



WAIKATO INSTITUTE FOR
LEADERSHIP & SPORT STUDIES

Participant Handbook 2022

WILSS in
Schools

WILSS in
the
Workplace

WILSS
Supporting
Sport

WILSS linking our
communities to
Learning

Waikato Institute for
Leadership & Sport Studies

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WILSS Details

Legal Name:

Waikato Institute for Leisure and Sport Studies Trust Board

Trading Name (with effect from 7 November 2019):

Waikato Institute for Leadership and Sport Studies.
hereinafter referred to as 'WILSS'

Physical Address:

178 Ruakura Road
TTH2 &TTH3 Building
Hamilton East
Hamilton 3216

Postal Address:

Private Bag 3105
Hamilton 3240

Contact details:

Phone 07 839 9908
Email – wilss@wilss.ac.nz
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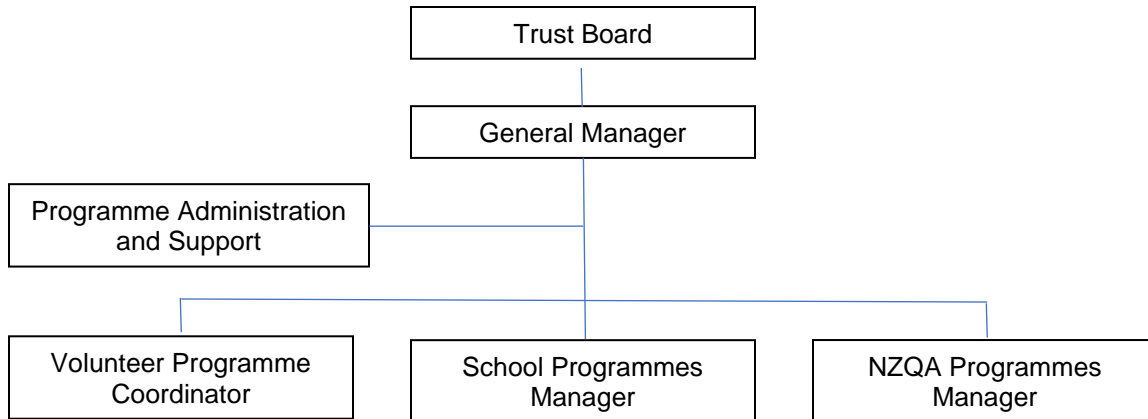
Contact Name

Paul Clayton (Jack)
General Manager

New Zealand Qualifications Authority (NZQA)

- WILSS is registered and accredited as a Private Training Establishment by the New Zealand Qualifications Authority (NZQA).
- This means that we can deliver assessment standards from the NZQA Framework.
- This gives you national recognition for your skills and qualifications you have achieved that contain assessment standards.
- NZQA assigns a credit value to each qualification which will indicate how much time should be spent in the learning and assessment process. One credit equate to approximately 10 hours of learning and assessment.

WILSS Organisational Structure



Background

The Waikato Institute for Leadership and Sport Studies (WILSS) is a Charitable Trust and was established in 1989. Since that time WILSS has been providing, promoting, and coordinating educational and vocational programmes for leadership and volunteer opportunities for the communities, mostly within the Greater Waikato region. The institute is committed to quality. If you have any comments that can contribute to the institute's continuous improvement towards quality, please direct them to the General Manager.

Our Vision

Active communities empowered by capable leaders and volunteers.

Our Purpose

Build the capability of sport and active recreation leaders and volunteers

Participant Entry Criteria

Detailed participant entry criteria for each programme can be found on our web site. www.wilss.ac.nz

WILSS follows the NZQA principles of Credit Recognition and Transfer (CRT) and Recognition of Prior Learning (RPL). CRT and RPL will be determined by either the production of evidence, and/or by demonstrating competence via methods such as practical demonstration, interview, or consultation. WILSS procedure for CRT is that participants learning with us must supply a copy of their record of learning to verify their already attained credit or give permission to the Programme Administrator to contact NZQA for this information. This previously attained credit will contribute to the appropriate qualification that they are working toward with us. Any participant wishing to apply for CRT or RPL can obtain the full WILSS procedure information from the Programme Manager/Coordinator.

Risk Management

All participants will have their attention drawn to any risks inherent in any of its programmes, and the relevant safety procedures for that programme at the time of enrolment. General programme and course information is distributed to participants on during the first day induction process. Any risk, perceived, actual or absolute is disclosed at that time to participants. A participant has the right to withdraw from any activity that they may feel is risky. This will not stand against them, however consultation with the Programme Manager/Coordinator is required to establish another means of completing assessment tasks.

Fees Information

NZQA and Ministry of Education require that all Private Training Establishments hold Fee Protection Insurance (or an exemption) as part of registration criteria in the unlikely event of insolvency and/or regulatory closure or withdrawal of accreditation or those fees are held in a trust account and disbursed to the organisation upon the reporting of credits to NZQA. WILSS has a trust account for this purpose of fee collection and holding upon credit reporting.

Fee information is available from publicity information and/or on request from the Programme Manager/Coordinator. Phone, website or letter can access this information.

Course Withdrawal Policy and Fee Refunds

New Zealand Certificates in Sport Coaching (Level 3) participants and New Zealand Certificate in Business – First Line Management (Level 4) participants are required to pay an administration fee of \$150 (+GST).

Any participant wishing to withdraw from a qualification and/or module must inform WILSS of their intent to withdraw. This must be followed by confirmation by completing the Withdrawal from a Course form. The form must be processed and placed on the participant's file. The date for withdrawal will be recorded as the date of first notification.

Refunds will be calculated automatically upon receipt of written notification of withdrawal. Any unused course resources previously distributed to the participant should accompany all written withdrawals. Used course resources will be charged to the participant.

Full refunds less 10% will be provided to those participants who give notice, verbally or in writing to the Programme Manager/Coordinator within seven days of the start of the course, and who return all course resources unused to the Institute and/or course provider. Where notice is given more than seven days but less than one month after course commencement, or where course resources returned are not reusable, the proportion of fees refunded will be 50% of the full fee less the cost of the not reusable resources. Withdrawals more than one month after the start date of the course will receive no refund.

If WILSS cancels a course before it runs, a full refund will be made within one month of the cancellation. Refunds will not be provided for materials, equipment and books purchased by the participant.

Participants wishing to withdraw from a course may, in some instances, transfer their enrolment to another individual. This is negotiated with the General Manager and where this is allowed, costs charged to the withdrawing participants might be minimised.

Guidance and Support Services

Policy

All participants will have available to them, on request, guidance, and support systems.

WILSS always conducts its dealings with participants in a fair and equitable manner and complies with specific requirements of the Education and Training Act 2020 and other relevant legislation. Course participants are required to abide by the rules and regulations of WILSS as set out in this handbook.

WILSS learning support policy advises participants that learning support services available include:

- local networks to provide support
- library network service
- employment and career guidance
- professionals in the relevant industries
- facilitators

Participants will be referred to relevant outside professional agencies and counselling when this is requested. Employment and career mapping will be provided by external support people or from outside agencies on request. A full list of contacts can be found at the back of this booklet.

Disability Disclosure

Any participant with a disability which may affect performance during the course activities is encouraged to consult the Programme Manager/Coordinator or facilitator. The provision of this information is voluntary. It is important that you make known any health conditions which may affect your safety or the safety of others.

Off Site Policy and Procedures

Offsite courses that have components of WILSS courses will adhere to WILSS code of practice and assessment procedures, including but not limited to, health and safety, absence, non-participation, reassessment and alternate assessment tasks.

Health and Safety Policy and Procedures

Policy

The Health and Safety in Employment Amendment Act 2016 relates to the law comprising the health and safety of employees and others either at work or affected by the work of other people.

Health and safety covers the environment, equipment, facilities, instruction, employees, participants, consumers, workload and emergency procedures.

WILSS is required to take all practicable steps to ensure the safety of its employees and participants whilst attending any of its programmes or courses.

Procedures

WILSS operates a quality systems approach to ensure its health and safety practises. This approach covers:

- **Analyse** – Risks and hazards in the facility, course or programme are analysed.
- **Design** – Systems and procedures are designed to isolate, minimise and eliminate each risk and hazard.
- **Implementation** – Practices are put in place to ensure all systems and procedures are operating as designed by the stakeholders.
- **Evaluation** – Practices are monitored and reviewed to make necessary amendments as required.

The Programme Manager/Coordinator identifies hazards and/or risks using a Risk Analysis Management System (RAMS) form and a Risk Management Checklist for a Programme form.

The Programme Manager/Coordinator then designs systems and procedures to implement so as to reduce and/or eliminate risk. Employees and participants are encouraged to be fully involved in the identification and development of procedures for hazard and risk management or for dealing with emergencies or imminent dangers.

The General Manager holds a register containing details of accidents and incidents at the head office premises. Any employee or participant who has an incident or accident must immediately report it to the General Manager on an incident/accident report sheet. The General Manager will then report any serious harm injuries to Worksafe and record the incident/accident, investigate and follow up to ensure that corrective action is taken to prevent further incidents/accidents.

What is workplace literacy?

Literacy means the reading, writing, speaking, listening, information technology and math skills you need to do your job well. For example, you may have to do many of these in your day-to-day work:

- Understand workplace rules and procedures
- Fill out forms, contracts, or time sheets
- Write reports
- Read notices, instructions, or job sheets
- Read graphs and charts
- Understand special words for your job
- Take orders and handle cash
- Give instructions
- Take part in team meetings
- Work on a computer
- Find solutions to workplace problems
- Interpret weights and measurements
- Calibrate equipment
- Answer telephone enquiries.

Checking out your literacy and numeracy levels - Everyone who signs up to a Level 1 to Level 3 qualification gets the opportunity to check their literacy and numeracy skills before they start their learning, through a short computer-based assessment developed by the government. We will help you work out your literacy and numeracy skill levels using this assessment and provide you with any support you may need as you work through your qualification.

Literacy & Numeracy for Adults Assessment Tool – The purpose of this Assessment Tool is to provide information about adult learners reading, writing, numeracy, and vocabulary skills. It only applies to Level 3 qualifications.

How does it work? - The assessments are conducted on-line. You will be emailed an access code and password to complete the assessment. You can do the assessment at home, at work or wherever you have computer access. It should take about 15-20 minutes to complete each assessment. You MUST complete the assessment within 6 weeks of starting it. When you have had a go at answering all the questions you will receive a result showing your current literacy levels. The results are also downloaded by WILSS, and a copy is placed in your personal folder. We will help you understand what the results mean and discuss any support you may need as you work through your qualification.

What if I cannot answer all the questions? - No-one can 'fail' the assessment. It simply gives you and us a clear picture of your strengths and weaknesses before you start working towards your qualification. If the results show that you would benefit from some extra help, then we will be in touch to explain how this support can be made available.

What if English is not my first language? - If English is not the language you use at home, or if you have only been in an English-speaking workplace for a short time, this assessment will be very useful. It will help identify any difficulties you may be having with your English-language skills, so we can work with you to make sure you can complete your qualification in a realistic timeframe.

Who will see my results? - Yourself, WILSS and the Tertiary Education Commission (who developed the assessment) are the only people will have access to the results.

If you would like to know more about what help is available for literacy and numeracy go to www.literacywaikato.org.nz.

EER Disclosure Statement

Under rule 6.1 .4(b) of the NZQA Registration Rules, Waikato Institute for Leisure and Sport Studies Trust Board must inform students, including newly enrolling students, of its EER category and its statements of confidence.

The EER, conducted in June 2021 and published on 4 October 2021, resulted in the following statements of confidence:

Not Yet Confident in educational performance

Not Yet Confident in capability in self-assessment

This means that Waikato Institute for Leisure and Sport Studies Trust Board is classified as a Category 3 provider, in accordance with rule 1 1.1 (c) of the Quality Assurance (including External Evaluation and Review (EER)) Rules 2021 ('Quality Assurance Rules').

Reporting and Confidential Information

Policy

The rights of the participant's privacy are incorporated in all reporting procedures.

WILSS will administer programmes in a manner that is in accordance with the Privacy Act, the Official Information Act and NZQA requirements.

Interim and regular feedback will be provided to participants from facilitators, this will be monitored by the WILSS Programme Team members.

Results will be forwarded to participants within four weeks of completing any assessment. All participants will be made aware of their rights to view and check their record of achievement and their right of appeal.

Reporting procedures are evaluated at least annually, incorporating input from participants, facilitators, and all relevant stakeholders. Approved recommendations will be implemented.

Reporting of the participant's achieved credit and qualifications to NZQA will occur electronically.

Procedures

The Programme Administrator will input reporting information data into the student management database system after each course. Hardcopies of reporting information will be filed in each individual participant's learner file in a secure filing cabinet at head office.

Feedback on their progress may be provided to participants from:

- Facilitators
- Evidence verifiers
- Assessors
- Programme Team members

Participants' expectations about reporting procedures are checked during courses. Opportunities are provided for clarification of this information during courses, or at other times as required. Print outs of progress are available from the database.

Facilitators and assessors are required to provide constructive feedback when marking assessment tasks. The marking forms must be signed by the assessor upon their completion.

Assessment

Policy

Assessment strategy will be based on realistic, relevant, and practical situations incorporating the learning outcomes of the course. It must be an ongoing, accurate and objective process.

The assessment strategy must endeavour to provide participants with a feeling of success and achievement and be a positive experience for them. It must be an accurate assessment of their skills and knowledge.

WILSS policy for fair reassessment is to allow the continued collection of further evidence in the appropriate way suitable to the occasion and task by the participant. This will enable each participant the opportunity to provide further evidence for a fair reassessment.

All participants must be given an opportunity to be assessed in their own language and cultural environments.

Procedures

Assessment procedures and moderation of assessment are major focus of WILSS.

Within each course, details of the assessment procedures required to meet WILSS standards and NZQA Assessment Standards and requirements will be identified.

Assessment tasks will consider varied learning styles, cultural expectations and any physical or intellectual disabilities.

Assessment approaches will include:

- observations of tasks
- viewing written evidence
- asking questions
- task simulation
- peer assessment
- results from participant self-assessment
- feedback from peers/work colleagues/cohorts in the industry.

Credit Recognition and Transfer (CRT) and Recognition of Prior Learning (RPL) will be determined by either the production of evidence, and/or by demonstrating competence via methods such as practical demonstration, interview, or consultation.

To ensure authenticity of a participant's work, the marker will receive most of the group's work together as a complete set to check for authenticity between each participant. Where the participant is required to complete work tasks, demonstrations and/or projects outside the classroom environment then those pieces of evidence will have attestations to verify the authenticity of the participant's work signed by the evidence verifiers or assessors. The participants will also be required to sign the authenticity attestation to confirm verification of their work.

Participants have access to an appeal procedure. WILSS has developed a system of appeal in relation to assessments, and participants will be made aware of the appeal system - (see page 14).

Assessment and reassessment dates will be public information and can be accessed by contacting the appropriate Programme Manager/Coordinator. Any participant, who wishes to be assessed against a particular assessment standard and has previous knowledge, training and/or learning in this area, will be able to be competency tested using CRT and/or RPL procedures.

If a participant chooses to be assessed in a language other than English, then they must firstly contact and advise the Programme Manager/Coordinator of their request. The Programme Manager/Coordinator will then endeavour to ascertain and implement an assessment procedure that meets both the participants and assessment needs.

There will be an annual and/or ongoing assessment review for every course or part thereof. An assessment task will be valid if it accurately represents the knowledge and skills that are identified in the elements and performance criteria of assessment standards.

Written Evidence Guidelines

Below are descriptors for participants to help you with assessment materials. If you are asked to:

- **Name** - you are only required to name something - no explanation required.
- **Identify** - a short explanation is required.
- **Explain/describe** - a short paragraph of explanation is required.
- **Discuss** - requires more details such as - considering the pros/cons, advantages/disadvantages etc.
- **Demonstrate** – you will be required to show that you can do something – this will usually be a practical task where you will be observed.
- **Examine** – you need to critically look / scrutinise the activity and then describe your findings.
- **Analyse** – you need to present ideas and conclusions in paragraphs.
- **Evaluate** – carefully appraise/judge/see the worth of the activity and describe your findings.

Academic Appeal Policy

WILSS has an Academic Appeal Policy associated with assessment and reassessment of participants. All participants have a right to appeal.

Academic Appeal Procedures

A participant wanting to appeal an assessment decision must:

- contact the course facilitator
- the facilitator will then either change their decision or repeat the assessment or obtain a second opinion from the Programme Manager/Coordinator or from the relevant industry representative or remain with the not yet competent or insufficient evidence decision
- if the participant is dissatisfied with this outcome then they should contact the General Manager and ask for reassessment
- then If the participant is still dissatisfied with the outcome, then they have the right to contact the relevant Industry Advisory Group and/or NZAPEP Quality Commission (0800 692 737).

Reassessment policy and procedure will continue to be established and developed in alignment with the relevant industry.

WILSS policy for fair reassessment is to allow the continued collection of further evidence in the appropriate way suitable to the occasion and task by the participant. This will enable each participant the opportunity to provide further evidence for a fair reassessment.

Decisions concerning reassessment because evidence has not yet met requirements will be discussed with the participant concerned. Discussions will include planning for opportunities to collect further evidence.

Participants undertaking reassessment shall bare all costs involved in the process appropriate to their reassessment.

Participants will be given a maximum of three attempts towards reassessment of an assessment standard or elements thereof. These attempts shall be completed within a timeframe of twelve weeks.

Participant Conduct

Serious misconduct that may result in a participant's dismissal from a course and/or programme includes:

- plagiarism - to copy another person's thoughts, ideas or writings and present them as your own
- wilful damage to WILSS or secondary provider's property or equipment
- theft
- violence or harassment against another person/s whilst participating in an Institute programme
- refusal to perform course work
- drunkenness or illegal drug use
- falsifying documentation
- un-ethical behaviour.

Disciplinary Policy and Procedures

Disciplinary procedures leading to expulsion will include both verbal and written warnings.

Before any measures are taken, the facilitator and/or the Programme Manager/Coordinator will meet with the participant to explain and consult. Failure to comply with rules or regulations will receive a verbal warning from the facilitator or Programme Manager/Coordinator, which is in force for five working days. If a participant continues to disobey, within five working days a written warning will be issued by the General Manager and enforced for a further five days. Failure to comply at this stage will result in the participant being asked to leave the course.

A participant will be dismissed immediately if found to be under the influence of a harmful substance and for any extreme physical and/or verbal assault.

Complaints Policy

WILSS has a Complaints Policy which is to assist in the resolution of conflict and tension associated with a course. All participants have a right to make a complaint.

Internal Complaints Procedure

Complaints should initially be directed verbally to the Programme Manager/Coordinator. If the complaint cannot be easily resolved and/or is not within the jurisdiction of the Programme Manager/Coordinator, then they must put the complaint in writing to the General Manager. A written response, outlining action taken because of the complaint will then be forwarded to the complainant.

External Complaints Procedure

If the internal complaints procedure does not resolve the complaint to the satisfaction of the complainant, the complainant may then action the external complaints procedure. Participants experiencing difficulties with the internal and external complaints procedures may contact the Quality Commission with NZAPEP (0800 692 737) or the New Zealand Qualifications Authority.

Harrassment Free Policy

Harassment Free Policy

Harassment in any environment whether work, learning or play denies people their right to receive a positive and enjoyable experience. It is defined as any form of unwanted behaviour usually involving one person trying to exert power over another. This could be as simple as taunts or teasing or as serious as a violent physical assault. The outcomes of harassment can be sadness, humiliation, embarrassment, it can affect health and self-esteem, job security and work performance.

Harassment Free Procedure

There are several courses of action for anyone who believes they have been harassed.

1. Self help: involves letting the offender know that the harassing behaviour is unacceptable and must stop. This may resolve the matter quickly and in a low-key manner.

This can be done in a number of ways including:

- telling the person directly what behaviour is not liked and asking them to stop it;
- writing a letter on a 'private and confidential' basis to the person identifying the behaviour and asking them to stop it;
- taking a support person/friend to tell the person that their behaviour must stop.

2. Informal: involves getting someone to help resolve the situation. This might be someone from within the organisation such as the Facilitator, Programme Manager/Coordinators, General Manager or from outside the organisation (Sport Waikato General Manager for example). They will need to talk to the individual about what has happened and what is required to fix the situation. They will then talk about the complaint to the person identified. If there is agreement on what has happened and what will fix the situation, then the issue can be resolved confidentially between the immediate parties.
3. Formal: involves writing a formal complaint to WILSS outlining:
 - who the complaint is about;
 - what happened (including time, date, place, what was said and/or done, how often this has been said and/or done);
 - how it was responded to;
 - what impact the behaviour has had;
 - whether anyone else witnessed the behaviour;
 - what result is expected as a result of the complaint;
 - why, if the incident occurred more than one year ago, there has been a delay in lodging the complaint; and
 - requesting confidentiality/approval before any action is taken by the organisation.

This complaint should be forwarded to the General Manager in writing. The complaint will be taken seriously and investigated fully, and appropriate actions will be taken. During this process the rights of all involved will need to be protected.

Human Rights Commission

If the individual is being harassed by someone who is employed by the organisation, either as a paid employee or as an unpaid employee, then the complaint can be taken to the Human Rights Commission, or as a personal grievance under the ECA. They will investigate and/or conciliate complaints where there are grounds for believing that the organisation did not respond appropriately to the complaint, or where the organisation does not have satisfactory policies, procedures and/or practices in place to respond to a complaint.

Police

Complaints of a criminal nature, such as sexual assault or sexual abuse of children, should be reported to the police and with the consent of the individual, the person may choose to inform the General Manager that this has been done. This does not stop a formal complaint being taken to the sports organisation as well.

We guarantee that any complaint will be handled promptly, seriously, sensitively and confidentially.

Welfare and Support Services – Where to get help

- Lifeline Aotearoa: 24/7 support helpline 0800 543 354. Text 'Help' to 4357. lifeline.org.nz
Kidsline (for up to 18 years of age) 0800 54 37 54 (4pm to 9pm weekdays)
<https://www.lifeline.org.nz/services/kidsline>
 - Suicide Crisis Helpline: 0508 828 865 (0508 TAUTOKO) (available 24/7)
 - Youthline: 0800 376 633 / free text 234 –webchat - www.youthline.co.nz
 - Healthline 0800 611 116 (General health advice) www.healthpoint.co.nz
 - 'What's Up' (free counselling for kids and teens in NZ): 0800 942 8787
Chat line open Mon-Fri 1pm – 10pm; Sat/Sun 3pm – 11pm
 - Depression Helpline: 0800 111 757 (available 24/7) - Txt 4202
 - Alcohol Drug Helpline 0800 787 797
 - Rainbow YOUTH: (09) 376 4155 (11am -5pm Weekdays)
 - Small Steps – Free online tools to manage your wellbieng
<https://www.smallsteps.org.nz/>
 - Midlands Sexual Assault Support Services: freephone 0800 839 4433
 - Family Planning
 - Hamilton Clinic 07 839 4061
 - Health Promotion Services 07 834 1433
 - Careers NZ: 0800 222 733; www.careers.govt.nz
 - Childcare Services: 0800 CHILDREN (244 537)
 - Citizens Advice Bureau: 0800 367 222 or 07 839 0395
 - Disability Support Services: 0800 55 33 99 or 07 839 8883
Email dslooffice@waikatodhb.health.nz
 - Legal Aid: (Community Law) 0800 529 482
 - Māori Students - Te Puna Tautoko: 07 858 5175
Email: tepunatautoko@waikato.ac.nz
 - Mana Pasifika - <https://www.mapumaia.nz/mana-pasifika>
 - StudyLink: 0800 889 900; Mon-Fri 8am – 5pm
 - Fees free 0800 687 775: Email feesfree@tec.govt.nz
 - Samaritans Aotearoa New Zealand – 24/7 crises helpline: 0800 72 66 66
samaritans.org.nz
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