



# **MARINE & SPECIALISED TECHNOLOGIES**

Academy of New Zealand

**STUDENT  
HANDBOOK**

## Welcome To Your Workplace Training Programme

In your workplace-based training programme (apprenticeship), your employer will train you in practical skills so that you learn on the job. Using the assessments and resources supplied by us, your MAST Academy Assessor will assess your evidence and log your results for you to see on your RudderLive or Canvas/Instructure learning management system (separate user guides provided).

With this training delivery method, you will 'earn while you learn'. You should discuss all wage/salary queries with your employer.

Depending on your programme, your assigned Assessor will be either a Training Advisor or a Transition Advisor. Their contact information is provided separately.

### Your Employer will appoint your Trainer

For you to successfully complete your apprenticeship you need your employer to train you in the skills required for the qualification. We support your employer with this by providing the learning resources and assessments that will form the basis of your qualification.

Your Trainer is your first point of contact for all questions regarding your training.

If there are any gaps in the required training that your employer is unable to provide you with, you may need to attend an off-job training course which is typically two weeks long and arranged by MAST Academy with our partnered providers. Talk to your Assessor for more details.

### Your dedicated Assessor will keep you on track to complete your apprenticeship.

After an initial meeting to talk about the apprenticeship training and what you need to do to start, your Assessor will meet with you in the workplace five (5) times a year as a minimum, to:

- Ensure you are getting quality training from your employer
- Keep track of your progress and review your RudderLive or Canvas/Instructure portal.
- Assess your assessments that have been completed and provide any feedback.
- Record and track your results on RudderLive or Canvas/Instructure for us to log with NZQA

### Code of Practice for Tertiary Education Pastoral Care code of Practice.

As a PTE, MAST Academy takes a wholistic approach to managing wellbeing and safety of the learner/apprentice. Learners/apprentices will have diverse needs across their time with MAST.

The Code covers all learners including our apprentice learners or those learning through MAST academy short courses, School to Work (Work Experience). NZQA is the administrator of the Code on behalf of the NZ Government. [Click Here for Code of Practice](#) pdf.

As part of our Code obligations, MAST Academy:

- Will enable you to make informed choices about your learning
- Support you to prepare for and adjust to workbased learning
- Provide a safe, supportive, and accessible environment for your programme of study
- Ensure you can raise your concerns when you need to through your training advisor or contact us at [info@mastacademy.com](mailto:info@mastacademy.com)
- Connect with appropriate support services. These are on our [website](#) under learner resources – Learner Support Services. If you need mental health support, go to the website for suggestions of organisations to provide wellbeing support services.
- If you would like to be part of our learner voice group and have your say, please contact your training advisor or [Joe Daw the Training Manager](#)

Remember that your Training Advisor or employer is available to provide assistance should you require any support - or at least point you to the organisations that can provide professional support.

### Cultural and Wellbeing Support

We know that you will learn best when different areas of your health (Oranga) and wellbeing are supported. Below you will find some different models of cultural wellbeing/health models that support your culture and learning. No matter what your culture these models can apply to you. Have a look and see what resonates with you. Choose one as your framework to support yourself or others in your team or whanau.

### Te Pae Mahutonga



Sir Mason Durie developed a model of health based on the Southern Cross Constellation of stars (Te Pae Mahutonga). Each star relates to an aspect of health and culture.

**Mauri ora** - cultural identity is important for all cultures at MAST. Our learning is culturally inclusive, personalised, and practical. For Māori hold onto your language (reo) and your tikanga. Bring who you are as a person to work and to your studies. Find the support you need to affirm who you are as a Māori and what it means to you to be a Māori.

Learning new skills through your apprenticeship can help transform you, your whanau and potentially your iwi. We want your new skills to build a better future for everyone. It is our plan to support all learners and help their whanau to thrive.

Everyone has a culture to be proud of, and we're here to help you grow and thrive so you can support yourself, your whanau, your community and your individual culture.

**Wairoa** – Physical environment. Having a physical or spiritual connection to our natural environment (wai) waters, land (whenua) and air (hau takiwa) acknowledges that we share the world around us. Enhancing our own wellbeing is often enhanced by supporting the wellbeing of the physical environment. At MAST some of learning supports a considered approach to being environmentally aware. We also support the connection between the environment and our wellbeing is important when learning.

Learners can connect to the land and the sense of wellbeing by spending time outside to study or just to go for a walk. Sometime the small things in nature can bring you joy. It is well known that 'water/ocean views and connection can enhance your own personal wellbeing.

For Māori the connection to whenua connects to ancient knowledge about whakapapa, the land the people as well as the environment. Creating a warm positive space to complete your assessments gives you a good chance of having positive approach and therefore outcomes to your learning.

**Toiora**- is about our ability to lead healthy lifestyles. It is the connection between what we do and how what we do impacts on others and how it impacts our wellbeing. Living well includes simple things like- drinking a lot of water, eating regularly, connecting with your friends and whanau. At work connecting with your supervisor or workplace trainer will support you to learn and study in a supported environment. Make sure you make time for study as well as work and as well (importantly) to play!

When stressed it is important to talk to your supervisor/workplace trainer or MAST Training Adviser, your friends, or whanau. You may like to take a walk or listen to music at the end of the day to ease the stress of the day. Get support to kick a bad habit that is having a negative effect on your life and begin to develop healthy habits. MAST has a list of [learner support services](#) on our website if you need expert help.

**Te Oranga** – Participation in society at an individual and whanau level. At MAST we celebrate your success with a graduation dinner on completion of your apprenticeship. We also celebrate with you along the way – everyone unit completion is worth celebrating. Think about having meaningful conversations with your whanau, your Tamariki, or your siblings. What do you aspire to do or be? Where do you want to go in life?

Often it is helpful to support a peer or community or group that you relate to. This means being of service to others. Connection comes from participating in causes bigger than yourself such as a sports team, or school community or a work study group.

If you have a learning disability reach out and get the right support to set yourself up for a great future. Often the disability is your also your greatest strength.

**Nga Manukura** – leadership. Look to leaders who work for and reflect your own values and community. Leaders contribute to the collective. Nurture relationships and collaborate to build the shining star Nga Manukura.

Leaders are not always the ones with flash titles but often they are the ones that get the work done, set great examples and value others. Step into a leadership role at MAST by volunteering to part of the learner voice groups – develop your culture and MAST learning culture how you want it to be. Everyone has unique strengths and valuable things to offer.

**Te Mana Whakahaere** – autonomy. In a learning context this is about having control or autonomy over your personal learning journey and wellbeing. It's about making decisions that positively impact your life. It is also about the shared responsibility of your communities- work, whanau, friends etc. Be yourself and don't try to be someone you are not. If you have a problem ask for help.

Use your voice at the learner voice support groups, and have a say on things that matter to you and your learner journey. To be in control of your learning ask questions, talk to your workplace trainer or training adviser. Share your experiences as these may help someone else.

A second way of looking at culture and wellbeing is:

### Te Whare Tapa Wha



This model was again developed by Sir Mason Durie and shows our wellbeing in four dimensions and while it is a Māori perspective all cultures can relate to all aspects. It describes the four walls of the meeting house to represent holistic wellbeing.

Taha Wairua – Spiritual well being

Taha Hinengaro – Mental and emotional wellbeing

Taha Whanau – Family and social wellbeing

Taha Tinana – Physical wellbeing

Everything sits on the whenua or the land as the roots of the building

When all four areas/walls of your life/wellbeing are in balance you will thrive. At different times in your life and your learning journey certain areas of your wellbeing will need more attention than others and that's okay. Each dimension is interconnected.

Remember you can always ask for help- through your whanau, friends, workplace trainer or training adviser or seek expert support.

### **Taha Wairua** – Spiritual well being

This can be your connection to your beliefs, values, and traditions no matter which culture you are from. It can be your connection to your environment, or your culture/heritage.

Staying connected brings you closer to your spiritual health.

Spend time outside in the sun and the surf! Reconnecting with your language and cultural customs is meaningful and has a positive impact on your health. Help others at work, at home or in your community or a colleague or friend. You may want to visit a marae or church or place of cultural significance all will give you an increased sense of wellbeing.

### **Taha Hinengaro** – Mental and emotional wellbeing

This includes the wellbeing of your mind, heart, consciousness, thoughts, and feelings.

Understanding how these affect you at different stage of your life and your learning journey will help you to learn better and have a better overall sense of wellbeing.

Having a beginners mindset means you don't have expectations of the learning or assumptions about yourself or what you may do in the future. By doing this you remove the pressure you can put on yourself and may help you make new connections or learn something different.

### **Taha Whanau** – Family and social wellbeing

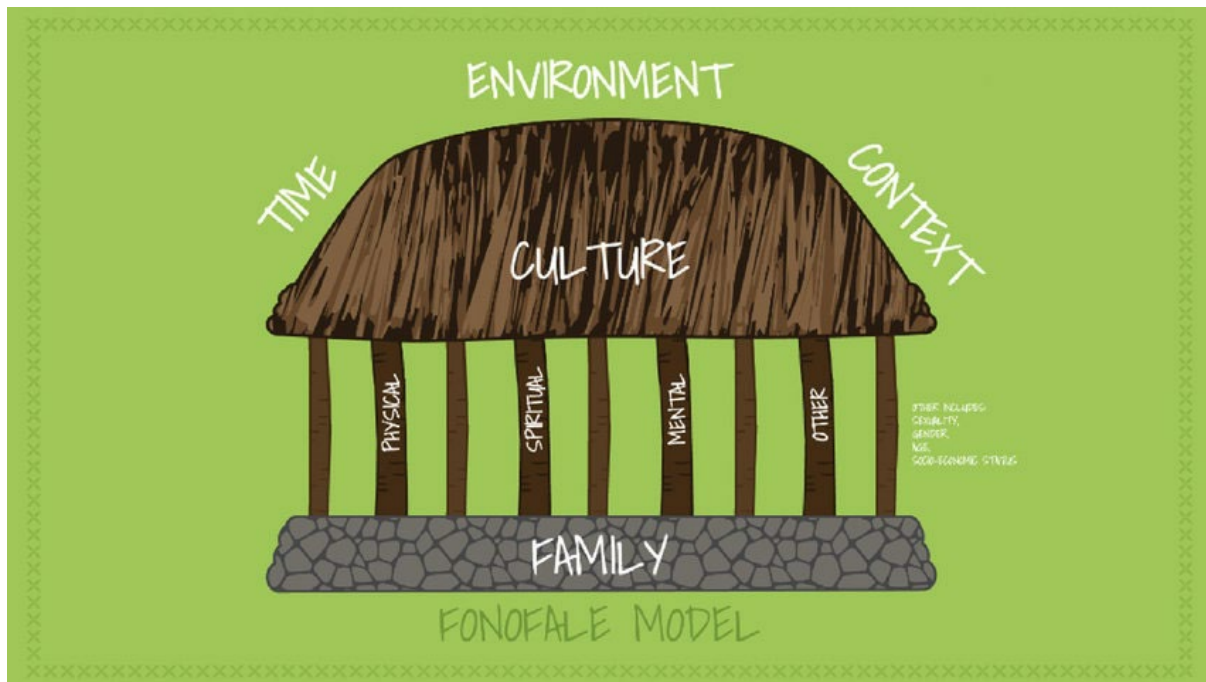
This wall represents your family or whanau. This includes all your relationships even at work or in your community and at MAST. As life changes so do relationships and creating new connections along the way. It's all about quality not quantity of relationships. Supporting and caring for others can be brought back into your whanau.

### **Taha Tinana** – Physical wellbeing

Looking after your body, how your body feels, how you move and how you fuel it all add to your physical health. This will be different for everyone depending on your culture, your physical abilities and your access to resources. What is the same is that physical health is connected to all other dimensions or walls of the wharehau or your life. Having good physical health will support your learning too.

So make sure you make good food choices, do some exercise/move every day, get enough sleep, and check in with how you are feeling. Little lifestyle changes can have a big impact on your life, your work and your attitude to life and learning.

## Fonofale



This is a Pasifika model of health and wellbeing. As for the other models, this model can help you find balance and wellbeing by exploring these things. Having balance will enable you to learn better and in your own way.

The foundation of the fale is the family. For us at MAST we think of family in the wider context. It includes friends, family, church community, learners, employers, and the MAST team. Think about who you would have as your support people for your learning journey and build the relationship as a foundation to your support network. Growing relationships is a positive way to boost your wellbeing and puts you on a solid foundation to start and continue your learning journey.

### The falealuga – roof

The roof represents the shelter for your wellbeing and represents your culture, values and beliefs. Sometimes incorporating traditional beliefs and values into your everyday lives helps you understand who you are, which can give you a stronger sense of belonging.

**Pou – Posts** There are four posts that hold up the fale.

### Fa'aleagaga (spiritual)

Does your belief system support your wellbeing. A belief system could be an organised religion, a traditional religion, or simply a connection to your language, history or culture. This belief system can influence how you learn or study. Some cultures learn better in groups, some are more individualistic.

### **Fa'aletino (physical)**

Notice how you feel and how well you are keeping up with your course work. The connection between good physical health and your ability to learn and study.

### **Mafaufau (mental)**

When you are finding it hard to study notice where your mind is at, what is your mood or mental health. All can impact how well you learn.

**Isimea (other)** - There are many things that can influence your wellbeing or how you feel about the world or the world of learning. It could be your age, gendered, financial success or anything that is a part of you. What would you put in this pou- what influences your learning.

### **Cocoon**

Environment, time and context all influence and shape who you are how you feel. Your physical environment connection is where you live, work and learn. Having a good environment to live and learn in is vital to completing your studies. What is one thing you could do to change your environment to make is better to learn in? This will help strengthen your connection to the environment.

Have a look at all the parts of the model and think about how it relates to you or your workplace.



### Checklist for confirmation of eligibility to study/training:

- Passport or birth certificate copy
- Passed the programme entry criteria
- New Zealand Citizen or Resident. If not born in NZ, applicant must provide passport evidence of ID and residency or permanent residency letter or confirmation.
- If on work visa application is denied from 1 Jan 2023
- If applicant below 18 years old, advise have been given to seek advice to independent person (parent or lawyer) and authorisation
- Employer has been verified (business entity registered)
- All programme information have been provided to the applicant
- Application form completed
- Learner lists all prior learning to identify any possible Credit Recognition and Transfer.

### How Assessment Works

Most assessments are based on the evidence you present for practical skills you have learnt and answering written questions within the assessment paperwork. These assessments are accessible on your RudderLive page or Canvas/Instructure Dashboard. At your workplace visit, your Assessor/Training Advisor may also ask questions to check you are competent and to support the work you have provided them to assess.

Physical evidence (photo, video, audio recording, etc.) are all the highest quality form of evidence and the best way to demonstrate your skills. Use these methods to build a Portfolio of evidence to support your credentials.

Most workplaces will have a workplace trainer who supports apprentices when they have questions.

### Being an Apprentice comes with Responsibilities

You agree to:

- Be keen to learn and make a commitment to progress your learning
- Practice new skills
- Engage with your Workplace Trainer and Training Advisor/Assessor
- Gather evidence for your assessments that shows your own work
- Achieve agreed goals with your Workplace Trainer and Training Advisor
- Let MAST Academy know about any changes in your employment status
- Respond to MAST Academy communications and partake in surveys at times
- Being aware of the health and safety policy at your workplace. Employers have a responsibility to provide a safe workplace under the Health and Safety Act 2015. MT has an obligation when you are on MAST Academy premises and undertaking a block course.

## Suggestions

You may wish to offer a suggestion on how we may improve our services or training resources.

Should you have any suggestions, please contact MAST Academy through your training advisor [info@mastacademy.com](mailto:info@mastacademy.com).

## Fees and Payments

### Fees Free Eligibility Guidelines

The Governments Fees Free Training Scheme enables you as a learner to apply for fees free. Not everyone is eligible. To check your eligibility, you will need your NSN number. Go to the fee's free website: [www.fees-free.govt.nz](http://www.fees-free.govt.nz) Follow the instructions on the website. This is something only you as a learner/student/apprentice can do. MAST cannot do it for you. The scheme is likely to change over time, so it pays to check your eligibility according to new rules they apply.

There will be three types of results

**Yes-** You as a learner are eligible. Inform MAST and MAST will confirm the duration of your fees-free eligibility. Once this time frame is up your employer will be sent an invoice for any programme/training fee you are currently enrolled in.

**Maybe-** The eligibility criteria is on the fees-free website. You as the learner must understand your eligibility. If you are unsure of your eligibility or do not understand the criteria it is your responsibility as learner to contact the Tertiary Education Commission (TEC) to discuss with them. MAST can only guide you – you must take responsibility for this as a learner.

TEC contact details are: Freephone 0800 601 301

Email [feesfreecheck@tec.govt.nz](mailto:feesfreecheck@tec.govt.nz)

**Not eligible** – You as a learner may contact TEC to clarify the result.

MAST staff/Training Advisor cannot:

- Generate or fill out the statutory declaration on your behalf
- Try to determine whether a learner is eligible or not (in the case of a maybe result)
- Advise the learner to do the statutory declaration

If you as a learner has an English language Literacy issue MAST Academy staff may be able to provide the learner with English language support.

*A statutory declaration is not an application form, or a way to check if you are eligible or not. The purpose of a statutory declaration is to legally declare to the TEC that you meet the eligibility criteria for Fees Free. As a learner you must ensure that the information provided on the statutory declaration is true and correct. It is an offense to give any altered, false, incomplete, or misleading information, or to make a false statement or declaration.*

MAST Academy staff in charge of Fees Free will notify TEC if an eligible fees free claimant has already completed a qualification at level 3 or above within NZ or from overseas: or has undertaken any prior tertiary study.

### How much are our fees?

Please see Table of Programme Fees at the back of the enrolment form for complete details. These fees are made up of an annual administration fee, off job training costs, and your training material and assessments. Block courses are indicated in a separate column.

### What do the fees cover?

- Your MAST Academy Training Advisor/Assessor time, which includes mentoring, assessing, meeting with you at least 5 times per year, and reporting your progress.
- Your training material and assessments.
- Any required block course/off-job training that may be required.

### Who pays what?

It is important to discuss payment of these fees with your employer at the time of signing your training agreement. Employers are generally responsible for the payment of fees to MAST Academy. Some employers expect the apprentice to pay these back. Others do not. This is entirely up to your company. If you are expected to pay directly, please contact your training advisor for further information on this process.

### Conditions of Payment

- The Learner agrees to the settlement of all training costs/fees (which may vary from year to year) in the event of withdrawal from programme enrolment. If the Employer is contributing to your training costs, there should be a signed agreement that included a clause about outstanding fees and withdrawal conditions.
- Learner is enrolled in when all parts of the enrolment forms are complete, and identification is verified. The enrolment includes agreement signed with the employer as this is a three way partnership for the training.
- The programme fee will be invoiced on acceptance into the nominated programme/apprenticeship. Generally, this is paid by the employer and fees may vary from year to year. If the employer is not paying, please contact your training adviser on how to pay as the learner.
- The enrolment fee includes the completion fees but does not include any block course fees where these are applicable.
- Payment of the Fees will be deposited to the MAST Academy bank account stated in the invoice.
- MAST Academy of New Zealand agrees to refund your payment (less a 20% administration fee) if the training is discontinued, and the learner is withdrawn within the first 30 days of signing the Enrolment Agreement. Please refer to Learner Policies and Procedures on our website for the full refund policy or talk to your training adviser. This is also on the enrolment form.

- If the MAST voluntarily closes, or the programme ceases to be offered in which students/learners are enrolled, the MAST will refund part of their training fee in a pro-rata amount within five (5) working days from the date of the closure or cessation.

## Complaints

Your first place to contact if you have a complaint is your Training Advisor. The process for complaints is below.

The aim of all our training programmes is to successfully develop competent people in the industry, however we are aware there may be times where learners feel dissatisfied and whilst we hope to resolve any of these issues informally and promptly, should you wish to lodge a formal complaint, please undertake, and acknowledge, the following process steps:

- Send your complaint via letter or email to your Assessor or the Admin team with any evidence you may wish to include to support your grievance and clear statement of the grounds for your complaint.
- You will be provided acknowledgement within 1 working day, and our Chief Executive Officer will review the complaint within 14 working days from this date.
- Within the 14-working day review period undertaken by the Chief Executive Officer, you will be provided with either an outcome/resolution of your complaint, or explanation of any further investigation and timescales needed.
- If you are unhappy with the complaint outcome, you are entitled to appeal this result.

## Appeals Process

If you have lodged a formal complaint or wish to appeal the result of a completed assessment mark, please follow the below process:

### Complaints Appeals:

- Send your written letter of appeal to the MAST Academy Board within 14 working days of receiving your complaint response (details can be sought from your Assessor, the Chief Executive or Administration Team).
- The Board will review and provide you with their formal decision of appeal.
- The Board will review and provide you with their formal decision of appeal.
- If you are unhappy with the result of your appeal to the Board you may then lodge a further formal complaint to the Tertiary Education Committee.

### Appeal of Assessment Outcome:

- If you are unhappy with the marked result on an assessment you have completed, you are able to appeal this formally.
- Please refer to and complete the “Application for Appeal of Assessment Decision” form in your Student Handbook and return to the Administration Department for processing

However, if your complaint cannot be resolved NZQA have a process to escalate complaints if MAST is not following the Code or if there is a financial or contractual dispute. To find out more about this [click this link](#) to find out more.

## Misconduct

Please note any of the below, classes as student misconduct and may result in termination of any training.

- Not executing reasonable request or expectation as agreed with the trainer, employer, or assessor/tutor in relation to the training programme enrolled in.
- Not participating in assessment required under the training/programme plan.
- Not keeping training/study records, as required.
- Not producing the training/study record for inspection when requested by the trainer, employer, or assessor/tutor to the training agreement.
- Disrespecting the trainer/Assessor/Tutor.
- Plagiarism – presenting the work of others as your own work without proper acknowledgement or referencing. This applies to written work, power point presentations, video presentations, photographs of work completed that is not your own, or any other evidence.
- Providing false information on application for registration for training/study with MAST Academy of New Zealand.
- Offering bribes to the Assessor/Tutor.
- Jeopardising the learning of others in group learning situations such as in the workplace, study groups, classrooms, off-job training courses.

## Credit Recognition and Transfer (CRT), and Recognition of Prior Learning (RPL)

Learners have the right to apply for credit recognition (RCC), either in the form of Credit Recognition and Transfer, (CRT) or Recognition of Prior Learning (RPL). This can be applied for through the Training Advisor and reviewed and approved by Training Manager and the Quality Assurance and Programme Lead. There may be a fee attached to this process. The learner is expected to supply the relevant record of learning or transcript. This process includes a mapping of the current qualification/papers held by the learner with the Graduate Profile Outcomes or learning outcomes of the applied for papers/units/qualification.

Any learner transferring to another MAST Academy programme will automatically have relevant credits allocated to the new programme.

*Good luck and we hope you are excited to begin your learning journey!*

