



# Student Handbook 2023



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ChevTrain Student Handbook 2023v4  
 This student handbook is a live document, for the most current version and to view the policies,  
 please visit our website.

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## 1.0 Introduction

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Dear Student

Nau mai '**Welcome**' to Chevtrain

Chevtrain was started in April 2021, for the purpose of providing traffic management training and assessment for the traffic management industry. Having the support of Chevron Traffic Services, Auckland's largest traffic management provider, stands Chevtrain in good stead for future growth and support.

The Chevtrain team are passionate about delivering training and assessment programmes that are engaging, with a combination of practical and theoretical modules that improve knowledge and experience of best practice across the traffic management sector. The team understands well the new competency pathway put in place by industry stakeholders, Waka Kotahi and Connexis.

Chevtrain's vision is to equip people with improved qualifications and better people skills, setting them up for a better future within the industry and beyond.

Chevtrain has employed, and is expanding, an internal team of trainers and assessors with industry experience of temporary traffic management, as well as having a support team with industry training experience.

- ✓ Waka Kotahi / Connexis unit standard TTM Training and Assessment
- ✓ Unit Standard Reporting
- ✓ TTM Mentoring
- ✓ TTM Consultancy
- ✓ On-site Audits
- ✓ Licensing Training and Assessment

"Education is the passport to the future, for tomorrow belongs to those who prepare for today."

(Malcolm X, 1964)

**Mark Chapman**  
**General Manager**

## 2.0 Privacy

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### **Privacy Statement/Confidentiality**

Chevtrain is sensitive to the confidentiality of information provided by you. As a result, Chevtrain has adopted the following Privacy Policy which is applicable to all information that you provide to Chevtrain and that it maintains electronically, whether you provide the information through Chevtrain website or via the registration process.

### **Laws and Legislation**

All personal information that Chevtrain collects is protected by the New Zealand Privacy Act 1993 and the updated New Zealand Privacy Act 2020. Information about the Act can be found on the following website

<http://www.legislation.govt.nz/act/public/1993/0028/latest/DLM296639.html>

Under the requirements of the New Zealand Privacy Act, Chevtrain is committed to protecting the privacy of your personal information.

### **What information do we collect?**

Chevtrain must collect personal information as part of your enrolment process for training. This information may be of a personal nature and can include details of educational background, employment history, nationality, current employment status, and language, literacy and numeracy skills.

All students are required to provide this information when registering.

The personal information gained during the registration process will not be used for marketing purposes.

### **What do we use the information for?**

Chevtrain collects and stores information from student enrolments to comply with the requirements of the Ministry of Education, NZQA and Workforce Development Councils.

The information is used to manage internal administrative processes, taken to include verification of qualifications, and reporting for both internal and external purposes, Waka Kotahi, NZ Transport Agency Registration Online (TORO) for the purpose of verifying academic and driver licensing records.

### 3.0 Enrolments

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In order to enrol in a course at Chevtrain, you need to complete an enrolment form, pre-requisites for each course is specified on the information sheets provided, and if you do not meet the pre-requisites you will not be able to enrol in the course.

Prior to course commencement we must be advised if you have any special requirements including but not limited to health, literacy and cultural requirements. Where a reader / writer is required, it is the students' responsibility to supply one.

The reader writer cannot be another student attending the same course or a family member.

### 4.0 Induction

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During induction:

- You will be informed of the location of the toilets and the building evacuation procedures for the building you are in.
- Required standards of behaviour (see 6.0 Student Code of Conduct) will be explained, along with consequences for misbehaviour.
- Health and Safety requirements (see 6.1 Health and Safety Rules for Students) will also be reiterated, so that each student is aware of their obligations to remain safe as well as keeping others safe.

## 5.0 Payment of Fees

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### Prices and Additional Fees

- The prices published on the website are subject to change without notice unless you have an agreement with Chevtrain stating otherwise.
- The customer agrees to pay any additional costs incurred by us such as travel or accommodation when local resource is unavailable.
- These charges will be charged at cost to the student/customer and will be advised during the booking process.

### Funded Courses

- We accept no responsibility for the withdrawal of any funding subsidies.
- Chevtrain will make every effort to ensure the student qualifies for funding or subsidy.
- In the event that funding or subsidies are withdrawn or the student is found not to be eligible for the funding or subsidy we will invoice the customer/student the full course cost and the customer/student remains liable for that amount.

### Individuals:

- The customer/student agrees to make full payment upon invoice, as per the invoice payment terms. The customer/student agrees to pay all collection agency fees associated with the collection of unpaid debt. Please check payment details at the time of registration, or by visiting our website [www.chevtrain.co.nz](http://www.chevtrain.co.nz).
- Any additional fees for extra training and assessment outside the normal course structure must be paid prior to the commencement of that training.

- Any additional fees for reassessment for any Unit Standard must be paid prior to the commencement of that reassessment. The amount of these fees will vary for the different Unit Standards, so you will need to discuss this with an Chevtrain staff person. See 7.0 Withdrawals and Refunds
- See a copy of the Terms & Conditions and policies on the website for further explanation

## 6.0 Student Code of Conduct

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Students behaviour should enable a positive teaching and learning environment.

This means:

- Follow all instructions given by the trainers.
- Respect others right to learn without interruption.
- Be well mannered, considerate and friendly to each other, to staff and other students.
- Self-discipline, common sense and respect others.
- Respect both Chevtrain property and the property of other students.
- Be respectful of different cultures and ethnicities of other students as Chevtrain is a multicultural training organisation.
- Students learn at different speeds, please be tolerant of this outcome.
- Act in a way that does not intentionally or unintentionally, endanger themselves or others.
- Complete all assessments honestly and adhere to the Copyright Act 1994 (and its amendments since)
- Ensure you are not under the influence of drugs or alcohol when at any Chevtrain learning or assessment activities, sessions, and facilities.

The Following behaviour is **NOT** acceptable and will **NOT** be tolerated:

- Rude or abusive language.
- Bullying – whether verbal or physical.

- Any form of harassment, bullying, intimidation or discrimination, including on social media.
- Damaging or stealing property.
- Disruptive Behaviour.
- Violence or threatening behaviour.
- Cheating will not be tolerated and will result in expulsion from the Class or repeating the assessment depending on the severity.
- Any unsafe behaviour
- Any behaviour that will likely bring Chevtrain into disrepute.
- Any recurring misconduct, not necessarily for the same offence.
- Unwanted, uninvited and unacceptable behaviour of a sexual nature or of sexual content (e.g. sexual harassment, accessing pornography/other restricted material)
- Inappropriate, unsafe or unlawful use of ICT or resources

## 6.1 Health & Safety Rules for Students

The following rules apply to all students to ensure the health and safety of yourself, other students and staff:

- Students are requested not to walk around the site unattended.
- Students are requested to report any injury, near misses or incident to their Chevtrain trainer or admin staff immediately.
- Smoking is not permitted outside designated areas.
- Alcohol and non-prescription drugs are NOT allowed in any yards or training locations.
- In the event of an emergency (fire, earthquake, etc.) follow instructions and accompany your Facilitator or trainer to the emergency assembly area.
- If you notice any hazards that has the potential to cause harm you must report it to an Chevtrain trainer or facilitator immediately.
- If you become unwell, or are injured while attending an Chevtrain course, you must report it to an Chevtrain trainer or admin staff member immediately.



- If operating a vehicle as part of your course requirements, all health and safety protocols must be adhered to at all times.
- If you are operating a vehicle as part of the training or assessment process you must hold the relevant licence that is relevant to the industry qualification.
- Throughout the assessment process you may be required to wear Safety Gear & Personal Protective Equipment (PPE).

In accordance with the HSWA 2015, all students are required to comply with any, policy or procedure issued by Chevtrain.

Failure to comply may result in a student being removed from the course in the interest of safety and disciplinary procedures may ensue, depending on the severity of misconduct. Should it be necessary for the student to return to complete the course at a later date, we reserve the right to pass on associated costs to the student or their employer.

- Chevtrain reserves the right to drug test students who are under the suspicion of being under the influence of drugs or alcohol.

## 7.0 Withdrawals and Refunds

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Chevtrain withdrawal and refund policy applies to all of its training programmes:

### 7.1 Domestic Withdrawal & Refund Policy

## **IN THESE TERMS AND CONDITIONS:**

- 'Service', 'Services' means any service that is provided by Chevtrain.
- 'We' and 'Us' and 'Our' means Chevtrain.
- 'You' and 'Your' means a Customer;
- 'Website' means the Chevtrain website at Chevtrain [www.chevtrain.co.nz](http://www.chevtrain.co.nz);
- 'Customer', 'Customers' includes any person registering for a service from Chevtrain

**Changes to Terms and Conditions.** We reserve the right to update these Terms and Conditions from time to time and if we do, we will revise the date and revision number of this document.

### All courses less than 3 months' duration

Course Length	Withdrawal Period	Refund Amount
<b>For courses of 2 days or less</b>	None	Any refund is at Chevtrain discretion
<b>For courses of more than 2 days but under 5 weeks</b>	Up to the end of 2 calendar days of the course commencing	A minimum of 50% of the amount the student paid in respect of the course
<b>For courses of five weeks or more but less than three months</b>	Up to the end of five calendar days of the course commencing	A minimum of 75% of the amount the student paid in respect of the course

### All courses over 3 month's duration

Withdrawal Period	Refund Amount
<b>If the student withdraws on or before the 8<sup>th</sup> day of the course start date</b>	ChevTrain will make a refund equal to the full amount paid, less \$500.00 or 10% of the course fees (whichever is the lesser)
<b>If the student withdraws after the 8<sup>th</sup> day of the course start date or is expelled from the course due to non-attendance or a serious breach of the rules</b>	Nil refund (ChevTrain will consider refunds on a case by case basis due to exceptional circumstances). A request would need to be put in writing to Chevtrain Quality Team for

	consideration. The Quality Teams decision is final.
<b>If ChevTrain cancels the course</b>	The student is entitled to a pro rata* refund of the fees paid, less the cost of any textbooks, external examinations or other materials supplied to the student

Note: \*A pro rata fee refund is calculated according to the following formula:

Course fee (less cost of materials supplied to the student) divided by length of course (in weeks) multiplied by time remaining on course (in weeks) equals refund paid if course cancelled by Chevtrain.

All withdrawals must be received in writing ([bookings@chevtrain.co.nz](mailto:bookings@chevtrain.co.nz)) on or before either the 1<sup>st</sup> day of commencement of the course for courses less than 3 months' duration or the 8th day after commencement of the course for courses over 3 months' duration.

**Rescheduling Policy fees** are based on **full course costs** and will be incurred on the following basis:

Where you have given notification to Chevtrain **at least 7 working days'** prior to scheduled training or booking, there is **no reschedule fee**.

Where you have given notification to Chevtrain **within 3-6 working days'** prior to scheduled training or booking, there is a **10% reschedule fee**.

Where you have given notification to Chevtrain **less than 2 working days'** prior to scheduled training or bookings, there is a **20% reschedule fee**.

**Failure to attend training.** Failure to attend a course will result in a 'No Show' attendance status. All 'No Shows' will be charged 100% cancellation/reschedule fee.

**Student Withdrawal.** Where a student decides to withdraw from one of Chevtrain courses after course commencement, an individual will receive **no refund**. If a student has been booked by their Employer, the Employer will get invoiced **the full course fee no refund will be paid**. If the employer has prepaid for the course **no refund will be paid**.

Chevtrain will not be liable for any costs incurred by the Customer due to cancellation arising from circumstances beyond our control including but not limited to Trainer illness.

Chevtrain reserves the right to cancel any public course if the course has not reached its minimum number.

**Course/Training Schedule.** The availability of courses and dates published on the Website are subject to change without notice. We reserve the right to cancel or alter the dates of any 'open' course due to insufficient numbers of students. We reserve the right to suspend training where to continue would breach the Health and Safety at Work Act 2015 ("HSWA"), or where continuing might place students at an unacceptable level of risk. We reserve the right to refuse to train any person who is deemed by us to be unfit due to health reasons including but not limited to intoxication or behavioural issues. We reserve the right to refuse to train any company, employee or individual who we reasonably believe may be in competition with us. Course duration may vary based on number of Students attending and level of knowledge and / or experience.

**Late Student Arrival.** Within 20 minutes of scheduled start time: Student may remain on course only at the trainer's discretion. Over 20 minutes of scheduled start time: Student may not attend the course. Should it be necessary for the student to return to complete the course at a later date due to late arrival issues, Chevtrain reserves the right to pass on any associated costs to the student or their employer.

**Company Specific Courses.** If training is held at the Customer's premises, the Customer agrees to provide all facilities including training room, air-conditioning / heating, bathroom access, power outlets, tables, chairs, whiteboard, projector screen/white wall, and tea/coffee facilities. Facilities for specific courses are as specified in the confirmation email and are according to the course requirements. The Customer also agrees to pay minimum daily rate for the specific course regardless of how many employees attend. Minimum daily rates are subject to course type and length.

**Safety Gear and Personal Protective Equipment ("PPE").** In accordance with the HSWA, all students are required to comply with any instruction, policy or procedure issued by Chevtrain in relation to the use of PPE. This includes, but is not limited to, the wearing of hard hats and safety footwear. Failure to comply may result in a student being removed from the course in the interest of safety. Should it be necessary for the student to return to complete the course at a later date, Chevtrain reserves the right to pass on any associated costs to the student or their employer.

**Special Requirements.** Prior to course commencement, Chevtrain must be advised if the student has any special requirements including but not limited to health, literacy, and cultural requirements. Where a reader/writer is required, it is the Customer's responsibility to supply one. The reader/writer cannot be another student attending the same course or family member.

**Student Expulsion.** If you are expelled from a course for breaches of Chevtrain Code of Conduct & Health & Safety requirements or drug and alcohol related issues **no** refund will be given.

## PAYMENT TERMS

**'ON ACCOUNT'** – The Customer agrees to make full payment for Services on the 20th of the month following the date of the course unless you have agreed approved payment terms with Chevtrain. **'On Pre-Payment'** – The Customer agrees to make full payment for services at the time of booking. Chevtrain reserves the right to charge the customer interest of 5% per month on all overdue amounts at the discretion of Chevtrain. The Customer agrees to pay Chevtrain agency collection fees associated with the collection of an unpaid debt.

**Prices and Additional Fees.** The prices published on the Website are subject to change without notice unless you have an agreement with us stating otherwise. The Customer agrees to pay any additional costs incurred by Chevtrain, such as travel and accommodation when local resource is unavailable. These charges will be charged at cost to the Customer and will be advised during the booking process.

**Student Progress / Requirement for Completion.** Learning objectives are detailed at the beginning of each training module and assessment is conducted throughout the course. A practical assessment may also be conducted in some courses. Students will be required to achieve the required level of competency in all areas of the assessment.

**Course Prerequisites.** The Customer accepts full responsibility for failure to abide by any course prerequisites. This includes, but is not limited to, completing, and returning course paperwork, evidence of competency, attestation forms. Failure to meet the prerequisites most likely will result in additional fees or being turned away from the course. Prerequisites are outlined on our website.

**Funded Courses.** Chevtrain accepts no responsibility for the withdrawal of any funding or subsidies. In the event that funding, or subsidies are withdrawn, or the Customer is found not to be eligible for the funding or subsidy, Chevtrain will invoice the Customer the full course cost and the Customer remains liable for that amount.

## 8.0 Late Arrivals

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If you are late to attending your training session, the following will apply:

- Within 20 minutes of scheduled start time: Student may remain on course only at the trainer's discretion.
- Over 20 minutes of scheduled start time: Student cannot attend the course.

Students are encouraged to call ChevTrain office if circumstances have arisen that may cause them to be a late arrival.

Should it be necessary for the student to return to complete the course at a later date due to late arrival issues we reserve the right to pass on any associated costs to the student or their employee.

## 9.0 Assessment Procedures

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All the assessments carried out at Chevtrain are comparing your ability against the performance criteria in New Zealand Qualifications Authority Unit Standards, which are part of the National Qualifications Framework.

You will be assessed against all the criteria of each of the Unit Standards for which you are seeking recognition.

You may use your Mandated training resources and Chevtrain training resources when answering the 'Open Book' assessments. 'Closed Book' assessments will be completed under the supervision of an Chevtrain assessor without the use of any resources.

The answers you provide in your assessment schedules form part of our evidence of your competence. If any of your answers do not clearly demonstrate your competency you will be given the opportunity to correct them at the time of assessment.

If you have difficulty reading or writing, have a language difficulty, or any other problem that may affect your ability to demonstrate your competence, you must let a Chevtrain staff person know about it so we can make suitable arrangements to assist you.

Most assessments permit the use of an interpreter, however there are some that require English reading and writing skills as part of the evidence of competency. You will be allowed to use an interpreter for those assessments, however where English is required to be written the Student must be able to do this.

When enrolling for courses that require English skills please give Chevtrain advanced notice so the necessary assistance can be provided.

## 10. Reassessment

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If you are assessed as 'not yet competent' in any criteria of the Unit Standard, it means you have not yet demonstrated the minimum level of consistent performance the Unit Standard requires. Further training will be required, if necessary, and you will be assessed again when you are ready. The re assessment will be determined on the unit standard. In some cases the re assessment for theory evidence criteria and units can be completed "at the time". In the case of practical assessment, the complete assessment will need to be re-assessed at a time agreed upon.

The number of times you may seek re-assessment is at the discretion of Chevtrain and will be determined on an individual basis.

In the written assessments, the use of 'Twink' or any other type of correcting fluid or tape is not allowed.

If you are asked to correct an answer you must cross out the incorrect answer but leave it readable and write your new answer somewhere else on the page or on a supplementary page if necessary and initialled by yourself. The assessor will then reassess and initial the correction.

## 11. Concerns and Appeals

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Appeals may be made about personal matters such as disciplinary measures which have been taken, about decisions regarding complaints which you disagree with, or assessment decisions which affect you.

If your matter of concern cannot be settled by discussion, procedures are in place for you to follow.

Complaints and appeals must be put in writing and emailed to [bookings@chevtrain.co.nz](mailto:bookings@chevtrain.co.nz).

## 11.1 Student concerns

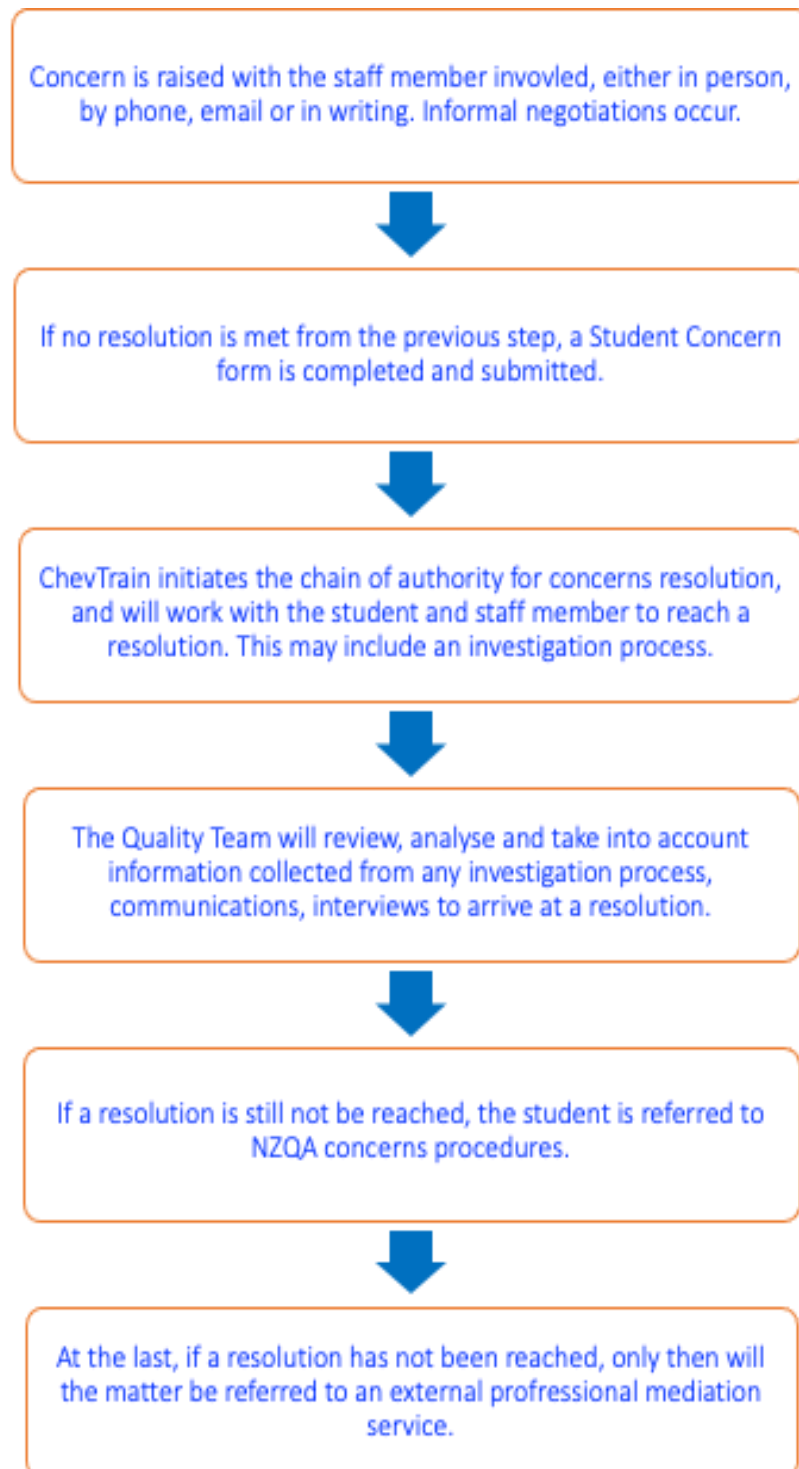
### Procedures

1. Both the student and the staff member should first commit to informally negotiating a successful outcome to any concern or dispute through fair discussion and respect for each party's opinions. Where the student does not feel confident or comfortable approaching the staff member, they may be accompanied by a support person (throughout the process) and/or immediately proceed to Step 2.
2. If there should be no resolution from Step 1 above, then a formal process should begin with all communications and actions being recorded on a Student Concern form.
3. The resolution process includes a staircase system utilising all training staff, from the trainer, through to the Quality Team. The staff member that is directly involved, e.g. the trainer, will commence the formalised meetings/communications with the student. If they fail to reach a resolution, their manager will then work with the student and their manager and so on.
4. The Academic Chevtrain chain of authority for concerns resolution may include:
5. Trainer → /Lead Trainer → Quality Team → Chevtrain General Manager (or designated Manager).
6. A student may progress their concern to the next person in authority if they wish to avoid a person that may be related to the concern.



7. Should a resolution not be reached after the involvement of all staff listed above the student will be referred to NZQA. Contact details for NZQA are to be included in all student handbooks.
8. If, after this point, a resolution has still not been reached the Quality Team (or designated Manager) will refer the matter to Mediation and following this, Arbitration.
9. To make a complaint to NZQA please follow the link: **Make a complaint: NZQA**

10. Information on policies and procedures about grievances and general concerns will be displayed in prominent positions at each training venue that accommodates students, for example on notice boards in classrooms.



**Note:** Desired time frames - Each staff member involved in this process should commit to presenting a resolution to the student within five working days of receiving notification of concerns. While this timeline may be difficult to adhere to given student availability, evidence should be provided to show that consistent attempts have been made to make contact with the student. **Chevtrain Concerns Procedure Flow Chart**

## 11.2 Assessment appeals

### Procedures

1. The student should first discuss their assessment concerns with their trainer to ensure that they fully understand the nature of the comments and marking attached to their assessment. **Wherever possible, assessment concerns should be resolved at this point.**
2. If there is no resolution from Step 1 above, then the trainer will provide the student with an Assessment Appeal form. Once completed, the assessor will review the assessment.
3. Once the assessment has been reviewed, the assessor will record their decision on the Assessment Appeal form and the student will be advised.
4. If, after this point, the student continues to disagree with their assessment results the process may be repeated twice more through application to the Quality Team. The Quality Team may have the assessment reviewed by a different assessor and/or engage an external moderator.
5. The decision of the Quality Team is final.
6. All Assessment Appeals will be recorded in the Student Management System, and may be used in Self Review activities.

Note: Chevtrain will endeavour to present a solution within five working days of receiving notification of the concern or appeal.

All contact details are available in Section 17.0 and 18.0: Contact Details.

## 12. Credit Recognition and Transfer

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*NZQA describes credit recognition and transfer as a process where credit for outcomes already achieved by a student in relation to a qualification is recognised as credit for comparable outcomes in another qualification.*

### Procedures

The application for CRT is to be efficient, predictable and sensitive to student needs.

1. The Administrator or Training and Quality Administration Manager will, at the time of enrolment, ask the student about any previous credit achievements that may be recognized towards the course of study the student is enrolling in. The Credit Recognition & Transfer form will be completed where appropriate.
2. Where there is a clear transfer of identical unit standards, the student will be required to provide a copy of their NZQA Record of Learning (Students who have gained the Unit Standards within the course they wish to enrol in, will not be required to repeat this learning, but may be require assessment of current competency per industry guidelines.)
3. The completed form, together with attached evidence will be given to the Administrator who will then calculate the course discount and include credits in the Student Management database. No more than 50% of the total credits of a particular course will be cross credited, calculated at 50% of the credit value.
4. If a student believes they are qualified in a specific area of the course they are enrolling in through learning at another institution, regardless of the qualification received, they must complete a Credit Recognition & Transfer form, attach all documented evidence and forward to the Quality Team for approval.
5. The Quality Team will make contact with the student's previous learning establishment(s) to gather pertinent information, such as catalogues, course

- syllabi, course outlines, learning outcomes, and/or curriculum guides. Once received s/he will convene a committee of no less than two academic staff who are qualified to at least one level higher than the credits being applied for.
6. The Administrator will be notified of the outcome of the application and will advise the student accordingly and copies of final application documentation will be kept on file.
  7. The handling of this application will be carried out within 10 working days (this does not include waiting for information from other providers).
  8. If a student wishes to appeal the decision they must do so within 15 working days of notification, and this must be submitted in writing to the Quality Team. The decision of the Quality Team will be final.
  9. Once a student's enrolment has been credited either through recognition or credit transfer, training staff will be informed so they may customize the student's programme for the remaining units outstanding.
  10. Any costs incurred for the CRT process are the responsibility of the student (or person/s authorised to make the training booking e.g. the employer)

### 13. Retention of Documents

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Your student files remain the property of Chevtrain and will be stored for a minimum of 18 months (this meets NZTA & NZQA audit requirement and COPTM).

The following organisations may access your file for audit or moderation purposes:

- New Zealand Transport Agency
- New Zealand Qualifications Authority

Any Workforce Development Council that controls Unit Standards for which you have been assessed.

## 14. Student Wellbeing and Support

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ChevTrain aims to provide an environment that is comfortable for both learning and assessment.

If you have personal concerns that are interfering with your learning, please discuss them privately with your Trainer or a staff member at the earliest possible moment.

ChevTrain will endeavour to take your concerns into account during your training or assessment if at all possible. If necessary, we will arrange for further support.

See a copy of our Chevtrain's Strategic Goals and Plans for Student Support and Wellbeing 2023 and Support Services and Information on our website under Student Support

Chevtrain adheres to the NZQA rules under the education code in relation to pastoral care. [Know the Code](#)

## 15. Learning Resources

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Learning resources are provided to students for all programmes. For information regarding what students will need to supply themselves, please visit the ChevTrain website [www.chevtrain.co.nz](http://www.chevtrain.co.nz)

For driver licensing courses you will be provided with course specific learning resources upon enrolment and further resources on the date of your course.

For practice of the truck learner theory tests please go to [www.drivingtests.co.nz](http://www.drivingtests.co.nz)

## 16. Treaty of Waitangi

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In recognising the role of Māori as tangata whenua and Crown partners under the Treaty of Waitangi, Chevtrain will enable Māori to achieve education success as Māori, including by protecting Māori language and culture, and to prepare for labour market success.

Chevtrain aims to help improve Māori achievement, and recognise the economic benefits to individuals, groups, and society from improved levels of skills and education by recognising and implementing the following;

- Under the Treaty of Waitangi to support Māori aspirations, such as strengthened partnership, participation and protections.
- In addition, He Kai Kei Aku Ringa – the Māori Economic Development Strategy & Action Plan, highlights a need to improve economic outcomes for Māori and for New Zealand as a whole through stronger education and workforce connections.

A focus on Māori educational success is provided in Priority 3 of the Tertiary Education Strategy.

**Partnership;** Chevtrain will use their resources and networks to work better with Māori students, their whānau, Māori groups, hapū and iwi to develop and share information about what works for Māori students in tertiary education.

**Participation:** Chevtrain goals include Māori students participating and achieving at all levels on a par with other students in tertiary education, and Māori attaining the qualifications that enable them to participate and achieve at all levels of the workforce.

**Protection:** Chevtrain will be culturally responsive as this better engages Māori. This improves Māori achievement and also supports the wider development of Māori language and tikanga Māori. This includes providing high-quality information, support and advice to students and their whānau about study choices, school to tertiary transitions and the benefits of moving on to higher education.

## 17. Contact Details

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Please contact the relevant branch of Chevtrain:

**MT WELLINGTON – HQ**, 119 Carbine Road, Mt Wellington 1060

**Phone: 0800 424 387**

**NORTH YARD**, 24 Kahikatea Flat Road, Dairy Flat

**SOUTH YARD**, 14 Aerovista Place, Wiri

**WEST YARD**, 6 Rabone Street, Henderson

**Training Centre**, Unit 2, 31 Station Road, Penrose

W: [www.chevtrain.co.nz](http://www.chevtrain.co.nz)

E: [bookings@chevtrain.co.nz](mailto:bookings@chevtrain.co.nz)



## 18. Contact Details for Relevant Bodies

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### NZTA Waka Kotahi

Private Bag 106602  
Auckland City  
Auckland 1143  
New Zealand  
Phone: (9) 969 9800



### CONNEXIS

PO Box 2759  
Wellington 6140  
Phone: 0800 486 626  
Email: [askus@connexis.org.nz](mailto:askus@connexis.org.nz)



### NEW ZEALAND QUALIFICATIONS AUTHORITY

PO Box 160  
Wellington 6140  
Phone: (04) 802 30 00



### MITO – Industry Training Organisation

PO Box 10803  
Wellington  
6143  
Phone: (04) 494 0005  
Free phone: 0800 88 21 21



### Te Pūkenga

PO BOX 19400  
Hamilton 3244  
Level 2, Wintec House  
Cnr Anglesea & Nisbet Streets  
Hamilton 3204  
Phone: (0800) 862284



### Hanga-Aro-Rau (Manufacturing, Engineering & Logistics Development Council)

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