

STUDENT HANDBOOK

INDEPENDENT VERIFICATION SERVICES LIMITED Biosecurity Training Solutions

Postal address

Phone

Fax

Company registration

Website

Email

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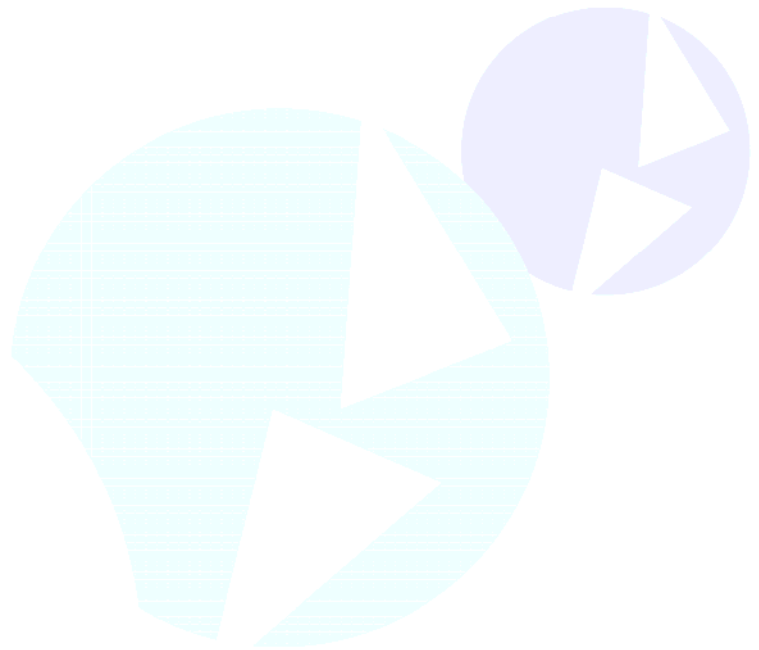
Training Manager, 0800 021 169

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www.ivsltd.co.nz

training@ivsltd.co.nz



April 2008



Directors Message

“April 2008

Dear Student

Welcome to Independent Verification Services Ltd (IVS).

Training provides a vital part of the service provided by IVS, to meet Biosecurity needs in New Zealand.

MAF Accredited Persons training will provide you with the awareness you require to check for biosecurity risks associated with imported sea containers. In effect, you will become the front line of protecting NZ's environment, economy and human health for the container you are unpacking. This regulated training is a vital link in the biosecurity chain.

MAF Transitional Facility Operator training will provide you with the knowledge for managing compliance at your MAF Approved Transitional Facility. It will also assist you to document and ensure the procedures you manage meet the stringent MAF requirements at your Transitional Facility.

Our training is tailored to meet your company needs and where possible provide effective solutions. We aim to assist you to ensure that your business meets biosecurity requirements in a cost effective and efficient manner.



*Peter Webb
Director and General Manager”*



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1 COURSE INFORMATION

Independent Verification Services Limited (IVS) is approved to deliver Accredited Persons & Operator Training on behalf of the Ministry of Agriculture and Forestry (MAF). These are two separate courses:

MAF Accredited Person Training

Any business that unpacks imported sea containers is required to have MAF Accredited Persons as per the Import Health Standard on Sea Containers:

<http://www.biosecurity.govt.nz/imports/non-organic/standards/bmq-std-seaco.htm>

To be a MAF Accredited Person for unpacking imported sea containers, you must successfully complete a training course. IVS delivers this course.

The training takes approximately 3.5 hours and includes a rest break and a 15 minute test at the end. The test must be passed to successfully complete the course.

The training is offered at a variety of venues around New Zealand and a calendar can be viewed on our website.

<http://www.ivsltd.co.nz/>

Given sufficient demand training can be arranged in other locations, or provided to an individual company.

Initial accreditation lasts for 2 years, after which you will need to enrol for a refresher course.

MAF Transitional Facility Operator Training

A MAF Approved Transitional Facility is required to nominate an Operator to manage compliance at the facility. The Operator (and in some cases the deputy operator) are required to complete a training course. IVS delivers this course.

The training takes approximately 3.5 hours and includes a rest break.

The training is offered at a variety of venues around New Zealand and a calendar can be viewed on our website.

<http://www.ivsltd.co.nz/>

Initial certification lasts for 4 years, after which you will need to enrol for a refresher course.

2 ENROLMENT INFORMATION

Entry Requirements

The policy is to accept all applicants for courses regardless of race, creed, religion, gender or age. For practical purposes, it is recommended the person is at least 17 years of age.

Any applicant failing to secure a place on the course will be informed of the decision and an appropriate reason will be given, e.g. insufficient numbers on the course, outstanding account not paid etc.

Enrolment is practical via our booking systems. Options are on line booking, email, telephone or fax;

<http://www.ivsltd.co.nz/>

Email training@ivsltd.co.nz

Ph 0800 021 169

Fax 0800 RETRAIN

On the day of training you will be asked to provide photographic identification e.g. Passport, Drivers Licence, Staff Card etc. This will be checked on the day by the Trainer to verify your identify.

National Student Number (NSN)

N/A

Citizenship and Residency

The courses are open to any nationality, you do not have to be a New Zealand Citizen or Resident.

Address & Contacts

IVS maintains a database of your contact details (once you enrol). IVS provides MAF with this information so that MAF can issue you with your Certificates for each training you attend.

If you change address, you do not have to notify IVS of this change.

Recognition of Prior Learning and Credit Transfer

For refresher training, initial courses are recognised to facilitate new certification by MAF.

Decline of Enrolments

The Director may decline an enrolment for the following reasons:-

The applicant has not paid any outstanding fees or made alternative arrangements, insufficient numbers enrolled for the course etc.

Student Guidance and Support

All students will be given access to appropriate technical guidance to ensure their learning needs are met and barriers to progress are minimised preceding and during the course.

If this is required after a course, an hourly rate may apply.

For Accredited Persons where a test is required at the end, guidance and support will be provided by the trainer on the day.

Withdrawal and Refund Procedures

Please be aware that set up and booking of the training facility, preparations by Trainer and administration protocols have been put in place on the understanding that you/your candidate(s) will attend. Attendance is confirmed by receipt of our Confirmation Letter. IVS has a cancellations policy or no show policy, as below:

48+ hrs prior to training	100% refund
24-48 hrs prior to training	50% refund
12-24 hrs prior to training	25% refund

Alternatively you may choose to rebook. Should you not show up for training, we offer no refund, and payment in full will be pursued.

3 COURSE REGULATIONS

Trainer Assessment Methods

If you disagree with any assessment method applied or have any grievance relating to your performance, you may appeal the Trainers' assessment decisions. This is to be referred initially to the Trainer and lodged with the Training Manager on a written complaint form outlining your concerns (if the Trainer does not address these on the day).

Course assessment Procedures

For Accredited Persons, a test is required to be completed at the end of the course.

For Operator Training, assessment will be via observations by the Trainer throughout the course.

Re-Assessment / Appeals Provision

If the test is failed, a re-sit option is offered on the day. This re-sit may be written or verbal (depending on the circumstances).

Attendance

An attendance roll is taken at commencement of each training course and retained for formal records of training and registration.

Please inform IVS as soon as possible if you have problems with attendance. We will endeavour to facilitate you attending another course. You are reminded of the refund policy stated previously.

Medical Reasons

Please call IVS to report that you are ill and will not be attending. We will endeavour to facilitate you attending another course. You are reminded of the refund policy stated previously.

Absenteeism

As per the refund policy for a 'No Show', as stated previously.

Punctuality

You are requested to be punctual for the courses. The Trainer will advise if your arrival is too late as you may have missed important information. If this is the case, an alternative course will be offered.

Behaviour

You are expected to conduct yourself in a professional and safe manner at all times

Mobile phones are to be switched off or on silent during courses.

Complaints/Appeals and Grievance Procedure

Any student who has a complaint, grievances or wishes to appeal a decision must follow the steps outlined below:

All matters should in the first instance be brought to the attention of the Trainer. If the Trainer is unable to resolve the issue, the matter will be passed onto the Training Manager.

You may also make a direct approach to the General Manager.

Contact Details are:

Phone: 0800 021 169
Fax: 09 420 4605
Email: training@ivsLtd.co.nz

If you are not satisfied with the outcome you have a right of appeal to MAF Biosecurity NZ whose address is:
PO Box 2656
Wellington

Disciplinary Procedures

Should you be disruptive or uncooperative while attending a course, the Trainer will facilitate any of your involvement. If this facilitation has a detrimental effect and is disrupts the learning/participation of other students, you may be offered an alternative course date and asked to leave the course.

If you use or come to a course under the influence of drugs or alcohol you will be requested to leave the course.

Should you cause any harm (mental or physical) to any persons attending the course, Trainer or members of staff at the facility, you will be requested to leave the course.

Appeals/Complaints/Disciplinary/Grievance Procedures

If you have any grievance, problem or a complaint which is having a negative effect on learning and course related, the following procedure has been put into place to register your concern:

In the first instance; appeals, complaints, grievances and disputes must be discussed with your Trainer, if it relates directly to the course.

If the issue remains unresolved or out of the Trainers jurisdiction, a report should be filed (in writing) to the Training & Administration Manager. The Manager will take the matter up with the Trainer or Student or MAF and endeavour to resolve the issue.

All complaints, appeals, grievances and disputes will be recorded and kept on file for future reference via IVS' ISO17020 Accredited Quality System.

If the complaint, appeal, grievance and dispute is not resolved using IVS' internal systems, students are free to write to:

MAF Biosecurity Authority
PO Box 2656
Wellington

Safety Rules and Regulations

At the beginning of each course the Trainer will advise:

- Where the exits are
- Where the toilets are

All participants must observe the following safety rules:

- Take all practical steps to ensure other people are not harmed
- Rectify or report any situation or action to the training facility manager that may cause harm to anyone else around you or if you see anything that you believe is hazardous.
- Report every accident or injury and damage to facility manager

Emergency Procedures

Follow the emergency procedures in the facility where you are being trained for the following scenarios:

- Fire or explosion
- Serious injury or illness
- Earthquake