



MISSION READY

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MISSION READY STUDENT HANDBOOK – 2022





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ABOUT MISSION READY

Mission Ready was established in 2018, by a passionate team with high levels of local and global technology and education industry experience, strong industry networks, unrivalled talent development capability, and a keen eye on constantly changing tech industry skills requirements. It was set up to bridge a growing skills shortage in the New Zealand tech industries and has done this by challenging the ways in which educational institutions have traditionally tried to prepare the next generation of tech employees. That's why Mission Ready has created a brand-new approach to the development of work-ready tech practitioners, and that is why you have made wise choice in electing to join us. Welcome on board!

Mission and Vision

Mission Ready is on a mission to create a better world by developing and coaching talented, creative individuals and guiding them into exciting tech-enabled careers with organisations that care. Our ultimate vision is for Mission Ready to be tech employers' first choice for the recruitment of today's junior tech talent, and for its students to eventually become the tech industry leaders of tomorrow.

Governance and Management

Mission Ready is governed by an independent Board that includes representation from both the New Zealand tech industries and the post-compulsory education sector. Mission Ready senior management is accountable to the Board for ensuring that effective processes exist to facilitate, manage, evaluate, and monitor all aspects of its activities - including the academic quality of its programmes, administration of students' academic achievement, and effectiveness of policies and practices related to students' personal wellbeing. All governing members have provided a verified statutory declaration to the New Zealand Qualifications Authority, and no conflicts of interest have been declared.

Mission Ready has also appointed an Industry Advisory Board, an informal but select group of experts from the technology industries, who are called upon to advise the Mission Director and Programme Director on programme design and content on an "as needed" basis.

Mission Ready Team

Diana Sharma is your CEO & **Mission Director**, responsible for preparing Mission Ready's overall business strategies. She is also assigned primary responsibility for the day-to-day management of all organisational activity.

Dr Ken Simpson is Mission Ready's **Academic Quality Monitor**, responsible for monitoring the organisation's performance in meeting its internal and external academic requirements, and for gathering evidence of academic standards and quality of education.



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As **Programme Director**, Seann Lautner has been assigned the primary responsibility for managing all of the academic aspects of Mission Ready's operations. He is required to provide academic leadership to all staff, to oversee all teaching and learning activity, and to ensure that Mission Ready observes all of the requirements of the Pastoral Care of Learners Code of Practice.

Philip Nannestad is Mission Ready's **Student Recruitment (Sales Operations) Manager**, responsible for managing learner applications from enquiry through to enrolment and onboarding, advising on learner finances, and career planning support to learners.

Dinithi Ratnayake is Mission Ready's **Student Success (Equity and Engagement) Manager**, responsible for providing pastoral care, enabling diverse candidates with equitable opportunity to succeed and developing strategies to improve engagement and successful outcomes for all learners.

As Mission Ready's **Community & Industry Engagement Leader**, Bronwyn Porter is responsible for managing industry and community partnerships and supporting learners into employment.

Shweta Patel is an **Executive Administration Assistant**, responsible for all general administration duties, and for providing administrative support to both the Mission Director and the Programme Director.

Trainers (Tutors) are employed as required, in accordance with learner numbers enrolled, and report to the Programme Director. Our trainers are industry professionals who continue to stay up to date with current tech industry practices and future trends. Our lead trainers include but are not limited to Seann Lautner (UX Design Trainer), Ram Manthry (Software Development Trainer), Afraz Siddiqui (Salesforce Developer Trainer), and Sebin Benjamin (Full Stack Developer Trainer).

Essential Information

<i>Location</i>	Level 5, 115 Queen Street, Auckland CBD 1010
<i>Phone number</i>	0800 005875
<i>Email address</i>	hello@missionreadyhq.com
<i>Website</i>	https://www.missionreadyhq.com/
<i>Out of office (emergency) contact number</i>	027 235 9840
<i>Hours of operation</i>	9 am to 5 pm - Mon to Fri (unless specified in advance)



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MISSION READY PROGRAMMES

The technology industries offer entry level staff one of the most challenging, inspiring, and rewarding employment alternatives available in our 21st century world. They are a hotbed for both new recruits and experienced professionals; and, right now, tech industry employers can't get nearly the numbers of staff they need to support and enable their expansion plans. Mission Ready is on a mission to combat the skills gap in the tech industries by offering programmes of accelerated tech industry talent development – so you can qualify for entry level; industry employment in just 9 to 19 weeks! Our programmes focus on industry led and project based on-the-job experiences that enable you to hit the ground running, and to grow and succeed faster. Whether you choose to study full time or part time, on site or online, one of these Accelerator programmes will launch you on a tech industry career – in three months, not three years!

Certificate in Technology Product Development Essentials (NZQA Level 4)

This 12 week programme, with three separate intakes scheduled for 2022, equips its learners with the skills need to qualify as an entry level Full Stack Developer. In particular, graduates of this programme will be able to:

- Create a portfolio of web applications that will showcase their talents
- Develop responsive websites that will work well on both desktop and mobile devices
- Understand the contemporary software licensing framework
- Perform server-side software development
- Use contemporary tools to manage source codes
- Develop applications that incorporate best practice coding and high level security provisions
- Use professional software frameworks and libraries to speed up the development of applications
- Design and develop relational databases
- Perform unit testing for quality assurance purposes

Certificate in Digital Technology Product Solutions (NZQA Level 5)

This 19 week programme, with four separate intakes scheduled for 2022, offers pathways into employment for three distinctly separate tech industry functions – those of User Experience Design, of Software Development and of Salesforce Development.

Learners who enrol in the UX Design pathway will take part in training activities that equip them with the skills needed to:

- Empathise with project sponsors to gain insight into UX requirements
- Identify and categorise UX problems and challenges



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- Understand HTML, CSS, and JavaScript programming languages
- Frame problems and design solutions
- Illustrate design ideas using storyboards, journey maps, and information architecture
- Design mobile-first web applications
- Design graphics required to enhance an application
- Apply graphic user interface elements, such as menus, tabs and widgets
- Apply design best practices to font, colour and image selections
- Develop UX design prototypes that clearly indicate the intended “look and feel” of the application
- Prepare and present design solutions to internal teams and external sponsors
- Conduct design adjustments in response to user feedback

Learners who enrol in the Software Developer pathway will take part in training activities that equip them with the skills needed to:

- Apply the principles of design thinking when building applications
- Develop applications using programming languages such as HTML, CSS, JavaScript, C# and Python
- Use popular Cloud services such as Azure, AWS, and IBM Cloud
- Build AI-powered applications using cloud-based artificial intelligence resources
- Use a cloud-based source control (such as GitHub or Azure DevOps) to collaborate with a development team
- Apply Agile practices by providing time estimates for your work, and by participating in sprint planning, daily stand-ups, show and tells, and retrospectives
- Deploy applications using a DevOps automated deployment pipeline
- Apply industry best practices to unit test applications

Learners who enrol in the Salesforce Developer pathway will take part in training activities that equip them with the skills needed to:

- Apply the principles of design thinking when building applications
- Automate and build business processes with Process Builder, approvals, and flows
- Apply Salesforce programming languages and concepts
- Write Apex classes and triggers, following best practices
- Build Salesforce applications using declarative development approach
- Create new page layouts, fields, tabs, and business processes
- Apply Agile practices by providing time estimates for your work, and by participating in sprint planning, daily stand-ups, show and tells, and retrospectives
- Apply security and permission controls
- Deploy applications following best practices



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Certificate in Applied Digital Technology Product Solutions (NZQA Level 6)

This 10 week programme, with three separate intakes scheduled for 2022, requires learners to work on a real project on behalf of a real company, using the skills and competencies that will be useful in their future employment. They will work in partnership with other Mission Ready learners to respond to a technology challenge or opportunity currently being experienced by a prominent New Zealand company, and are given ten weeks to design and present an effective response to that challenge or opportunity. Graduates of this programme will therefore be able to:

- Evaluate project requirements and apply relevant industry-standard best practices to the development of an effective response
- Apply Agile and design thinking practices to successfully develop digital technology product solutions
- Evaluate the ethical impact of the development of digital technology product solutions
- Evaluate their own personal management, collaboration and communication techniques
- Critically reflect on their own experience of working on a real-life industry project



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ESSENTIAL PROGRAMME INFORMATION

Mission Ready has established a number of carefully crafted policies and practices that are designed to provide maximum support and assistance to learners enrolled in its programmes. These policies and practices include a number of important factors that learners need to think about before enrolling:

Credit Recognition and Assessment of Prior Learning

Mission Ready may grant recognition of credit in cases where there is credible evidence to support an applicant's previous achievement of relevant skills and knowledge at an appropriate academic level; and may grant recognition of prior learning to those applicants who can demonstrate the skills and knowledge required to align with programme outcomes. Learners who have been admitted to a programme may apply for credit recognition up to ten working days prior to commencing study - applications are made to the Executive Administration Assistant and are subject to approval by the Programme Director.

Applications for CRT or RPL are processed within (10) working days and written notification of Mission Ready's decision sent to the applicant. The validity of any previously evidenced prior learning is assessed against NZQA's CRT and RPL guidelines, using the same standards as are applied to Mission Ready's own programmes.

Owing to the work-based nature of the programme and the highly-integrated nature of courses, it is important to note that Credit Recognition and Transfer, and Assessment of Prior Learning do not usually apply – however, applications will be assessed on a case-by-case basis. Please contact hello@missionreadyhq.com for more information.

Resources Required for Study

As all Mission Ready's programmes utilise blended learning methods, learners will need to have reliable access to the Internet, so that they are able to access online materials and communication tools throughout both the face-to-face sessions and the online part of the programme. Learners must bring their own laptop computers to all face-to-face sessions.

Additional Costs of Study

Tuition costs for all Mission Ready programmes are currently met through New Zealand government funding, and there are no tuition fees payable by learners. However, learners are required to personally meet the following programme-related costs:

- Travel, accommodation (if required) and food costs associated with attendance at classes.



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- Costs of travel to the teaching location for face-to-face sessions, or to an industry partner site for employment internships.
- Provision of a computer or laptop device with reliable internet access.

If you do not have a computer/laptop, or reliable access to the internet, please advise Mission Ready on your application for enrolment. Loan devices may be made available in extenuating circumstances.

Learner Orientation Programme

Mission Ready provides a formal orientation programme for those learners who have been accepted for enrolment in level 4 or level 5 programmes. The level 6 programme is entirely composed of an individual work experience placement, and each learner is introduced to their work site on an individual basis.

All learners enrolled in the Level 4 programme are asked to participate in a pre-programme orientation day, in which they are introduced to Mission Ready staff and fellow learners, made clearly aware of what they can expect from Mission Ready for the duration of their programme (and what Mission Ready expect from them), and are given the opportunity to ask questions about any aspect of the learner experience that requires clarification.

At Level 5, there are two parallel 'streams' of learner participation – some learners are intent on becoming a User Experience Designer, whilst others are targeting a software development career. The structure of this programme requires UX Designers and Software Developers to work separately for some activities, but to collaborate with each other for others. As such, the orientation programme at Level 5 contains both 'joint participation' activities and 'career-specific activities'.

Participation Requirements

Consistent and regular attendance, to both face-to-face and online sessions, is an important contributor to learner success, and programme regulations require learners to attend a minimum of 90% of all sessions. If a learner is unable to attend an online session or face-to-face session, they are required to notify the Student Success Manager, prior to the session being missed, by email to dinithi@missionreadyhq.com.



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LEARNER ENROLMENT PROCESS

The following provisions outline the general process for admission and enrolment in all Mission Ready programmes.

Programme Entry Requirements

To gain admission to any Mission Ready programme, all applicants are required to demonstrate a strong likelihood of successfully achieving the standards required to successfully complete the programme. This requires Mission Ready to assess each applicant against admission criteria that cover their:

- potential ability to achieve academically.
- potential ability to achieve professionally.
- character qualities, such as support for Mission Ready's purpose and aims.
- oral and written communication skills.
- IT capability.
- potential suitability for the relevant vocation or profession.

To be admitted and subsequently enrolled, applicants must also be verified as eligible to study. All applicants must have the legal right to study in New Zealand and are required to produce acceptable evidence of meeting the stated entry and/or selection criteria, including verification of their identity and confirmation that they are a domestic learner. They must be able to meet the NCEA Level 1 Literacy and Numeracy requirements and, if English is not their first language, they must provide:

- New Zealand University Entrance certification in English; or
- An overall Academic IELTS score of at least 5.5, with no individual band score lower than 5.0 (achieved in one test completed in the last two years); or
- Acceptable alternative evidence of the required IELTS standards

Any admission and selection criteria and processes that are specific to each programme, including academic requirements, are outlined in the relevant programme regulations.

Application for Enrolment

'Enrolment' refers to the process of allocating a place in a programme to an eligible learner who has met the entry, admission and/or selection criteria. All intending learners must complete the online registration form via Mission Ready's website <https://www.missionreadyhq.com/apply/>. Those who meet the selection criteria are then invited to apply for enrolment.



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Learner Selection Process

'Selection' refers to the process of determining whether an applicant should be accepted for entry into a Mission Ready programme. All aspects of this process conform to the requirements of the Human Rights Act 1993, which prohibits discrimination on the grounds of sex, marital status, religious beliefs, ethical beliefs, colour, race, ethnic or national origin, disability, age, political opinion, employment status, family status or sexual orientation. Specific exceptions to this basic principle for educational institutions are contained in S.57-60 of the Act.

All selection decisions are approved by a selection panel which includes both Mission Ready staff members and other relevant stakeholders involved in the programme that has been applied for. In cases where there are a greater number of applicants who meet the requirements of admission than there are available places on the relevant programme, selection of successful applicants is determined by the selection criteria set out in the relevant programme regulations. All selection decisions are final and are not open to applicant appeal.

Approval of Enrolment

The Mission Ready Enrolments Team will verify all applications as they come through, and request further information from applicants if required, prior to a selection decision being made - applicants will receive a prompt email notification of that decision. When an enrolment application is approved, the confirmation email will include a formal "offer of place", and the enrolment process is considered to be complete when that offer of place is accepted in writing. At this point in the process, the learner may be asked for any outstanding information required to complete the enrolment.

Once all required enrolment information has been received by the organisation, the learner's enrolment is confirmed and recorded. Any subsequent changes to enrolment, including date changes and withdrawals, are recorded and signed by both parties.

Conditional Enrolment

There may be instances where an enrolment cannot be completed immediately and, on these occasions, a "conditional" offer of place may be extended. The conditional offer will outline a set of requirements that must be met before the enrolment can become unconditional, and these requirements may include:

- a requirement to complete pre- or co-requisite programmes
- provisional admission, with continued participation dependent on academic performance
- a requirement to comply with a specified series of achievement milestones



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Variation of Enrolment

If a learner encounters unforeseen circumstances or challenges which impact their ability to continue with a programme, they should in the first instance contact the programme instructor or the Programme Director to discuss what options for support are available. It may be possible to suspend enrolment for a period of time, or to withdraw from a programme and re-enrol at a later date. Terms and conditions for variations to enrolment are outlined during the enrolment process.

ID Cards

All enrolled learners will be invited to apply for their ID card by completing an online form post enrolment. Learners will be able to choose between a digital ID card and/ or physical ID card.

Academic Records

Learners may request evidence of their academic achievements by email to hello@missionreadyhq.com or by telephone on 0800 005 875. Such evidence may include official academic transcripts, letters confirming details of qualifications, and verification of qualifications for employers. After final grades have been officially released, learners who have completed their programme of study, and met the requirements for the award of a qualification, can also request a letter of eligibility to graduate before the qualification has been formally awarded.



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CODE OF CONDUCT AND DISCIPLINARY PROCEDURES

To ensure that all Mission Ready learners understand how they are required to behave in both a face-to-face and an online environment, the organisation has developed a code of conduct that all learners are required to adopt. This code of conduct addresses learner interaction with Mission Ready staff, with other Mission Ready learners, and with online resources available through the internet. This code applies to all occasions in which they are representing the organisation, including their participation in any 'employment-based' elements of their programme, and the required standards of behaviour are equally applicable to the virtual classroom and the live session environments.

Learner-Staff Relationships

In all of their interactions with Mission Ready staff, learners are required to meet the following behavioural expectations:

- All learners must provide and use a profile picture and video feed background that is appropriate for an educational environment. Profile pictures should be a headshot of the learner only (shoulders and up) and may not be offensive or inappropriate in any manner - Mission Ready administration reserves the right to determine if a profile picture or video feed background is inappropriate. If necessary, learners may be required to update their settings.
- Learners must use the email address provided by Mission Ready to access the virtual environment, and in all of their email communications with Mission Ready staff. The tone of emails and phone conversations must be respectful at all times.
- Learners must phrase all communications with staff in a polite and courteous manner.
- Learners should not use excessive "slang" or language that they might use in other more casual or personalised environments.
- Learners may not use obscene, profane, threatening, or disrespectful language or images in any communications with faculty and staff.

Learner-Learner Relationships

In all of their interactions with other Mission Ready learners, learners are required to meet the following behavioural expectations.

- All communications with other learners enrolled in Mission Ready programmes must be of a course-related nature. Any sending of unsolicited email to other learners is prohibited.
- All communications with other learners in any forum, course related email, discussion post etc. must be polite, courteous and respectful.



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- Learners may not use obscene, profane, threatening, or disrespectful language or images in any communications with other learners.

Internet Usage Requirements

Learners are required to consistently conform to all generally accepted principles of responsible Internet usage. In any instance where a learner's actions appear to have violated those principles:

- Mission Ready will cooperate fully with officials in any investigation related to any learner activities that are suspected of being illegal.
- In the event that a learner is suspected of having violated this policy, they will be notified of the suspected violation and given an opportunity to present an explanation.
- Any learner who is found to have violated this policy will be subject to a disciplinary action in response. This action may result in the learner's removal from their Mission Ready programme, as well as being subject to further disciplinary and/or legal action as detailed in Mission Ready's Learner Management Policy.

Academic Integrity

Mission Ready is committed to continuously upholding the highest quality in its academic standards, and to thus maximizing learners' ability to succeed in a tertiary education setting. It has therefore established a robust system to ensure the integrity and authenticity of learner work, and to combat any instances of learner plagiarism – situations in which a learner claims another person's published or unpublished work as if it were their own. During the initial enrolment process, all learners are provided with a definition and other necessary information about plagiarism, including the nature, seriousness, and consequences of plagiarising others' work.

Plagiarism is subdivided into two distinct categories. Minor plagiarism occurs when the student has clearly made some attempt to acknowledge the inclusion of non-original material, but errors in referencing and citation technique have resulted in an incomplete acknowledgment. Major plagiarism occurs when a significant portion of non-original content has been included, with no attempt made to acknowledge its source, and where the reader is thus encouraged to assume that this content is original.

Learners are required to submit a declaration as part of orientation, confirming that any work submitted for assessment will be their own and that it has not previously been submitted for academic credit elsewhere. Where a teaching staff member becomes aware of a learner having apparently plagiarised, as part of a submitted piece of assessed work, they are required to report it to the Programme Director. The relevant teaching staff member and Programme Director have a joint discretion to investigate further, and to determine the most appropriate course of action for any proven instances of plagiarism (both minor and major). When an instance of plagiarism is found to have occurred, the Programme Director will determine and apply an appropriate penalty.



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Harassment and Bullying

Mission Ready staff and learners are required to consistently avoid any behaviour that could be construed as bullying, harassment, and/or discrimination. These behaviours are not tolerated in any aspect of Mission Ready's activities. In the event that any staff member or learner believes that an instance of bullying, harassment, and/or discrimination has occurred, the organisation has established a response process that:

- is respectful and upholds the mana of all those involved
- makes it easy for any learner to access assistance
- provides support for any learner who makes a complaint
- ensures each complaint is investigated sensitively, objectively, thoroughly, and in a timely way
- ensures that confidentiality of all parties involved is maintained

Some instances of bullying or harassment may also be classified as 'civil harassment', and thus may be covered by the Harassment Act 1997. In these cases, Mission Ready ensures that any actions taken under its standard bullying and harassment procedures are promptly communicated to those agencies.

If any behaviour includes violence, this may be classified as 'criminal harassment' (where the person intends, and knows it is likely, that the harassment will cause another person to reasonably fear for their own or their family's safety). If this is the case, or if Mission Ready suspects that another criminal offence has been committed, Mission Ready may report that behaviour to Police.



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LEARNER WELFARE PROVISIONS

Mission Ready is committed to creating an inclusive learning environment and to working alongside all learners to support them through their studies. This support includes educational and learning support, as well as different types of non-educational support. All of our student support service teams work closely with each other and with the academic programme teams, to provide a friendly point of contact - in person, online or on the phone - to help students navigate their learning journey.

Education (Pastoral Care of Domestic Students) Code of Practice 2016

Pastoral care support initiatives include:

- undertaking to provide a safe environment for the physical and emotional wellbeing of learners.
- making independent learning support available in response to a learner request, or to a referral by staff.
- providing access to health and counselling services.
- maintaining effective systems to resolve learner concerns and complaints.

Educational Support Provisions

Mission Ready is committed to supporting all learners to perform to the best of their ability, and to make the most positive impact possible through their work. The following actions are taken in order to provide the maximum level of educational support to learners:

- Mission Ready maintains a separate and comprehensive health and safety policy to ensure the physical welfare of all staff and learners attending its learning centres.
- The organisation provides a comprehensive orientation programme to enable all new learners to become familiar with the learning environment and to understand the rules, resources and expectations of the organisation.
- The organisation ensures that sufficient computing hardware and software is available to meet the needs of all students attending its physical learning centres.
- The Mission Ready Academic Team is available to assist with any programme and/or assignment related enquiries. The team is available online, via Microsoft teams, to all learners during work hours (Monday through Friday, 9am - 5pm).
- Learners may request an individual (face-to-face or online) appointment with relevant staff members to clarify any programme related concerns.
- Learners are given regular opportunity to anonymously comment on the adequacy of all Mission Ready's support initiatives.



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Support for Maori and Pasifika Learners

Mission Ready is a multicultural organisation that prioritises the promotion of Māori and Pasifika student success in all its programmes. Services available to Māori and Pasifika students include academic support, cultural support, te reo Māori support, pastoral guidance, and financial support in the form of scholarships and discounts. Further information is available via email to hello@missionreadyhq.com or by telephone on 0800 005 875.

Learner Health and Wellbeing

All Mission Ready learners have access to a range of health and wellbeing services via Whakarongorau Aotearoa, who offer digital tele-health services related to physical health, mental health, and addictions support across digital channels. Referrals to other agencies are available for more personal/one-on-one advice and support. If any learners feel that there are any circumstances or impairments that negatively impact their learning, they are encouraged to speak to discuss with their instructor or the Programme Director in the first instance, so that appropriate support systems can be activated.

Disability Services

Mission Ready is committed to providing a range of resources and strategies to help students who have provided information and verification of impairment, and continuously explores ways to ensure that learners with various special needs can actively engage in its range of programmes. To this end, learners are asked to disclose any medical conditions that they feel the organisation should be aware of, so that appropriate information, training, or support plans can be put in place. This information is held confidentially, and learners are not required to disclose any information which they are not legally obliged to divulge.

Additional facilities are made available to learners with a disability, in accordance with the requirements of the Health and Safety at Work Act (2015). These services may include assistance with notetaking, assistance with academic requirements, and/or sign language interpretation. Learners are encouraged to contact their instructor in the first instance, to privately discuss any impairment-related requirements and to establish what would be most beneficial in the context of the relevant programme requirements and delivery model.

Learner Privacy Protection

Mission Ready collects and stores information about students in order to comply with various statutes and/or regulations. This practice enables it to make decisions regarding learners' academic progress and to provide learners with evidence of their academic achievements. After completion of their studies, learners' contact information may be provided to the community engagement team and used for survey purposes.



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Where relevant, personal information may be used to arrange appropriate support facilities, and may also be shared with other agencies on a “need to know” basis. Those agencies may include, but are not limited to:

- The Ministry of Education
- Audit New Zealand
- New Zealand Qualifications Authority
- Industry Training Organisations
- Industry licensing and registration bodies,
- Other tertiary institutions
- Providers of work experience for students in courses with a practical component.

Learners have the right to view, and to correct, if necessary, personal information about them held by Mission Ready. Any enquiries about personal information held by Mission Ready should be directed to the Student Success Team, and enquirers will be required to provide some form of valid ID, such as a driver’s licence or passport, before being given access to that information.

Learner Fees Protection

All tuition fees for Mission Ready programmes are currently funded by New Zealand Government sources, and there is therefore no requirement for learners to contribute towards the costs of their tuition. In the event that any future learners may be required to partially or fully fund their own learning, their contribution will be managed according to a process established in compliance with the “Approved Mechanism” rules stipulated by the New Zealand Qualifications Authority.



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GRIEVANCES AND COMPLAINTS PROCEDURES

In the event that any learner is dissatisfied with any aspect of the learner experience at Mission Ready, they may elect to lodge a formal complaint in writing. The processes outlined below apply to both academic appeals (learner dissatisfaction with instructor grading judgements) and to any other source of learner dissatisfaction.

Academic Appeals

Successful completion of any Mission Ready programme typically requires the learner to demonstrate an acceptable degree of competence in a series of performance statements related to their response to summative assessments. The initial judgement of competent/not yet competent against any listed performance statement is initially made by the programme instructor, though these judgements are subjected to a rigorous internal review before being released to learners. If a learner believes that an instructor's judgement is incorrect, that belief may be based on one of two criteria:

1. The instructor has made an error of fact - e.g. has stated that a required item was not submitted, when the learner can produce evidence that the item was submitted.
2. The instructor has made an error of judgement - e.g. has assigned a "not yet competent" grade to a performance statement that the learner believes should have been graded as "competent".

In both instances, the learner should first communicate their concerns with the instructor whose judgment is being questioned. This process may result in the instructor agreeing to adjust the original grade award, in which case no further action is necessary; or the instructor reaffirming that the original judgment should remain in place. In the second of those eventualities, the learner may elect to either accept the instructor's initial judgement, or to activate Mission Ready's complaints management process below.

Complaints Management Process

Learner dissatisfaction and subsequent complaints may relate to either academic or non-academic concerns, and a formal complaint should only be lodged when initial, informal, and interpersonal efforts to resolve it have proven to be unsuccessful. For both academic and non-academic dissatisfaction, formal written complaints are managed according to the following process, led by an appropriate Mission Ready employee who is assigned to investigate the complaint:

- Step 1 - receiving a complaint. The complaint is acknowledged by Mission Ready in a timely manner, and the complainant provided with information regarding next steps and likely timeframe.
- Step 2 - investigating the complaint. Information about the complaint is collated to ensure that the investigation has an accurate picture of what has occurred. This information may include a written statement by the complainant; collection of other materials that relate to the complaint; statements



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from others who are aware of the source of the complaint (such as those who observed the specific action or inaction etc.)

- Step 3 - assessing the complaint. On the basis of the information collated, Mission Ready assesses whether there is good reason to take action on the basis of the complaint, and, if so, what the appropriate action should be. This step includes an identification of all possible resolutions to the complaint, including any preferred resolution of the complainant, and taking into account the rights and responsibilities of all parties involved.
- Step 4 - resolution of the complaint. Following on from Step 3, the resolution stage always includes acknowledgment of the complaint and sharing reasons for the decision made with the complainant. In addition, resolution decisions include one or more of the following:
 - informing the complainant that no further action will be taken
 - proposing an informal resolution (e.g. Mission Ready discussing with both parties the complaint, facilitating a conversation between the parties, an apology etc.)
 - initiating a formal disciplinary procedure if the complaint is about behaviour that is considered to be misconduct
 - outlining ways in which the complaint will inform improvements to Mission Ready policies and processes.

If the complainant is not satisfied with the process or resolution provided by Mission Ready in regards to the complaint they have raised, options for further action include:

- Raising the complaint directly with the Board, who will reconsider the original complaint along with any additional complaint that may have emerged as a result of initial complaint handling processes. The Board will provide both a resolution to the initial complaint and may initiate a separate process if it believes there is good reason to do so.
- A complainant may request that the complaint be considered by an independent person or body who is mutually agreeable to both parties to the complaint.
- A complainant may take the complaint up directly with an external body, such as the Police, Human Rights Commission, Employment Relations Authority, a Trades Union etc.



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WITHDRAWALS AND REFUNDS

Whilst the majority of Mission Ready learners will complete their enrolled programme of study without encountering any unforeseen complications, there will inevitably be occasions in which a learner feels compelled to withdraw from a programme. The following conditions are applicable in these instances.

Notice of Withdrawal

Learners are required to inform Mission Ready, at the earliest possible opportunity, of any intention to withdraw from a programme and their reasons for wishing to do so. Failure to comply with this requirement may have a negative impact on the learner's ability to resume their studies at a later date.

Compassionate Considerations

If a learner withdraws from a programme for what they consider to be compassionate reasons, they may be eligible to apply for compassionate consideration. Compassionate influences may be considered as relevant for the following reasons:

- Medical, supported in writing by a health professional.
- Other unanticipated circumstances beyond the learner's control.

The Student Enrolment Team will advise the result of any application for compassionate consideration. An exit interview may be required as a part of the withdrawal process.

Cancellation and Refund Policy

Tuition costs for all Mission Ready programmes are currently met through New Zealand government funding, and there are no tuition fees payable by learners. As such, there are no financial penalties for cancellation of enrolment, and the issue of fees refund is inapplicable. Should this situation change for future learners enrolled in Mission Ready programmes, they will be clearly and concisely informed of cancellation and refund conditions prior to confirming their enrolment.



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In the event tuition fees are paid, the following withdrawal scenarios apply:

DATE OF ADVICE OF WITHDRAWAL	CLASSIFICATION	REFUND DUE	LESS ADMIN CHARGE	ACADEMIC RESULT
Before the programme start date	Not started	100%	No fee	No result recorded SNS (Student not Started)
After the programme start date but before five calendar days (for all programmes that are between five weeks to three months)	Programme commenced	75%	\$250 + GST	No result recorded. WBR (Withdrawn before last refund)
Before a course start date but pre requisite not met	Not started	100%	No Fee	No result recorded SNS (Student not Started)
After the last date for withdrawal but before 80% completion	Withdrawal	Nil	Nil	Withdrawn
After 80% completion of the programme	Any withdrawal from the programme will not be processed in the SMS	Nil	Nil	DNC (Did not complete) or Result attained
Final result entered or programme completed	Any withdrawal from the programme will not be processed in the SMS	Nil	Nil	Result/ grade attained

On application, students must agree to the Mission Ready Student Terms and Conditions before their enrolment into a Programme can be processed. These Terms and Conditions outline all refund entitlements for all our programmes. For further information about enrolments please see our Learner and Admissions Policy.