



INFORMATION FOR TRAINEES AND EMPLOYERS

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Introduction | Kupu whakataki

Thank you for choosing to complete your training course with TR Driver Training. We appreciate your business.

TR Driver Training is a division of TR Group, New Zealand's leading provider of heavy commercial rental and lease vehicles. In addition to renting and leasing vehicles, we also support our customers by looking after all the maintenance, training and sale of fleet at the end of its life with us.

Our driver training team focuses on offering a wide range of licence, endorsement, safety and compliance courses for operators of both heavy and light vehicles.

The benefits of TR Driver Training

We provide flexible training options either in-vehicle, in-class or online delivered by a passionate driver training team with extensive industry experience.

For more information on our courses, please check out our website: www.trdrivertraining.co.nz or call us on 0800 637 000.

TR Driver Training are licenced by several leading transport and driving authorities, we work closely with, and have partnerships in place with, Te Pukenga, Workforce Development Councils & Subsidiaries.

These can be found on our website <https://trdrivertraining.co.nz/about-us/company-accreditations/>

Contact (s) | Ngā Whakapānga

Phone: 0800 637 000

Email: drivertraining@trgroup.co.nz

Website: www.trdrivertraining.co.nz

Nationwide Sites

We have training specialists across 10 locations throughout New Zealand:

- Auckland 781 Great South Road, Penrose, Auckland
- Hamilton 6668 Te Rapa Road, Hamilton
- Mount Maunganui 501L Truman Lane Mount Maunganui
- New Plymouth 132 DeHavilland Drive, Bell Block, New Plymouth
- Palmerston North 522 Rangitikei Line, Palmerston North
- Hastings 1243 Omaha Road Twyford Hastings
- Wellington 14 – 16 Gough Street, Seaview, Lower Hutt
- Blenheim 6 McArtney Street, Blenheim
- Christchurch 57 Lunns Road, Middleton, Christchurch
- Dunedin 1 Halsey Street, Dunedin North Dunedin

Car parking

- Parking is available at our site's.
- We have designated parking spaces for any disability requirements.

Meals & refreshments

- Tea, coffee and water is provided.
- Meals are not provided, please bring along your own lunch. All branches have facilities to heat meals.

Smoking & Vaping

- Smoking and/or vaping is only permitted in designated areas. These will be identified by your Trainers.
- Please check with our training team before smoking or vaping during outdoor practical training sessions.

Health & Safety

Under the Health and Safety at Work Act 2015 everyone is responsible for workplace health and safety.

Trainees must comply with all safety procedures that relate to any training being conducted by:

- Obeying safety instructions of the training team.
- Reporting any accidents or incidents immediately to our training team.
- Wearing and using appropriate safety clothing (PPE) and equipment in accordance with WorkSafe NZ regulations and instructions of our training team.
- All courses with a practical element require trainees to wear appropriate PPE including - Safety boots or fully enclosed footwear.
- We have a zero tolerance policy relating to persons being under the influence of alcohol or drugs.
- Practical training is subject to cancellation in the event of unsafe conditions. Our training team will make any decision relating to this in consultation with trainees/clients.

Respect for Others

We want to ensure our customers are safe and enjoy a supportive caring environment while they are with us. Please respect others' rights by refraining from:

- Inappropriate language acts or gestures.
- Harassment or bullying of any form.
- Discrimination of any form.
- Damaging of any property.

Consequences

- Trainees who do not comply with our policies after a verbal warning may be required to leave the course.
- There will be no course fee refund offered for trainees who are asked to leave courses due to breaches in Health and Safety, conduct, behaviour or respect for others.

Course Prerequisites

Prerequisites will be specified on enrolment for a course. Please note, if you do not meet the prerequisite, you will not be able to commence the course. If you have any questions regarding prerequisites please call our team on Ph 0800 637 000

Driving assessment, licence and endorsement related courses

All trainees must produce a current, valid driver licence. If this is not available to our training team, trainees may not be permitted to complete courses (this will be treated as a withdrawal).

Driver licence prerequisites by course:

- Class 2: Class 2 learners' licence
- Class 3: Class 3 learners' licence
- Class 4: Class 4 learners' licence
- Class 5: Class 5 learners' licence
- D Endorsement: Any class of licence including learner or restricted
- F Endorsement: Full Class 1 licence
- W, T, R Endorsements: Class 1 restricted licence
- V Endorsement: Full Class 1 for 2 years
- Fit and Proper person vetting will be completed for V & I endorsements, you can learn more about this process on the NZTA website <https://www.nzta.govt.nz/driver-licences/getting-an-endorsement/getting-an-endorsement-pvio/fit-and-proper-person-check-vio-endorsements/>

Please note, certificates issued for approved driver licence and endorsement courses:

- Cannot be used instead of a driver licence, your driver licence must be upgraded first.
- D Endorsement certificates must be presented to a driver licensing agency (VTNZ or other) within 60 days of course completion.

Vehicles & Insurance

- Please ensure that if training is completed in your vehicle, it must be legally compliant in all respects.
- Customers are responsible for all insurance related risk in respect of all vehicles, equipment and loads provided by them for use by their employee and our instructors in the conduct of any training.
- Vehicle load requirements for licence practical's will be sent to customers, its is your responsibility to ensure that the vehicle is loaded prior to the practical assessment start time.
- Vehicle loading requirements, by licence class are available on our website <https://trdrivertraining.co.nz/licencing-vehicle-requirements/>

English Language Proficiency

- Trainees must demonstrate proficiency equivalent to NCEA Level 1 or an IELTS score of 5.5.
- If proficiency is not met, options include bringing a translator (dependent on the course) or enrolling in online courses to improve language skills. Please talk to our team ahead of your course to ensure we can properly accommodate this.
- Private courses with translators are available upon request.

- Contact us if you are unsure about English proficiency before enrolling. Prior to commencement of the course, all trainees and employers should advise us of any learner's requirements including but not limited to - health, literacy and cultural requirements. Where a reader/writer or translator is required, it is the customers responsibility to provide one.

Please see the guidelines on our website <https://trdrivertraining.co.nz/english/>

Interpreters & Reader Writer use

If the student cannot write answers in English, a reader writer can be used that is not the same person who is translating. Our Assessor can also be the reader/writer if it is convenient and arranged prior to the course.

Unfortunately interpreters or reader writers are not permitted for the following courses –

- D Endorsement (Dangerous Goods) documentation section. This must be fully understood and answered in English.
- I endorsement (Driver Instructor) course, this level 5 course must be fully understood and answered in English.

When using a reader/writer, our TR Driver Training reader / writer guidelines must be followed. See guidelines on website <https://trdrivertraining.co.nz/english/>

Difficulties

- Please advise our team (in confidence) before the start of the course of any physical or learning difficulties you, or in the case of employers, your employee, may have e.g. difficulty in reading and writing.
- If trainees have difficulties during the course, they should not hesitate to talk to our training team.

Course date / time / location

- These will be advised when you book your course.

Time keeping

Course start and finish times -

- Please arrive 15 minutes prior to the scheduled start time
- Latecomers will only be accepted at the discretion of our training team.
- Trainees leaving early may be treated as not having successfully completed the course.

Mobile phones and other communication equipment

- Please ensure phones and other communication equipment are switched off during all training sessions. Failure to comply may result in a trainee being asked to leave the course and be treated as not having successfully completed the course.

Enrolment

- All trainees will be required to complete a trainee profile by email or registration via website to enrol.
- On commencement of the course, trainees will verify their trainee profile, and complete sign on.
- Trainees should notify our team of any special requirements before or at the time of enrolment. This includes but is not limited to numeracy, literacy, health, and cultural requirements.

Course Fees

Fees for Individual Trainees

- **Courses \$500 or Less:** Full fee due on registration.
- **Courses Over \$500:** \$500 due on registration; balance due at course commencement.
- **Pre-course Materials:** Not supplied until payment is received.

Fees for Employers, Companies, or Organisations

- **Fees:** Full fee due on registration.
- Credit Facilities are only available to employers, companies or organisations who hold a pre-approved account with TR Group.

Trainee or Employer Withdrawals, Cancellations, and Refunds

If you are unable to attend a public course, or an employer cancels a company course, the following applies

- **More than 7 Working Days' Notice:** \$50 administration fee.
- **7-4 Working Days' Notice:** 50% of course fee charged.
- **Less than 3 Working Days' Notice:** 100% of course fee charged.

Pre-Course Materials

Pre-course materials must be returned in a usable condition. Marked or damaged materials will incur additional charges.

Failure to attend training will result in a "no show". Late arrival to training outside of an acceptable limit will also result in a "no show". In the event of a 'no show' 100% of the course fee will be charged in both circumstances.

Student Fee Protection

Read in full on our website <https://trdrivertraining.co.nz/media/1661/2e-student-fee-protection.pdf>

Special Circumstances

- Substitutes may be allowed if they meet course prerequisites with prior notice.
- Rebooking's are considered on a case-by-case basis.

Should TR Driver Training initiate a course cancellation or withdrawal we will provide a full refund or transfer to a later course at no additional charge.

Recognition of Prior Learning (RPL)

- RPL involves assessing the learner's prior experience, learning outcomes, and how they match the curriculum or qualification standards. RPL instances are rare due to industry requirements and the courses we deliver.
- If you wish to discuss RPL, contact our Driver Training Operations Team. Ph. 0800 637 000.

Assessment Procedure

Our Trainers will assess to the standards or performance criteria outlined by the appropriate authorities (NZTA, NZQA etc). All assessment materials are approved and pre-moderated by our industry partners or purchased directly through them.

Trainers will explain the assessment procedure prior to commencement. They will also be clear when training is completed, and assessment commences.

Please bring a black and blue pen for filling in assessments. Our Training team will use Red or Green for marking.

Open Book

This means you can reference all the approved resource material to answer the questions in the assessment. Any notes that trainees make that they need to reference for the assessment must be written in the approved reference material. Notes on whiteboards, or posters on walls are not approved reference materials.

Closed Book

This means that the student does not have access to any reference material for the assessment.

Theory Assessment

Our trainers use approved marking guides as a benchmark when marking assessments. Trainees must demonstrate understanding of material and meet applicable criteria / required keywords in assessment answers.

Any incorrect answers will be marked with a cross. This will then be recorded as "Not Achieved" in the assessment summary.

Practical Assessment:

The practical driving assessment is an assessment of a person's ability to meet a required standard, be it to have a class licence issued or complete an in-vehicle competence review.

Reassessment

Re-assessment is available if trainees don't achieve competence in a particular unit standard, or part of a unit standard. Trainees will be given the opportunity for re-assessment during the course (where time permits). Reassessment may be limited to 2 attempts in some cases. Additional charges will apply if it is scheduled outside of the original timeframe.

Termination of the assessment

- Where any unsafe driving is observed, the assessment will be immediately terminated, with the reason for the termination recorded on the assessment schedule. The assessment will be marked as NOT YET ACHIEVED.
- If any dishonest conduct is observed by the trainer, the training session will be immediately terminated, with the reason for the termination recorded, and the assessment will be marked as NOT YET ACHIEVED.

Result of Assessment

At the end of assessment, you will receive either an outcome of ACHIEVED or NOT YET ACHIEVED.

Privacy & Document Retention

TR driver Training collect, use, disclose and protect personal information in accordance with requirements from Ministry of Education, NZQA, NZTA and other Workplace Development Councils (WDC).

- All trainees will be required to complete and sign an enrolment form, this may be in paper form or electronic via tablet.
- Assessment documentation with personal information will be kept for 2 years, then destroyed securely.
- The following organisations have access to your file for audit and moderation purposes
 - NZTA
 - NZQA
 - Any WDC that controls unit standards for which you have been assessed.
- TR Driver Training complies with the Privacy Act 2020
- See our Privacy policy on our website <https://trdrivertraining.co.nz/media/1664/2f-privacy-policy.pdf>

About the Code of Practice

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 makes sure that tertiary and international learners enrolled with New Zealand education providers are safe and supported.

The Code sets out what education providers must do to ensure the wellbeing and safety of their learners.

You can download the Code in Te reo Māori and English:

<https://trdrivertraining.co.nz/media/1597/pastoral-care-code-of-practice-2021-english.pdf>

<https://trdrivertraining.co.nz/media/1596/pastoral-care-code-of-practice-2021-maori.pdf>

Strategic Goals and Plans

We aim to offer the highest quality training, learning and support to our learners, team, and customers. To read more about our plans and goals to support our learners see our website <https://trdrivertraining.co.nz/trainee-support/>

Manaaki Ākonga | Learner Wellbeing and Support

Our learners are Safe and well and enjoy a supportive caring environment while they are with us.

To seek confidential support, see our listed helplines on our website
<https://trdrivertraining.co.nz/media/1659/2c-learner-wellbeing-support.pdf>

Te Tiriti o Waitangi | Treaty of Waitangi Policy

See our policy on our website <https://trdrivertraining.co.nz/media/1623/treaty-of-waitangi-policy-2024-v-2.pdf>

The Education and Training Act 2020 aims to give all learners a high-quality, culturally responsive, seamless and inclusive education. For more information visit <https://www.education.govt.nz/our-work/legislation/education-and-training-act-2020/te-tiriti-o-waitangi>

Appeals and Complaints Procedure

If you consider any judgment relating to your assessment is unfair or have a concern or complaint, please:

- Discuss with our training team in the first instance.
- If you are still not satisfied, please raise your appeal and or complaint within 7 days with our Compliance Manager Ph 0800 637 000, or in writing through our feedback portal on our website <https://trdrivertraining.co.nz/trainee-support/>
- If you are still not satisfied, and if training is related to NZQA qualifications, appeal by - completing the appropriate form and submitting it with any required appeal fee within 30 days to <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/>

Our full complaints and appeals procedure is on our website -
<https://trdrivertraining.co.nz/media/1660/complaints-procedure.pdf>

Feedback

At the end of your course, our trainer will give you a course evaluation form - we really value your feedback and would very much appreciate knowing how you found your course and if there are aspects we can improve. Alternatively, you can complete feedback through our website via our feedback form <https://trdrivertraining.co.nz/trainee-support/>

Our Courses

For more information on TR Driver Training or our courses check out:
www.trdrivertraining.co.nz or call us on **0800 637 000**

Enjoy your course and Good Luck