



# EMTC

**Emergency Management  
● ● ● Training Centre**

Student Handbook

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## **The EMTC Mission**

“To provide a Centre of Excellence in emergency management training so as to improve community CDEM knowledge, preparedness and resilience.”

### **Introduction**

Thank you for your interest in training with the Emergency Management Training Centre (EMTC). This handbook has been created to provide you with information about participating in courses offered by the Emergency Management Training Centre (EMTC).

As a New Zealand Qualifications Authority (NZQA) registered Private Training Establishment, we will provide quality, informative training by instructors who are also practitioners of Civil Defence Emergency Management. Our instructors have many years of experience in the CDEM profession.

The majority of the training we offer is unit standard based. Credits you receive will normally be registered by us with NZQA and may assist you in gaining higher-level qualifications (e.g. National Certificates). Additionally EMTC has a formal training agreement with The Open Polytechnic of New Zealand (TOPNZ) and a working relationship with the Justice Institute of British Columbia (JIBC). You might be required to enrol with TOPNZ depending on the course.

### **About Us**

EMTC has been established and registered by Environment Canterbury on behalf of the Canterbury CDEM Group. The Canterbury CDEM Group is a partnership of local authorities, emergency services and other organisations tasked with providing effective and comprehensive civil defence emergency management within the Canterbury region.

EMTC provides a variety of training to Territorial and Regional authorities, Government departments, private companies and the general public.

# Contact Information

## Location Details

Emergency Management Training Centre	
Physical Address:	Postal Address:
58 Kilmore Street	PO Box 345
Christchurch	Christchurch

## Training Delivery Sites

Environment Canterbury	Civil Defence Training School
58 Kilmore Street	149 Main South Road
Christchurch	Sockburn

Other locations as required

## EMTC Points of Contact

### General Enquiries:

Phone: (03) 371 4995  
Fax: (03) 366-9960  
Email: [info@emtc.ac.nz](mailto:info@emtc.ac.nz)  
Web: [www.emtc.ac.nz](http://www.emtc.ac.nz)

### Course Coordinators:

Emergency Community Response  
Tanya Jenkins ([tanya.jenkins@emtc.ac.nz](mailto:tanya.jenkins@emtc.ac.nz))

Emergency Rescue  
Janelle Mackie ([janelle.mackie@emtc.ac.nz](mailto:janelle.mackie@emtc.ac.nz))

Emergency Management  
James Thompson ([james.thompson@emtc.ac.nz](mailto:james.thompson@emtc.ac.nz))

### EMTC Manager

Andrew Howe ([andrew.howe@emtc.ac.nz](mailto:andrew.howe@emtc.ac.nz))

### EMTC Administrator

Jude Lathey ([jude.lathey@ecan.govt.nz](mailto:jude.lathey@ecan.govt.nz))

During your course your first point of contact will be your Course Coordinator.

# **Student Support**

## **Career Guidance**

The Course Coordinators are available to guide you if you are seeking advice on your current study levels and emergency management aims. A comprehensive range of career guidance can also be found on the Career Services website [www.careers.govt.nz](http://www.careers.govt.nz) or Kiwi Careers website [www.kiwicareers.govt.nz](http://www.kiwicareers.govt.nz).

## **Tutorial Support**

Your instructor in conjunction with an assessor evaluates your work and where appropriate, identifies strengths and weaknesses and monitors your progress. If you experience difficulties or if difficulties are identified, please be aware that the instructional team is there to help you and can provide contact details for organisations that specialise in numeracy and literacy training/support.

## **Specific Needs**

If you have a condition or disability, which may impact your ability to study, we may be able to provide assistance by providing an alternative form of course/assessment material. Please inform us of your needs as soon as possible after enrolment.

## **Student Access to Staff**

EMTC maintains an open, friendly learning environment. Maximum contact between yourself and staff is encouraged during the course and training activities. In addition, you have access to the instructional staff outside normal course training hours.

# **Your Rights as a Student**

## **EMTC's Commitment to You**

We are committed to:

- Providing open and accurate information to enable you to make informed choices about training options available from us
- Ensuring equal training opportunities for you
- Providing you with relevant and quality training and exercise activities
- Competent and effective training
- Fair evaluation and assessment
- Handling concerns as quickly as possible
- Ensuring that particular needs for participation according to gender, race, culture, special needs and disability are addressed by providing equal training opportunities

# Your Responsibilities as a Student

## Code of Conduct

EMTC provides an adult learning environment. All Civil Defence Emergency Management personnel (staff, volunteers and students) are expected to treat each other with respect and to properly use and care for all equipment and stores during training activities. It is expected that students will **not**:

- Disrupt any Civil Defence Emergency Management activity
- Use mobile telephones during training sessions or meetings (except if required for 'on call' situations)
- Obstruct Civil Defence Emergency Management staff in the performance of their duties
- Wilfully create a nuisance during a course
- Misappropriate or wilfully damage Civil Defence Emergency Management and/or EMTC property
- Demonstrate questionable integrity

## Be Safe

- Follow health and safety guidelines and instructions
- Wear suitable clothing (you will be advised of any special requirements)
- Do not endanger yourself or others

## Be Respectful towards Others

- Be sensitive to personal, cultural and gender differences
- Respect the rights of others

## Unacceptable Behaviour

The following are not acceptable behaviour for anyone while undergoing training:

- Any form of harassment or unjust discrimination towards staff or fellow students
- Unacceptable sexual behaviour and/or harassment
- Smoking anywhere except in designated areas
- Vandalism or any other form of abuse of facilities, buildings or equipment
- Violence or threats of violence

## Treaty of Waitangi

EMTC acknowledges that cultural awareness is an essential part of education and will strive to sustain a solid commitment to communication and partnership with stakeholders of the Treaty of Waitangi.

Additionally EMTC recognises the principles of the Treaty of Waitangi and the relationship between Maori and their culture and traditions. The above commitments will be achieved and maintained, including advice and guidance via the Environment Canterbury Iwi Liaison Manager.

## Te Reo Maori - Maori Language

The status of the Maori language as an official language of New Zealand is recognised by EMTC and it endorses the right of its students to use Te Reo Maori when completing summative assessments. Please note if you wish to take up this option, you will need to apply in writing to the EMTC Manager for approval within 10 working days of confirmation of enrolment.



## Course Description/Information

Information and descriptions of courses and qualifications are available via a course catalogue on the web (see 'EMTC Points of Contact'). The annual course catalogue is produced in November/December for the following training year commencing in July. Any amendments to the catalogue will be updated on the EMTC website.

### Acceptance

- Depending on the course, nominations are normally coordinated by the client. Nominations are required no less than 15 working days prior to the commencement of the course in order to allow for confirmation of administrative and logistical support requirements.
- Some courses require you to be qualified to pre-entry standards. These standards will be applied.
- You will be sent course joining instructions 8 - 10 days prior to the commencement of the course. This letter will:
  - Confirm your acceptance
  - Explain the administrative arrangements, i.e. location, timings, parking, catering etc.
  - Include any pre-course requirements
  - Outline any fees or associated costs
  - Provide NZQA course details
- If you cannot be accommodated on a particular course you will be advised formally by letter 10 – 14 days prior to the commencement of training. You will also be advised as to the possibility of placement on future courses of a like type and/or requirements to qualify for course placement.
- EMTC reserves the right to decline a participant entry to a course for safety reasons or if it is considered that they do not have the pre-requisite experiences to have a reasonable chance of success on the course.

### Course Cancellation

Prior to a course being cancelled EMTC will discuss potential solutions with the client prior to a decision being made. Should a course be cancelled EMTC or the client will endeavour to inform you seven days before the start of your course.

# **Policies and Procedures**

## **Disciplinary Procedures**

To date EMTC has not experienced any significant disciplinary issues on courses.

All questionable acts concerning the violation of the Code of Conduct will be handled on an individual basis. The Course Coordinator will conduct an investigation and a formal report submitted to the EMTC Manager and the Manager, Regional Emergency Management Office for final disposition.

## **Complaints Procedure**

Should you wish to make a complaint, the following procedure should be followed:

- You will be expected to convey the complaint to your instructional staff, either verbally or in writing. You may approach your instructional staff personally or may have an advocate. If you feel you are unable to approach the instructional staff in person, you may directly approach the Course Coordinator, EMTC Manager, Administrator, or the Regional Civil Defence Manager.

If the complaint is not resolved at the levels detailed above, you may refer the complaint successively to:

- The Director Operations  
Environment Canterbury  
58 Kilmore Street  
P O Box 345  
Christchurch  
Telephone: (03) 365 3828  
Facsimile: (03) 379 9550
- Chief Executive Officer  
Environment Canterbury  
58 Kilmore Street  
P O Box 345  
Christchurch  
Telephone: (03) 365 3828  
Facsimile: (03) 379 9550
- The New Zealand Qualification Authority  
The Terrace  
P O Box 160  
Wellington  
Telephone: (04) 802 3000  
Facsimile: (04) 802 3112

If the complaint is still not resolved at one of these levels you will be advised that at any stage you can present a written complaint to The Ombudsman, The Human Rights Commission or Race Relations Conciliator, according to the nature of the complaint.

### **Equal Opportunities Policy**

EMTC is committed to a policy of equal opportunity for staff and students in all aspects of the organisation.

The policy aims to provide the basis for practices and procedures, which ensure that opportunities for students are fair to all and that discrimination, other than on a basis of ability to perform in a particular role, is unacceptable.

This means the elimination of practices that discriminate in terms of the current legislation, on the grounds of age, disability, employment status, race or ethnic background, national origin, family status, marital status, political opinion, skin colour, religious or ethical belief, gender and sexual orientation.

### **Harassment Policy**

EMTC activities are promoted as an environment for staff and students, which is safe from harassment and other discriminatory or offensive behaviour.

Harassment, in addition to sexual harassment, based on race, physical characteristics, national or ethnic origin, age, gender, marital status, family responsibilities, personal disability, sexual orientation, religious, ethical or political beliefs, industrial relations activities or employment status, involving the improper use of power in a way that causes another person to be humiliated, manipulated or disadvantaged and is unacceptable.

Harassment interferes with an individual's equal opportunity and will be treated with zero tolerance.



## **Privacy Principles and Personal Information**

EMTC collects and keeps personal information about individuals who register and enrol as students. The Privacy Act 1993 protects the information that you provide us and describes the methods by which it is collected, stored, used and disclosed to other parties.

EMTC collects this information from you so that you can be provided with information about courses, registration, enrollments and assessment results recorded.

We may disclose personal information to other education agencies, such as the Tertiary Education Commission, the Ministry of Education, the NZ Qualifications Authority, Industry Training Organisations, other tertiary education organisations and the organisation you belong to.

Some information may be held in our archives for audit purposes and to enable us to provide you with evidence of your enrolment and achievements in years to come. This information is stored even if you are not currently enrolled.

We will allocate you an EMTC student ID number which will be used as a reference on EMTC documents and correspondence. The Ministry of Education will in turn allocate to you a unique National Student Index number (NZQA Number).

## **Health and Safety**

EMTC is committed to all aspects of Health and Safety and in particular any reference to the Health & Safety in Employment Act 1992, its Amendments 2003 and the Regulations. Environment Canterbury (ECan) actively implements its Health and Safety Policy and ensures all health and safety requirements are met.

### **Safety Briefing**

A safety briefing will be given prior to the commencement of all training. This briefing will include, where applicable:

- Actions in the event of a fire
- Evacuation route from the premises for any reason i.e. fire, earthquake or chemical spill
- General safety considerations
- Safety rules for the use of equipment and stores
- Location of toilets
- First Aid equipment and location
- Program confirmation and timings

## **Safety Advisor**

For all rescue training activities the lead instructor for your course will act as the Safety Advisor, and will ensure that a Risk Analysis and Management Plan is completed prior to the course and appropriate personnel will be present and briefed in order to support the delivery of the course/training activity in a safe and appropriate manner.

## **Smoking Policy**

EMTC is committed to providing a smoke free environment for staff, students and visitors. Designated smoking areas will be identified at commencement of your training session.



# Assessment

## Importance of Assessment

Courses and training organised by EMTC are designed to promote competency in the various skills needed within the CDEM environment. Assessment is the way that we determine whether you have met the learning outcomes for your course.

Each course is carefully designed around relevant learning outcomes. You will begin each session knowing what the expected outcomes are in terms of your personal knowledge and skills.

All original work is evidence and will be returned to you after assessment. You are requested to keep your work for two years. A copy of your work may be retained by EMTC for up to two years to meet external audit requirements.

## Assessors

Civil Defence Emergency Management Unit Standards will only be assessed by qualified assessors who are accredited with the unit standard and have current competence in that unit standard. Where possible the Assessor will be different to your instructor(s). Due to the technical aspects of certain training modules this may not always be possible. Your Course Coordinator will manage this process.

A percentage of all assessed work will be moderated to ensure EMTC assessors are assessing work correctly. This will not affect your assessment outcomes as a student.

## Assessment Process

ACTIVITY	RESPONSIBILITY
Structured Learning Event	Instructors
Assessment	Course Coordinator
Student notified of result	Course Coordinator
Results submitted to relevant agency	Administrator

# Recognition of Current Competency

The following process will be followed for RCC:

## **Portfolio Requirement**

If you want to use Recognition of Current Competency (RCC) for assessment you should discuss the requirements with your Course Coordinator and submit a portfolio of evidence of achievements or evidence to support your claims.

## **Assessor Assignment**

Your Course Coordinator will determine the level of technical expertise required to assess the portfolio. The portfolio will then be assigned to an appropriate assessor for the first part of the assessment process.

## **Moderator Verification**

The second part of the assessment process will require the completed portfolio to be submitted to a senior moderator for outcome verification. This may occur outside of EMTC structure. Once the verification process has been completed you will be advised of the results.

# Reassessment and Appeals

## **Reassessment**

Reassessment opportunities are available as of right, but there are logical limits to these opportunities. You will only be reassessed in those performance criteria that you did not achieve. You will normally be entitled to a maximum of two reassessments against those performance criteria that you did not meet. After this point, the assessor will complete and close the assessment process, as any additional reassessment would normally indicate that further work is required by you to raise your skills and knowledge to the required level.

## **Review of Assessment Decision**

If you feel an assessment was incorrect you are entitled to seek a review of the assessment decision. Ideally, you are encouraged to resolve any differences directly with the assessor at the assessment debrief. It is recognised, however, that this may not always be possible.

If the matter cannot be resolved between yourself and the assessor a copy of your material will be given to the EMTC Manager for moderation.

## **Costs, Withdrawal and Refunds**

### **Cost and Refund**

The total cost of a course is addressed in the enrolment pack you received upon enrolment. The annual course catalogue/schedule also details any student costs.

Any monies received are receipted and accounted for using Environment Canterbury Finance section procedures. Monies are refunded in the event of a course cancellation prior to or on the first meeting for instruction, in accordance with the same procedures.

Any special conditions are to be addressed in writing to the EMTC Manager.

### **Withdrawal**

If you wish to withdrawal from a course you are requested to inform the Course Coordinator. Any refund of course fees will be on a case-by-case basis with the decision being the responsibility of the EMTC Manager.

Any completed course material/assignments will be held for two years and may be used for re-entry to a future course by gaining permission from the EMTC Manager, in conjunction with the Course Coordinator.

## **Course Evaluation**

During the conduct of your course you may be requested to complete an evaluation of the training you have received.

You will be provided with a course evaluation form to provide written comment and feedback.

You may also be asked to take part in a course evaluation session upon completion of your course. This will be conducted by someone who has had no involvement with the course and is completed without the Instructional staff present.

While completing the evaluations is voluntary your feedback is very important, both collectively as a training organisation but also for the individual Instructors. Your feedback ensures that we continue to provide informative and enjoyable training.

## Finally

We look forward to meeting you and trust that you will enjoy your course and have the opportunity to meet like-minded people.

### PREPARING FOR THE WORST BY LEARNING WITH THE BEST

