



**Training Systems and Solutions Ltd (TSSL)**  
**Trading as Stratcom Security**

# **Learner Handbook**

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# Introduction

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Kia ora, thank you for choosing to study with Stratcom Security. This handbook includes the policies, procedure and rules you should be aware of. Additional information may be found on our website at [www.stratcomsecurity.com](http://www.stratcomsecurity.com).

## About Stratcom Security

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Stratcom Security is the trading name of Training Systems and Solutions Limited (TSSL). We are an award-winning training provider that is New Zealand owned and operated. Stratcom Security is registered as a Private Training Establishment (PTE) by NZQA under the Education and Training Act 2020. We are a Category 1 provider, which means that NZQA is highly confident in our educational performance and capability in self-assessment. We offer short courses and training in security and hospitality.

To ensure our training's ongoing relevance, we are well connected with industry associations and organisations to seek their feedback and advice. Through such connections, we are able to connect our learners with jobs that fit their needs. We are an accredited member of New Zealand Security Association (NZSA).

### Mission

To upskill the security and hospitality sector through the provision of flexible, innovative and comprehensive training, thereby allowing learners to advance their careers and conduct their work in a manner where everyone is safe.

## **Vision**

Enabling learners who are employed in security and hospitality work to complete trainings that will develop their careers and personal lives.

## **Our Values and Strategic Goals**

Inclusivity is at the heart of our approach. We welcome diversity and create a learning environment where every individual, regardless of their culture and background, is valued and supported.

At Stratcom Security, we believe that:

- For most people having a job is fundamental to being independent.
- Everybody who wants to build their skills and independence deserves a chance to continue their education.
- Learning can be delivered flexibly so that people can do it while being employed in a job.
- Everybody can learn and achieve with the right support.
- People learn effectively through blended learning approaches – including group learning sessions, in-person practical skills training and independent study.
- Literacy and numeracy are fundamental to learning.
- Different jobs may require different types of literacy and numeracy.
- Training is best delivered by tailoring it to the individual through an individual learning plan.
- Everyone deserves to learn in an environment where they feel safe and secure.

Our strategic goals are to:

- Empower learners by assisting them to gain the necessary skills and qualifications to develop a meaningful career in the security industry.
- Take a holistic approach in caring for learners' whole-person development.
- Equip learners with the skills and knowledge so that they can be safe while working.
- Provide learners with a supportive learning environment.
- Acknowledge the importance of learners' voice and give learners every opportunity to give us their feedback and concerns.
- Connect learners with relevant professional organisations and quality employers, thereby allowing them to flourish in their career.

### **Honouring and Acknowledging Te Tiriti o Waitangi (Treaty of Waitangi)**

Stratcom Security acknowledges the importance of the Te Tiriti o Waitangi (Treaty of Waitangi) to New Zealand and applies its principles to its business, insofar as these are relevant, and in its dealings with clients and learners. Stratcom Security acknowledges Māori as an official language and endeavours to include it in training where appropriate. If you would like to learn more, please ask one of our staff members to get a copy of Stratcom Security's Te Tiriti o Waitangi policy.

### **Equity and Diversity**

Stratcom Security acknowledges the cultural and ethnic diversity of New Zealand and the representation of Māori, minority ethnic groups, recent migrants, those with limited literacy and numeracy, women and LGBTQIA+ people in the Security

and Hospitality industries, by incorporating appropriate provisions in its learning courses, management, and its dealings with learners.

Stratcom Security supports and guides the achievement of priority trainees, and in particular Māori and Pacific trainees. We draw upon the Aromatawai concept of teaching learning and assessment.

For more on Aromatawai and its Principles of Assessment, please visit:

<https://www2.nzqa.govt.nz/assets/About-us/News/aromatawai-and-the-principles-of-assessment.pdf>

### **Mode of Operation**

We do not operate a campus or training centre, we offer blended-learning courses and programmes where the face-to-face components are delivered at places (temporary training venues) and times that suit our trainees. All our temporary training venues are thoroughly inspected using a comprehensive Temporary Training Venue Inspection Checklist to ensure that they are safe to use. New temporary training venues are reported to NZQA as required.

We enrol learners who are already working in the security sector (full-time, part-time, contract, casual or volunteer). Learners are referred to us through various security and community organisations or by referral from existing learners or graduates. We seek advice from many security organisations to ensure our programmes and courses remain relevant. We maintain a network of quality employers and relevant professional associations from the education and security sector. This enables us to connect our learners and graduates with them, and to help create further learning and career opportunities.

## **Our Training Programmes**

We offer skill-based and practical training programmes that are relevant to the security and hospitality sector. If you are interested in upskilling yourself through any of our training programmes listed below, please contact your employer or talk to one of our staff members.

Below are the courses and programmes we offer:

- Certificate of Approval (CoA) Mandatory Training
- Licence Controller Qualification (LCQ)
- Basic First Aid Course
- First Aid Refresher Course
- New Zealand Certificate in Security (Foundation) (Level 3)

Below are the Micro-credentials we offer:

- Calming Agitated People (CAP) (Level 3)
- De-escalation and Personal Security for Front-line GLAM Sector Workers (Level 3)
- Security Consultant Certificate of Competence (SCCC) (Level 4)

We are also one of the providers that deliver Project Ikuna's Future Ready Short Courses. The courses are fully funded by the Ministry of Business, Innovation & Employment (MBIE). They intend to help the Pacific workforce to gain the knowledge and skills to adapt to the future of work and thrive in life.



# What to Expect After You Have Enrolled

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## Enrolment Procedures

If your course or programme includes a face-to-face component, the enrolment process will take place on the day of the first face-to-face training session. If your course is delivered online entirely, the enrolment process will be completed via your employer or the organisation that referred you to us. Our team members will be onsite to assist you in completing the enrolment form, we may also contact you if we need additional information.

## Starting Your Studies with Us

Our training programmes are delivered through face-to-face workshops, online learning or a mixture of both (blended learning). If you have completed your enrolment procedures onsite, you will:

- Start the face-to-face session straight after the completion of the enrolment procedures.
- After the face-to-face session, you will receive an email that includes the following:
  1. An e-copy of this learner's handbook
  2. Information about the course or programme you have enrolled in
  3. Login details to our online learning platform (if your course or programme has an online component)

## Academic Support

You can contact your tutor if you need support with your learning.

Standard contact hours are Monday – Friday, 8:00am – 5:00pm, if you need assistance outside of these hours, please arrange with your tutor. The contact information of your tutor will be given to you when your course starts. Please refer to the “Contact Information” below for further details.

### **Starting Online Learning**

The online components of our courses are delivered through Pipi Learning. You will need a device (mobile phone, tablet, laptop or desktop) and connection to the internet to access our online learning platform. If you have difficulties in acquiring a device or getting access to the internet, please talk to your tutor.

Please login to Pipi Learning with the details sent to your email via the link below:

<https://online.pipilearning.co.nz>

Our Learner Guide for Blended Learning Courses and Learner Guide for Online Courses will provide you with instructions on how to use the online Learning platform. If you encounter any technical issues or require support for your online studies, please contact your tutor or email [info@stratcomsecurity.com](mailto:info@stratcomsecurity.com).

### **Workplace Training**

All learners we enrol should already be working in the security or hospitality industry. Under normal circumstances, when workplace training is part of a course, it would be conducted at the organisations that you are working for. If in the rare occasion where this is not possible, we will work with you to find a suitable work placement that will allow you to complete your training. You will be at least 18 years of age when you conduct workplace training, because in New Zealand, you need to be at least 18 to be employed in security work. Tutors from

Stratcom Security will support you throughout the workplace training, they will also visit, observe and assess you in the workplace.

## **Assessment and Reassessment**

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### **Assessment Approaches**

Formative assessment is used during training to improve learners' understanding of the learning objectives. Final assessments for NZQA unit standards evaluate the learners' knowledge and proficiency at the end of an instructional period to make sure they meet the unit standard requirements. Assessments can be a mixture of online or paper-based written tasks, quizzes, multiple choice or oral questions. An assessor may also look at evidence you have produced in your workplace (e.g. reports you have completed on the job) and observe you completing practical tasks.

We will use approaches that ensure our assessment process:

- is fair, valid and consistent
- follows “best practice”, which includes using an integrated method of assessment based around an evidence collection model
- includes internal and external moderation of assessment samples

If you find any part of an assessment too hard or if you need help understanding what the question means, please contact a tutor.

We expect all learners to be honest and complete their assessments themselves (please see “Learner Code of Conduct” section below). If you cheat on

assessments, you will be withdrawn and you will not be able to complete the course. At the end of each assessment, we will check to ensure the work appears to be done by you. If we have reasons to think the work is not completed by you, we will talk to you to understand the situation.

### **Reassessments**

If you do not pass your assessment, you will be advised on revision of the topic and have the opportunity to complete a reassessment. Depending on the unit standard, two or three repeat attempts may be allowed. Your tutor will contact you and make the necessary arrangements.

### **Honesty in Assessments**

When completing any types of assessments, we expect you:

- To be honest and complete all assessments by yourself without help from anyone else. Getting others to help with assessments is cheating.
- Not to help others with their assessments, this is also considered as cheating.
- To agree to a declaration that you will be honest in your assessment work at the start of the online course. You will not be able to start the course without agreeing to it. Clicking on the “agree” button means you have read the Learner Guide for the course concerned, knows what our expectations are and the consequences of cheating.

For more about assessments and reassessments at Stratcom Security, please ask for a copy of our Assessment Policy and Procedures.

# Usage of Artificial Intelligence (AI) in Assessments

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The use of AI tools in assessment is permitted, but only to enhance and organise your answers in assessments. You will be required to declare whether or not you have used AI in your assessments.

## Acceptable Use of AI

The use of AI should be limited to:

- Structuring ideas and thoughts
- Improving clarity and organisation of work
- Brainstorming and generating outlines or concepts

**AI tools must not be used to produce answers or complete assessments directly.**

You must be able to demonstrate full understanding of the subject matter through your own original work or the prompts you have used.

## Requirements for Declaring the Use of AI Tools in Assessments

You will be asked to declare whether you have used AI to assist in completing an assessment. When AI tools are used, you will be required to:

- Name the AI tool used (e.g. ChatGPT, Claude, etc.)
- Provide the exact prompt(s) used to generate the output
- Explain how the AI tool contributed to your learning process or the development of your work

This information must be included as an appendix or declaration attached to your submission.

## **Verification of Understanding**

If an assessor has reasonable grounds to suspect that you have cheated or submitted an assessment response generated by AI or relied excessively on AI for answers, the assessor may require you to:

- Participate in a follow-up oral assessment (viva voce) to verify your understanding of the subject matter
- Answer a series of questions relevant to the subject matter of the assessment

Failure to demonstrate a satisfactory understanding of the content through the aforementioned means may result in additional support, reassessment, or other necessary interventions in line with Stratcom Security assessment policies (please refer to the Assessment and Reassessment section above).

For more about the use of AI tools in assessment at Stratcom Security, please ask for a copy of our Usage of AI at Stratcom Security policy.

## **Appeal Procedures**

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If you have failed to meet the requirements of the assessment after exhausting the allowable number of repeats you have the right to request a review of the Assessor's decision. For courses that have an online component, the online knowledge tests or assessments at the end of each learning module are marked electronically.

Whether it is a paper-based or an online assessment, if you believe an assessment has not been marked properly, you should approach your tutor or

the assessor. For online assessments, our online learning provider will check and see whether there are any technical issues and your work will be reviewed. For other types of assessments, your tutor will review your work. If this does not resolve the matter you should contact the Director of Stratcom Security.

In such instances, a Director or Quality Assurer will review the assessor's decision and either uphold the decision or grant you another attempt. This will generally involve a new assessment task to prove competency. The decision will be relayed to you by the Director or Quality Assurer and this decision will be recorded in your learner's profile.

## **Concerns and Complaints**

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You should discuss any concerns you may have with your tutor as soon as possible. If that does not resolve the issue, you can contact the Director of Stratcom Security for further discussions.

If you wish to lodge a complaint, you will be given a copy of our "Concerns and Complaints Policy". The complaint should be done in writing and be submitted to a tutor, programme staff or the Director. All staff members will be able to assist if you need help to put your complaint in writing. All complaints will be investigated by the Directors of Stratcom Security. If face-to-face conversations or sessions are required during any stage of the complaint process, you have the right to bring a support person along. If the outcome or solution provided by the Director does still does not resolve the issue, you may submit a formal complaint to NZQA. Procedures to submit a complaint to NZQA can be found via:

<https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/>.



If you want to learn more on how concerns and complaints are handled, please ask for a copy of our “Concerns and Complaints Policy”.

## Fees, Withdrawals and Refunds

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### Fees and Fees Protection

Stratcom Security specialises in short-term training and courses. We actively search for funding to support our learners to start or continue their training. Please talk to us if you need assistance.



Student fee protection (SFP) protects any money paid by learners studying at a registered PTE (such as Stratcom Security). As per the SFP rules, courses offered by Stratcom Security is exempt from the requirement to deposit student fees with an independent trustee, because all our courses are priced under the level that requires us to do so. Instead, student fees will be held in a separate account and any refunds will be processed through that account.

### **Withdrawal and Refund**

If you want to withdraw from your course, discuss it with your tutor first. You also need to discuss it with your employer if they enrolled you to study with us.

If you have paid for your own course and wish to withdraw, you may be eligible for a refund. When processing withdrawals and refunds, we strictly follow NZQA's policies. You can visit NZQA's website to learn more.

Below are the withdrawal and refund policies for our courses:

- One or two-day courses: your course fees will be refunded if you withdraw at least 24 hours before the course starts.
- Courses under five weeks: If the course is under five weeks and the withdrawal occurs up to the end of the second day after the start of the course, Stratcom Security will refund 50% of the amount paid. However, if you have paid for two days only, Stratcom Security may retain 100% of the payment.
- Courses five weeks or more but less than three months: If the course is five weeks or more but less than three months and the withdrawal occurs up to the end of the fifth day after the start of the course, Stratcom Security will refund an amount equal to the fees paid less a deduction of 25%.

You can use NZQA's "Refund of student fees online wizard" to find out if you are entitled to a refund:

<https://www2.nzqa.govt.nz/about-us/protect-students/student-fee-protection/information-for-learners/student-withdrawals-and-refunds/>

## **Learner Information and Privacy**

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We collect your personal information for the purpose of annual reporting and updating of learner information, such as your New Zealand Record of Achievement (NZRoA). To update and report your information and achievements, we may disclose your information to your employer / funder, Ministry of Education (MoE), Tertiary Education Commission (TEC), Ministry of Social Development (MSD) and other relevant Government Departments. Your personal information will not be disclosed to any other third parties without your consent, unless required by law. Your information and records are maintained in both electronic and paper-based forms. The information is stored in a secure storeroom that is locked when not in use. Only approved staff have access to the storeroom. Electronic records are stored in a secure server, access to these records are limited to authorised staff. Records about you will be destroyed when they are no longer needed.

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at

[info@stratcomsecurity.com](mailto:info@stratcomsecurity.com). Our Privacy Policy can be accessed through our website.

## Learner Code of Conduct

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As a learner of Stratcom Security, we expect you to:

- Attend all training sessions on time and actively participate in all learning activities and tasks.
- Respect the rights and viewpoints of others.
- Inform Stratcom Security of any issues that may affect your own learning and / or the learning of others.
- Maintain professional standards - this includes dress, manner and communication expected in the security sector.
- Encourage a safe and friendly learning environment.
- Complete all assessment activities with honesty and integrity – all assessment work must be your own and done without assistance from anyone else (Please refer to “[Honesty in Assessments](#)” section).

## Learner Wellbeing, Safety and Support

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### Pastoral Care

Above all else, your wellbeing and safety is the most important to us. Your tutor or any staff members of Stratcom Security will be available to support you if you are encountering any personal or academic challenges. If you are going through challenging circumstances (such as having difficulties in learning, physically

unwell, financial hardship, etc.), we may be able to assist you in finding the support that will allow you to continue your studies. Please talk to your tutor or any staff member of Stratcom Security. If the situation is something we are unable to help with, we will refer you to the right organisation(s).

Our Pastoral Care and Learner Support policies and procedures adhere to NZQA's Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

For more information about the Code, please visit:

<https://www2.nzqa.govt.nz/tertiary/the-code/>

In this page, you can access the Education Code of Practice 2021 in full, or just learn of the essentials from a learner's perspective.

## **Health and Safety**

We do not operate our own campus, we use temporary training venues that are approved by NZQA. All our temporary training venues are thoroughly inspected using a comprehensive Temporary Training Venue Inspection Checklist to ensure that they are safe to use. New temporary training venues are reported to NZQA as required.

Health and safety policies are in place to guide staff. At least one staff member present at the temporary training venue is trained to administer first aid and holds a first aid certificate that is valid and current. Tutors and staff are also required to familiarise themselves with the temporary training venue prior to using it for training, so that they are able to instruct learners at the beginning of

each face-to-face training session about the safety and evacuation procedures of the venue. We also have a comprehensive Emergency and Critical Incidence Management Procedures that will guide staff members to manage emergency or unexpected situations adequately.

In case of emergency or identification of safety risks or hazard, please follow the instructions of your tutor. If you feel that you are exposed to safety risks or hazards, please report it to your tutor immediately.

### **Career Advice**

We work with many organisations within the security industry. Through such network, we will be able to connect you with quality employers and help you find the role that fits your needs.

We are a member of Independent Tertiary Education New Zealand (ITENZ) and New Zealand Security Association (NZSA). We work closely with unions and organisations that represent the security industry. If you need career advice, please talk to your tutor or any staff member of Stratcom Security.

### **Free Help Services You can Access**

Should you need further support, below is a list of free help services you may reach out to. This list is not exhaustive, if the organisation you intend to reach out to is not included in this list, please make an effort to check for its legitimacy before passing on any personal details or information.

<b>Service</b>	<b>Website / contact details</b>
Career advice	<a href="http://www.career.govt.nz">www.career.govt.nz</a>

Citizen Advice Bureau – helping you to know and understand your rights	<a href="http://www.cab.org.nz">www.cab.org.nz</a>
Depression – getting mental health support	<a href="http://www.depression.org.nz">www.depression.org.nz</a>
Mental Health Foundation of New Zealand – getting mental health support	<a href="http://www.mentalhealth.org.nz">www.mentalhealth.org.nz</a>
Fonua Ola – help dedicated to Pacific families	<a href="http://www.fonuaola.org.nz">www.fonuaola.org.nz</a>
StudyLink – helping you to make informed choices about student finance	<a href="http://www.studylink.govt.nz">www.studylink.govt.nz</a>
Alcohol Drug Helpline – helping with alcohol or drug problems	<a href="http://www.alcoholdrughelp.org.nz">www.alcoholdrughelp.org.nz</a>
Work and Income (WINZ) – getting support if you are on a low income or unemployed	<a href="http://www.workandincome.govt.nz">www.workandincome.govt.nz</a>
Lifeline – 24/7 support and counselling	<a href="http://www.lifeline.org.nz">www.lifeline.org.nz</a>
MoneyTalks – free financial advice	<a href="http://www.moneytalks.co.nz">www.moneytalks.co.nz</a>
Community Law – free legal help throughout New Zealand	<a href="http://www.communitylaw.org.nz">www.communitylaw.org.nz</a>
Youth Law – free legal help for young people	<a href="http://www.youthlaw.co.nz">www.youthlaw.co.nz</a>
Emergency Services (Police, Fire or Ambulance)	Call 111

## Learner Feedback

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We value your feedback, as it helps us understand your learning needs and whether or not you find the courses to be relevant and useful. Analysing learner feedback is an important part of our self-review and continuous improvement plan.

There are multiple ways for you to provide us with your feedback during your time with us. In face-to-face training sessions, there are feedback forms handed out for you to complete. For our online content, you can provide feedback directly on the Papi Learning platform. We also do end of programme / course and graduate surveys, these are sent to you after you complete your studies with us. We urge you to make the most of these opportunities and give us your honest feedback.

In addition to the above channels, we also welcome direct feedback. Please feel free to talk to your tutor directly or send an email to [info@stratcomsecurity.com](mailto:info@stratcomsecurity.com).

## Contact Information

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### Website:

[www.stratcomsecurity.com](http://www.stratcomsecurity.com)

### General Enquiries and Academic Support:

Email: [info@stratcomsecurity.com](mailto:info@stratcomsecurity.com)

Course contact hours are Monday – Friday, 8:00am – 5:00pm.

You may contact your tutor to arrange a discussion outside of these hours if you are unable to talk during the hours listed above.

### Pastoral Care:

Email: [support@stratcomsecurity.com](mailto:support@stratcomsecurity.com)

Standard contact hours are Monday – Friday, 8:00am – 5:00pm.

You may contact us to arrange a call / discussion outside of these hours if you are unable to talk during the hours listed above. If it is an emergency, please call 111.

If you have any concerns or complaints and wish to escalate them to our director, please speak with your tutor to request for the contact details.

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