored, and used responsibly and only for valid reasons related to your training.

2. We only collect what we need

Connexis collects only the personal information that is necessary for things like:

- Enrolment
- Funding and reporting requirements
- Supporting your learning
- Ensuring your safety and wellbeing.

You will be told why information is being collected and how it will be used.

3. Your information is kept secure

Connexis protects your information from:

- Loss
- Misuse
- Unauthorised access.

Only staff who genuinely need the information to support you or meet legal requirements can access it.

4. Your information is only shared when necessary

Your personal information is only shared:

- When you give permission
- When needed to support your learning
- When required by law (for example, for NZQA or the Ministry of Education)
- When Connexis must protect your safety or the safety of others.

It is not shared for unnecessary or unrelated reasons.

5. You can see and correct your information

You have the right to:

- Ask for a copy of the personal information Connexis holds about you
- Ask for corrections if something is wrong or out-of-date.

Connexis must respond within the legal timeframes.

6. If something goes wrong, it will be managed quickly

If there is a privacy breach (for example, information being given to the wrong person), Connexis will:

- Investigate the issue
- Contain and fix the problem
- Inform affected people when required
- Notify the Office of the Privacy Commissioner if the breach is serious.

All breaches are documented and reviewed to prevent them happening again.

7. Everyone at Connexis has responsibilities

- Staff must follow the privacy policy and protect your information
- Managers ensure privacy processes are followed
- The Privacy Officer oversees all privacy matters, including managing requests and breaches.

A02 LEARNER SUPPORT POLICY

Pūtake / Purpose

Connexis is committed to ensuring the safety and wellbeing of learners in accordance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. This code aims to recognise learner participation and engagement in their own learning, communal and residential communities; help those who have extra needs to reach their educational goals and respond to learners who experience distress while studying.

Professor Sir Mason Durie's Te Whare Tapa Whā Model provides an understanding of the four key areas that make up a person's wellbeing.

The four dimensions are:

- Taha Tinana (physical)
- Taha Wairua (spiritual)
- Taha Whanau (family/social)
- Taha Hinengaro (mind).

Te Whare Tapa Whā is a holistic framework that provides a platform for understanding the needs of learners. This model helps Connexis provide appropriate strategies and processes that support and encourage learners to achieve success.

Employees and learners model the Connexis Commitment to Learning.

Connexis acknowledges and complies with The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Te Tiriti

Connexis honours Te Tiriti through enduring relationships with mana whenua and is guided by the articles of Te Tiriti as required by the Education and Training Act 2020.

Mō wai me te whanuitanga / Audience and Scope

This policy applies to all Connexis employees, secondees and contractors, in any Connexis workplace or location, who conduct activity and work on behalf of Connexis.

Ngā Mātāpono / Principles

- Quality learning environments nurture and support learners to participate fully and effectively and be successful in their studies.
- A range of services is offered to support learner wellbeing and success. Learners are informed about support services available when enrolled and/or off-site at a subcontracted provider.
- Learners are assisted in accessing support in order to be successful in their studies.
- Learners seeking support are shown empathy and respect.
- Learners acknowledge their needs and ask for support as required.
- Connexis employees maintain current information on learner support services and encourage their learners to access the services as appropriate.
- Learner support teams evaluate their service in collaboration with field staff to ensure the delivery of professional, learner-centred, integrated support services.

Ngā Haepapa / Responsibilities

All kaimahi/employees

- Be aware of and take all reasonable steps to ensure compliance with this policy.

Managers

- Responsible for the day-to-day management and implementation of this policy.

Executive Leadership Team (ELT)

- Provides leadership and direction for support services and allocates sufficient resources to enable the services to be current, equitable and effective.

Training Team

- Provide teaching support in group or one-to-one settings to support learners.

Learner and Workforce Success employees

- Promote learner support services to learners and work with support services to improve outcomes for learners.

Learner Support Team

- Provide specific academic, pastoral, and cultural support to meet the needs of individual learners.

Ngā Hononga ki Tuhinga kē / Links to other documents

Ngā Kaupapa-Here e Hāngai ana / Related policies, Legislation

- Education and Training Act 2020
- The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021
- A02 Learner Support Policy
- A03 Information to Prospective Learner Policy
- A04 Equal Education Opportunities Policy
- A05 Application Entry and Enrolment Policy
- A07 Learner Fee Protection Policy
- A08 Learner Induction Policy
- A09 Learner Rights and Responsibilities Policy
- A10 Learner Complaints Policy
- A11 Learner Conduct and Discipline Policy
- A12 Health, Safety and Wellbeing Policy
- A13 Workplace Health and Safety Commitment and Responsibility Policy
- A06 Withdrawal and Refund Policy
- A14 Protection of Vulnerable Young Persons Policy
- A15 Learner Online Safety and Responsible Use Policy
- A16 Work-based Learning Policy
- A26 Privacy Policy

Ngā Tukanga me ngā Hātepe / Processes, Procedures, Documents

- A02 Learner Support Procedures
- A02 Annex A Connexis Commitment to Learning Statement
- A11 Learner Conduct Procedures
- A10 Learner Complaints Procedures
- Connexis Learner Policy Guide
- Learner Handbooks

Mokamoka whakaaetanga / Approval details	**VERSION NUMBER**	1.0	**ISSUE DATE**	March 2026
	DATE OF NEXT REVIEW	January 2028	**POLICY OWNER**	Learner Support Manager
	APPROVAL AUTHORITY	Chief Executive	**DATE OF APPROVAL**	March 2026
	POLICY SPONSOR (HAS AUTHORITY TO MAKE MINOR AMENDMENTS)	Group Manager Learner and Workforce Development		

A04 EQUAL EDUCATION OPPORTUNITIES POLICY

Pūtake / Purpose

Connexis recognises risk management as an integral part of its operations. This policy recognises that the Connexis environment is enhanced by increasing awareness and sensitivity to the diversity of the learner community.

This policy reflects Connexis' strategic objectives, and values around learner support and learner centric learning. Connexis aims to address any inequity and improve the learning experience of any disadvantaged groups in courses and programmes across Connexis.

Equal Education Opportunities (EEdO) will be achieved when factors irrelevant to programme or course requirements no longer act as barriers to learning opportunities at Connexis. Such factors could include:

- Cultural identity
- Gender
- Belief
- Age
- Family responsibility marital status
- Religion
- Political affiliation
- Disability
- Sexual orientation
- Financial circumstances
- Health status.

Te Tiriti

Connexis honours Te Tiriti through enduring relationships with mana whenua and is guided by the articles of Te Tiriti as required by the Education and Training Act 2020.

Mō wai me te whānuitanga / Audience and Scope

This policy applies to "all Connexis learners, employees, secondees, contractors, and consultants in any Connexis workplace or location who conduct activities and work on behalf of Connexis."

Ngā Mātāpono / Principles

Connexis is committed to EEdO in all its programmes and courses. This commitment requires that Connexis will continually work towards ensuring:

- Barriers irrelevant to programme and course requirements to ensure equal access to Connexis, its programmes, courses, and facilities are removed or minimised
- All learners are encouraged to participate in the life of Connexis
- Learner needs are supported by providing an equitable learning environment which recognises individual differences and addresses their particular needs.

Ngā Haepapa / Responsibilities

All kaimahi/employees

- Be aware of and take all reasonable steps to ensure compliance with this policy.
- Identifying any barriers to equal access for learners and notifying appropriate staff.

Executive Leadership Team (ELT)

- Identification and management of any areas where learners may have difficulties in accessing all available resources and facilities relative to their learning journey with Connexis.

Managers

- Day-to-day management and implementation of this policy.

Ngā Hononga ki Tuhinga kē / Links to other documents

Ngā Kaupapa-Here e Hāngai ana / Related policies, Legislation

- Education and Training Act 2020
- The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021
- Immigration New Zealand
- Human Rights Act 1993
- A05 Application, Entry and Enrolment Policy
- A04 Equal Education Opportunities Policy
- A07 Learner Fee Protection Policy
- A08 Learner Induction Policy
- A09 Learner Rights and Responsibilities Policy
- A10 Learner Complaints Policy
- A11 Learner Conduct and Discipline Policy
- A12 Health, Safety and Wellbeing Policy
- A20 Academic Appeal Policy.

Ngā Tukanga me ngā Hātepe / Processes, Procedures, Documents

- The Education (Pastoral Care of Tertiary International Learners)
- Code of Practice 2021
- Connexis website
- A05 Application, Entry and Enrolment Procedures.
- A10 Learner Complaints Procedures; Formal-Connexis-Complaints-Form; Connexis Learner Policy Guide; TAG - enrolment agreement; Withdrawal and Refund Application Forms; Learner Handbooks; CoPC Action Plan; Disability Action Plan; Learner Success Plan; Pasifika and Māori (Te Rito) Strategies.

Mokamoka whakaaetanga / Approval details				
	VERSION NUMBER	1.0	**ISSUE DATE**	March 2026
	DATE OF NEXT REVIEW	January 2028	**POLICY OWNER**	Equity Manager
	APPROVAL AUTHORITY	Chief Executive	**DATE OF APPROVAL**	March 2026
	POLICY SPONSOR (HAS AUTHORITY TO MAKE MINOR AMENDMENTS)	Group Manager Learning Solutions		

A05 APPLICATION ENTRY AND ENROLMENT POLICY

Pūtake / Purpose

To ensure that prospective learners receive timely, accurate and up-to-date information, advice and support that will assist them to choose education and programmes of study best suited to their needs.

To provide an effective and timely admission process for applicants seeking entry into programmes and courses offered by Connexis who meet specified entry criteria and where no interview is required.

To make provision for formal recruitment as a means of ensuring that applicants meet the specified entry and selection criteria, and are fully appraised of all entry criteria and programme and course information.

Te Tiriti

Connexis honours Te Tiriti through enduring relationships with mana whenua and is guided by the articles of Te Tiriti as required by the Education and Training Act 2020.

Mō wai me te whānuitanga / Audience and Scope

This policy applies to all prospective learner programmes and courses offered by Connexis. All learners must apply for admission using the appropriate Connexis application/enrolment documents.

Ngā Tikanga / Definitions

Enrolment types:

Work-based: Learners study mainly in the workplace with supported self-directed learning. Learners are supported in their training by both the provider and employer. Connexis work-based learners complete the Connexis Training Agreement.

Full time: Learners enrolled in a course with a workload of at least 0.8 EFTS (Equivalent Full-Time Student) over a full year, or at least 0.4 EFTS for a single semester/trimester. Typically, this equates to 120 points (or credits) per year.

Part time: A part-time learner is generally defined as someone enrolled in less than 0.375 EFTS (Equivalent Full-Time Student) for a 30-week course.

Gateway: Secondary school learner (Years 11–13) participating in structured workplace learning that has, a formalised learning arrangement set in the workplace, specified knowledge and skills that a learner will attain, and specified assessment methods.

Domestic tertiary student means an individual—

(a) who is—

- (i) a New Zealand citizen; or
- (ii) the holder of a residence class visa granted under the Immigration Act 2009 who satisfies the criteria (if any) prescribed by regulations made under subsection (2); or
- (iii) a person of a class or description of persons required by the Minister, by notice, to be treated as if they are not international students (see subsection (11)); and

(b) who is a tertiary student enrolled at an institution or a registered establishment

International student means an individual who is not a domestic student.

International learners deemed to be Domestic Students (Tertiary Education (Domestic Students) Notice 2025). (Parts 4&5 Education and Training Act 2020):

1. A person who has a letter from the Protocol Division of the New Zealand Ministry of Foreign Affairs and Trade confirming that they are, for the time being, entitled to any immunity from jurisdiction by or under the Diplomatic Privileges and Immunities Act 1968 or the Consular Privileges and Immunities Act 1971 for the current academic year and until the end of the year in which that status expires.

2. A person who has made a claim to be recognised as a refugee or a protected person under Part 5 of the Immigration Act 2009 and who holds a valid temporary visa.

3. A person who—
   (a) is recognised as a refugee or a protected person under Part 5 of the Immigration Act 2009 and who, for the time being, has not been granted a New Zealand residence class visa; or
   (b) is the partner or any child in New Zealand of a person referred to in paragraph (a); or
   (c) is the parent or any sibling in New Zealand of a person referred to in paragraph (a) who is a dependent child.

4. A person who is in New Zealand to study under a New Zealand Government-approved exchange programme at a tertiary education provider.

5. A person who is in New Zealand to study and who is enrolled in a Doctor of Philosophy programme at a New Zealand university.

6. A person who—
   (a) was enrolled on 31 December 2022 at a tertiary education provider for the purpose of participating in training or an apprenticeship that was funded by the Tertiary Education Commission (TEC) through the Industry Training Fund funding determination issued under section 419 of the Act and that was in force on that date; and
   (b) continues to be enrolled in the same programme of study that is funded by TEC through the Determination of Design of Funding Mechanism: Delivery at Levels 3 to 7 (non-degree) on the New Zealand Qualifications and Credentials Framework and all Industry Training.

7. A person who—
   (a) is working in New Zealand on an Accredited Employer Work Visa and in an occupation that—
      (i) is specified on the Immigration New Zealand Green List; or
      (ii) was within the scope of a sector agreement in place as at 9 March 2025; and
   (b) is studying a qualification that—
      (i) is delivered in the work-based mode of delivery; and
      (ii) has been identified by the appropriate industry skills board or workforce development council (as applicable) as being in the national interest; and
      (iii) has been approved by TEC as being in the national interest; and

(c) is enrolled in study or training that is funded by TEC through the Determination of Design of Funding Mechanism: Delivery at Levels 3 to 7 (non-degree) on the New Zealand Qualifications and Credentials Framework and all Industry Training.

8. A person who—

(a) is enrolled in a course of study or training funded by TEC for search and rescue training; and

(b) is entitled to remain in New Zealand on a visa for at least 6 months from the date of their enrolment in that course of study or training.

9. A person who—

(a) is enrolled in a course of study or training funded by TEC through the English Language Teaching-Intensive Literacy and Numeracy Fund or through the Determination of Design of Funding Mechanism: Adult and Community Education; and

(b) is residing in New Zealand on any of the following visas:

(i) Partner of a New Zealander Work Visa

(ii) Partner of a New Zealander Visitor Visa

(iii) 2022 Special Ukraine Visa.

10. A person who—

(a) is enrolled at a tertiary education provider in a short-term work-related training course that—

(i) receives no funding from TEC under section 419 of the Act; and

(ii) is for a period of 10 days or less; and

(b) is required by their employer for the particular work being undertaken.

Note: A person specified above who is to be treated as if they are not an international student based on their programme or course of study does not qualify as a domestic student in relation to any other programme or course of study, unless the person is to be treated as if they are not an international student for that programme or course of study.

Refer to Education (Domestic Student: Tertiary Education and Vocational Education and Training) Notice 2025.

Ngā Mātāpono / Principles

Enrolments for learners are managed in a timely, fair, and equitable manner according to the appropriate statutory and compliance requirements.

All learners are supported in the workplace by their employer, and the employer understands their role in supporting learning and assessment.

Learners and employers are provided with:

- Full and accurate information about programmes and their requirements
- Timely and effective advice, guidance, and support to meet their learning goals
- Efficient and prompt enrolment procedures.

There are clear statements about:

- Eligibility for entry into programmes
- How skills and knowledge acquired in both formal and non-formal settings are recognised
- How learners enrol
- How the expectations of Connexis Commitment to Learning facilitates the learning environment.

Learners enrolled in programmes have the knowledge, skills, attributes, and access to workplace tasks to achieve success.

Learners may be enrolled at any appropriate point of a programme with credit recognition and transfer or recognition of prior learning, subject to programme regulations.

Connexis reserve the right to cancel programme or course offerings that have previously been advertised as available.

There may be restrictions placed on entry into programmes when:

- A programme is expiring
- Learner demand exceeds the availability of resources e.g., assessors
- There is debt against a learners account.

Withdrawals from programmes or courses are governed by the regulations in the Withdrawal and Refunds Policy.

International learners (see definitions above) are enrolled according to the terms and conditions in Tertiary Education (Domestic Students) Notice 2025.

- For clarity, Connexis does not enrol international learners under the age of 18
- Connexis will provide timely, accurate and up-to-date information that will assist learners to make informed decisions when choosing their programmes or courses
- Connexis will have systems in place to ensure that all enrolment requirements, including documentation and provisions for payment of fees, are met prior to learners commencing their enrolment
- Entry and selection criteria will be published in Connexis information to learners and via the organisation's website
- Connexis administration staff are responsible for the administration of all learner enquiries and enrolments within Connexis student management system (iMX) as they are received

- Connexis Account Managers: Learner and Workforce Development will ensure learners and employers have all the required information to make informed decisions
- The signed Training Agreement is deemed to be a contract for tuition between Connexis, the Employer and the learner.

Both *enrolment forms* described above require the learner to declare they are aware of the conditions contained within the withdrawal policy and any entitlement to a fee refund that may apply if they voluntarily withdraw from their enrolment.

Record Management: All enquiries, enrolments and confirmation information are retained within the SMS for a min of 2 years.

The Group Manager Customer Experience is responsible for ensuring that entry and selection criteria are correctly applied.

All matters discussed with applicants for the purpose of selection and training at Connexis will be documented.

Ngā Haepapa / Responsibilities

All kaimahi/employees

Be aware of and take all reasonable steps to ensure compliance with this policy.

Managers

Responsible for the day-to-day management and implementation of this policy.

Learner and Workforce Success teams

- Work with learners and employers to ensure correct advice is provided
- Support enrolments consistent with approved procedures
- Ensure learners meet relevant entry requirements
- Implementation of this policy.

Customer Operations team

Maintain and keep up-to-date accurate enrolment records (see Specific Responsibilities below) for each learner including:

- Keep the records listed above for each learner for at least two years after the completion of the education or training in which the learner is enrolled
- Keep the enrolment records in a manner that ensures they are easily recovered and printed from, and readily available on request from the PTE's electronic data storage system
- Academic Records (see specifics below) must also be kept in a manner that is accessible in the event of PTE closure, natural disaster, or emergency, and for at least the period of time the particular records themselves are required to be kept.

Specific Responsibilities

Maintain and keep up-to-date accurate enrolment records for each learner including:

- Full name and address of the learner
- Contact details for the learner
- The learner's national number (where the learner has a national learner number)
- Evidence of enrolment
- Nationality and whether a domestic or international learner
- The education or training in which the learner is enrolled
- The start and finish dates or duration of the education or training

- Details of the learner meeting the entry requirements of the education or training including, where applicable, scores for English language entry requirements
- Invoices and receipts for fees paid to the PTE and the dates of payment, with programme and course fees, and other fees separately identified
- For international learners, their visa (if any) and other immigration details, learner fee protection trustee records, and passport numbers.

Ngā Hononga ki Tuhinga kē / Links to other documents

Ngā Kaupapa-Here e Hāngai ana / Related policies, Legislation

- The Education (Pastoral Care of Tertiary International Learners) Code of Practice 2021
- Education and Training Act 2020
- Tertiary Education (Domestic Students) Notice 2025
- Immigration New Zealand
- Human Rights Act 1993
- A05 Application, Entry and Enrolment Procedures
- A06 Withdrawal and Refund Policy
- A03 Information to Prospective Learners Policy
- A04 Equal Education Opportunities Policy
- A07 Learner Fee Protection Policy
- A08 Learner Induction Policy
- A09 Learner Rights and Responsibilities Policy

Ngā Tukanga me ngā Hātepe / Processes, Procedures, Documents

- Connexis TAG and general enrolment forms
- Connexis Learner Handbooks
- Withdrawal and Refund Application Form
- Connexis website
- Connexis Learner Policy Summary doc

Mokamoka whakaaetanga / Approval details				
	VERSION NUMBER	1.0	**ISSUE DATE**	March 2026
	DATE OF NEXT REVIEW	January 2028	**POLICY OWNER**	Customer Operations Manager
	APPROVAL AUTHORITY	Chief Executive	**DATE OF APPROVAL**	March 2026
	POLICY SPONSOR (HAS AUTHORITY TO MAKE MINOR AMENDMENTS)	Group Manager Learning Solutions		

A06 WITHDRAWAL AND REFUND POLICY

Pūtake / Purpose	This policy ensures that Connexis procedures in respect of learner withdrawal from programmes or courses and refund/s of tuition fees are fair and compliant with the requirements of the Act.
Te Tiriti	Connexis honours Te Tiriti through enduring relationships with mana whenua and is guided by the articles of Te Tiriti as required by the Education and Training Act 2020.
Mō wai me te whānuitanga / Audience and Scope	This policy applies to all prospective learner programmes and courses offered by Connexis. Learners requesting a refund must formally withdraw from a programme, course/course(s) by personally completing and signing the Withdrawal Form and returning it to their Account Manager. Forms can be obtained from the Connexis website. Where the fees have been paid by the employer any eligible refund will be paid to the employer. Any issues regarding withdrawal that are unable to be resolved through the use of the Withdrawal and Refund Form are to be discussed with the Group Manager Learning Solutions.
Ngā Tikanga / Definitions	**External Fee** A fee component which is set by an external agency and collected by Connexis on their behalf as part of the Learner Fee (e.g., examination fees). **Partial withdrawal from a programme or course** A learner may choose to withdraw from one or more courses in a course/ programme to which they have been enrolled. **Stand-alone course** A course which is part of a course/programme, noting the learner may not have been admitted to the course. **Short Course** A short course is an entity in its own right and is not part of a course. **Withdrawal from Programme** Withdrawal from all of the courses in a programme for which the course end dates are later than the withdrawal date.
Ngā Mātāpono / Principles	Learner fee refunds depend on the type of learner, and the length of programme or course. ▪ If a learner is enrolled in a programme that takes more than three months to complete, the withdrawal period and refund amount depends on whether the learner is a domestic or international learner ▪ If a learner is enrolled in a programme or course that takes less than 3 months to complete. **www2.nzqa.govt.nz/about-us/protect-students/student-fee-protection/information-for-learners/student-withdrawals-and-refunds/**

Ngā Haepapa / Responsibilities

All kaimahi/employees

Be aware of and take all reasonable steps to ensure compliance with this policy.

Managers

Responsible for the day-to-day management and implementation of this policy.

Learner and Workforce Success teams

Work with learners and employers to ensure correct advice is provided.

Specific Responsibilities

Administration of withdrawals and refunds

Manage and process enrolments and withdrawals consistent with approved procedures. Allow every learner enrolled for a programme or course that is of more than 3 months to withdraw from it and receive a refund up until the end of the 60th calendar day after the start date and receive a full refund less administration costs of $250.00 plus any block course or assessment fees.

Allow every learner enrolled for a programme or course that is of less than 3 months' duration but more than 5 weeks, to withdraw from it within a period of 8 calendar days from start date; and receive a full refund less administration costs of $250.00 plus any costs incurred or at least 75% of any amount paid (whichever is the greater).

Allow learners enrolled on programmes or courses shorter than 5 weeks but not less than 2 days, to withdraw up until the end of the second day and receive a refund less administration costs of $250 plus any block course or assessment fees or at least 50% of any amount paid (whichever is the greater). If the learner has paid for 2 days only, the PTE can retain 100% of the payment.

There is no refund entitlement for courses that are less than 2 days.

When the refund period, in relation to any fees paid by, or on behalf of a learner has expired: The fees will be paid to Connexis in accordance with conditions of the Public Trust Deed to which Connexis is party.

Reference must be made to the following documents (where all information must be aligned) and applied consistently when addressing issues relating to withdrawals and refunds, and providing information to learners:

- Withdrawal Policy
- Application and Enrolment Form
- Withdraw Application Form
- The Learner Policy Guide

Connexis Website Advice to Learners

When a learner is discussing withdrawal with any staff member, the learner must be advised regarding any consequences to eligibility for loans and allowances, as well as any academic implications for progression and results. For example, in the instance of a Connexis administration fee which was included in the fees paid but is separated from the fees, refund if a learner withdraws.

The withdrawal date from a programme or course is taken as the date the Withdrawal Form is lodged with Connexis. The responsibility for withdrawal is with the learner. Verbal notice of withdrawal will not be accepted as a learner's intention to withdraw.

No change to the learner's enrolment status on the Connexis Learner Management system may be made unless formal withdrawal takes place.

Where an organisation is paying for more than one learner, a separate withdrawal form must be completed for each learner withdrawing as this documentation will be attached to the official learner enrolment file which cannot hold information on other learners.

Where a learner withdraws from a programme or course after commencement but before fees are paid and before the last date for withdrawal, any refund amount is deducted from the fees payable, and the learner is responsible for payment of outstanding fees as notified.

A learner cannot be withdrawn from a programme or course(s) where the final assessment and/or the programme or course end date has taken place and final results are due to be, or are, entered in the Learner Management System.

When a learner stops participating after the last date for withdrawal with a refund and does not withdraw, Connexis will withdraw the learner when a period of at least four weeks has elapsed. These withdrawals are documented using the Withdrawal Form and signed by the Group Manager Learning Solutions. These withdrawals must only be made after two written attempts to contact the learner. These must be on file, in the Learner Management System, or a written declaration from a staff member that the learner has been spoken to. In such cases, there must be a follow up letter/email on file.

Transfers

Learners wishing to transfer from one programme or course(s) to another after the programme or course has started must do so by agreement with the Account Manager: Learner and Workforce Development and by filling in the Withdrawal Form. Depending on the different course fees, learners may either be refunded or required to pay additional fees.

Transfers between programmes or courses can only occur after negotiation with the Account Manager: Learner and Workforce Development. There may be penalties for withdrawal and re-enrolment if expenses have been incurred such as block courses or credit reporting, etc. If no costs have been incurred, the full refund amount will be credited to the new programme or course if a learner loan has not been used to pay fees. If a learner loan has been used, the refund is returned to StudyLink and a new loan drawn down for the new programme. Depending on the different programme or course(s) fees, learners will either be refunded or required to pay additional fees. Where costs have been incurred by Connexis, this amount will be deducted from the refund or transfer amount.

It is the responsibility of the learner to contact StudyLink to advise of the change in programme, and to advise Connexis that this has been done, before processing the withdrawal and re-enrolment.

Disputes

Any learner who wishes to dispute the withdrawal or refund decision must do so within one month of receiving the notification (letter, invoice or statement) showing the outstanding amount. A request to review the outstanding amount must be made in writing to the Group Manager Customer Experience, within the specified time period.

There is discretion to accept reviews lodged outside the normal one-month time limit if the Group Manager Customer Experience considers that there was good reason for the delay. The review should be completed within seven days of the date of receipt of the application for review. Any outstanding monies owing at the outcome of the review are to be paid to Connexis immediately notification is received.

https://www.studycomplaints.org.nz/

Refunds on Compassionate Grounds

Exceptions may be made in exceptional circumstances for compassionate reasons. Compassionate grounds are considered to be events outside the individual's control that could not have been predicted and that have had a significant impact on the person's ability to continue studying in the current academic year or the foreseeable future.

This could for example include such things as significant accidents or personal injury to self or a close family member that would affect the learner's ability to continue studying. Compassionate grounds will not be considered sufficient for a refund of fees where the learner could have continued in the programme or course with support or where the learner has chosen to withdraw for other reasons.

Consideration may be given to a refund upon receipt of written evidence which must be submitted by the learner, or on the learner's behalf, to Connexis at the same time as the completed Withdrawal Form.

Exceptions may be considered on the grounds of:

- Medical, supported in writing by a health professional.
- Work related, supported by a letter from an employer.

The application should be made prior to withdrawal, or where circumstances prevent prior application at the earliest possible time.

The decision to refund fees on compassionate grounds will take into consideration the length of time in a programme/course(s). Fees funded by StudyLink are required to be refunded to StudyLink.

Late Admissions/Enrolments

When a learner has been admitted to a programme or course that has a specific commencement date, the last date for withdrawal must be highlighted to the learner at time of admission. The learner must also be alerted to the fact that late admission is not a reason for compassionate withdrawal.

Cancelled Programmes or Courses

A full refund will be made if Connexis considers it is necessary to cancel or postpone a programme or course. The documentation will be completed by Connexis on behalf of the learner and no administration fee will be charged.

Refunds for Examination Fees

External examination fees will be refunded if a Withdrawal Form is formally lodged with Connexis before the cut-off date for the exam fees. If fees have been sent to the examining body, a request for refund must be made by the learner directly to the appropriate organisation.

Refunds for NZQF credit fees are part of the refund of fees outlined in the Withdraw and refund matrix below.

Ngā Hononga ki Tuhinga kē / Links to other documents

Ngā Kaupapa-Here e Hāngai ana / Related policies, Legislation

- The Education (Pastoral Care of Tertiary International Learners)
- Code of Practice 2021
- Education and Training Act 2020
- Immigration New Zealand
- Human Rights Act 1993
- A05 Application, Entry and Enrolment Procedures
- A06 Withdrawal and Refund Policy
- A03 Information to Prospective Learners Policy
- A04 Equal Education Opportunities Policy
- A07 Learner Fee Protection Policy
- A08 Learner Induction Policy
- A09 Learner Rights and Responsibilities Policy

Ngā Tukanga me ngā Hātepe / Processes, Procedures, Documents

- Connexis TAG and general enrolment forms
- Connexis Learner Handbooks
- Withdrawal and Refund Application Form
- Connexis website
- Connexis Learner Policy Summary doc.
- A05 Application Entry and Enrolment Procedures

Mokamoka whakaaetanga / Approval details				
	VERSION NUMBER	1.0	**ISSUE DATE**	March 2026
	DATE OF NEXT REVIEW	January 2028	**POLICY OWNER**	Finance Manager
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	POLICY SPONSOR (HAS AUTHORITY TO MAKE MINOR AMENDMENTS)	Group Manager Learning Solutions		

A07 LEARNER FEE PROTECTION POLICY

Pūtake / Purpose	This policy ensures that all Connexis learner fees are safeguarded in the event of learner withdrawal, PTE closure, or visa decline (for international learners), and that learners are fully informed of their rights and entitlements in accordance with Student Fee Protection Rules 2025 and the Student Funds Trust Deposit Exemption Rules 2026 and Sections 357(1)(c), 529, and 530 of the Education and Training Act 2020.
Te Tiriti	Connexis honours Te Tiriti through enduring relationships with mana whenua and is guided by the articles of Te Tiriti as required by the Education and Training Act 2020.
Mō wai me te whānuitanga / Audience and Scope	This policy applies to: ▪ All domestic and international learners enrolled at Connexis ▪ All programmes, micro-credentials and courses offered by Connexis ▪ All staff involved in enrolment, finance, and learner support.
Ngā Mātāpono / Principles	**Fee Protection Mechanism** Connexis uses the Public Trust as its approved learner fee protection mechanism. This trust: ▪ Is managed by an independent trustee with no conflict of interest. ▪ Holds learner fees from the time they are received until the end of the refund period, and in some cases, until the end of the programme. ▪ Complies with NZQA's approved mechanisms for learner fee protection. **Refund Entitlements (Section 357)** Connexis adheres to the refund entitlements outlined in Section 357 of the Act: ▪ Domestic learners who withdraw within the refund period are entitled to a refund of fees paid, less $250 plus any block course or assessment costs incurred ▪ For programmes under 3 months, NZQA specifies the refund period and minimum refund amount ▪ Refunds are processed through the independent trustee to the learner, their new provider, or government body (if paid via learner loan). **Written Refund Statement (Section 529)** Connexis provides every prospective learner with the details within the Withdrawal Policy (and Withdrawal Form) that includes: ▪ Their refund entitlements under Section 357 ▪ The type of fee protection mechanism in place ▪ Trustee details and payment schedule (if applicable) ▪ Withdrawal and refund procedures ▪ Contact details for further information. This statement is provided prior to enrolment and is included in the Learner Handbook and enrolment agreement.

Protection of Learner Fees (Section 530)

Connexis ensures that:

- No learner fees are accepted until the fee protection mechanism is in place
- Fees are held in trust until the refund period ends, or the programme is completed
- In the event of PTE closure or programme cancellation, undelivered portions of fees are refunded or transferred to another provider.

Ngā Haepapa / Responsibilities

- Connexis Learners must notify Connexis in writing if they wish to withdraw.
- Connexis Administration must process refunds in accordance with Section 357 and the Learner Fee Protection Rules.

All kaimahi/employees

- All learners receive clear, written information about their fee protection and refund rights
- This policy (and the Withdrawal Policy) is available on the Connexis website in the
- Learner Policy Guide
- Staff are trained to explain fee protection and refund processes.

Specific Responsibilities

PTE Closure or Programme Withdrawal

- In the event of closure, Connexis Administration will notify NZQA and the trustee immediately
- The trustee will refund unused fees or transfer them to an alternative provider.

Visa Revocation (International Learners)

- If an international learner's visa is revoked before the programme or course starts, **Connexis Administration** will provide a full refund (less reasonable administration costs)
- **Connexis Learners** must submit evidence of the visa being revoked.

Ngā Hononga ki Tuhinga kē / Links to other documents

Ngā Kaupapa-Here e Hāngai ana / Related policies, Legislation

- Education and Training Act 2020
- The Education (Pastoral Care of Tertiary and International Learners)
- Code of Practice 2021
- A05 Application, Entry and Enrolment Policy
- A06 Withdrawal and Refund Policy
- A03 Information to Prospective Learners Policy
- A04 Equal Education Opportunities Policy
- A08 Learner Induction Policy
- A09 Learner Rights and Responsibilities Policy

Ngā Tukanga me ngā Hātepe / Processes, Procedures, Documents

- Connexis website
- A05 Application, Entry and Enrolment Procedures
- A10 Learner Complaints Procedures
- Connexis Learner Policy Guide
- TAG - enrolment agreement
- Withdrawal and Refund Application Forms
- Learner Handbooks

Mokamoka whakaaetanga **Approval details**	**VERSION NUMBER**	1.0	**ISSUE DATE**	March 2026
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	POLICY SPONSOR (HAS AUTHORITY TO MAKE MINOR AMENDMENTS)	Group Manager Corporate Services		

A08 LEARNER INDUCTION POLICY

Pūtake / Purpose

To outline the objectives of the Connexis orientation and induction process for learners. Orientation is concerned with familiarising learners with their new learning environment and involves meeting people and communicating helpful information such as where essential services are located.

Induction incorporates orientation and is concerned with preparing learners to cope with learning at a tertiary level and is about ensuring that learners have the information, skills and knowledge to be successful in their chosen programme.

Specific programme induction including Health and Safety, Emergency Procedures, and induction for delivery modes, and specific delivery/employment sites, are carried out at site specific level.

Connexis general induction process will clearly communicate the learner's entitlement to a fee refund if the learner voluntarily withdraws from their enrolment within the refund time period allocated to that programme or course.

Te Tiriti

Connexis honours Te Tiriti through enduring relationships with mana whenua and is guided by the articles of Te Tiriti as required by the Education and Training Act 2020.

Mō wai me te whānuitanga / Audience and Scope

This policy applies to all learners enrolled with Connexis, and staff involved with learner inductions at Connexis.

Ngā Mātāpono / Principles

- Induction will be available to all learners enrolling at Connexis for the first time in all programmes or courses.
- All learners will go through an induction before commencement of course; therefore, on or before every learner's first day.
- Learners will be provided with an accurate overview of their programme of learning so that they can form realistic expectations of it.
- Learners will be informed of the expectations placed on them as learners within their programme.
- Learners will be assisted to identify their learning style(s) to increase their personal learning effectiveness.
- Opportunities for improving effectiveness as learners will be available and will include the importance and relevance of personal goal setting and motivation.
- Learners will be given the opportunity to confirm whether their current path of study aligns with their future aspirations.
- Learners will be introduced to the learning environment and to the range of services that are available to support them in their learning.
- Where applicable, learners may be given the opportunity to meet other learners at a personal level which will include activities and entertainment to promote social interaction.
- Opportunities will be provided for learners to be oriented to the skills/competencies required to use the technologies at Connexis.
- Opportunities will be provided to assist learners to resolve administrative issues such as enrolment and finances.
- All aspects of the Connexis policies relative to learners will be reviewed on induction day - location of these on the website will be identified.
- All learners will have health and safety induction and training at programme level relevant to the hazards in their work areas. Where the learning occurs in the workplace, the employer is required to ensure they meet the relevant legislative health and safety requirements.
- Learners will be made aware of their responsibilities when in the industry workspace. Learners will be introduced to all applicable learner agreements, which are to be completed by all parties before starting any course or programme.

Specific Responsibilities

All kaimahi/employees

Be aware of and take all reasonable steps to ensure compliance with this policy.

Managers

Responsible for the day-to-day management and implementation of this policy.

Learner and Workforce Success teams

- Work with learners and employers to ensure correct advice is provided.
- Implementation of this policy.

Ngā Hononga ki Tuhinga kē / Links to other documents

Ngā Kaupapa-Here e Hāngai ana / Related policies, Legislation

- Education and Training Act 2020
- Immigration New Zealand
- Human Rights Act 1993
- Tertiary Education Commission Code of Good Practice for New Zealand Apprenticeships
- A02 Learner Support Policy
- A05 Application, Entry and Enrolment Policy
- A06 Withdrawal and Refund Policy
- A03 Information to Prospective Learners Policy
- A04 Equal Education Opportunities Policy
- A07 Learner Fee Protection Policy
- A08 Learner Induction Policy
- A09 Learner Rights and Responsibilities Policy
- A10 Learner Complaints Policy
- A11 Learner Conduct and Discipline Policy
- A12 Health, Safety and Wellbeing Policy
- A13 Workplace Health and Safety Commitment and Responsibility Policy
- A14 Protection of Vulnerable Young Persons Policy
- A15 Learner Online Safety and Responsible Use Policy
- A16 Work-based Learning Policy
- A23 Academic Integrity Policy
- A30 Academic Appeal Policy

Ngā Tukanga me ngā Hātepe / Processes, Procedures, Documents

- Connexis website
- A02 Learner Support Procedures
- A10 Learner Complaints Procedures
- Formal-Connexis-Complaints-Form
- Connexis Learner Policy Guide
- TAG - enrolment agreement
- Withdrawal and Refund Application Forms
- Learner Handbooks

Mokamoka whakaaetanga / Approval details

VERSION NUMBER	1.0	**ISSUE DATE**	March 2026
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APPROVAL AUTHORITY	Chief Executive	**DATE OF APPROVAL**	March 2026
POLICY SPONSOR (HAS AUTHORITY TO MAKE MINOR AMENDMENTS)	Group Manager Product and Quality		

A09 LEARNER RIGHTS AND RESPONSIBILITIES POLICY

Pūtake / Purpose	This policy ensures that all Connexis learners are aware of their rights and responsibilities while they are learning with Connexis. These rights and responsibilities are summarised in Connexis Learner information and resources, and are made readily available within the Learner Policy and Procedure document available on the Connexis website.
Te Tiriti	Connexis honours Te Tiriti through enduring relationships with mana whenua and is guided by the articles of Te Tiriti as required by the Education and Training Act 2020.
Mō wai me te whānuitanga / Audience and Scope	This policy applies to all Connexis learners, employees, secondees and contractors, in any Connexis workplace or location, who conduct activity and work on behalf of Connexis.

Ngā Mātāpono / Principles

Learner rights while at Connexis

- To be treated as mature responsible individuals regardless of age, gender, culture or ethnic origin sexual orientation political or religious belief.
- To be free from harassment, victimisation and abuse by all members of the Connexis community, including physical, sexual, racially or disadvantaged based harassment, cyber bullying including verbal abuse.
- To have provided, within available resources, support for learners with disabilities to enable them to fully participate in learning and social opportunities at Connexis.
- To have access to learner support services which complement the learning experience.
- To have access to their personal information held by Connexis.
- To have access to information and resources required to enable learners to complete their studies.
- To receive before enrolment, information about the programme or course and learner support, including programme or course objectives, duration, costs and assessment procedures.
- For all forms of learner assessment to be valid, reliable and authentic.
- To have access to accurate formative assessments and/or feedback during their programme or course.
- To have the workload for any programmes or course(s) indicated prior to study and appropriate to the level of the programme or course.
- To be given in writing within the first two weeks of commencing the programme or course the following information:
  - Subject outline, objectives and assessment criteria.
  - Assessment timetable, all programme or course requirements.
  - All policies and procedures relating to learners, including complaints and appeal procedures.
- To have assessments marked and feedback provided within a specified period as described by the Assessment Policy, and to have access to all assessments after marking.
- To have adequate revision/study time to prepare for assessments after the completion of prescribed course work.

- To receive effective delivery from competent, qualified staff.
- To have learner evaluation of programme or course(s) including content and delivery, and to receive feedback on actions taken by Connexis in response to learner evaluation.
- To lodge complaints within approved procedures without being subject to subsequent harassment or victimisation.

Learner responsibilities while at Connexis

- To act as mature, self-directing and responsible individuals.
- To abide by the rules and regulations governing learners conduct at Connexis.
- To afford respect and consideration for the rights and cultural differences of the Connexis community.
- To respect the environment and property on any Connexis delivery sites.
- To refrain from harassment of other members of the Connexis community, including physical or sexual harassment, racially, religious or liability-based harassment, victimisation, cyber-bulling, verbal abuse or physical abuse.
- To refrain from making unjustifiable allegations against other members of the Connexis community.
- To be responsible for own safety and the safety of those around you or who you are with.
- To comply with all Connexis safety and regulatory requirements.

Ngā Haepapa / Responsibilities

All kaimahi/employees

Be aware of and take all reasonable steps to ensure compliance with this policy, and to ensure learner awareness of their rights and responsibilities and where to access this information.

Managers

Responsible for the day-to-day management and implementation of this policy.

Executive Leadership Team (ELT)

Provides leadership and direction for support services and allocates sufficient resources to enable the services to be current, equitable and effective.

Learner and Workforce Success teams

Promote learner support services to learners and work with support services to improve outcomes for learners.

Learner support teams

Provide academic, pastoral, and cultural support to meet the needs of learner.

Learners

Be aware of and take all reasonable steps to ensure compliance with this policy.

Specific Responsibilities

Illegal Drugs and Alcohol

The use of illegal drugs will not be tolerated in any circumstances.

Suspicion of illegal drug use

A learner under suspicion of using illegal drugs may be suspended from a programme while investigation into the matter occurs, and the police may be informed.

Use of illegal drugs confirmed by a member of staff

The evidence will be investigated. The learner will be suspended from the programme while under investigation and may subsequently be dismissed, and the police may be informed.

Caught in possession of illegal drugs by a staff member

The police will be informed; the learner will be suspended from the programme and will be dismissed if the evidence is substantiated. All incidents will be treated as a 'separate case' in the evaluation of evidence by the management and staff involved.

There will be opportunity for the learner to respond. Information about any decisions will be given orally and in writing.

Alcohol

The use and/or effects of alcohol while on Connexis premises will not be tolerated under any circumstances. The use or possession of alcohol during programme time onsite at Connexis, confirmed by a member of staff, will result in investigation of the evidence, possible suspension from the programme during the investigation, and possible withdrawal.

All incidents will be treated as a 'separate case' in the evaluation of evidence by the management and staff involved. There will be an opportunity for the learner to respond. Information about any decisions will be given orally and in writing.

Ngā Hononga ki Tuhinga kē / Links to other documents

Ngā Kaupapa-Here e Hāngai ana / Related policies, Legislation

- Education and Training Act 2020
- The Education (Pastoral Care of Tertiary International Learners) Code of Practice 2021
- Ombudsmen Act 1975
- A03 Information to Prospective Learners Policy
- A04 Equal Education Opportunities Policy
- A05 Application, Entry and Enrolment Policy
- A06 Withdrawal and Refund Policy
- A07 Learner Fee Protection Policy
- A08 Learner Induction Policy
- A09 Learner Rights and Responsibilities Policy
- A10 Learner Complaints Policy
- A11 Learner Conduct and Discipline Policy
- A12 Health, Safety and Wellbeing Policy
- A13 Workplace Health and Safety Commitment and Responsibility Policy

- A14 Protection of Vulnerable Young Persons Policy
- A15 Learner Online Safety and Responsible Use Policy
- A16 Work-based Learning Policy
- A23 Academic Integrity Policy
- A30 Academic Appeal Policy

Ngā Tukanga me ngā Hātepe / Processes, Procedures, Documents

- Connexis website
- A05 Application, Entry and Enrolment Procedures
- A10 Learner Complaints Procedures
- Connexis Learner Policy Guide
- TAG - enrolment agreement
- Withdrawal and Refund Application Forms
- Learner Handbooks
- CoPC, Action Plan
- Formal Connexis Complaints Form

Mokamoka whakaaetanga / Approval details	**VERSION NUMBER**	1.0	**ISSUE DATE**	March 2026
	DATE OF NEXT REVIEW	January 2028	**POLICY OWNER**	Academic Excellence and Compliance Manager
	APPROVAL AUTHORITY	Chief Executive	**DATE OF APPROVAL**	March 2026
	POLICY SPONSOR (HAS AUTHORITY TO MAKE MINOR AMENDMENTS)	Group Manager Product and Quality		

A10 LEARNER COMPLAINTS POLICY

Pūtake / Purpose	This policy is to acknowledge learners, and all people who encounter Connexis have the right to complain and to a transparent and readily available process. Connexis has a strong commitment to ensuring that learner concerns/complaints are resolved quickly and at the lowest possible level, and in accordance with principles of natural justice.
Te Tiriti	Connexis honours Te Tiriti through enduring relationships with mana whenua and is guided by the articles of Te Tiriti as required by the Education and Training Act 2020.
Mō wai me te whānuitanga / Audience and Scope	This policy applies to learners with Connexis. Complaints made by staff about staff are handled by the People, Culture and Wellbeing team according to standard management procedures outlined in the Human Resource Policy Folder. This policy excludes matters that are covered by other Connexis policies, in particular Academic Appeal Policy, learner discipline (including complaints made by staff about learners), and harassment and bullying prevention, and management procedures.
Ngā Mātāpono / Principles	Consistent with its learner-centred approach and focus on quality, Connexis in investigating and addressing concerns/complaints will not discriminate on the grounds of gender, gender identity, race, ethnicity, sexual orientation, marital status, age, disability, religious or ethical beliefs, or political opinions.
Ngā Haepapa / Responsibilities	NZQA does not provide a dispute resolution or student advocacy service. However, learners can use: **https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/other-organisations/** that provides links to other organisations that may be able to help resolve the issue. This NZQA page also provides **https://www.studycomplaints.org.nz/** : Helping domestic tertiary learners and international students resolve disputes with their education provider. This information is provided to learners on the website and within the handbook and learner policy guide. **All kaimahi/employees** Be aware of and take all reasonable steps to ensure compliance with this policy, and to ensure learner awareness of their rights and responsibilities, of the complaints procedure, and where to access this information. **Managers** Responsible for the day-to-day management and implementation of this policy. **Executive Leadership Team (ELT)** Provides leadership and direction for support services and allocates sufficient resources to enable the services to be current, equitable and effective.

Specific Responsibilities

- Connexis reserves the right not to act related to anonymous complaints based on hearsay, or if the complainant does not provide sufficient information, or the complaint is raised more than 21 working days after the alleged incident/ problem.
- The rights of both the complainant and the respondent are protected by confidentiality with information and details related to the concern/complaint treated on a 'need to know' basis in all cases.
- All parties will be treated fairly, and have the right to representation, advice, advocacy, and support through all stages of the complaint process. Learners may access support through an external party or family.
- All complaints are treated seriously and with due consideration. They will be handled as quickly as possible and according to the most appropriate procedure to ensure academic progress is not impeded.
- Where possible, the concern/complaint should initially be raised and (hopefully) resolved by the person(s) directly involved (i.e., fellow learner, assessor, tutor, mentor) as soon as possible after the incident or situation has occurred.
- Where a resolution at this level is not possible, or the complainant, and/or respondent, is unable to identify the appropriate person to contact, or lacks the confidence to do so, they may raise a complaint either orally or in writing (via a Connexis staff member or through the Complaints form on the website).
- The Complaints Officer will acknowledge receipt of the concern/complaint within three working days. The problem/complaint will be numbered and recorded in the Complaints Register and a meeting with the complainant will be arranged to discuss the concern/ complaint and advise the processes involved in resolution and the timelines involved.
- NZQA also provides guidance on avenues for escalation should anyone have ongoing concerns.

www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/other-organisations/

Reconsideration

- If the complainant believes the decision is unfair, they may write to the Group Manager Learning Solutions within seven (7) working days of receiving advice of the decision to request a reconsideration of the concern/complaint and outline the reasons for reconsideration.
- If necessary, the Group Manager Learning Solutions may ask all parties for additional information or another meeting to further investigate the concern/complaint.
- If the complainant is dissatisfied with the decision they can contact NZQA via their website.

www2.nzqa.govt.nz/about-us/contact-us/complaint/

Reporting

- The Complaints Officer will sign off the actions in the Complaints Register once the matter is concluded.
- Preventative actions and opportunities for improvement identified because of complaints and their resolution are implemented and monitored by the Group Manager Learning Solutions for effectiveness.

Making a Harmful Digital Communications Act 2015 Complaint

Non-Connexis sites

Anyone may lay a complaint under Section 24 of the **Harmful Digital Communications Act 2015 (HDCA)** if they believe one of the communication principles in the HDCA have been breached. It is illegal to post a digital communication with intent to causing serious emotional distress to someone else.

The 10 communication principles of the (HDCA) state a digital communication should not:

- Disclose sensitive personal facts about a person
- Be threatening, intimidating, or menacing
- Be grossly offensive
- Be obscene or indecent
- Be used to harass a person
- Make a false allegation
- Break confidences
- Incite or encourage anyone to send a deliberately harmful message
- Incite or encourage a person to harm themselves or commit suicide
- Denigrate a person's colour, race, ethnic or national origins, religion, gender, sexual orientation, or disability.

The person receiving the complaint may:

- Block and unfriend people on social media
- Block phone numbers sending bullying or abusive message on their mobile phone
- Talk to parents, tutors, or others they trust
- Report content and contact Netsafe for advice.

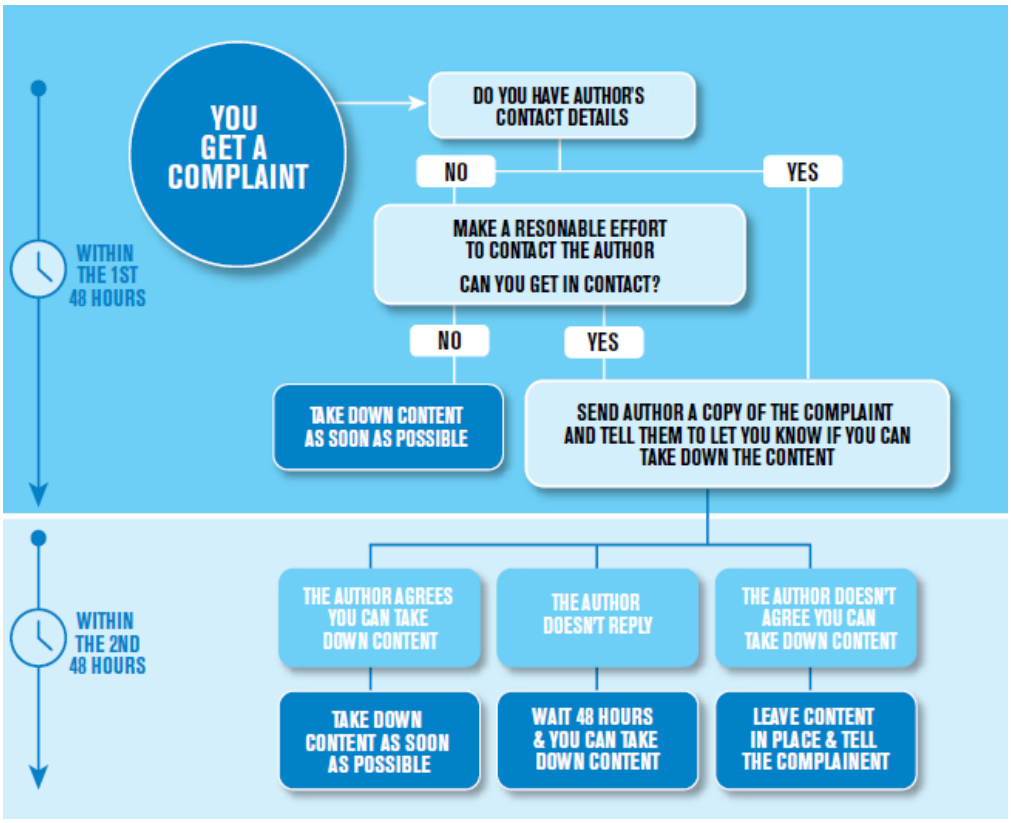
The person may complain to Netsafe, describing the principle that has been breached. If Netsafe cannot resolve the complaint, the person can apply for court orders against the author or host of the communication.

The person may contact the Police if the communication causes serious emotional distress, harasses, encourages suicide, or threatens someone's safety.

Connexis Site

A learner making a HDCA complaint is offered guidance regarding how to seek support. Staff members with an Connexis online presence are given guidance on how to respond to Harmful Digital Communication complaints.

Receiving a Harmful Digital Communications Complaint



Ngā Hononga ki Tuhinga kē / Links to other documents

Ngā Kaupapa-Here e Hāngai ana / Related policies, Legislation

- Education and Training Act 2020
- The Education (Pastoral Care of Tertiary International Learners) Code of Practice 2021
- Ombudsmen Act 1975
- A03 Information to Prospective Learners Policy
- A04 Equal Education Opportunities Policy
- A08 Learner Induction Policy
- A09 Learner Rights and Responsibilities Policy
- A10 Learner Complaints Policy
- A11 Learner Conduct and Discipline Policy
- A12 Health, Safety and Wellbeing Policy
- A13 Workplace Health and Safety Commitment and Responsibility Policy
- A14 Protection of Vulnerable Young Persons Policy
- A15 Learner Online Safety and Responsible Use Policy
- A23 Academic Integrity Policy
- A30 Academic Appeal Policy

Ngā Tukanga me ngā Hātepe / Processes, Procedures, Documents

- A10 Learner Complaints Procedures
- Formal-Connexis-Complaints-Form
- Connexis Learner Policy Guide
- TAG - enrolment agreement
- Withdrawal and Refund Application Forms
- Learner Handbooks

www.tikatangata.org.nz/resources-and-support/make-a-complaint

Mokamoka whakaaetanga / Approval details	**VERSION NUMBER**	1.0	**ISSUE DATE**	March 2026
	DATE OF NEXT REVIEW	March 2028	**POLICY OWNER**	Quality Assurance Manager
	APPROVAL AUTHORITY	Chief Executive	**DATE OF APPROVAL**	March 2026
	POLICY SPONSOR (HAS AUTHORITY TO MAKE MINOR AMENDMENTS)	Group Manager Learning Solutions		

A11 LEARNER CONDUCT AND DISCIPLINE POLICY

Pūtake / Purpose	This policy defines the process to be followed when a learner, has offended against the rules and regulations of Connexis as detailed in the PTE's policies and outlined in the Learner Rights and Responsibilities Policy, and information published on the Connexis website. It also sets out the rights of the learner whose case is being dealt with, and the appeal processes they can access.
Te Tiriti	Connexis honours Te Tiriti through enduring relationships with mana whenua and is guided by the articles of Te Tiriti as required by the Education and Training Act 2020.
Mō wai me te whānuitanga / Audience and Scope	This policy applies to all learners of Connexis.

Ngā Tikanga / Definitions

Misconduct means any behaviour or conduct inconsistent with being in a learning environment, including failure to maintain the responsibilities and expectations expressed within Learner Rights and Responsibilities.

Serious misconduct means misconduct that by its nature and/or degree results in any of the following:

a. Negatively affects or has the potential to negatively affect the safety of other learners or staff of Connexis

b. Brings or has the potential to bring the name of the Connexis or its quality standards into disrepute

c. Involves behaviour considered seriously inappropriate for a learner of Connexis

d. Is recurring misconduct, not necessarily of the same type in each case

e. Is conduct which calls into question whether the learner should remain enrolled at Connexis

f. Is in breach of New Zealand law.

Threatening situations are those that require urgent action because there is a threat to life or safety (see B05 Business Continuity Policy).

Ngā Mātāpono / Principles

Allegations of misconduct are managed in a fair, consistent, and transparent manner, with learners given the opportunity to be informed, heard, and treated justly.

Learners are entitled to representation, advocacy, advice, and support throughout any conduct or disciplinary process, with additional safeguards for learners under 18.

Misconduct is addressed as soon as practicable, using responses that are appropriate to the nature and seriousness of the behaviour.

Preference for early and informal resolution: Where appropriate, concerns are resolved through informal discussion, guidance, and support before formal disciplinary processes are applied.

The safety of learners, staff, and others is paramount, and immediate action is taken where there is a threat to life or safety.

Information relating to misconduct is treated confidentially and shared only on a need-to-know basis.

Learners have the right to seek review and appeal decisions made under this policy.

Connexis honours Te Tiriti o Waitangi and is guided by its principles in the application of this policy.

Procedural Fairness

1. Connexis deals with allegations of misconduct in a fair, consistent and transparent manner.
2. Reasonable attempts are made to resolve misconduct allegations informally and with those directly involved as soon as practicable.
3. Learners are entitled to representation, advice, advocacy, and support at all stages.
4. When the learner involved is:
    a. Under 16 years, their parent(s)/caregivers are informed, and a parent or caregiver or other appropriate adult learner support person is present at any meetings with staff regarding the matter, subject to other agreements.
    b. Under 18 years, they have an appropriate adult support person, who may be their parent(s)/caregivers, present at any meetings with staff regarding the matter.
5. The investigation and resolution of the allegation occurs as soon as practicable.
6. When an allegation is being investigated, the learner may continue with their study, they are enrolled in, unless the Group Manager Learning Solutions deem this inappropriate due to the serious nature of the allegation.
7. The learner is given at least five (5) working days' notice in writing of any meeting they are requested to attend to discuss the allegation. The learner may use this time to prepare a response and arrange for one or more support people to attend the meeting.
8. Evidence, which is not necessarily of legal standard, is collected and retained according to institutional records management procedures.
9. If there is insufficient evidence to substantiate, the allegation, the investigation ceases.
10. Personal information related to the allegation is confidential and is disclosed only to those involved on a 'need to know' basis.
11. The learner has the right to see their learner record on request.
12. The person alleging the misconduct has the right to be informed of the progress and, where appropriate, the outcome of the investigation.
13. In exceptional circumstances it may be appropriate for the person making the allegation to request that their name is kept confidential.
14. Disciplinary action is applied consistently and fairly, taking into account the extent and nature of the alleged misconduct.

Appeal

A learner may appeal the decision as set out in the Appeals Procedures.

NZQA does not provide a dispute resolution or student advocacy service. However, learners can use: **https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/other-organisation**s/ that provides links to other organisations that may be able to help the resolve the issue. This NZQA page also provides **https://www.studycomplaints.org.nz/** : Helping domestic tertiary learners and international students resolve disputes with their education provider.

This information is provided on the website and within the handbook and learner policy guide.

Ngā Hononga ki Tuhinga kē / Links to other documents

Ngā Kaupapa-Here e Hāngai ana / Related policies, Legislation

- Education and Training Act 2020
- The Education (Pastoral Care of Tertiary International Learners) Code of Practice 2021
- Ombudsmen Act 1975
- The Smoke Free Environment Act 1990, all subsequent amendments and associated regulations
- A03 Information to Prospective Learners Policy
- A04 Equal Education Opportunities Policy
- A08 Learner Induction Policy
- A09 Learner Rights and Responsibilities Policy
- A10 Learner Complaints Policy
- A12 Health, Safety and Wellbeing Policy
- A13 Workplace Health and Safety Commitment and Responsibility Policy
- A14 Protection of Vulnerable Young Persons Policy
- A15 Learner Online Safety and Responsible Use Policy
- A16 Work-based Learning Policy
- A23 Academic Integrity Policy
- A30 Academic Appeal Policy

Ngā Tukanga me ngā Hātepe / Processes, Procedures, Documents

- A10 Learner Complaints Procedures
- Formal-Connexis-Complaints-Form
- A11 Learner Conduct and Discipline Procedures
- Connexis Learner Policy Guide
- TAG - enrolment agreement
- Withdrawal and Refund Application Forms
- Learner Handbooks

https://tikatangata.org.nz/resources-and-support/make-a-complaint

Mokamoka whakaaetanga / Approval details				
	VERSION NUMBER	1.0	**ISSUE DATE**	March 2026
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	APPROVAL AUTHORITY	Chief Executive	**DATE OF APPROVAL**	March 2026
	POLICY SPONSOR (HAS AUTHORITY TO MAKE MINOR AMENDMENTS)	Group Manager Learning Solutions		

A13 WORKPLACE HEALTH AND SAFETY COMMITMENT AND RESPONSIBILITY POLICY

Pūtake / Purpose	This policy outlines Health and Safety responsibilities for Connexis staff, managers, learners and contractors to ensure that its workplaces are safe and healthy and that all staff, contractors, learners and visitors are not harmed.
Te Tiriti	Connexis honours Te Tiriti through enduring relationships with mana whenua and is guided by the articles of Te Tiriti as required by the Education and Training Act 2020.
Mō wai me te whānuitanga / Audience and Scope	This policy applies to Connexis staff, managers, learners and contractors.
Ngā Mātāpono / Principles	Connexis is committed to the provision of safe and healthy work, and learning environments for all employees, learners, contractors and visitors, and will provide appropriate resources to assist in achieving this, including: ▪ All resources related to Health and Safety in the workplace are made clear (through induction) visible and readily available to all employees, learners, contractors and visitors ▪ All Health and safety objectives and performance criteria for all managers and work areas are met and reviewed at management meetings ▪ Appropriate best practice policies and procedures are implemented and reviewed annually or at least every two years, to ensure that Connexis' obligations under legislation, regulations, codes of practice, standards or industry guidelines are met. Connexis provides vocational and applied education that uses a range of practical environments for workplace learning and associated experience. Before a workplace can be used for work-based learning, Connexis enters into a formal three-way agreement (WBT agreement). Part of this is to ensure that the workplace has policies and procedures in place consistent with Connexis' QMS and associated policies and procedures. A defining feature of Connexis is that it is focused on learning in the workplace through a tripartite agreement between the individual learner, the workplace, and Connexis. Connexis therefore supports learner outcomes in three ways: ▪ Direct interaction between the three parties ▪ Support for workplace trainers and assessors ▪ The provision of high-quality learning resources and assessments.
Ngā Haepapa / Responsibilities	**All kaimahi/employees:** All staff will meet their responsibilities under the Health and Safety at Work Act. All individuals will: ▪ Promote and model best practice in health and safety to staff, learners and others. ▪ Report all hazards, incidents, near misses, and concerns through Connexis incident and hazard reporting.

- Identify existing and new hazards (including in new programmes, equipment, plant or research) and take all reasonably practicable steps to eliminate hazards when they occur, or minimise the risk associated with hazards as far as reasonably practicable.
- Ensure an up-to-date hazard register (see template to follow) is maintained and communicated to staff and learners, kept visible and reviewed on a minimum of an annual basis, or when the work/learning environment changes.
- Promptly report unsafe conditions or equipment.
- Always practice safe work methods, use safety equipment and personal protective equipment as appropriate.
- Ensure that any action or inaction of theirs does not cause harm to themselves or other persons.
- Be familiar with emergency procedures.
- Ensure safe escape routes are unobstructed.
- Complete all necessary safety training and refresher training in a timely manner for all learners and staff.
- Ensure a departmental health and safety audit is completed annually which includes a review of the department's health and safety systems, and a physical audit of the work areas.

All learners:

All learners will meet their responsibilities under the Health and Safety at Work Act. All individuals will:

- Undergo a health and safety and wellbeing induction before commencement of any programme or course of learning.
- Be responsible for adhering to health and safety procedures defined in the Connexis Learner Handbooks as a whole and those specific to their own learning areas.
- Be proactive and report hazards, incidents and accidents promptly to their facilitator.
- Be familiar with emergency procedures.
- Ensure safe escape routes are unobstructed.
- Complete all necessary safety training and refresher training in a timely manner.
- Promote and model best practice in health and safety to staff, learners and others.

Ngā Hononga ki Tuhinga kē / Links to other documents

Ngā Kaupapa-Here e Hāngai ana / Related policies, Legislation

- Education and Training Act 2020
- Health and Safety at Work Act 2015, all subsequent amendments and associated regulations
- Fire Safety and Evacuation of Buildings Regulations 2006, all subsequent amendments and associated regulations
- Hazardous Substances and New Organisms Act 1996, all subsequent amendments and associated regulations
- The Smoke Free Environment Act 1990, all subsequent amendments and associated regulations
- Human Rights Act 1993 and all subsequent amendments
- Accident Compensation Act 2001 and all subsequent amendments
- Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021
- Crimes Act 1961

- The Harmful Digital Communications Act 2015 (HDCA)
- The Employment Relations Act 2000 (ERA)
- Harassment Act 1997 (HA)
- A13 Workplace Health and Safety Commitment and Responsibility Policy
- A14 Protection of Vulnerable Young Persons Policy
- A15 Learner Online Safety and Responsible Use Policy
- A16 Work-based Learning Policy
- A08 Learner Induction Policy
- A09 Learner Rights and Responsibilities Policy
- A11 Learner Conduct and Discipline Policy
- B07 Business Continuity Policy (Critical Incident and Emergencies) and Annex A-F

Ngā Tukanga me ngā Hātepe / Processes, Procedures, Documents

- Connexis Learner Policy Guide
- TAG - enrolment agreement
- Learner Handbooks – Safety Information
- Hazard register

Mokamoka whakaaetanga / Approval details	**VERSION NUMBER**	1.0	**ISSUE DATE**	March 2026
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	APPROVAL AUTHORITY	Chief Executive	**DATE OF APPROVAL**	March 2026
	POLICY SPONSOR (HAS AUTHORITY TO MAKE MINOR AMENDMENTS)	Group Manager Learner and Workforce Development		

A15 LEARNER ONLINE SAFETY AND RESPONSIBLE USE POLICY

Pūtake / Purpose

Connexis is committed to creating a safe online learning environment, and to the assurance of our learners as capable digital citizens. The purpose of this policy is to ensure:

- Connexis ELT considers the benefits and risks associated with technology use when making any decisions related to the purchase or use of technology.
- Connexis seeks to foster a culture of successful digital citizenship in our learners, staff and our wider community.
- Connexis encourages everyone to take responsibility for themselves and others in their use of digital technology and online environments.

Te Tiriti

Connexis honours Te Tiriti through enduring relationships with mana whenua and is guided by the articles of Te Tiriti as required by the Education and Training Act 2020.

Mō wai me te whānuitanga / Audience and Scope

This policy sets out what is acceptable use of Internet technology (IT) and applies to:

- All learners, employees, contractors and subcontractors who use Connexis technology and systems.
- Wherever and whenever Connexis IT and systems are used – onsite or away from Connexis.
- Connexis IT and personal IT used at Connexis.

Ngā Tikanga / Definitions

Computer

Includes any electronic device provided by Connexis or connected to its networks, which can access the internet.

Internet usage

For this policy internet usage includes accessing websites, email, peer to peer networking and data sharing and “internet” has a corresponding meaning.

Inappropriate material

Is material which could reasonably be described as unsuitable, or offensive having regard to the nature of the particular workplace and includes material which is pornographic or is otherwise objectionable.

Ngā Mātāpono / Principles

Connexis incorporates and abides by the HDCA (2015) has 10 communication principles, which say a digital communication should not:

- Disclose sensitive personal facts about a person
- Be threatening, intimidating or menacing
- Be grossly offensive
- Be obscene or indecent
- Be used to harass a person
- Make a false allegation
- Break confidences
- Incite or encourage anyone to send a deliberately harmful message
- Incite or encourage a person to harm themselves or commit suicide
- Denigrate a person’s colour, race, ethnic or national origins, religion, gender, sexual orientation or disability.

Ngā Haepapa / Responsibilities

Connexis staff and learners must not:

- Harass, bully or offend anyone
- Harm Connexis or its reputation as a PTE
- Infringe rights or the law
- Cause legal problems for Connexis, e.g., defaming someone or making false claims
- Disclose any confidential information about any other staff or learner whilst at Connexis, or other private or confidential information
- Risk the security, safety or ability of Connexis' systems, e.g., by downloading, streaming or storing music, video or images or by opening suspicious or unexpected attachments.

All staff and learners are also responsible for:

- Any damage or loss resulting from misuse of technology.
- Keeping all Connexis information, e.g., contact information, files, and emails, secure.
- Keeping any Connexis devices safe and secure when they are outside the workplace.

Ngā Hononga ki Tuhinga kē / Links to other documents

Ngā Kaupapa-Here e Hāngai ana / Related policies, Legislation

- Education and Training Act 2020
- Harmful Digital Communications Act (HDCA) 2015
- Unsolicited Electronic messages Act 2007
- Human Rights Act 1993
- Privacy Act 2020
- A04 Equal Education Opportunities Policy
- A08 Learner Induction Policy
- A09 Learner Rights and Responsibilities Policy
- A10 Learner Complaints Policy
- A11 Learner Conduct and Discipline Policy
- A12 Health, Safety and Wellbeing Policy
- A13 Workplace Health and Safety Commitment and Responsibility Policy
- A14 Protection of Vulnerable Young Persons Policy
- A16 Work-based Learning Policy

Ngā Tukanga me ngā Hātepe / Processes, Procedures, Documents

- Connexis Learner Policy Guide
- A10 Learner Complaints Procedures
- A11 Learner Conduct and Discipline Procedure
- TAG - enrolment agreement
- Learner Handbooks
- Online Safety & Responsible Use Agreement Template

Mokamoka whakaaetanga / Approval details				
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	APPROVAL AUTHORITY	Chief Executive	**DATE OF APPROVAL**	March 2026
	POLICY SPONSOR (HAS AUTHORITY TO MAKE MINOR AMENDMENTS)	Group Manager Corporate Services		

A16 WORK-BASED LEARNING POLICY

Pūtake / Purpose

The purpose of this policy is to ensure that all Connexis work-based learning, training, and assessment is designed, delivered, and quality assured in alignment with:

- Quality Assurance of Tertiary Education Providers Rules 2026
- Programme Approval, Recognition, and Accreditation Rules 2026
- Micro-credential Approval and Accreditation Rules 2026
- Consent to Assess Against Standards on the Directory of Assessment and Skill Standards Rules 2026
- Health and Safety at Work Act 2015
- Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021
- Tertiary Education Commission (TEC) funding, quality, and reporting expectations, where applicable.

Te Tiriti

Connexis honours Te Tiriti through enduring relationships with mana whenua and is guided by the articles of Te Tiriti as required by the Education and Training Act 2020.

Mō wai me te whānuitanga / Audience and Scope

This policy applies to:

- All work-based learning programmes and micro-credentials delivered or arranged by Connexis in partnership with employers
- All learners, trainers, assessors, workplace supervisors, verifiers, and employers participating in approved Connexis provision.

Ngā Tikanga / Definitions

Work-Based Training

Structured learning that occurs primarily in the workplace, supported by Connexis facilitated learning (face-to-face, online, or blended), consistent with the Education and Training Act 2020 definition.

Employer

A Person Conducting a Business or Undertaking (PCBU) that employs learners and provides a workplace environment for training, mentoring, verification, or assessment.

Learner

An employed person enrolled in a Connexis training programme or micro-credential.

Workplace Supervisor / Verifier

A person designated by the employer to support and oversee the learner's on job learning and evidence collection.

Ngā Mātāpono / Principles

Connexis is committed to providing high-quality, industry-aligned work-based learning that:

- Develops learner competence and supports lifelong learning.
- Strengthens employer capability and workforce readiness.
- Embeds safe, ethical, and inclusive practices.
- Meets NZQA, industry, and health and safety standards.
- Promotes equitable outcomes for Māori, Pacific, and under represented learners, consistent with TEC and NZQA expectations.

Ngā Haepapa / Responsibilities

Connexis will:

- Hold NZQA approval and accreditation for all programmes and micro-credentials offered.
- Ensure compliance with assessment and moderation requirements, including Rule 6.1.8 of the Private Training Establishment Rules 2026.
- Maintain a Safety Management System aligned with the Health and Safety at Work Act 2015.
- Employ or contract qualified trainers and assessors with appropriate industry and educational credentials.
- Develop, implement, and monitor Individual Learning Plans (ILPs) for each learner.
- Conduct regular workplace engagement and visits to ensure learning, assessment, and safety requirements are met.
- Maintain internal and external moderation systems to ensure consistency and fairness.
- Provide pastoral care and wellbeing support consistent with the Code of Practice 2021.
- Collect and analyse learner and employer feedback for continuous improvement.
- Maintain responsibility for final assessment decisions, even where workplace evidence is collected or verified externally.

Employers will:

- Enter into a Three-Way Training Agreement with Connexis and the learner prior to commencement.
- Provide a safe, supportive, and compliant workplace environment.
- Ensure workplace supervisors are qualified or suitably experienced.
- Allow time and access for learners to complete learning and assessment activities.
- Provide access to resources, equipment, and digital learning platforms.
- Participate in evaluation, feedback, and review processes.

Workplace Supervisors / Verifiers will:

- Oversee day to day workplace learning activities.
- Support learners and monitor progress.
- Verify and/or collect authentic workplace evidence (e.g., photos, videos, logbooks, documents).
- Where holding Unit Standard 4098, may conduct specified task assessments under Connexis oversight.
- Liaise directly with Connexis trainers and assessors regarding learner progress.

Learners will:

- Engage actively in learning, assessment, and feedback processes.
- Comply with all workplace health, safety, and conduct requirements.
- Maintain communication with their workplace supervisor and Connexis assessor.
- Promptly report any issues affecting learning or wellbeing.
- Ensure all assessment submissions are their own work.

Specific Responsibilities

Work-based Training Agreement

All work-based learners must have a formal Three-Way Training Agreement signed by:

- The learner
- The employer
- Connexis.

The agreement will outline:

- Programme or micro-credential name, duration, and outcomes
- Roles and responsibilities of each party
- Health and safety obligations and induction processes
- Assessment, evidence, and moderation arrangements
- Support, monitoring, and escalation processes.

Programme Design and Delivery

- All programmes must meet NZQA-approved learning outcomes and graduate profiles.
- Delivery may include blended learning (workplace, online, and facilitated learning).
- Assessments must be authentic, valid, reliable, and integrated into the workplace.
- Learning sequences, assessment schedules, and support arrangements must be documented in the ILP.
- Te Tiriti o Waitangi principles and cultural responsiveness are embedded throughout programme delivery.

Quality Assurance

- Internal pre- and post-assessment moderation.
- Participation in external moderation as required by Industry Skills Boards (ISBs).
- Annual review of programme delivery, assessment outcomes, and learner achievement.
- Continuous self assessment and participation in NZQA annual self-assessment – or other external review cycles as required.
- Collection and analysis of feedback from learners, employers, and staff.

*In addition to the self-review coverage of rule 5 *See B14 Self-Assessment and Internal Evaluation Policy and A01 Academic Quality Management Policy, Connexis will ensure:*

- *training must also review the effectiveness of the arrangements it has in place to*
- *ensure the quality of the training and assessment of trainees undertaken in workplaces.*

(2) This review must include the effectiveness of:

(a) services designed to support employers, trainees, assessors and verifiers to undertake the training and assessment

(b) resources provided to employers, trainees, assessors and verifiers to support the training and assessment

(c) verification and moderation of assessment activities.

Ngā Hononga ki Tuhinga kē / Links to other documents

Ngā Kaupapa-Here e Hāngai ana / Related policies, Legislation

- The Education and Training Act 2020
- Private Training establishment Registration Rules 2022, and subsequent updates
- Health and Safety at Work Act 2015
- Education (Pastoral Care of Tertiary and international Learners) Code 2021
- A03 Information to Prospective Learners Policy
- A04 Equal Education Opportunities Policy
- A05 Application, Entry and Enrolment Policy
- A09 Learner Rights and Responsibilities Policy
- A10 Learner Complaints Policy
- A11 Learner Conduct and Discipline Policy
- A12 Health, Safety and Wellbeing Policy
- A13 Workplace Health and Safety Commitment and Responsibility Policy
- A15 Learner Online Safety and Responsible Use Policy
- A23 Academic Integrity Policy
- A30 Academic Appeal Policy
- B14 Self-Assessment and Internal Evaluation Policy
- A01 Academic Quality Management Policy
- A17 Learning and Assessment Design and Delivery Policy
- A18 Assessment and Reporting Policy
- A19 Moderation Policy

Ngā Tukanga me ngā Hātepe / Processes, Procedures, Documents

- Quality Assurance of Tertiary Education Providers Rules 2026
- Connexis Learner Policy Guide
- TAG - enrolment agreement

Mokamoka whakaaetanga Approval details				
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	APPROVAL AUTHORITY	Chief Executive	**DATE OF APPROVAL**	March 2026
	POLICY SPONSOR (HAS AUTHORITY TO MAKE MINOR AMENDMENTS)	Group Manager Product and Quality		

A17 LEARNING AND ASSESSMENT DESIGN POLICY

Pūtake / Purpose	Connexis is committed to providing programmes based on the concept of Ako, a respectful reciprocal relationship that nurtures and sustains our shared commitment to learning. Connexis support work-based training that enables learners to achieve their learning goals and develop the skills and attributes values by industry and the community.
Te Tiriti	Connexis honours Te Tiriti through enduring relationships with mana whenua and is guided by the articles of Te Tiriti as required by the Education and Training Act 2020.
Mō wai me te whānuitanga / Audience and Scope	This policy applies to all Connexis employees, secondees and contractors, in any Connexis workplace or location, who conduct activity and work on behalf of Connexis.
Ngā Mātāpono / Principles	The development of learning and assessment related materials is undertaken by staff who hold the New Zealand Certificate in Adult and Tertiary Teaching L5 or have equivalent skills and knowledge. Learning and assessment design focuses on learner outcomes and achievements. Programmes and education products incorporate a mix of appropriate blended learning strategies (including face-to-face, online, workplace, and facilitated) to maximise learners' access to learning, and to increase opportunities for engagement and success. Learning design is based on constructive alignment and: ▪ Expresses the partnership values of Te Tiriti o Waitangi. ▪ Promotes and encourages the development of cultural competence. ▪ Recognises and accommodates diversity in ability and experience. ▪ Provides opportunities to apply new knowledge and skills in a variety of contexts to demonstrate understanding and application at the required level. ▪ Develops and assesses core skills which may include language, literacy, and numeracy to meet learner needs. ▪ Embeds literacy and numeracy support into learning and assessment resources. Learning and support needs are identified, prioritised, and addressed. Support staff utilise a holistic approach to meeting learner needs. Assessment provides feedback for both learners and employers on learning progress and indicates further learning required to achieve intended outcomes. Connexis has fair, consistent and educationally sound practices that protect the academic integrity of their programmes and education products. Quality assured (moderated) summative assessment measures how well the learner has achieved against the learning outcomes. Learners may submit assessments in any of the official languages of Aotearoa New Zealand (English, reo Māori or New Zealand sign language) except where assessment submissions need to be in a specific language.

To support quality assessment in the workplace, Connexis Learner and Workforce Success staff either hold or are working towards US4098.

Connexis will deliver teaching and learning at its NZQA approved site/s. The organisation is committed to providing quality academic provision wherever delivered that is suitable for purpose. Policy and procedures are in place to ensure that the learning environment and systems for staff, learners, contractors, adjunct teaching staff and visitors using NZQA approved premises and facilities, comply with all New Zealand legislation regarding Health and Safety.

Connexis ensures that all teaching and learning facilities:

- Are fit for purpose and provide a safe and conducive learning environment
- Meet the requirements of all relevant legislation and local authority bylaws.

The current facilities and subsequently the resources purchased for fitting out of learning spaces and facilities, and related materials and equipment are and will be consistent with NZQA requirements for site approval of a PTE and the planned academic delivery.

Ngā Haepapa / Responsibilities

All kaimahi/employees

- Be aware of and take all reasonable steps to ensure compliance with this policy.
- Build positive relationships with learners and employers.
- Support the learning of current and relevant content competently and professionally.
- Use a systematic approach to evidence-based evaluation.
- Implement changes to improve learner outcomes.

Managers

Responsible for the day-to-day management and implementation of this policy.

Learners

Supported by their employer, learners manage their study to achieve success in their learning and to achieve their goals.

Employers

Provide training and appropriate workplace activities to ensure that learning occurs and learning outcomes are achieved.

Support teams

Evaluate and address learner needs in collaboration with employers.

Connexis

Evaluates the learning and teaching, assessment, and moderation.

Academic Committee

- Ensures that the quality of learning and assessment is maintained according to approved policy and procedures.
- Fosters the development and improvement of high-quality educational provision and monitors improved outcomes for learners.

Executive Leadership Team (ELT)

Ensures that learning environments support and promote learner success.

Ngā Hononga ki Tuhinga kē / Links to other documents

Ngā Kaupapa-Here e Hāngai ana / Related policies, Legislation

- Education and Training Act 2020
- A01 Academic Quality Management Policy
- A18 Assessment and Reporting Policy
- A19 Moderation Policy
- A20 Academic Appeal Policy
- A21 Credit Recognition Policy
- A22 Impaired Performance/ Aegrotat Policy
- A23 Academic Integrity Policy
- A24 New and Revised Programmes Policy
- A26 Privacy Policy
- A25 New and Revised Programmes Entry, Continuation and Exclusion Policy

Ngā Tukanga me ngā Hātepe / Processes, Procedures, Documents

- A17 Learning and Assessment Design Procedures,
- A18 Assessment Procedures

Mokamoka whakaaetanga / Approval details				
	VERSION NUMBER	1.0	**ISSUE DATE**	March 2026
	DATE OF NEXT REVIEW	January 2028	**POLICY OWNER**	Learning Manager
	APPROVAL AUTHORITY	Chief Executive	**DATE OF APPROVAL**	March 2026
	POLICY SPONSOR (HAS AUTHORITY TO MAKE MINOR AMENDMENTS)	Group Manager Product and Quality		

A20 ACADEMIC APPEAL POLICY

Pūtake / Purpose	Connexis is committed to fair, transparent, and timely academic decision making. This policy provides learners with a clear and equitable process to appeal academic decisions, ensuring principles of natural justice, procedural fairness, and academic integrity are upheld. This policy outlines the standard appeal process for learners who wish to appeal against an assessment process, and/or decisions involving assessment results, academic progression, impaired performance or aegrotat processes.
Te Tiriti	Connexis honours Te Tiriti through enduring relationships with mana whenua and is guided by the articles of Te Tiriti as required by the Education and Training Act 2020.
Mō wai me te whānuitanga / Audience and Scope	This policy applies to: ▪ All enrolled domestic and international learners of Connexis. ▪ All academic programmes, micro-credentials, and assessments delivered or assessed by Connexis. This policy applies only to academic matters and does not replace Connexis' Complaints Policy. This policy applies to learner who may appeal against: ▪ Assessment results. ▪ An assessment process. ▪ Decisions restricting academic progression. ▪ Decisions regarding impaired performance or aegrotat processes. A learner may not appeal under this policy against a restriction to academic progression that has been applied as part of a disciplinary process.
Ngā Tikanga / Definitions	An academic appeal is a formal request by a learner to have an academic decision reviewed. Academic decisions may include, but are not limited to: ▪ Assessment results or grades. ▪ Assessment re marks or moderation outcomes. ▪ Decisions relating to competency or progression. ▪ Alleged procedural irregularities in assessment. ▪ Decisions relating to academic misconduct penalties. An academic appeal may be lodged on one or more of the following grounds: ▪ A material error in assessment or recording of results. ▪ Assessment procedures were not followed correctly. ▪ Relevant information was not considered at the time of decision. ▪ Evidence of bias or unfair treatment. ▪ New evidence has become available that could not reasonably have been provided earlier. Disagreement with academic judgement alone is not sufficient grounds for an appeal.

Ngā Mātāpono / Principles

Connexis ensures that:

- Appeals are handled confidentially and without fear of disadvantage.
- Learners are treated respectfully and impartially.
- Decisions are based on evidence and documented processes.
- Staff involved in the original decision are not the sole decision makers in the appeal.
- Timeframes are reasonable and clearly communicated.

Ngā Haepapa / Responsibilities

Learner facing staff must:

Inform learners of the Appeal Policy and the processes.

Connexis ELT must:

Inform learners of the Appeal Policy and the processes by providing this information visible on website and learner resources such as the handbook.

Specific Responsibilities

Learners

Are encouraged to first seek informal resolution by discussing the matter with the assessor or tutor.

Many concerns can be resolved quickly at this stage without the need for a formal appeal.

If informal resolution is unsuccessful, a learner may lodge a formal academic appeal by:

- Submitting a written appeal to Connexis within **10 working days** of receiving the academic decision to the Quality Assurance
- Clearly stating the grounds for appeal
- Providing any relevant supporting evidence.

The Quality Assurance Manager will:

- Acknowledge receipt of the appeal in writing within **5 working days**
- Ensure the appeal is reviewed by an appropriate academic staff member not directly involved in the original decision
- Request additional information from the learner or staff if required
- Review assessment materials, moderation records, and policies where applicable
- Provide a written outcome within **15 working days** of receiving the appeal (or longer where complexity requires, with notice to the learner).

Possible outcomes include:

- Appeal upheld (decision amended)
- Appeal partially upheld
- Appeal declined.

If a learner is dissatisfied with the outcome, they may appeal to the Group Manager Learning Solutions stating why they are dissatisfied with the outcome and provide any further evidence.

The Group Manger Learning Solutions will review the appeal and provide a written outcome within 15 working days of receiving the appeal.

Reasons for the decision will be provided in writing. The outcome of the formal academic appeal is Connexis' **final internal decision**.

External Review Options	**NZQA** does not provide a dispute resolution or student advocacy service. However, learners can use: **https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/other-organisations/** that provides links to other organisations that may be able to help the resolve the issue. This NZQA page also provides **https://www.studycomplaints.org.nz/** : Helping domestic tertiary learners and international students resolve disputes with their education provider. This information is provided on the website and within the handbook and learner policy guide.
Record Keeping	Connexis will: ▪ Maintain secure and confidential records of all academic appeals. ▪ Retain records in accordance with NZQA record-keeping and Connexis' QMS.
Ngā Hononga ki Tuhinga kē / Links to other documents	**Ngā Kaupapa-Here e Hāngai ana / Related policies, Legislation** ▪ Education and Training Act 2020 ▪ A18 Assessment and Reporting Policy ▪ A19 Moderation Policy ▪ A22 Impaired Performance/ Aegrotat Policy ▪ A23 Academic Integrity Policy ▪ A26 Privacy Policy ▪ A03 Information to Prospective Learners Policy ▪ A04 Equal Education Opportunities Policy ▪ A05 Application, Entry and Enrolment Policy ▪ A08 Learner Induction Policy ▪ A09 Learner Rights and Responsibilities Policy ▪ A10 Learner Complaints Policy ▪ A11 Learner Conduct and Discipline Policy ▪ A12 Health, Safety and Wellbeing Policy ▪ A13 Workplace Health and Safety Commitment and Responsibility Policy ▪ A23 Academic Integrity Policy **Ngā Tukanga me ngā Hātepe / Processes, Procedures, Documents** ▪ Connexis website ▪ A21 Annex A Appeals Committee Terms of Reference ▪ A10 Learner Complaints Procedures ▪ Formal-Connexis-Complaints-Form ▪ Connexis Learner Policy Guide ▪ TAG - enrolment agreement ▪ Learner Handbooks

Mokamoka whakaaetanga / Approval details				
	VERSION NUMBER	1.0	**ISSUE DATE**	March 2026
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	APPROVAL AUTHORITY	Chief Executive	**DATE OF APPROVAL**	March 2026
	POLICY SPONSOR (HAS AUTHORITY TO MAKE MINOR AMENDMENTS)	Group Manager Product and Quality		

A23 ACADEMIC INTEGRITY POLICY

Pūtake / Purpose	Connexis is committed to maintaining academic integrity across all work based training and assessment. This policy ensures that: ▪ Learner achievement is authentic, valid, and credible. ▪ Assessment decisions reflect a learner's own competence in the workplace. ▪ Qualifications and micro-credentials issued by Connexis retain their industry and regulatory integrity. This policy aligns with NZQA expectations that tertiary education providers maintain coherent systems for academic integrity across all programmes, including work-based training.
Te Tiriti	Connexis honours Te Tiriti through enduring relationships with mana whenua and is guided by the articles of Te Tiriti as required by the Education and Training Act 2020.
Mō wai me te whānuitanga / Audience and Scope	This policy applies to: ▪ All learners enrolled in Connexis courses including work-based training programmes and micro-credentials and courses. ▪ All assessment, evidence collection, and verification activities. ▪ All Connexis trainers, assessors, workplace supervisors, and verifiers.
Ngā Tikanga / Definitions	In work-based learning, academic integrity means that assessment evidence genuinely demonstrates a learner's own skills, knowledge, and behaviours as applied in the workplace. Academic integrity in this context focuses on: ▪ Honest demonstration of competence. ▪ Authentic workplace evidence. ▪ Ethical participation in assessment and verification processes. ▪ Trust between learners, employers, and Connexis trainers and assessors.
Ngā Mātāpono / Principles	Connexis upholds academic integrity through the following principles: ▪ Honesty – learners present their own work and real workplace performance. ▪ Trust – assessment systems rely on professional judgement and verified evidence. ▪ Fairness – all learners are assessed consistently and equitably. ▪ Responsibility – learners and staff understand their roles in maintaining integrity. ▪ Credibility – qualifications accurately represent workplace competence.

Academic Misconduct

Academic misconduct includes any form of dishonest academic practice that intentionally or unintentionally undermines academic integrity and may result in unearned academic benefit.

Plagiarism is using someone else's work without proper acknowledgement (citation), including:

- Copying directly from any source.
- Summarising another's work.
- Using research data obtained by another.

Plagiarism also includes:

- Copying the work of another learner.
- Re-use of previously submitted work.
- Submitting an assessment written by someone else, or by AI.
- Submitting the work of a group when individual work is required.
- Intentionally or knowingly helping or attempting to help another learner engage in some form of academic misconduct.

These are likely to be deemed cases of serious academic misconduct.

Other forms of academic misconduct include misrepresentation of identity or circumstances, data falsification and breach of ethics.

Ngā Haepapa / Responsibilities

Learners will:

- Submit authentic evidence that reflects their own workplace performance.
- Participate honestly in assessment conversations, observations, and demonstrations.
- Follow assessment instructions and ethical expectations.
- Promptly raise concerns if they are unsure about assessment requirements.

Workplace Supervisors / Verifiers will:

- Provide truthful and accurate verification of learner performance.
- Support, but not complete, assessment tasks on behalf of learners.
- Liaise with Connexis assessors regarding learner progress and evidence.

Connexis Trainers, Assessors, and Staff will:

- Design assessments that are authentic, workplace integrated, and fit for purpose.
- Use professional judgement to validate evidence from multiple sources.
- Identify and respond to potential academic misconduct.
- Maintain moderation systems to ensure consistency and fairness.

Specific Responsibilities

Prevention of Academic Misconduct

Connexis prevents academic misconduct by:

- Using authentic workplace assessment methods, such as observation, discussion, portfolios, and verified evidence.
- Clearly explaining academic integrity expectations to learners and employers.
- Providing guidance on acceptable and unacceptable assessment practices.
- Designing assessments that are difficult to falsify or replicate.
- Supporting learners to demonstrate competence through normal workplace activities.

Specific Responsibilities

Detection of Academic Misconduct

Academic misconduct may be identified through:

- Assessor review of workplace evidence and inconsistencies.
- Observation of learner performance.
- Verification checks with workplace supervisors.
- Moderation processes.
- Reports or concerns raised by staff, employers, or learners.

Responding to Academic Misconduct

Where academic misconduct is suspected:

- The learner will be informed and given an opportunity to respond.
- The matter will be investigated fairly and confidentially.
- Assessment decisions may be withheld, reassessed, or invalidated where required.
- Outcomes may include reassessment, additional evidence requirements, or disciplinary action.

Records and Review

1. All incidents of academic misconduct and outcomes will be documented.
2. Trends will be reviewed as part of Connexis' continuous improvement and self assessment processes.
3. This policy will be reviewed regularly to remain aligned with NZQA guidance and evolving assessment practices.

Ngā Hononga ki Tuhinga kē / Links to other documents

Ngā Kaupapa-Here e Hāngai ana / Related policies, Legislation

- Education and Training Act 2020
- A18 Assessment and Reporting Policy
- A22 Impaired Performance/ Aegrotat Policy
- A03 Information to Prospective Learners Policy
- A04 Equal Education Opportunities Policy

Ngā Tukanga me ngā Hātepe / Processes, Procedures, Documents

- Connexis website
- A21 Annex A Appeals Committee Terms of Reference
- A10 Learner Complaints Procedures
- Formal-Connexis-Complaints-Form
- Connexis Learner Policy Guide
- TAG - enrolment agreement
- Learner Handbooks

Mokamoka whakaaetanga / Approval details				
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	APPROVAL AUTHORITY	Chief Executive	**DATE OF APPROVAL**	March 2026
	POLICY SPONSOR (HAS AUTHORITY TO MAKE MINOR AMENDMENTS)	Group Manager Product and Quality		

A26 PRIVACY POLICY

Pūtake / Purpose	Connexis is committed to protecting the privacy, dignity, and rights of all learners, staff, contractors, and stakeholders. This policy outlines how Connexis collects, uses, discloses, stores, and protects personal information in accordance with the Privacy Act 2020, the Education and Training Act 2020, and NZQA requirements.
Te Tiriti	Connexis honours Te Tiriti through enduring relationships with mana whenua and is guided by the articles of Te Tiriti as required by the Education and Training Act 2020.
Mō wai me te whānuitanga / Audience and Scope	This policy applies to all learners, staff, contractors, and visitors interacting with Connexis training services, systems, and facilities.
Ngā Mātāpono / Principles	Key Privacy Principles ▪ Data Minimisation – only information necessary for operations is collected. ▪ Transparency – individuals are informed about what information is collected and why. ▪ Security – information is protected from misuse or unauthorised access. ▪ Use Limitation – information is used only for the purpose it was collected. ▪ Privacy Rights – individuals may access and correct their personal information.
Collection and Use of Personal Information	Personal information is collected directly from individuals unless lawfully permitted otherwise. Individuals are informed of the purpose of collection, intended recipients, and their rights of access and correction. Unique identifiers such as National Student Numbers or IRD numbers are used only where necessary and permitted by law.
Disclosure of Personal Information	Personal information is disclosed only for the purpose for which it was collected, with consent, or where required or permitted by law. Overseas disclosures occur only where appropriate privacy safeguards are in place.
Access and Correction	Individuals may request access to, or correction of, their personal information. Requests will be managed in accordance with the Privacy Act 2020 timeframes.

Breach

Any staff member who becomes aware of a suspected or actual privacy breach must report it immediately to the Privacy Officer (Group Manager Corporate Services).

Identification and Containment: Immediate action will be taken to contain the breach and prevent further unauthorised access.

Assessment: The breach will be assessed for scope, sensitivity, and potential harm.

Notification: Affected individuals and the Office of the Privacy Commissioner will be notified where required under the Privacy Act 2020.

Investigation and Remediation: An investigation will identify root causes and corrective actions to prevent recurrence.

Documentation: All breaches and responses will be documented and reviewed as part of ongoing compliance.

Ngā Hononga ki Tuhinga kē / Links to other documents

Ngā Kaupapa-Here e Hāngai ana / Related policies, Legislation

- Education and Training Act 2020
- Human Rights Act 1993
- Privacy Act 2020
- A03 Information to Prospective Learners Policy
- A04 Equal Education Opportunities Policy
- A05 Application, Entry and Enrolment Policy
- A09 Learner Rights and Responsibilities Policy
- A10 Learner Complaints Policy
- B01 Business Management Policy
- B04 Conflicts of Interest Policy
- B08 Code of Conduct Policy

Ngā Tukanga me ngā Hātepe / Processes, Procedures, Documents

- A05 Application, Entry and Enrolment Procedures
- Connexis Learner Policy Document
- TAG - enrolment agreement
- A11 Learner Conduct and Discipline Procedures
- A10 Learner Complaints Procedures

Mokamoka whakaaetanga / Approval details

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APPROVAL AUTHORITY	Chief Executive	**DATE OF APPROVAL**	March 2026
POLICY SPONSOR (HAS AUTHORITY TO MAKE MINOR AMENDMENTS)	Group Manager Corporate Services		



CONNEXIS

INFRASTRUCTURE TRAINING