



Firetech Training Limited
Leaders in Fire Technology Training

FIRETECH TRAINING LIMITED

A Fire Protection Industry
owned training company

COURSE AND ENROLMENT INFORMATION

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The contents of this brochure will provide you with the information you need in order to make a decision:

- whether to study
- which qualification you should choose,
and
- how to complete the enrolment form.

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INTRODUCTION

Firetech Training Limited is established to provide the Off-Job (theory) training, under contract to Competenz, to all persons within the Fire Protection Industry who wish to gain a National Certificate.

The purpose of Firetech Training Limited is to provide industry specific training to those employees and apprentices in the fire protection industry, and the fire rescue services industry, who wish to gain National Certificates that are registered on the New Zealand Qualifications Framework for those industries.

Where appropriate, Firetech Training Limited will also provide training to any other students wishing to receive training in the domains or for the unit standards for which Firetech Training Limited is registered and accredited.

OUR MISSION

To ensure that as many people as possible working in the fire safety industries are appropriately qualified, competent, and understand the nature and science of fire, and the significance of the fire safety systems in protecting life and property in New Zealand.

Competenz is the Industry Training Organisation that is responsible for the development and registration of the qualifications that are delivered to the Fire Protection Industry.

Competenz also:

- Administers the training agreements for trainees.
- Acts for and on behalf of Government to secure and administer funding for any industry training.
- Ensures that any credits for unit standards that you accrue are registered with the NZQA on the National Qualifications Framework.
- Has overall responsibility for the On-Job (practical) training for each of the fire protection industry National Certificate courses.

Competenz charges a single fee for each student at the signing of the training agreement and if the company is not already a member of Competenz there may be a membership fee to be paid. Firetech Training Limited is the authorised agent of Competenz to sign students into Competenz Training Agreements and collect the fees on their behalf. In order to take up a training agreement a student **must be** either a NZ Citizen or a NZ Permanent Resident. Proof of citizenship/residency will be required.

We welcome all trainees to
Firetech Training Limited
and believe that you will achieve a high quality of training through
our distance-learning programme, which will enable you to gain
your qualification and pursue your career in the Fire Protection
Industry.

1. ENTRY AND SELECTION CRITERIA

To be eligible for training in any of the National Certificates in Fire Protection, all students must be either New Zealand Citizens or New Zealand Permanent Residents and currently employed within the New Zealand Fire Protection Industry (or able to secure such employment) *before they start the training course*. It is necessary for students to be employed within the fire protection industry because of the high proportion of on-job practical unit standards that form part of the National Certificate courses. Employers must also be agreeable to entering into a Training Agreement with Competenz (Industry Training Organisation) if the student is to take advantage of the subsidised fees.

Students do not require any specific previous qualifications to apply for fire protection industry training. However, because the training provided by Firetech Training Limited is by way of distance learning, it is helpful if students have attained a reasonable standard of reading and writing English.

Students are accepted into a training course with Firetech Training Limited provided they have reached the age of 16 years and have left or are leaving school. There is no upper age limit.

Selection of students is on a first-come/first-served basis for each course, as the numbers on our courses are limited under our contractual arrangements with Competenz the industry training organisation

2. ENROLMENT

Enrolment Documentation

To enrol for a course towards a National Certificate or Diploma in the Fire Protection Industry the following documentation must be completed:

- Competenz Training Agreement
(In order to qualify for a fee subsidy, you need to have a Training Agreement with Competenz which Firetech Training Ltd. will organise for you) **IMPORTANT NOTE: To receive the Government fee subsidy intending students MUST BE either a New Zealand Citizen or a New Zealand Permanent Resident.** All training agreements must be accompanied by either a photocopy of the student's birth certificate or passport if born in NZ or (if overseas born) a photocopy of their passport showing their permanent residency visa or NZ Citizenship document. Please note: A driving licence IS NOT acceptable as proof of residence qualification.
- Firetech Training Limited Enrolment Form
To enrol with Firetech Training Limited you **must be** either a New Zealand Citizen or a New Zealand Permanent Resident.

(When you have completed your enrolment form we recommend that you take a photocopy for your own records)

Please return both the Enrolment Form and Competenz Training Agreement direct to Firetech Training Ltd. accompanied by your enrolment fee, training agreement fee and proof of residency. This will ensure that there is no unnecessary delay in starting your training.

Course Length

- Two years for a Level 3 National Certificate, or
- Three years for a Level 4 National Certificate.

3. COURSES AVAILABLE FROM FIRETECH TRAINING LIMITED

Firetech Training Limited currently provides the following courses:

1. National Certificate in Hand Operated Fire Fighting Equipment (Level 3)

This qualification is designed to enable people employed in the Hand Operated Fire Fighting Equipment sector to gain recognition for their skills and knowledge.

This sector while using a number of skills applicable to other areas of mechanical engineering has also a diverse range of skills from other fields and sub-fields. People credited with this qualification are able to survey a building and select the appropriate hand operated fire fighting equipment, install and maintain such equipment, and recharge and demonstrate the use of fire extinguishers. If selected, they are also able to proof and stretch test fire extinguisher cylinders.

2. National Certificate in Fixed Fire Protection Systems (Installation) (Level 3)

This qualification is designed to enable people who have been employed in the Fixed Fire Protection sector for a number of years to gain initial recognition for their skills and knowledge.

This qualification recognises the elementary skills and knowledge competencies for people working, or wishing to work, with conventional fixed fire protection systems within the Fire Protection Industry, and leads on to the National Certificate in Fixed Fire Protection Systems (Level 4). People credited with this qualification are able to fabricate pipe-work on site and install conventional fixed fire protection systems.

3. National Certificate in Fixed Fire Protection Systems Testing (Level 3)

This qualification recognises the skills and knowledge competencies for people working, or wishing to work, as testers of fixed fire protection systems within the Fire Protection Industry. People credited with this qualification are able to carry out periodic testing requirements on conventional and special hazard fixed fire protection systems.

4. National Certificate in Fixed Fire Protection Systems (Level 4)

This qualification recognises the skills and knowledge competencies for people working, or wishing to work, with fixed fire protection systems within the Fire Protection Industry. People credited with this qualification are able to install conventional and special hazard fixed fire protection systems, fabricate pipe-work on site, pre-commission and test conventional systems, and specialise in commissioning of conventional or special hazard systems.

5. National Certificate in Fire Detection and Alarm Systems (Level 4)

This qualification recognises the skills and knowledge competencies for people working, or wishing to work, with fire detection and alarm systems within the Fire Protection Industry. People awarded with this certificate are able to set-up site facilities, install, pre-commission, and commission conventional fire detection and alarm systems, and specialise in the installation and pre-commissioning of addressable fire detection and alarm systems, or design conventional fire detection and alarm systems.

6. National Certificate in Fire Detection and Alarm Systems Testing (Level 3)

This qualification recognises the skills and knowledge competencies for people working, or wishing to work, as testers of fire detection and alarm systems within the Fire Protection Industry. People credited with this qualification are able to carry out periodic testing requirements on conventional and analogue addressable detection and alarm systems.

7. National Certificate in Fire Protection Systems Technology (Inspection and Testing) (Level 4)

This qualification recognises the skills and knowledge competencies for people working, or wishing to work, as inspection and testing technicians for fire safety systems within the Fire Protection Industry. People credited with this qualification are able to inspect and test conventional detection and alarm systems and conventional fixed fire protection systems, and are able to specialise in the inspection and testing of analogue addressable detection and alarm systems, special hazard fixed fire protection systems, passive fire safety systems and control systems interlocked with detection and alarm systems.

**Please read the following information carefully before completing an
Enrolment Form**

4. COURSE FEES AND COSTS

The costs for each course depend upon whether you are a private trainee or have a training agreement registered with Competenz.

If you are a *private trainee*, you will be required to pay the *full course fees* yourself when you enrol. Please contact Firetech Training Limited for further information on full course fee costs. You would also be responsible for the following costs:

- Registration of credits - \$ 1.55 per credit payable to NZQA through Firetech Training Limited
- National Certificate - \$ 15.00 incl. GST

If you obtain a **Training Agreement** registered with **Competenz**, you will be responsible to Firetech Training Limited for a *subsidised* course fee for *each year* that you are undergoing training. A **single fee** is also payable to **Competenz** on signing up for a training agreement and the cost of this will vary depending upon the course you wish to undertake (see chart below). This fee is due and payable on signing the Training Agreement.

**COURSE FEES PAYABLE TO FIRETECH TRAINING LIMITED FOR TRAINEES WITH REGISTERED
TRAINING AGREEMENTS FOR THE 2009 ACADEMIC YEAR.**

Course	Year	FEE PAID BY STUDENT
National Certificate in Hand Operated Fire Fighting Equipment Level 3	1	603.20
	2	354.40
National Certificate in Fixed Fire Protection Systems Installation Level 3	1	477.20
	2	477.20
National Certificate in Fixed Fire Protection Systems Testing Level 3	1	477.20
	2	778.00
National Certificate in Fixed Fire Protection Systems Level 4	1	638.00
	2	580.00
	3	232.00
National Certificate in Fire Detection & Alarm Systems Testing Level 3	1	648.00
	2	933.20
National Certificate in Fire Detection & Alarm Systems Level 4	1	894.80
	2	986.40
	3	413.20
National Certificate in Fire Protection Systems Technology (Inspection & Testing) Level 4	1	828.00
	2	1,096.00
	3	511.20

The first year's student fee is paid to Firetech Training Limited at the time of enrolment. You will be requested to pay a further year's fees, at the beginning of each study year (*see table below*).

Under the rules of our contract with Competenz, when the twelve-month period for which fees were paid is completed, we can only continue to provide training or assessment to a student when they have paid the next year's fees. It is important that payment is made *immediately* the renewal reminder is received to avoid any unnecessary delay in continuing training.

The course fees provide for a full year of distance learning and assessment against all off-job unit standards, as well as the theoretical introduction to those unit standards that have both theoretical and practical components. We will also provide you with guidance for your on-job (practical) training and assessment.

The quoted fees include:

- GST
- Course work
- Assessment costs for all off-job unit standards, including one reassessment (*Any additional reassessments will be at the trainee's own cost*).
- Assistance, guidance or direction that you may require while you are completing your studies.
- We will also help co-ordinate those unit standards specific to the fire protection industry that have both on-job-introduced and off-job components as well as providing advice with regard to any required block courses, safety or first aid training, if required.

Please note:

Course Fees **DO NOT INCLUDE** Legislative Documentation (New Zealand Standards) and (*in the case of National Certificate courses which include an electrical component*) the electrotechnology text book and Wiring Rules, which the individual students must obtain for themselves, **NOR DO THEY INCLUDE** 'on job' assessment costs which – if the student's workplace does not have an on-site registered assessor, will vary according to whoever undertakes the assessment. Firetech Training Limited has on staff Competenz registered assessors and quotes for on job assessment will be given on request, for private assessors we estimate fees will be at least \$85.00 per hour.

The cost of the above documentation, some of which students may need to obtain for themselves if there are no copies available at their workplace, is approximately as follows¹:

New Zealand Standard 4503	-	\$118.69 plus GST
New Zealand Standard 4512	-	\$149.94 plus GST
New Zealand Standard 4515	-	\$174.00 plus GST
New Zealand Standard 4541	-	\$374.94 plus GST
New Zealand Standard NZ/AS 3000:2007 (Wiring rules)	-	\$381.07 plus GST

Electrical Trade Principles by Jeffery Hampson & Steven Hanssen - rrp: \$116.00 *
*contact Firetech for special discount option

COMPETENZ INDUSTRY TRAINING ORGANISATION – TRAINING AGREEMENT FEES		
Note: these fees are subject to review and may change during the 2009 year		
National Certificate Qualification	Level	Fee (inclusive of GST)
Hand Operated Fire Fighting Equipment	3	414.00
Fixed Fire Protection Systems Installation	3	346.50
Fixed Fire Protection Systems Testing	3	283.50
Fixed Fire Protection Systems	4	549.00
Fire Detection and Alarm Systems Testing	3	375.75
Fire Detection and Alarm Systems	4	645.75
Fire Systems Technology Inspection and Testing	4	612.00

Note: It is important for you to include payment of both Firetech Training Limited fees and the Competenz Training Agreement fee with your enrolment forms.
You will **not receive any course material**, nor will we be able to progress the documentation for your enrolment **until fees are paid**.

¹ Prices relate to current issues of publications and were correct at time of publication of this information booklet.

COMPETENCY BASED ASSESSMENT

Firetech Training Ltd is pleased to offer senior and experienced technicians the competency based assessment (CBA) process to achieve their National Certificate in a shorter timeframe, dependant on the technician's capability.

Who can enrol?

Competence Based Assessment for the fire protection industry National Certificates is only available to people **who meet the following criteria:-**

National Certificate in Fire Detection and Alarm Systems Level 4

Seven years experience working specifically with fire detection and alarm systems within the fire protection industry. For applicants who hold a **current** electrical practising licence, this period is **reduced to five years**.

National Certificate in Fire Detection and Alarm Systems Testing Level 3

Five years experience working with fire detection and alarm systems within the fire protection industry.

National Certificate in Fixed Fire Protection Systems Level 4

Seven years experience working with fixed fire protection systems within the fire protection industry.

National Certificate in Fixed Fire Protection Systems Testing Level 3

Five years experience working with fixed fire protection systems within the fire protection industry.

National Certificate in Fixed Fire Protection Systems Installation Level 3

Five years experience working with fixed fire protection systems within the fire protection industry.

National Certificate in Fire Protection Systems Technology Inspection and Testing Level 4

Seven years experience working with fire protection systems (inspection and testing) within the fire protection industry.

National Certificate in Hand Operated Fire Fighting Equipment Level 3

Five years experience working with hand operated fire fighting equipment within the fire protection industry.

NOTE: You will be requested to provide referees and evidence of time worked in the specific area of the fire protection industry. Firetech Training Ltd may check references with the provider.

How does CBA work?

Competence Based Assessment, is divided into four main parts:

- A written (theory) paper
- A series of oral questions
- Practical on job work
- Production of evidence to support the above - full details will be provided to applicants prior to the assessment of what documentation will be required.

All unit standards in the relevant National Certificate are covered in the process and it is necessary to achieve *competency in all unit standards* to qualify for the National Certificate. If an applicant fails to meet competency in any unit(s), they can study and complete those unit standards through the normal Firetech training programme at a later time (*see below*).

How long does it take?

The theory and oral parts of **CBA** will take about half a day and the on job assessment another half day to complete providing that the sites to be visited are within a reasonable distance of the assessment venue.

What costs are involved?

Applicants will need to complete a Training Agreement with Competenz, our industry training organisation which can be obtained from Firetech Training Ltd. Applicants must also enrol with Firetech Training Limited and the total fees payable (Firetech student fee and Competenz Training Agreement inclusive of GST) are set out below:-

Course	Competency Based Assessment total fee payable (incl. GST)
National Certificate in Hand Operated Fire Fighting Equipment Level 3	833.50
National Certificate in Fixed Fire Protection Systems Installation Level 3	780.00
National Certificate in Fixed Fire Protection Systems Testing Level 3	855.00
National Certificate in Fixed Fire Protection Systems Level 4	1332.50
National Certificate in Fire Detection & Alarm Systems Testing Level 3	1114.00
National Certificate in Fire Detection & Alarm Systems Level 4	1529.50
National Certificate in Fire Protection Systems Technology (Inspection & Testing) Level 4	1821.00
NOTE: There is also the standard Competenz Training Agreement fee to be added to the above.	See Competenz fees listed on Page 8

The Firetech student fees cover **twelve months**, so if a candidate does not achieve competency in any unit standard(s) at their CBA assessment, these can be completed in the normal way as a student with Firetech within the twelve months period.

ALL PROSPECTIVE STUDENTS SHOULD NOTE THE FOLLOWING:

On-job Assessments

On-job assessment is carried out by a *registered work place* assessor and it is the responsibility of you and your employer to make suitable arrangements with the assessor you select.

If your company does not have a registered work place assessor, or you cannot find one to carry out the assessment for you, Firetech Training Limited has on staff Competenz registered assessors who can do the assessment for you. Telephone us on 0-9 414 4242 to arrange for a quotation for this service. If you choose to use an independent registered assessor they will set their own fee rate, but we estimate a minimum cost of \$85.00 per hour should be anticipated.

5. HANDLING OF TRAINEE FEES

All student fees payable to Firetech Training Limited will be paid into the Public Trust Student Fee Trust Account by Firetech within 24 hours of receipt. All students will also be required to complete an 'Application to establish a Student Fee Trust Account', a copy of which will be supplied, together with a schedule of payments which will be applied to the account. This document is sent out once the fees are received and deposited with the Public Trust.

Important Information:

Set out below is our policy for handling student fee payments.

Student fees over \$500.00

- On the 1st day of your course, we will withdraw 10% of your tuition fees from the Public Trust Student Fee Trust Account and on the 9th day, 15% of the balance will be withdrawn.
- The balance of fees will be remitted to Firetech Training Limited from the Public Trust Student Trust Account in accordance with the Schedule of Payments that will have been accepted by the student and agreed by the Public Trust.

Student fees under \$500.00

- On the 9th day of your course we will withdraw the whole of your tuition fees from the Public Trust Student Fee Trust Account.

In the event of Firetech Training Limited being placed in liquidation or receivership, all unexpended student fees will be protected by the Public Trust under the Participation Agreement between Firetech Training Limited and the Public Trust. NZQA has accepted the fee protection policy provided by the Public Trust as complying with their requirements. In the event of course closure or Firetech Training ceasing to operate as indicated above, you may contact the Public Trust direct by one of the following methods: freephone 0800 494 733, fax to 0-4 560 2157, email: FeeProtect@Publictrust.co.nz or write to Student Fee Trust Accounts, Public Trust, PO Box 31543, Lower Hutt 5040.

Withdrawal or Transfer by a Student

Once a student is enrolled, **ANY WITHDRAWAL OR TRANSFER MUST BE ADVISED IN WRITING**. The date of withdrawal or request for a transfer is the DATE OF RECEIPT of the written application.

Students should discuss any special circumstances with Firetech Training Limited as soon as possible.

In the event that a student withdraws from training, the following will apply:

- Under the requirements of S236A of the Education Act 1989, should students withdraw within seven days after the first day of their course (the start date being the date on which the first set of training material is dispatched to the student) fees will be refunded in full less \$500.00 or 10% whichever is the lesser sum.
- From the 8th day of the course up to and including the 28th day from the commencement date of the course, *unexpended fees* will be refunded *less a \$25.00 cancellation fee*.
- From the 29th day of the course, all unexpended fees WILL BE FORFEIT.

6. PASTORAL CARE, WELFARE AND STUDENT SUPPORT SERVICES

Firetech Training Limited will at all times conduct its dealings with students in a fair and equitable manner, and will comply in all respects with the requirements of the Education Act and other relevant legislative requirements.

We operate by way of distance learning (correspondence) and as such do not have on-site classes. However, students are always welcome to attend at our offices in person for help and guidance with their studies or any other issues, which may affect their ability to complete their training.

Our belief is that every one of our students is a valuable person whose development into a fully qualified fire protection worker requires our motivation and support.

Our core values are that:

- High professional standards are maintained and the recruitment of students is undertaken in an ethical and responsible manner;
- Information supplied to students is comprehensive, accurate and up-to-date;
- Students are provided with sufficient information to ensure they understand what they are about to undertake, prior to entering into any commitments ;

- Contractual dealings with students and their employers are conducted in an ethical and responsible manner;
- The particular needs of each student are recognised;
- All students have fair and equitable access to support for resolving any grievances.

The directors of Firetech Training Limited will be responsible to ensure that dealings with students comply with the requirements of the Education Act, the Fair Trading Act and the Privacy Act, and that all dealings with students will be in a fair and equitable manner.

INTRODUCING THE STAFF AT FIRETECH

Kevin Kennedy, our Managing Director, heads the company. He will be well-known to many people in the industry through his active involvement in the Fire Protection Association of New Zealand, membership of the Competenz Board and his role as Managing Director of Fire Protection Inspection Services. Prior to becoming involved in the fire protection industry, Kevin worked in insurance and has a wealth of experience and knowledge that is put to good use in Firetech Training Ltd.



Wayne Philip joined Firetech Training Ltd as Training Manager in 2005. He brings with him a wealth of experience in the electrical field gained during a 21-year career in the Royal New Zealand Navy where he achieved his qualification as an electrician reaching the rank of Warrant Officer Electrician. During that period Wayne was involved with training new electrical recruits at the Electrical Training School, HNZZ Philomel. Wayne later joined the Ports of Auckland where he worked supervising the electrical and mechanical trades people in the repair and maintenance of the Port assets. He has also been involved for many years in an international youth organisation where he trains adults in leadership and life skills. Wayne is a Competenz Registered Assessor for on job unit standards. He is a very approachable person and may be contacted by telephoning 0274 445 740 or at the office on 0-9 414 4242.



Henare Ngawhika joined Firetech Training Ltd as Training Manager in 2006. He began his career in the Royal New Zealand Navy gaining in depth experience and knowledge of electrics (fire systems control of surface and underwater weaponry systems). Henare achieved electrical registration whilst in the Navy and has kept currency. He left the Navy after 20 years service and joined Fire Protection Inspection Services (then Risk Inspection Services) where he gained considerable knowledge of fixed fire protection systems in his employment as a fire systems surveyor. More recently Henare rejoined the Navy as a reservist and acquired skills in fire fighting appliances and training a wide variety of students in their use as well as upskilling in modern electrical technology. Henare holds the National Certificate in Fire Systems Technology (Inspection and Testing) Level 4 and is a Competenz Registered Assessor for on job unit standards. He will be working with students in all our national certificate courses and can be contacted on his direct dial number 0-9 448 0434 or mobile 0275 623 391 or through the office 0-9 414 4242.



Penny Stedman is the Office Manager and handles the day-to-day financial affairs of Firetech. Penny is responsible for the enrolment and re-enrolment of students and liaises with the Public Trust and Competenz in regard to fees. She also liaises with Competenz and NZQA on audit and contractual matters, researches and prepares some of our training material, writes the articles for the monthly FPA Newsletter and other documentation and makes sure that the publicity material is kept up to date. She takes responsibility for seeing that the office is run smoothly and assists with student queries. Penny may be contacted at the office on 0-9 448 0437 or mobile: 0273 846424



Our Training Co-ordinator is **Casper Badenhorst**. Casper is the first person to contact for any student enquiries. He receives all the assignments and assessments, logs them in and distributes them to our assessors. Casper has the responsibility of keeping the database up to date and reporting achievements (credits) to Competenz and NZQA. A very important job carried out by Casper is to edit new student training material. He also organises internal moderation (evaluation) of training material, a procedure carried out by the whole team with much animated discussion! Contact Casper via the office phone 0-9 414 5705.

Casper and Penny both work to keep the training material relevant and up to date. They love to hear from students and if they cannot help you with your query (and often they can) they will know the right person to assist you with your problem. If you have a welfare or personal issue that is preventing you from studying, these are the people to talk to. They can offer guidance, encouragement and advice and are very happy to do so. Any changes of employer or home address or any other personal details should be notified to them as soon as possible so that the information held on file may be kept up to date.

7 THE PRIVACY ACT

Firetech Training Limited will comply with the requirements of the Privacy Act in terms of the requirements for providers. The Act allows for information to be provided to the following for statistical purposes:

- Ministry of Education
- New Zealand Immigration Authority
- New Zealand Qualification Authority
- Statistics New Zealand

In addition, you will be required to sign the authorisation on the enrolment form, so that Firetech Training may provide reports and results to Competenz and your employer, where appropriate. This authority will also authorise Firetech Training Limited to obtain information about courses and achievements that you may have completed or achieved at other providers. The information will be held on your file and in the database at Firetech Training Limited. You have the right to see the information at any time, and where necessary alter the information held.

8 RULES OF STUDY

Assignments as identified in the programme of learning must be returned every two weeks. You may of course return them sooner.

Trainees will be encouraged to maintain progress at all times. This progress will be monitored by the training co-ordinator in consultation with the trainee's employer or supervisor. Once all assignments for a particular module have been completed, the assessment test is sent to the trainee's employer/supervisor for the trainee to complete under the supervision of their employer/supervisor, to ensure that the work provided is the trainee's own work. When competence has been achieved, the trainee continues with the next module of learning.

In the event that any trainee fails to meet with the above requirements, the Training Administrator will contact the trainee.

Study requires commitment and time, and provided you put sufficient of both into the programme, you will complete it on time. If you do not complete your programme of learning for the year, and achieve all the competencies, you may not be eligible to continue with the following year of study.

9 DISCIPLINE

Because students are working at a distance, there are no disciplinary procedures as such. However, it is expected that students will work through their training material at a regular pace and return assignments within the time frame of 2 weeks wherever possible.

10 COMPLAINTS PROCEDURE

In the event that you feel that you have to lay a complaint about:

- The material;
- The time taken for communication;
- The lack of assistance;
- Any other matter not related to assessment; or
- Any matter where you feel that you have suffered harm in your dealings with Firetech Training Limited the following procedure must be used:-
 1. The complaint must be put in writing to the Training Co-ordinator, who will provide an answer within two weeks.
 2. If an answer is not received within two weeks, or the answer is not to your satisfaction, then you may forward the complaint to the Managing Director of Firetech Training Limited.
 3. The Managing Director will investigate the matter, and ensure that an acceptable solution or conclusion to the matter is reached.
 4. Where the complaint concerns the Training Co-ordinator, you may write directly to the Managing Director.
 5. If you are not satisfied with the answer received from the Managing Director, you are entitled to contact the New Zealand Qualification Authority directly at:
PO Box 160.
Wellington.
Tel: 04 – 802 3000
Fax: 04 – 802 3112

11 APPEALS PROCEDURE

In the event that you wish to appeal against an assessment result, the following procedure must be used.

1. The appeal must be put in writing to your Training Co-ordinator, who will investigate the matter and provide an answer within two weeks.
2. If an answer is not received within two weeks, or the answer is not to your satisfaction, then you may forward the appeal to the Managing Director of Firetech Training Limited.
3. The Managing Director will investigate the matter, and ensure that an acceptable solution or conclusion to the matter is reached within four weeks.
4. Should you still be dissatisfied with the answer, or an answer is not forthcoming, then you may forward your appeal directly to the CEO of Competenz at PO Box 9005, Newmarket, Auckland 1149. The findings of Competenz shall be final.

Now that you have read the information, please complete the required documentation, attach your cheque made out to "**Firetech Training Limited**" and forward both to Firetech Training Limited. If you prefer to make electronic payment, please contact the Office Manager on 0-9 448 0437 or send an email to penny@firetech.co.nz for banking details.

We look forward to welcoming you as a student. If you have any further queries, or require clarification on any part of this information, please contact us for further information on (09) 414 4242 or by email at info@firetech.co.nz