

Kawa tatūnga | Code of Conduct

Purpose

This kawa tatūnga (code of conduct) is informed by te ao Māori and acknowledges the importance of respectful, reciprocal relationships in training. It reflects Careerforce's values of manaakitanga (honouring ourselves and others), kotahitanga (connecting people), and kaitiakitanga (upholding responsibilities) to foster a positive learning environment for akonga (learners) of Careerforce.

Expectations of behaviour:

1. Manaakitanga | Honouring ourselves and others

- Honour the mana (status) of all individuals by showing respect, dignity, and care in your interactions.
- Communicate with aroha (compassion) and tika (integrity), contributing to a positive training environment.

2. Kotahitanga | Connecting people

- Foster strong, respectful relationships with your peers, assessors, observers, colleagues, and those you support, recognising the value of collaboration.
- Value the collective wellbeing of your various teams/rōpū/whānau, contributing positively to shared learning experiences.

3. Kaitiakitanga | Upholding responsibilities

- Safeguard the privacy of those you support, workplaces, and colleagues by protecting sensitive information.
- Be a guardian of the training environment by respecting resources, property, and the wellbeing of others.
- Ensure your assessment materials remain private to you, ensure your Aka Toi password is safe and never shared with others.

4. Rangatiratanga | Self-determination and Accountability

- Demonstrate honesty and accountability in your learning and assessments, ensuring all submitted work is your own.
- Take ownership of your learning and engage with training opportunities in a proactive and ethical manner.

5. Ako | Commitment to Learning

- Embrace ako as a reciprocal process, participating actively in your learning journey while contributing to others' learning.
- Seek feedback and demonstrate a willingness to improve, upholding a commitment to growth and development.

6. Toitū te Māoritanga | Cultural Responsiveness and Safety

- Show respect for te ao Māori, tikanga, and te reo Māori, recognising the cultural diversity of clients, whānau, and colleagues.
- Strive to provide culturally safe and appropriate care and interactions.

7. Manaaki whaiaro | Self-care

- Take steps to care for your own hauora (health) to participate fully in training and assessment.

Breaches of the code

Any action, behaviour, or communication which is understood to be bullying or harassment will be considered as misconduct and may be communicated to your employer, and/or result in the termination of your training agreement.

Academic misconduct is a breach of the Code of Conduct and may see your training agreement terminated.

What are my rights as a learner?

As a trainee, you must be informed about:

- The training plan, i.e. what modules that you must complete and any cross-crediting awarded and the supports and guidance available to get you through the programme.
- What unit standards and qualification you will gain from your programme.
- The process for disputing an assessor decision.
- The review and appeal procedures available to you if you do not meet the required standard.
- Your options for completing your assessments in any of the three official languages of New Zealand, i.e. English, Te Reo, or NZ Sign Language.
- Your options for addressing your particular needs, e.g. for Māori, Pacific people and other Tauīwi and consumers/ tangata whai ora, including alternative assessment options.

As a trainee you are entitled to:

- Timely assessment and feedback. Assessments should be marked within 10 working days of being submitted to your assessor and you should receive feedback within 5 working days of the marking being completed.
- Guidance about what the assessment requires you to do.
- Support from your workplace to build sufficient knowledge and practical skills through on-job training and coaching in preparation for assessment.

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How can I provide feedback?

Whether you have a compliment that you would like to share, or a complaint to make, or a concern that you want us to address, we'd love to hear from you. Your feedback helps us enhance our services and serve you better.

Compliments and complaints - Careerforce - Qualifications for Life. Skills for Good

