

Fire Rescue and First Response Ltd

QUALITY MANAGEMENT POLICIES

STUDENT SUPPORT POLICY

INTRODUCTION

This Policy has been developed to outline Fire Rescue and First Response Ltd's Student Support. Fire Rescue and First Response Ltd want students' learning experiences with the Company to be positive. Fire Rescue and First Response Ltd do not provide degree courses or courses where there is a 'Campus Lifestyle'.

Fire Rescue and First Response Ltd provide training on a as needed basis, required by the student for single unit standards i.e. First Aid Training or required by an Employer or Volunteer Organisation for Structured Training Programs, Limit Credit Programs, or National Certificates.

This being the case, our Student Support is structured so that our contact with our students and clients are as supportive as possible to ensure that our students experience with Fire Rescue and First Response Ltd is successful in that students achieve their educational and vocational goals

POLICY

Fire Rescue and First Response Ltd Student Support is to ensure that students and clients are well looked after and get the most out of their time at Fire Rescue and First Response Ltd.

Fire Rescue and First Response Ltd provides a supportive learning environment that aims to meet the individual needs of all learners. Fire Rescue and First Response Ltd provide:

- Instructors who are passionate about what they teach
- A focus on small classes
- Instructors with strong industry experience
- Hands-on learning
- Huge range of courses
- Vibrant and fun learning environments

Fire Rescue and First Response Ltd offer a unique learning experience, where the teaching is geared towards our students. We exist to help students build the skills and confidence to get out there and succeed in their chosen area.

Fire Rescue and First Response Ltd encourages feedback from students on its services and processes, and is committed to ensuring that students who may have issues are able to:

- Voice their opinions without prejudice
- Have their opinions treated with respect

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- Have their concerns and complaints dealt with in a systematic and objective manner
- Have their problems listened to objectively
- Meet with relevant parties
- Have help in clarifying the issue
- Ensure that they understand the relevant procedures
- Make sure they have appropriate support
- Ensure that their issue is resolved as quickly as possible by using Fire Rescue and First Response Ltd's policies and procedures
- Instructors with Fire Rescue and First Response Ltd are available to support all students, regardless of race, gender or religious background. They do this by providing a listening ear, encouragement and support.

Policies that link with the Student Support Policy are:

- Unethical Behaviour Policy
- Mediation Policy
- Treaty of Waitangi Policy
- Academic Appeals Policy
- Assessment Policy
- Complaints and Feedback Policy
- Formal Complaints Policy