



Quality Management System

Policies and Guidelines

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ESTABLISHMENT

1.1 NAME:

N-GEN

1.2 DELIVERY SITE:

N-GEN Room, 187 Lower Dent Street, Whangarei 0110

1.3 LEGAL STATUS:

A business entity of He Puna Marama Charitable Trust

1.4 ORGANISATIONAL STRUCTURE

N-GEN is a business entity of He Puna Marama Charitable Trust. Established in 2018 by a collective of entrepreneurs and start-ups in the digital tech industry with a goal to create a sustainable 'Digital Tech Space' called the 'N-GEN Room'. The N-GEN Room helps drive opportunities for members, by providing equipment, support and networks, where collaboration and partnerships on projects is the norm. In 2019 N-GEN received Provincial Growth Funding to deliver a digital technology programme for 16–24-year-old rangatahi in Whangarei from 2020-2021.

LEGISLATIVE OBLIGATIONS:

The Board is bound by the following statutes:

Building Act 2004

Copyright Act 1994hu

Employment Relations Act 2000

Fire Service Act 1975

Health Act 1956

Health and Safety in Employment Act 1992

Human Rights Act 1993

New Zealand Bill of Rights Act 1990

Ombudsman Act 1975

Privacy Act 1993

Protected Disclosures Act 2000

Resource Management Act 1991

Smoke-Free Environments Act 1990

QUALITY MANAGEMENT SYSTEM

RATIONALE:

To ensure the He Puna Marama Trust Board has policies and guidelines that are regularly evaluated, developed and implemented to achieve the strategic objectives, curriculum delivery and support business operations.

DEFINITIONS:

Business means N-Gen Room

Board means He Puna Marama Trust Board of Trustees for N-GEN (Tuakana) and N-GEN (Teina)

CEO means CEO of He Puna Marama Trust Board of Trustees

N-GEN Room Manager means the manager of N-Gen

N-GEN Room Coordinator means the programme coordinator of N-GEN Room

N-GEN Room Tutor means tutoring staff of N-GEN Room

Support Staff means Support (Non-Teaching) Staff of N-GEN Room

Manuhiri means Visitors

SCOPE:

The policies contained in this Quality Management System apply to the Board, CEO, staff, students and their respective whānau, iwi and communities as specified.

GUIDELINES:

The N-GEN Room Manager will assign a Working Party to develop Business policy and procedure in consultation with the following parties:

- Board
- CEO
- Staff – N-GEN Room Manager , N-GEN Room Manager , N-GEN Room Coordinator, N-GEN Room Tutor, Support Staff
- Students
- Whānau
- Iwi
- Wider community

The above parties are encouraged to forward suggestions to the Working Party if it is identified that policy amendment or development is required.

The Working Party will collate all suggestions and submit to the Board for consideration.

The Working Party will schedule planning sessions to develop draft policy response. The draft will include:

- Rationale for policy development
- Alignment with strategic objectives, curriculum delivery and support Business operations
- Procedures for implementation

A final draft will be available to all contributors for response within a specific time frame after which it will be submitted to the Board for consideration.

The Board will approve, amend and review all policies as it sees fit. The evaluation and review process will be conducted annually unless otherwise required. No variations will be made to policy unless expressly agreed by the Board.

The N-GEN Room Manager will ensure that policies are readily made available to staff, students, whānau, iwi and the wider community as required. Copies may be accessed via the N-GEN Room Manager or Business website.

APPOINTMENT OF STAFF

PURPOSE:

To ensure the process of appointing staff is fair, consistent with legislation, the Board's Personnel and Equal Employment Opportunity (EEO) policies, strategic objectives, curriculum delivery and supportive of Business operations.

SCOPE:

This policy applies to all staff and employment applicants.

GUIDELINES:

- All permanent positions will be advertised.
- Application forms, job descriptions, person specification and other relevant information will be available to applicants.
- The Board will vet applicants in accordance with the Vulnerable Children's Act 2014 and contact referees.
- Applicants who have been convicted of serious crimes (e.g. crimes of a sexual nature; crimes against children; fraud; theft; murder) and or assault of any person will not be appointed
- Applicants will be shortlisted following the procedures outlined in Appendix 1.
- Staff will be appointed by the CEO who may delegate this role to the N-GEN Room Manager or N-GEN Room Coordinator.
- All successful applicants will be required to complete a compulsory licensing and Vetting Service Centre check through the New Zealand Police prior to the commencement of their appointment.
- Newly appointed staff will be inducted by the N-GEN Room Manager or N-GEN Room Coordinator.

REFERENCES:

Equal Employment Opportunity Policy

Vulnerable Children's Act 2014

ATTACHMENTS:

APPENDIX 1: SHORTLISTING PROCEDURE

APPENDIX 1: SHORTLISTING PROCEDURE:

- A CV short listing checklist in line with the position description and key competencies is completed for each application by the interview panel. The panel members indicate whether the applicant should progress to an interview based on the checklist;
- Shortlisted candidates attend a formal interview based on the position description and key competencies. This interview takes place with the CEO, Trustee or other invited panel members.
- The panel complete a checklist and comments based on each question in the interview.
- Following each interview the panel consider each applicant and at the culmination of all interviews make a decision on the preferred candidate;
- Referee checks and police vetting will be made on the preferred candidate;
- The CEO may hold a second interview if required, an offer of employment will be made to the preferred candidate pending the outcome of referee checks and police vetting . Unsuccessful applicants will be notified.

PROFESSIONAL DEVELOPMENT

PURPOSE:

To promote high levels of staff performance and recognise the needs of students.

SCOPE:

This policy applies to all permanent staff.

GUIDELINES:

- The N-GEN Room Manager will consider all professional development in terms of priority, relevancy, achievement of strategic objectives and curriculum delivery.
- The N-GEN Room Manager and N-GEN Room Coordinator may make recommendations for professional development based on the needs of staff and students.
- The N-GEN Room Manager will be responsible for the management and allocation of funding within the prescribed budget.
- Staff will be required to complete a Professional Development Log which includes an evaluation of the course.
- The N-GEN Room Manager will keep a Professional Development Register which collates all Professional Development Logs and contributes to the Professional Development Plan which will be presented to the Board on an annual basis.
- Professional development forms part of the staff appraisal and self-review process.

ATTACHMENTS:

Professional Development Log Template

Professional Development Register Template

EQUAL EMPLOYMENT OPPORTUNITIES (EEO)

PURPOSE:

To create an effective learning environment for students by considering all employment applicants according to skill and qualification irrespective of factors such as ethnicity, gender or persons with disability.

SCOPE:

This policy applies to all staff and employment applicants.

GUIDELINES:

- Follow a fair and equitable staff recruitment process consistent with EEO principles.
- Appoint suitably qualified staff based on aptitude and merit.
- Develop and maintain a supportive, professional working environment which values the abilities of diverse staff and recognises their needs.
- Recognise the aims and aspirations of Māori and the greater need for their service in the educator sector.
- Consult with staff from the following target groups and develop policies and practices which recognise the needs and aspirations of:
 - Māori
 - Ethnic or minority groups
 - Women
 - Persons with disabilities
- All personnel policies and procedures will be developed and reviewed by the Board to ensure consistency with EEO principles.

REFERENCES:

Human Rights Act 1993

Equal Employment Opportunity Trust

<http://www.eeotrust.org.nz/equal/implementing.cfm>

PRIVACY

PURPOSE:

To collect, store, use and disclose personal information in accordance with the Privacy Act and Information Privacy Principles ("IPPs").

SCOPE:

This policy applies to all staff and Board members.

GUIDELINES:

The N-GEN Room Manager will ensure the following:

- Staff training/education re: appropriate management of staff and students information in accordance with the Act and IPPs.
- Review collection, storage, use and disclosure of personal information practices and forms. Including opportunities for students and whānau to discuss forms or obtain assistance.
- Opportunities for students and whānau to discuss matters privately away from common areas.
- Restricted access to staff and students information by setting management programme permissions and secure filing systems.
- Act upon requests for access to personal information in accordance with the Act.
- Regularly update personal information to ensure accuracy.

REFERENCE:

Privacy Act 1993

Information Privacy Principles

Privacy Commissioner

<http://www.privacy.org.nz/news-and-publications/guidance-notes/information-privacy-principles/>

COMPLAINTS

PURPOSE:

To provide a clear and effective complaints procedure for staff, students, whānau, iwi and the wider community.

GUIDELINES:

- Complaints concerning the Business, staff or its processes should be directed to an appropriate staff member in the first instance where all attempts will be made to resolve the issue(s) concerned.
- The notion of “kanohi ki te kanohi” (face to face) discussion is encouraged because it is a simple and effective method for the developing genuine communication, resolution, understanding and partnerships between the Business and its community.
- The complaints procedure is further outlined in Appendix 1.
- The Board is obligated to provide complainants with relevant information upon request in accordance with the Privacy Act.
- Complaints will be heard in a fair, transparent, confidential and timely manner observing the principles of natural justice.
- Complaints and processes will be documented; these notes may include incident details, discussions with parties involved, key points, courses of actions and or agreed outcomes and resolutions.
- All parties to a complaint may be accompanied by a support person.
- Complaints concerning staff members will be handled in a manner that is consistent with the rights and obligations of their Employment Agreements.
- The Business is not obligated to investigate anonymous or unspecific complaints which lack factual information.
- Complaints may be mediated or independently reviewed following the Board's Independent Review Process Framework. Reasonable regard to practicalities and resource implications will apply.

REFERENCE:

Privacy Act 1993

Employment Relations Act 2000

ERS - Employment Guide to Employment Rights

ATTACHMENTS:

APPENDIX 1: COMPLAINTS PROCEDURE

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BUSINESS PROCEDURE:

- Complaints should be directed to an appropriate staff member in the first instance where all attempts will be made to resolve the issue(s) concerned.
- If a complaint remains unresolved complainants may request to meet with the N-GEN Room Manager. The N-GEN Room Manager will investigate all complaints and make recommendations. The N-GEN Room Manager will inform the CEO of any complaints.
- If parties are not satisfied with the recommendations of the N-GEN Room Manager they may direct their complaint to the Board. These should be in writing and addressed to the Chairperson.

BOARD PROCEDURE:

- Complaints that remain unresolved may be addressed by the Board.
- The Board will acknowledge receipt of a complaint and advise the complainant of the process thereafter.
- The Board may be required to meet urgently to respond to complaints of a serious nature.
- The Board will collectively decide how to respond to the complaint and make recommendations to the parties involved.
- Board members may be informed of but excluded from the resolution process if a conflict of interest is determined.
- If the parties involved are dissatisfied with the recommendations of the Board they may request that the complaint be reconsidered. The Board will consider appeals once.
- Complainants may seek to mediate or independently review decisions. Mediators must be appropriately qualified and approved by the Board.

ATTENDANCE

PURPOSE:

To encourage student attendance and achievement in accordance with the contract delivery requirements.

SCOPE:

This policy applies to the Board, staff, tutors and students

GUIDELINES:

- All staff, tutors and whānau are responsible for ensuring students regularly attend the Business.
- The Board will take all reasonable steps to ensure accurate daily attendance registers are maintained and provide support when attendance issues arise.
- The N-GEN Room Manager will identify the scope of "all reasonable steps" within the Business by reviewing policy, practices and reporting to the Board quarterly.
- The Board will foster achievement and attendance and ensure the safety of all students by:
 - Identifying students who are not achieving or at risk of not achieving
 - Developing and implementing personnel and industrial policies, within policy and procedural frameworks set by the Government from time to time, which promote high levels of staff performance, use resources effectively and recognise the needs of students
- Being present and engaged is fundamental to student achievement.
- The Board, N-GEN Room Manager, whānau, iwi and the wider community must be confident that students and staff are in a safe learning environment.

REFERENCE:

FOOD AND NUTRITION

PURPOSE:

To promote healthy food and nutrition for staff and students in accordance with healthy national guidelines.

SCOPE:

This policy applies to all staff, students and business catering services.

GUIDELINES:

Research has shown that poor nutrition can be associated with lower achievement and poor attendance. Improvements in attendance, attention, behaviour, and levels of concentration are noted in learning places where healthy eating has become accepted practice.

Staff will encourage students to take responsibility for their wellbeing by supporting them to make healthy food choices.

A variety of food will be provided to best meet the dietary requirements of students i.e. vegetarian, low fat, sugar and salt options.

A high standard of hygiene when preparing and storing food will be maintained at all times.

Staff and students will review the catering services regularly; feedback will be forwarded to the N-GEN Room Manager.

The N-GEN Room Manager will monitor all student catering provisions (on-site and off-site) to ensure they meet the requirements of this policy.

REFERENCE:

EXTERNAL COMMUNICATION

PURPOSE:

To provide guidelines for external communication with the media (television, newspaper, radio and other public communication mediums) that preserve the reputation of the Business.

SCOPE:

This policy applies to all staff and Board members.

GUIDELINES:

- In consultation with the CEO, the N-GEN Room Manager will co-ordinate all communications with the media.
- Staff may be delegated by the N-GEN Room Manager to comment on specific operational matters e.g. programme changes.
- Staff must not discuss any business issues with the media. If contacted all staff are advised to make no comment and refer the matter to the N-GEN Room Manager or CEO.
- Staff must not make negative comments on business matters including students or staff. Misinterpretation may be detrimental to the reputation of the business, staff or students.

DAMAGES

PURPOSE:

To provide guidelines for the restitution of damages caused by accidental, deliberate or negligent actions.

SCOPE:

This policy applies to all staff, tutors and students and their whanau.

GUIDELINES:

- Staff or students/whanau may be held liable for repairs or replacements as a result of accidental, deliberate or neglectful damage.
- A Theft, Loss or Damage form must be completed by students and/or staff which the N-GEN Room Manager and CEO will consider and make recommendations.
- Support Staff will assist in sourcing repair or replacement costs.
- Whanau may be advised of damages and costs before an invoice is generated.

ATTACHMENTS:

Theft, Loss and Damage Template

DRESS CODE

PURPOSE:

To outline Business dress code regulations for staff, students and whanau whilst promoting:

- Self-respect
- Business pride
- Opportunity equality
- High expectations of the Business

SCOPE:

This policy applies to all students and staff whilst at the place of business, travelling to and from the Business and representing the Business in any way.

GUIDELINES:

All students will be expected to comply with the dress code regulations as specified in the N-GEN student handbook. The correct dress code will be communicated to students and whanau.

Students are expected to dress neatly and to an acceptable standard to the Business.

When Business groups are travelling out of the region for exchanges, field trips and tours, a tidy dress code should be maintained wherever practicable.

REFERENCE:

SMOKEFREE

PURPOSE:

To encourage and maintain a smoke free environment at all times for staff and students in accordance with the Smoke-free Environments Act.

SCOPE:

This policy applies to all staff, Board members, students, contractors and manuhiri (visitors).

GUIDELINES:

- All the Business buildings and grounds must remain smoke free at all times.
- Staff and students attending off-site activities/EOTC must also adhere to the smoke-free policy.
- Signage will be displayed at all entrances to Business grounds and buildings.
- Prospective employees will be advised of this policy.
- Staff and students will be offered smoking cessation support upon request.
- Complaints under the Act must be made in writing to the N-GEN Room Manager who will follow the complaints policy.

REFERENCE:

Health and Safety Policy

Smoke-free Environments Act 1990

SEXUAL HARASSMENT

PURPOSE:

To provide an environment that is free from sexual harassment.

SCOPE:

This policy applies to all staff, tutors, Board members, students and individuals.

DEFINITION:

Sexual harassment is an offensive form of discrimination which can adversely affect learning, performance and the working environment. It can be detrimental to personal development, self-esteem and reputation.

Sexual harassment generally occurs when a person is subjected to unwelcome verbal or physical conduct of a sexual nature. It can include:

- sex orientated jokes, cartoons, posters, pin-ups
- offensive questions, comments, abuse, leering
- unwanted, unnecessary, deliberate physical contact, touching and gestures.
- questions and comments about private life or personal appearance
- requests for sexual favours implying promises of favourable treatment or threats of unfavourable treatment.

The Board will ensure that staff, tutors, students, whanau and the wider community are informed of the nature and implications of sexual harassment, and will act to reduce the risk of its occurrence.

GUIDELINES:

- All complaints of sexual harassment will be given serious, impartial and timely consideration.
- The complaints procedure is further outlined in Appendix 1.
- Staff, and student contact persons will be appointed by the N-GEN Room Manager. These persons may include N-GEN Room Coordinator, N-GEN Room Tutor, tutors or other mentors and will be suitably educated and trained.
- Education on sexual harassment is part of the staff and student programme.
- Parties may be accompanied by support person(s) at any time. The Board encourages parties to seek advice from external services such as counsellors etc.

REFERENCES:

Employment Relations Act 2000

Human Rights Act 1993

ATTACHMENTS:

APPENDIX 1: SEXUAL HARASSMENT COMPLAINTS AGAINST STUDENTS OR STAFF PROCEDURE

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- All complaints must be made in writing to an appointed contact person or the N-GEN Room Manager.
- Contact persons will refer the complaint to the N-GEN Room Manager for further investigation.
- The N-GEN Room Manager will consult with the parties involved and complete an incident report for the CEO.
- The CEO will make recommendations to the N-GEN Room Manager to implement. The CEO may confer with the Board if required.

SEXUAL HARASSMENT COMPLAINTS AGAINST THE N-GEN ROOM MANAGER

- All complaints must be made in writing to the CEO.
- The CEO will consult with the parties involved and complete an incident report for the Board.
- The Board will make recommendations to the CEO to implement.

VEHICLES

PURPOSE:

To provide guidelines for the responsible and safe use of Business vehicles.

SCOPE:

This policy applies to all staff and approved designated drivers.

GUIDELINES:

- Staff or designated drivers must hold a valid licence which must be sighted and carried at all times. A copy of the driver's licence may be kept on file.
- Tutors or other adults may be permitted to drive Business vehicles as approved by the N-GEN Room Manager or in his/her absence N-GEN Room Coordinator. Drivers must adhere to all the same conditions as staff members.
- Where two or more trips require the vehicles on the same day, and adequate notice of the booking is given, preference will be given to out of town venues. The final decision will be made by the CEO and N-GEN Room Manager.
- The designated driver must be proficient in operating the vehicle prior to transporting passengers.
- Logbooks must be completed on a daily basis; keys are available from reception.
- All traffic offences must be declared and the N-GEN Room Manager who will make the final decision as to whether the person is permitted to drive the vehicle again. Payment for all traffic infringement notices are the responsibility of the driver
- For journeys outside of the central business district the Business must have:
 - The business office must have a list of all occupants in the vehicle, as well as contact names and numbers of the students in case of an emergency.
 - Written notification of the vehicle's plan including destination, time of departure/arrival and strategic stopovers.
- All drivers and passengers must wear seatbelts.
- Drivers or other occupants of vehicles must not be under the influence or in possession of alcohol, drugs or other illegal substances.
- Passenger numbers must not exceed the legal limit.
- Any loads that are part of the vehicle must be safely secured.
- Users of the Business vehicles must appreciate that it is a very visible advertisement for the Business and, as such, it should be driven in a manner, and parked in locations that will not bring embarrassment to the Business.
- When vehicles are at the Business location and not in use they must be returned to the Business vehicle parking area. Logbooks and keys must be returned to reception.
- Smoking is not allowed in the Business vehicles.
- Vehicles must be returned clean and with petrol tanks full at the appropriate fuel card location. The prior user will be charged for cleaning and fuel if necessary. Petrol receipts must be handed to accounts.
- Maintenance is overseen by the Vehicle Administrator. Report any problems to the Vehicle Administrator or Support Staff.

CHILD or YOUNG PERSON ABUSE & NEGLECT – SUSPECTED OR ACTUAL

PURPOSE:

To establish a procedure for those working at the Business to report suspected or actual child abuse and neglect which ensures:

- The welfare and interests of the child or young person are the first and paramount consideration.
- That all complaints are taken seriously and dealt with effectively including full, accurate and prompt sharing of information (as permitted by the law);
- That in the case of a complaint against an employee, action is guided by the applicable employment contract, Complaints Policy and/or principles of natural justice.
- The vital role of cultural groups and local support agencies is recognised by the N-GEN Room Manager in their ongoing communication and liaison with the wider community.

DEFINITION:

Child and Young Person – a **child** is a person under the age of 14 years and a **young person** is a person of or over the age of 14 years but under 18 years and also has an extended meaning that includes some young adults for certain purposes (section 2, Oranga Tamariki Act 1989).

Child Abuse – means the harming (whether physically, emotionally or sexually), ill-treatment, abuse, neglect or deprivation of any child or young person (section 2, Oranga Tamariki Act 1989).

Child abuse/neglect includes:

- Physical abuse
- Sexual abuse
- Emotional/psychological abuse e.g. family violence, exposure to illegal activities, rejection
- Neglect e.g. medical neglect, abandonment, neglectful supervision

SCOPE:

This policy applies to all staff and students

GUIDELINES:

STAFF AND STUDENT TRAINING:

- The Board will facilitate training for staff to help them identify suspected abuse and/or neglect and respond appropriately.
- The Business will facilitate training for staff to help them identify and to be able to respond appropriately.
- To assist with training the Business may liaise with Oranga Tamariki, the NZ Police, the Guidance Counsellor or educational psychologists from Group Special Education (GSE).
- The Business will provide preventative education in the delivery of the Health and Physical Education national curriculum statement. Students will have access to information about child abuse and appropriate responses to it through the relevant parts of the curriculum.

The Business will facilitate training for staff to help them identify suspected abuse and/or neglect and to be able to respond appropriately.

REPORTING

- Section 15 of the Oranga Tamariki Act 1989 provides that:

Any person who believes that a child or young person has been, or is likely to be, harmed, ill-treated, abused, (whether physically, emotionally, or sexually), neglected, or deprived, or who has concerns about the well-being of a child or young person, may report the matter to the chief executive or local police. Guiding principles are:

- The child's safety should always be the paramount consideration in the notification process.
- No decisions or actions in respect of suspected or actual child abuse are to be made by any staff member in isolation unless there are concerns for the immediate safety of the child.
- A consultative approach is essential to ensure the safety of the child and the staff member. Staff must discuss their concerns with the N-GEN Room Manager or CEO. Where applicable follow the board's Complaint Policy.
- Decisions about informing parents, caregivers or any authority (e.g. Police, Oranga Tamariki etc.) will be made once discussion about the proposed reporting has been undertaken with the affected student. The decision to inform or report the abuse or neglect will involve making a professional judgement as to the student's ability to give fully informed consent to a report being made on their behalf. Anonymous protection for referees is legally binding.
- Decisions about informing parents or caregivers should be made after consultation between the business and Oranga Tamariki.

RELATED POLICIES:

Safe Business

Sexual Harassment

Complaints

REFERENCES:

Oranga Tamariki Act 1989

Vulnerable Children's Act 2014

CULTURAL DIVERSITY

PURPOSE:

To provide guidelines for sustaining and promoting respect for cultural diversity in the Business.

DEFINITIONS:

Tikanga Māori means the ways of doing and thinking held by Māori to be just and correct.

NOTE: The word tikanga originates from the two words 'tika' and 'nga'. 'Tika' can be defined as right, correct, just or fair. 'Nga' is the plural for the English word 'the'. Therefore, in this context tikanga may be defined as "way(s) of doing and thinking held by Māori to be just and correct" (NZ Law Commission 2003:16).

ESOL means English for Speakers of Other Languages

NESB means Non-English Speaking Background

SCOPE:

This policy applies to all staff and students.

GUIDELINES:

TIKANGA MĀORI:

- The Board will consider the ethnic balance of elected representatives and may co-opt a trustee to assist the board to achieve its objectives for Māori student's achievement.
- The Business will have Support Staff to assist with the pastoral care of Māori students
- The Business will provide opportunities to:
 - Understand and respect tikanga Māori
- A powhiri will be extended to all new students and staff at the start of each cohort.
- Tikanga Māori will be included into formal business events.
- Te Reo Māori will be encouraged by:
 - Provision of professional development in Te Reo Māori for staff.
 - Dual language signage.

OTHER CULTURES

- Cultural practices of staff and students will be respected.
- Where there is a conflict of cultural practices with business policies and rules there will be open discussion and consultation with the students and whānau to establish a satisfactory outcome.

REFERENCES:

Equal Education Opportunities (EEoO)

Equal Employment Opportunities (EEO)

NZ Law Commission 2003:16

KOHA, GIFT & ENTERTAINMENT

PURPOSE:

The purpose of this policy is to provide consistent and transparent treatment of sensitive expenditure, gifts, koha and hospitality received.

SCOPE:

This policy applies to all staff and individuals.

GUIDELINES:

The Board has a responsibility to ensure that expenditure on gifts incurred must clearly be linked to Business operations.

The N-GEN Room Manager will be responsible for the implementation and management of this policy.

This policy must be read in conjunction with other policies, the exercising of all authority and responsibilities conferred must be in accordance with the Schedule of Delegations and may not exceed an individual's established level of delegated authority.

GIVING KOHA/GIFTS:

All gifts should be purchased through the Business's normal purchase procedures. A requisition must be approved by the N-GEN Room Manager and CEO.

The cost of a gift should be reasonable and appropriately reflect the benefit received.

RECEIVING KOHA/GIFTS:

Gifts should not be accepted if there is concern that their acceptance could be seen by others as an inducement or a reward that might place staff or the Business under an obligation.

All gifts received become the property of the Business. Receipt of gifts should be declared to the N-GEN Room Manager and CEO.

If the gift arises from an employee's role as an employee of the Board, then the gift remains the property of the Board.

PURPOSES OF ENTERTAINMENT:

Entertainment expenditure will be for the following purposes:

- building relationships and goodwill
- representation of the Business in a social situation
- hospitality provided in the course of business to external parties
- internal social functions

The purpose of all purchases should be transparent and the amount expended able to be demonstrated as reasonable and appropriate.

BUSINESS EVENTS AND STAFF MEETINGS:

This includes conferences, seminars, workshops, training courses and meetings.

When deciding upon a venue, staff should take into account location, accommodation standard and tariff rates. They should give due consideration to the nature of the event, total cost, expectations of participants and proximity.

When deciding upon catering, staff should take into account the nature of the event and the quality of food required.

REFERENCES:

Human Rights Act 1993

Employment Relations Act

ANIMAL WELFARE

PURPOSE:

To encourage, through example, the proper care of living things and ensure that in any activity involving the keeping of an animal or its study on a field trip, the welfare of the animal is given high priority.

SCOPE:

This policy applies to all staff, students and individuals.

DEFINITIONS:

Animal is defined as:

(a) any live member of the animal kingdom that is—

(i) a mammal; or

(ii) a bird; or

(iii) a reptile; or

(iv) an amphibian; or

(v) a fish (bony or cartilaginous); or

(vi) any octopus, squid, crab, lobster, or crayfish (including freshwater crayfish); or

(vii) any other member of the animal kingdom which is declared from time to time by the Governor-General, by Order in Council, to be an animal for the purposes of this Act; and

(b) includes any mammalian foetus, or any avian or reptilian pre-hatched young, that is in the last half of its period of gestation or development; and

(c) includes any marsupial pouch young; but

(d) does not include—

(i) a human being; or

(ii) except as provided in paragraph (b) or paragraph (c), any animal in the pre-natal, pre-hatched, larval, or other such developmental stage

GUIDELINES:

- The day-to-day care of all vertebrates and some invertebrates in the care of people and/or used in experiments and teaching will be governed by the Animal Welfare Act, 1999.
- All living creatures found on Business grounds (or encountered on business trips outside Business grounds) will be treated with care and respect and not be subject to cruelty of any kind.
- Any student found to be involved in animal cruelty of any kind (either on the Business grounds or while on a business trip) will be subject to disciplinary action by staff. Police and/or SPCA involvement may be utilised.
- Responsibility for the welfare of animals at the Business (that are kept as classroom pets) rests with the staff involved and, ultimately, with the N-GEN Room Manager and Board.
- Animals kept at the Business will be provided with their five basic needs (sometimes expressed as the five freedoms):
 - Freedom from thirst, hunger and malnutrition (including during weekends and holidays)

- Freedom from discomfort and lack of shelter (by being provided with appropriate cages or containers that are properly ventilated and hygienic and do not allow exposure to extremes of noise, draughts and sunlight).
- Freedom from injury, disease and parasite infestations (by preventing or rapid diagnosis and treatment). Diseased or injured animals will be treated promptly and will not be kept at the Business until they have recovered. If this is not feasible, they will be humanely destroyed.
- Freedom from distress (through proper care and handling).
- Freedom to display their normal patterns of behaviour.
- If appropriate care and facilities cannot be provided, animals will not be kept at the Business.
- Animals kept at the Business will be kept in accordance with the conditions, relevant to the particular species outlined in Section 3 of The Animal Welfare Act, 1999. Species not covered by this section will not be kept at the Business.
- In the case of classroom pets, prior arrangements about long-term (including holiday care) will be made before any animals are kept at the Business. When the animal is no longer required or is no longer able to be kept, appropriate arrangements will be made to return it to its natural habitat (in the case of a wild animal) or to find a suitable home for it. Non-native classroom pets will not be released into the wild under any circumstances. If appropriate arrangements cannot be made, the animal will be humanely destroyed by a veterinarian.
- When animals are used for a specific study, the surviving animals will be returned to their natural habitat or home at the end of the study.
- Animals captured on field trips will be returned to their habitat before students leave the area unless their proper care at the Business has been prearranged.
- Native animals will only be kept at the Business if a permit has been obtained from the Department of Conservation (Wildlife Act, 1953).
- Where the use of animals in any study (including science fair projects) involves a manipulation in accordance with the law, the study will be carried out in accordance with a code of ethical conduct approved by the Ministry of Agriculture & Forestry and with the prior approval of the appropriate Animal Ethics Committee.

REFERENCES:

Animal Welfare Act 1999

DRUGS, ALCOHOL & OTHER MIND ALTERING SUBSTANCES

PURPOSE:

To provide a safe business environment by defining management and prevention of unacceptable behaviour specifically related to drugs, alcohol and other mind-altering substances.

SCOPE:

This policy applies to all students while participating in business activities, whether on or outside business grounds. The policy includes students who are on the way to or after business, if they can be identified with the business through their dress or the activities they are participating in.

DEFINITIONS:

Mind-altering substance – drugs, alcohol or other chemical substances that alter brain function and result in changes to perception, mood, consciousness or behaviour, whether illicit or not, other than those prescribed by a GP.

GUIDELINES:

Students are not permitted to:

- Bring mind-altering substances to the business for supply
- Be in possession of mind-altering substances at the business
- Consume mind-altering substances at the business
- Associate with other students who are participating in any of the above

EDUCATION AND GUIDANCE:

- Business health programmes will offer information and skills to help students establish responsible attitudes towards drugs, alcohol and other mind-altering substances.
- Counselling will be made available for students who have problems with drugs, alcohol and other mind-altering substances.
- The programmes will consist of the following components:
 - Generic Awareness
 - Programmes for students 'at risk'
 - Staff professional development

GENERIC AWARENESS:

- The wider Business community (students, whānau, iwi etc.) will be made aware of the zero tolerance of mind-altering substances being on Business property
- Students being found in possession of or under the influence of mind altering substances while under the jurisdiction of the Business will be subjected to appropriate disciplinary procedures.
- Students will be regularly reminded both in writing and verbally, that having or consuming mind-altering substances at the business is absolutely forbidden.

PROGRAMMES FOR STUDENTS 'AT RISK':

- The Business will provide a service for parents who have concerns regarding perceived student drug issues
- The Business will set in place, an intervention programme for students with a perceived 'at risk' factor.
- Community services will be identified for inter-sectoral work within this programme.

STAFF PROFESSIONAL DEVELOPMENT:

- Staff will provide exemplary role models for students in their attitudes and practices in respect to mind-altering substances. This will be especially important where staffs are responsible for extracurricular activities.
- Teaching staff will undertake the appropriate professional development in the area of awareness of mind-altering substances.

RELATED POLICIES:

Safe Business

Surveillance, Search and Seizure

INFORMATION & COMMUNICATION TECHNOLOGY

PURPOSE:

To outline the requirements and priorities for electronic information and communication technology at the business.

SCOPE:

This policy applies to all employees.

GUIDELINES:

- The use of ICT must always be consistent with the business's obligation to maintain the highest ethical standards.
- The Business will provide and maintain an electronic ICT network of hardware and software. The network will provide for:
 - Education of students
 - Business administration
 - Communication with whanau and stakeholders
 - General promotion of the business.
 - Security of premises
- The ICT priority is student learning and achievement.
- The Business accepts that ICT is constantly changing, and when considering new initiatives, will pursue those that are best suited to the needs of students.
- ICT users will be protected from Objectionable Material, offensive and inappropriate material by IT programs.
- ICT users will be protected from Cyber bullying by appropriate management procedures, and interventions.
- The ICT network will be protected from sabotage caused by cyberspace activities such as viruses and malware.
- Illegally copying material in any format, copying software, downloading video or audio files, using material accessed on the Internet in order to plagiarise, or illegally using unlicensed products are prohibited.
- ICT Intellectual property developed at the Business is regarded as the property of the Business.
- The N-GEN Room Manager will establish and maintain a set of management procedures for all ICT users, containing rules and protocols to ensure:
 - Compliance with this policy
 - Effective use of the network
 - The network assets are protected from damage.

REFERENCES:

Copyright and Licenses Policy

External Communication Policy

TIMETABLE

PURPOSE:

To ensure that the business timetable complies with N-Gen Contract and Individual Employment Agreements.

DEFINITIONS:

Non-contact time – time not requiring active teaching of students.

SCOPE:

This policy applies to all teaching staff.

GUIDELINES:

- Ensure that the Business timetable complies with Employment Agreements
- Agreement and issues that pertain to the specific character of Business
- Ensure that the N-GEN Room Tutors holding a position of responsibility receive an equitable allocation of time to fulfil their duties.
- Ensure that all staff receives compensation for reduced non-contact entitlement.

RELATED POLICIES:

Discretionary Leave

Equal Employment Opportunities

Personnel Policy

Equal Employment Opportunity Policy

BEHAVIOUR MANAGEMENT

PURPOSE:

To provide the Business with a range of options for dealing with misbehaviour to ensure it is managed consistently and transparently without compromising teaching, learning and the safety of students and staff.

SCOPE:

This policy applies to all students and staff.

INTRODUCTION:

- The business will provide a range of solutions to deal with misbehaviour. The chosen option will depend upon:
 - The seriousness of the misbehaviour
 - The individual circumstances of the students
- Behaviour management processes will be fair and flexible.
- The Business will provide appropriate support and guidance to students involved in misbehaviour.

RELATED POLICIES:

Safe Business

Health & Safety

Drugs, Alcohol and other Mind Altering Substances

FINANCE

PURPOSE:

To effectively manage the business's financial resources to achieve the goals set within the Strategic Plan and maintain accountability to ensure all internal control procedures are adhered to.

GUIDELINES:

Produce a budget by the end of November for the following financial year and present it to the Board for approval.

- Keep expenditure within budget and report to the Board on performance against that budget.
- Ensure all expenditure, and commitment of expenditure, is approved within the Board's delegations.
- Ensure financial reports comply with public sector accounting standards, and that the annual financial statements are presented in line with the government contract standards.
- Ensure financial reports are submitted according to the contract requirements as required.
- Ensure records of all financial transactions are correct and up to date.

BOARD:

- The Board retains primary responsibility for the overall financial management of the business in accordance with governance obligations. It may delegate some of its authority and responsibilities to staff or committees etc.; however in each of these cases it will retain an overseeing role.

SPECIAL RESPONSIBILITIES RETAINED BY THE BOARD:

The Board retains the following financial management responsibilities:

- Approval of the finance policy.
- Approval of all delegations.
- Approval of the annual budget.
- Approval of any expenditure in excess of budgeted levels.
- In addition to this, the Board will receive a report from the Finance Team summarising the business's performance against budget and outlining the expectations for the remainder of the year.

FINANCE TEAM:

The Finance Team will be responsible for the day-to-day management of the Business's financial resources, commitments and obligations. They will oversee the preparation of budgets, monitor the collection of revenue, monitor expenditure, and provide advice to the Board and CEO and N-GEN Room Manager on financial matters.

SPECIFIC RESPONSIBILITIES DELEGATED TO THE FINANCE TEAM:

Budgeting:

- Consult with the Business's budget holders for budget preparation.
- Ensure budgets are drafted.
- Ensure the final budget is presented to the Board for approval.

Monitoring:

- Monitor budget control and cash flow.

- Report expenditure outside the budget to the Board.

Reporting:

- Provide financial and quarterly reports to the Board and as required for the contract.
- Ensure reports comply with legislation, authoritative accounting standards and accepted accounting principles.
- Ensure draft annual financial statements are presented to the Board.
- Ensure the draft financial statements are provided to the auditor.
- Present draft or final financial statements at Board meetings.
- Ensure the audited financial statements are provided as required for the funding contract.

Advice:

- Give advice to the Board as required about the business's financial management.
- Advise the Board on financial procedures set out by the funding contract.
- Advise the N-GEN Room Manager and CEO on financial management.

Record Keeping:

- Maintain a register setting out financial responsibilities and delegations.
- Oversee the maintenance of the Asset Register.
- Maintain appropriate accounting and purchasing procedures, and make recommendations to the Board on their implementation.

N-GEN ROOM MANAGER RESPONSIBILITIES:

- The N-GEN Room Manager will manage this policy on the Board's behalf and ensure appropriate systems and procedures are in place to safeguard the Business's assets.

THEFT AND FRAUD PREVENTION

RATIONALE:

To protect the physical and financial resources of the Business by preventing and detecting theft and fraudulent actions by Business employees or contractors.

GUIDELINES:

- Any investigation into any theft or fraudulent actions will be conducted in a manner that is just and fair.
- The Board will establish policies and procedures to guard against the actions of theft and fraud. The N-GEN Room Manager is to report such actions to the CEO as prescribed in the procedures set out below.
- The N-GEN Room Manager is responsible for ensuring:
 - The Business's physical resources are kept secure and accounted for.
 - The Business's financial systems are designed to prevent and detect the occurrence of fraud. All such systems must meet the requirements and standards as set out in the Crown Entities Act 2004 and of generally accepted accounting practice by the Institute of Chartered Accountants of New Zealand.
 - Staff members who are formally delegated responsibility for the custody of physical and financial resources by the N-GEN Room Manager are proven competent to carry out such responsibilities and that such persons are held accountable for the proper execution of their responsibilities.
 - All staff members are aware of their responsibility to immediately inform the N-GEN Room Manager should they suspect or become aware of any improper or fraudulent actions by staff, suppliers, contractors, students or other persons associated with the business.
- In the event of an allegation of theft or fraud the N-GEN Room Manager shall act in accordance with the following procedures:
 - Decide to either immediately report the matter to the New Zealand Police or proceed as outlined in this paragraph.
 - Record the details of the allegation, the person or persons allegedly involved, and the quantity and/or value of the theft or fraud.
 - Request a written statement from the person who has informed the N-GEN Room Manager, with details as to the nature of the theft or fraud, the time and circumstances in which this occurred, and the quantity and/or value of the theft.
 - Decide on the initial actions to be taken including consulting with the person who provided the information and consult with other senior members of staff about the person who is the subject of the allegation.
 - Inform the CEO of the information received and consult with them as appropriate.
- After consulting with the CEO, the N-GEN Room Manager shall decide whether or not theft or fraud exists, and if not, to document this decision and record that no further action is to be taken.
- The N-GEN Room Manager shall then carry out the following procedures:
 - Investigate the matter further;
 - If fraudulent behaviour or theft is thought to exist to continue with the investigation;
 - Invoke any disciplinary procedures contained in the contract of employment should the person be a staff member;
 - Lay a complaint with the New Zealand Police;

- If necessary, commission an independent expert investigation.
- In the case of fraud:
 - Require a search for written evidence of the possible fraudulent action to determine the likelihood or not of such evidence;
 - Seek legal advice.
- Once all available evidence is obtained the N-GEN Room Manager shall consult the CEO. The CEO may, if they consider it necessary, seek other advice as to what further action should be taken.
- If a case is considered to exist the N-GEN Room Manager will:
 - Inform the person in writing of the allegation that has been received and request a meeting with him/her at which his/her representative or representatives are invited to be present;
 - Meet with the person who is the subject of the allegation of theft or fraud and his/her representatives to explain the complaint against him/her;
 - Obtain a verbal or preferably a written response (all verbal responses must be recorded as minutes of that meeting, and the accuracy of those minutes should be attested by all persons present);
 - Advise the person in writing of the processes to be involved from this point on.
- The Board recognises that supposed or actual instances of theft or fraud can affect the rights and reputation of the person or persons implicated. All matters related to the case shall remain strictly confidential with all written information kept secure. Should any delegated staff member or any other staff member improperly disclose information the N-GEN Room Manager shall consider if that person is in breach of confidence and if further action is required. Any action the N-GEN Room Manager considers must be in terms of the applicable conditions contained in their contract of employment and any business policies by which the staff member is bound.
- The Board affirms that any allegation of theft or fraud must be subject to due process, equity and fairness. Should a case be deemed to be answerable then the due process of the law shall apply to the person or persons implicated.

PROTECTED DISCLOSURES

RATIONALE:

To provide information and guidance for reporting serious wrongdoing within the business in accordance with the Protected Disclosures Act.

DEFINITIONS:

Protected Disclosure - A protected disclosure is a declaration made by an employee where they believe serious wrongdoing has occurred. Employees making disclosures will be protected against retaliatory or disciplinary action and will not be liable for civil or criminal proceedings related to the disclosure.

Serious Wrongdoing - Serious wrongdoing includes any serious wrongdoing of any of the following type: an unlawful, corrupt, or irregular use of funds or resources; or an act, omission or course of conduct that constitutes a serious risk to public health or public safety or the environment; or an act, omission or course of conduct that constitutes a serious risk to the maintenance of law, including the prevention, investigation, and detection of offences and the right to fair trial; or an act, omission or course of conduct that constitutes an offence; or an act, omission or course of conduct by a public official that is oppressive, improperly discriminatory, or grossly negligent, or that constitutes gross mismanagement.

GUIDELINES:

- The Business accepts that it must regularly educate and train its employees on the internal disclosure system.

Conditions for Disclosure:

- Before making a disclosure the employee should be sure the following conditions are met:
 - The information is about serious wrongdoing in or by the business;
 - The employee believes on reasonable grounds the information to be true or likely to be true;
 - The employee wishes the wrongdoing to be investigated; and
 - The employee wishes the disclosure to be protected.

Who can make a Disclosure?

- Any employee of the Business can make a disclosure. For the purposes of this policy an employee includes:
 - Current employees;
 - Former employees; and
 - Contractors supplying services to the Business.

Protection of employees making Disclosures:

- An employee who makes a disclosure and who has acted in accordance with the procedure outlined in this policy:
 - May bring a personal grievance in respect of retaliatory action from their employers;
 - May access the anti-discrimination provisions of the Human Rights Act in respect of retaliatory action from their employers;
 - are not liable for any civil or criminal proceedings, or to a disciplinary hearing by reason of having made or referred to a disclosure; and
 - will have their disclosure treated with the utmost confidentiality.

- The protections provided in this section will not be available to employees making allegations they know to be false or where they have acted in bad faith.

Procedure:

Any employer of the business who wishes to make a protected disclosure should do so using the following procedure:

How to submit a Disclosure:

- The employee should submit the disclosure in writing.

Information to be contained:

- The disclosure should contain detailed information including the following:
 - The nature of the serious wrongdoing;
 - The name or names of the people involved; and
 - Surrounding facts including details relating to the time and/or place of the wrongdoing if known or relevant.

Where to send Disclosures:

- A disclosure must be sent in writing to the N-GEN Room Manager who has been nominated by the business under the provision of Section 11 of the Protected Disclosures Act 2000 for this purpose.
- If you believe that the N-GEN Room Manager is involved in the wrongdoing or has an association with the person committing the wrongdoing that would make it inappropriate to disclose to them, then you can make the disclosure to the CEO.

Decision to investigate:

- On receipt of a disclosure, the N-GEN Room Manager or CEO must within 20 working days examine seriously the allegations of wrongdoing made and decide whether a full investigation is warranted. If warranted a full investigation will be undertaken by the Board Chairperson or arranged by him/her as quickly as practically possible, through an appropriate authority.

Protection of disclosing employee's name:

- All disclosures will be treated with the utmost confidence. When undertaking an investigation, and when writing the report, the N-GEN Room Manager or CEO will make every endeavour possible not to reveal information that can identify the disclosing person, unless the person consents in writing or if the person receiving the protected disclosure reasonably believes that disclosure of identifying information is essential:
 - To ensure an effective investigation; or
 - To prevent serious risk to public health or public safety or the environment.

Report of investigation:

- At the conclusion of the investigation the N-GEN Room Manager or CEO will prepare a report of the investigation with recommendations for action if appropriate, which will be sent to the Board.

Disclosure to an appropriate authority in certain circumstances:

- A disclosure may be made to an appropriate authority (including those listed below) if the employee making the disclosure has reasonable grounds to believe:
 - The Board Chairperson is or may be involved in the wrongdoing;
 - Immediate reference to another authority is justified by urgency or exceptional circumstances; or
 - There has been no action or recommended action within 20 working days of the date of the disclosure.

Appropriate authorities include (but are not limited to):

- Commissioner of Police
- Controller and Auditor General
- Director of the Serious Fraud Office
- Inspector General of Intelligence and Security
- Ombudsman
- Parliamentary Commissioner for the Environment
- Police Complaints Authority
- Solicitor General
- State Service Commissioner
- The head of any public sector organisation

Disclosure to Ministers and Ombudsman:

- A disclosure may be made to a Minister or an Ombudsman if the employee making the disclosure has made the same disclosure according to the internal procedures and clauses of this Policy and reasonably believes that the person or authority to whom the disclosure was made:
 - Has decided not to investigate; or
 - Has decided to investigate but not made progress with the investigation within reasonable time; or
 - Has investigated but has not taken or recommended any action; and
 - The employee continues to believe on reasonable grounds that the information disclosed is true or is likely to be true.

CASH MANAGEMENT

RATIONALE:

To protect the cash resources of the Business by utilising sound financial management practices as directed by the CEO and Executive Trustee/Chartered Accountant.

GUIDELINES:

- The N-GEN Room Manager will be responsible for the implementation and management of this policy.

Cheque and Call Deposit Accounts

- The Board agrees that one cheque account shall be operated for Board general receipts and payments.
The signatories to this cheque account shall be as follows:
 - CEO
 - Chairman
 - Executive Trustee
- All cheques for operating expenses shall be signed by at least 2 signatories.
- Under no circumstances is a cheque signatory to sign a blank cheque.
- All cheques, except those for cash reimbursement, must be issued as 'Not Transferrable – Account Payee Only'.
- At no time shall the cheque account be operated in overdraft.

Cash Receipts:

- All cash and cheques received must be paid into the business office and properly receipted. All cash and a copy of receipts must be received by the Finance Administrator.
- Only delegated staff may handle cash.
- All receipts must be banked by the Finance Administrator as soon as possible and preferably within two working days of receipt.
- All cash and cheques kept on the premises must be kept secure and under the control of the Finance Administrator.

Accounts for Payment:

- All accounts for payment, other than expense reimbursements and fees, must be supported by a copy of the:
 - Business Requisition Form – signed by the N-GEN Room Tutor/Support Staff, N-GEN Room Manager and CEO.
 - Business Purchase Order Form
 - Quote, invoice or receipt – signed by purchaser as received if applicable. Quantities, prices and payee details must be checked for accuracy.
 - Correctly completed cheque ready to be signed.
 - No person can sign off two of the documents that comprise the voucher except the order and the invoice. The invoice must be certified by the person who authorises the expenditure.

- Expense reimbursements must be certified by the Manager of the individual being reimbursed provided the certifier has delegated authority to sign. An expense claim should be supported by GST receipts or invoices.

Accounting Records:

- The Finance Team will be responsible for ensuring proper accounting records are maintained. The records must satisfy all requirements specified in Acts of Parliament, financial reporting standards and other applicable standards.

Periodic and Annual Financial Statements

- The N-GEN Room Manager and Finance Team shall prepare financial reports showing:
 - Statement of Financial Performance, including comparison to budget
 - Summary Statement of Cash Flow and
 - Summary Statement of Financial Position
 - Key (financial) achievements
 - Financial expectations
 - Significant matters and/or risks that must be addressed by the Business
- Any recommendations made to the Board for the purchase of fixed assets, investments and other use of cash resources must refer to the impact on the business's present cash resources and projected cash flows.

TRAVEL

RATIONALE:

To ensure that travel expenditure incurred must clearly be linked to the Business and constitutes an acceptable benefit when considered against the cost.

GUIDELINES:

- Expenses are reimbursed on an actual and reasonable basis.
- Staff that are required to travel on business do not suffer any negative financial effect.

Process for Making Travel Arrangements:

- Under no circumstances may Business staff members approve their own travel.
- All booking for domestic and international travel is to be conducted through the Business's normal purchase procedures. This includes the booking of accommodation, flights and rental cars.

Travel within New Zealand:

- The justification for travel within New Zealand must be documented. It is to be transparent and must relate to a business need.
- All domestic air travel is to be economy class or cost effective taking into consideration time constraints (if any).

International Travel:

- Prior to international travel being undertaken, the traveller must read and understand this policy.
- All international travel should be conducted within the annual budget approved by the Board.
- The traveller must report on the trip detailing costs incurred, activities and the benefits to the Business and Board.
- All International air travel is to be economy class or cost effective taking into consideration time constraints (if any).

Accommodation:

- Staff should opt for comfortable but not superior accommodation.
- Staff who stay privately may apply for reimbursement on production of receipts for koha or private accommodation costs. Prior to travel the staff member should receive authorisation for the value of the intended koha/costs. (Refer to Gift Policy)

Vehicles:

- When using rental cars, staff should opt for good but not superior model vehicles and should be prepared to justify any exceptions to this rule.
- Use of private vehicles is to be approved, reimbursement and or petrol voucher will be authorised by the CEO.

Reimbursement of Expenses:

- The N-GEN Room Manager and CEO will approve all reimbursements.
- The reimbursement for business related travel expenses is on the basis of actual and reasonable costs. Actual and reasonable expenditure is defined as "the actual cost incurred in the particular circumstance, provided that it is a reasonable minimum charge".
- For travel within New Zealand, actual and reasonable expenses are those incurred above the normal day to day costs.

- All personal expenditure is to be met by the staff member. Examples of this are mini bar purchases, in house movies, private phone call charges, and are to be paid separately by the travelling staff member.
- All receipts or invoices must be retained and attached to the travel claim.
- For expenditure incurred in New Zealand there should also be a GST invoice to ensure that GST can be reclaimed by the Business.
- In exceptional circumstances authorisation can be given for expenditure where there is no receipt, for example, if it is not practical to obtain a receipt or if the receipt is lost. The expenditure can be reimbursed provided there is no doubt about its nature or the reasons for it (copy of visa or bank statement if card used to verify this).
- Staff must travel by the most direct route unless scheduling dictates otherwise.
- The Business will not meet expenses on behalf of a spouse or travelling companion. In the event of a person travelling with an employee, a reconciliation of expenses should clearly demonstrate that the Business did in no way incur additional expenditure.

CREDIT CARD

RATIONALE:

To ensure that credit card expenditure incurred is clearly linked to the business.

GUIDELINES:

- The N-GEN Room Manager will be responsible for the implementation and management of this policy.

Process for Issue of Credit Cards:

- Credit cards should only be issued to staff members as authorised by the CEO.
- The limits set for credit card use should not exceed the amount approved by the CEO or approved staff requisition form. The overall financial delegation of the cardholder, as set out in the Schedule of Delegations, must not be exceeded. Any variations require CEO or Board approval.
- Prior to the card being issued, the recipient must read and understand this policy.

Procedure when using the Credit Card:

- The credit card is not to be used for any personal expenditure.
- The credit card will only be used for:
 - Payment of actual and reasonable travel, accommodation and meal expenses incurred; or
 - Purchase of goods where prior authorisation from the CEO or Board is given.
- All expenditure charged to the credit card should be supported by:
 - Business Requisition Form – signed by the N-GEN Room Tutor, N-GEN Room Manager and CEO.
 - Business Purchase Order Form
 - Quote, invoice or receipt – signed by purchaser as received if applicable. Quantities, prices and payee details must be checked for accuracy.
- The credit card statement should be certified by the Finance Team as evidence of the validity of expenditure.
- Authorisation for the expenditure should be obtained from the N-GEN Room Manager and CEO. The cardholder is not allowed to approve their own expenditure.
- All purchases should be accounted for within 5 working days of receiving a credit card statement.

Cash Advances:

- Cash advances are not permitted.

Discretionary Benefits:

Any benefits of the credit card such as a membership awards programme are only to be used for the benefit of the Business. They should not be redeemed for personal use.

Cardholder Responsibilities:

- The cardholder should never allow another person to use the card.
- The cardholder must protect the pin number of the card.
- The cardholder must only purchase within the credit limit applicable to the card.
- The cardholder must notify the credit card company and the N-GEN Room Manager and CEO immediately if the card is lost or stolen.
- The credit card should not be used on the internet without prior CEO approval.

- The cardholder must return the credit card to the CEO upon ceasing employment or at any time upon request.

SCHEDULE OF DELEGATIONS

RATIONALE:

To set out the responsibilities that can only be exercised by the CEO and Board, the responsibilities delegated to the N-GEN Room Manager, and those responsibilities that the N-GEN Room Manager can delegate to specified staff positions.

GUIDELINES:

- It is the Board's expectation that delegations made will be properly exercised. If these principles are observed then the Board can be certain its obligations in terms of relevant legislation and National Administrative Guidelines are being met.
- If persons who exercise responsibilities on behalf of the Board have any doubts or concerns in the execution of a specific action the expectation is that they will check with the N-GEN Room Manager, CEO or the Board. The intention of this expectation is that should doubt arise in the exercise of a delegated responsibility it is preferable to verify the bona fides of the intended action rather than make an error of judgement and be held accountable for this.
- The N-GEN Room Manager shall ensure that proper documentation is kept and shall be made available to the Board, auditors and other authorised persons.
- Delegations should be given only by Board resolution, with the nature and conditions of the delegations to be specified in writing and provided by notice to the delegated person or persons.
- The following delegations compliment those responsibilities and achievements specified in the N-GEN Room Manager annual performance agreement with the Board.
- During any absence of the N-GEN Room Manager from the Business for more than 2 days these delegations shall be exercised by the CEO.
- The Board shall confer delegations to the N-GEN Room Manager at the first Board meetings of each year.

DELEGATIONS RETAINED BY THE CEO AND BOARD:

The Board retains for itself and does not delegate to any management or staff position the following responsibilities:

- Approval of all operating, capital, cash flow and property maintenance budgets and amendments to these budgets;
- Commitment of operating expenditure for any invoice in excess of the budget;
- The commitment or purchase of capital expenditure outside the budget;
- The disposal of fixed assets with an excessive cost price;
- The transfer of money between any Board cheque and term deposit account.
- The appointment of any permanent staff and the salary and terms and conditions on which they are employed;
- The termination of employment of any paid employee;
- Responses to any Government department initiated by any report, written communication, request for information or required declaration received from such persons and addressed to the Board or Board Chairperson;
- The initiation of any legal actions and any communications in relation to these actions;
- Signature of any formal or legal agreement which is in the name of the Business and must involve the Board.

- Employment of:
 - Non-teaching staff.
 - Teaching staff up to and including N-GEN Room Coordinator.
 - Staff required for long or short term programme delivery.

Note: These responsibilities are in addition to those specified in Acts and regulations by which the Board is bound.

CEO AND BOARD DELEGATIONS TO THE N-GEN ROOM MANAGER:

The Board delegates to the N-GEN Room Manager the responsibilities listed below:

- The day-to-day programme and resource management of the Business and the achievement of the Government's key achievement areas and requirements.
- The implementation of any other requirements specified by Act of Parliament, any other permanent head of a Government department and for individual employment contracts;
- Ordering fixed assets within the bounds of the budget;
- Communication with students and whanau, officials, representatives of educational organisations and other firms and organisations with whom the N-GEN Room Manager deals with as part of their programme and resource management responsibilities; and
- Performance Management, disciplinary action (excluding dismissal) of non-teaching staff.
- Competency procedures in relation to staff in accordance with Individual Employment Agreements. A report and any recommendation to be provided to the CEO and Board.
- Undertaking any inquiry into a possible breach of discipline. In the event the issues under investigation are not resolved informally by discussion or the N-GEN Room Manager is of the view that the matter should proceed to the CEO then the Board. The N-GEN Room Manager may initiate formal disciplinary procedures by forwarding relevant documents to the Board for this purpose.
- In consultation with the CEO, suspending any employee during any inquiry or following receipt of a complaint if satisfied that the welfare and interests of any student attending the business or of any employee at the business so requires.
- Grant and/or require the following in relation to leave:
 - Medical certificate for an absence on sick leave in excess of three days.
 - Discretionary leave not exceeding 3 days.
- Authorising expenditure/payments within budget.
- Applying for funds, sponsorship or other monies, except where such applications explicitly require the approval of the Board.
- **RELEVANT LEGISLATION**

Financial Reporting Act 1993

SUPPLEMENTARY SCHEDULE OF RESPONSIBILITIES

The following schedule sets out the financial tasks alongside the person responsible for carrying out each task. This Schedule is supplementary to the Business's Schedule of Delegations, and when carrying out these tasks Trustees, staff, contractors and volunteers must not exceed the authority delegated to them.

BANKING AND CASH HANDLING

Opening mail	Support Staff
Receipting of all student cash received	Support Staff
Receipting the cash and cheques received	Support Staff
Preparation of banking	Accounts Administrator
Deposit of banking	Accounts Administrator
Reconciliation of daily receipts with banking	Accounts Administrator
Periodic bank reconciliation	Accounts Administrator
Certification of bank reconciliation	Accounts Administrator
Custody of cash	Accounts Administrator
Custody of cheques	Accounts Administrator

CHEQUES

Signing cheques	CEO Chairperson Treasurer/Trustee
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INVESTMENTS

Transfer to and from general, at-call and term deposit accounts	CEO Trustee/Treasurer
Reconciliation of transfers	Finance Administrator

PURCHASING GOODS AND SERVICES

Approving purchases (within delegated authority)	N-GEN Room Manager
Raising purchase orders	Support Staff
Placing phone orders	Support Staff
Placing internet orders	Support Staff
Verifying receipt of goods or services	Support Staff
Approval of invoices for payment	N-GEN Room Manager CEO

FINANCE SYSTEMS

Accounting systems daily back-up

Accounting System Provider
– Xero

Weekly off-site back-up storage

Accounting System Provider
– Xero

PAYROLL

Check of weekly report

Accounts Administrator

Reconciliation with bank debit with errors followed up

Accounts Administrator

Verification of reconciliation report and bank debit

Accounts Administrator

Staff reimbursement approval

N-GEN Room Manager
CEO

INCOME

Preparation of receivables invoices

Accounts Administrator

Certification of invoices

Accounts Administrator

Reconciliation of receivables ledger

Accounts Administrator

Verification of reconciliations

Accounts Administrator

Debt write-off approvals

CEO
Board

FIXED ASSETS

Fixed asset purchase approval

N-GEN Room Manager
CEO

Fixed asset purchase order approval

N-GEN Room Manager
CEO

Fixed asset delivery acceptance check

Support Staff

Fixed asset invoice certification

Support Staff
Accounts Administrator

HE WHAKAPUTANGA ME TE TIRITI O WAITANGI

The Board recognises:

- He Whakaputanga o Te Rangatiratanga o Nu Tireni is as the founding constitutional document of an independent Aotearoa.
- Te Tiriti o Waitangi as the agreement which upholds the intent of He Whakaputanga and sets out the political relationship between Māori and the Crown.
- The articles of Te Tiriti o Waitangi are to be reflected in all aspects of the Business curriculum and administration.
- All students are to be assisted in learning, Te Reo Māori me ngā tikanga.
- The business environment and practices within it will reflect the bi-cultural nature of our community.
- Close relationships will be maintained with kaumātua and whānau, their advice and guidance will be sought and followed in understanding particular educational, social and cultural needs of Māori students.
- All students will be supported in learning and demonstrating an understanding of Māoritanga.
- All students will be supported in learning and demonstrating an understanding of the effects of colonisation on Māoritanga.

CYBER SAFETY

RATIONALE:

To promote and ensure the welfare and safety of students when using the Internet and maintain a safe learning environment in accordance with relevant legislation and National Administrative Guidelines (5).

DEFINITIONS:

(a) The abbreviation '**ICT**' in this document refers to the term 'Information and Communication Technologies'

(b) '**Cyber safety**' refers to the safe use of the Internet and ICT equipment/devices, including mobile phones

(c) '**Business ICT**' refers to the business's computer network, Internet access facilities, computers, and other business ICT equipment/devices as outlined in (d) below

(d) The term '**ICT equipment/devices**' used in this document, includes but is not limited to, computers (such as desktops, laptops, PDAs), storage devices (such as USB and flash memory devices, CDs, DVDs, floppy disks, iPods, MP3 players), cameras (such as video, digital, webcams), all types of mobile phones, gaming consoles, video and audio players/receivers (such as portable CD and DVD players), and any other, similar, technologies as they come into use

(e) '**Objectionable**' in this agreement means material that deals with matters such as sex, cruelty, or violence in such a manner that it is likely to be injurious to the good of students or incompatible with a business environment. This is intended to be inclusive of the definition used in the Films, Videos and Publications Classification Act 1993.

GUIDELINES:

- To provide Internet access, so all staff and students can:
 - become effective and safe users of the Internet.
 - extend their awareness and knowledge of the Internet.
 - become motivated, responsible, independent users of the Internet.
- The N-GEN Room Manager will ensure that issues of safety surrounding the use of the Internet are administered appropriately.
- Use of the Internet facilities at the Business is strictly for educational purposes. This includes personal use and use for professional development of staff.
- A filtering software will be deployed on student terminals which access the Internet, but this does not guarantee that inappropriate material cannot be sited.
- The Cyber Safety Policy will be clearly displayed on the wall of the computer rooms.
- The Business will continue to refine methods of improving safety on the Internet.

STAFF INTERNET USE:

- Professional development for all staff using or wishing to use the Internet will be made available, and is essential for the safety and protection of staff, students and equipment.
- Students will need to be directed to sites on the Net, rather than surfing. It therefore follows that staff members must gain experience using the Internet before allowing students to use it.
- All staff will be required to sign a copy of the Staff Internet Use Agreement, indicating that they are aware of the details of this Policy. The signed Agreement will be kept in each individual's personal file.
- Staff may have individual Internet e-mail accounts.

STUDENT INTERNET USE:

- All students and whanau must sign the Cyber Safety Agreement before using the Internet at the Business. The Agreement is to be placed on the student's personal file.
- An appropriately trained staff member must be present when students require to access to the Internet.
- Students may have an e-mail account.
- Students and whanau please read and discuss all sections carefully. If you have any questions about this agreement please contact the Business.

STUDENT USE AGREEMENT:

As a safe and responsible user of ICT I will help keep myself and other people safe by following these rules

- I cannot use business ICT equipment until I have read and signed my use agreement form contained within the enrolment form.
- If I have my own user name, I will log on only with that user name. I will not allow anyone else to use my user name.
- I will not tell anyone else my password.
- While at the Business or a Business-related activity, I will not have any involvement with any ICT material or activity which might put myself or anyone else at risk (e.g. bullying or harassing).
- I understand that I must not at any time use ICT to upset, offend, harass, threaten or in any way harm anyone connected to the Business or the Business itself, even if it is meant as a joke.
- I understand that the rules in this use agreement also apply to mobile phones. I will only use my mobile phone(s) at the times that I am permitted to during the business day.
- I understand that I can only use the Internet at the Business when a teacher or tutor gives permission and there is staff supervision.

While at the Business, I will not:

- Access, or attempt to access, inappropriate, age restricted, or objectionable material
- Download, save or distribute such material by copying, storing, printing or showing it to other people
- Make any attempt to get around or bypass security, monitoring and filtering that is in place at the business.
- If I accidentally access inappropriate material, I will:
 - Not show others
 - Turn off the screen or minimise the window and
 - Report the incident to a tutor immediately.
- I understand that I must not download any files such as music, videos, games or programmes without the permission of a tutor. This makes sure the business complies with the Copyright Act 1994. I also understand that anyone who infringes copyright may be personally liable under this law.
- I understand that these rules apply to any privately owned ICT equipment/device (such as a laptop, mobile phone, USB drive) I bring to the Business or a Business-related activity. Any images or material on such equipment/devices must be appropriate to the business environment.
- I will not connect any device (such as a USB drive, camera or phone) to, or attempt to run any software on the Business ICT systems without a tutor's permission. This includes all wireless technologies.
- I will ask for staff permission before giving out any personal information (including photos) online about myself or any other person. I will also get permission from any other person involved. Personal information includes name, address, email address, phone numbers, and photos.

- I will respect all ICT systems in use at the Business and treat all ICT equipment/devices with care. This includes:
 - Not intentionally disrupting the smooth running of any Business ICT systems
 - Not attempting to hack or gain unauthorised access to any system
 - Following all the Business cyber safety rules, and not joining in if other students choose to be irresponsible with ICT
 - Reporting any breakages/damage to a staff member.
- I understand that the Business may monitor traffic and material sent and received using the Business's ICT network. The Business may use filtering and/or monitoring software to restrict access to certain sites and data, including email.
- I understand that the Business may audit its computer network, Internet access facilities, computers and other Business ICT equipment/devices or commission an independent forensic audit. Auditing of the above items may include any stored content, and all aspects of their use, including email.
- I understand that if I break these rules, the Business may inform my whanau. In serious cases the Business may take disciplinary action against me. I also understand that my whanau or myself may be charged for repair costs and I may lose network access privileges. If illegal material or activities are involved, it may be necessary for the business to inform the police.
- I need to be aware of the dangers of communicating with Business staff in the virtual world. This includes the use of texting, email, blogs, chat as well as social networking systems such as Facebook. All communication should be kept professional and the language should be appropriate for communication between a teacher and a student.
- I have a responsibility to ensure that I avoid any cyber safety activities, whether business related or non-business related, that may in any way bring the Business into disrepute, or damage the relationship of trust and confidence between the Business staff and students.

I understand that the Business will:

- Do its best to keep the business cyber safe, by maintaining an effective cyber safety programme. This includes working to restrict access to inappropriate, harmful or illegal material on the Internet or the Business ICT equipment/devices at the Business or at Business-related activities, and enforcing the cyber safety rules and requirements detailed in use agreements.
- Keep a copy of this signed use agreement form on file.
- Respond appropriately to any breaches of the use agreements.
- Provide members of the business community with cyber safety education designed to complement and support the use agreement initiative
- Welcome enquiries from students or parents about cyber safety issues.

CYBER SAFETY STUDENT USE AGREEMENT (For inclusion in the Business Enrolment Form)

STUDENT SECTION:

- I will read this cyber safety use agreement carefully and follow the cyber safety rules and instructions.
- I will also follow the cyber safety rules whenever I use privately-owned ICT on the Business site or at any business-related activity, regardless of its location.
- I will avoid any involvement with material or activities which could put at risk my own safety, or the privacy, safety or security of the Business or other members of the business community.
- I will take proper care of Business ICT. I know that if I have been involved in the damage, loss or theft of ICT equipment/devices, my whanau or myself may be responsible for the cost of repairs or replacement.
- I will ask a member of staff if I am not sure about anything to do with this agreement.
- I will not undergo any cyber safety activity, whether Business related or non-Business related, that may bring The Business NGEN Room into disrepute, or damage the relationship of trust and confidence between the Business staff and students.

I have read and understood my responsibilities and agree to abide by this cyber safety use agreement. I know that if I breach this use agreement there may be serious consequences, including, possible loss of access, removal from courses and liability for associated costs.

Name of student: _____ Signature: _____

WHANAU SECTION (for students under 18 years of age) :

- I have read this cyber safety use agreement carefully and discussed it with my child.
- I will encourage my child to follow the cyber safety rules and instructions.
- I will contact the business if there is any aspect of this use agreement I would like to discuss.

I have read this cyber safety use agreement document and hereby give permission for _____ to use the Business ICT.

I am aware of the Business’s initiatives to maintain a cyber safe learning environment, including my child’s responsibilities.

Name of parent: _____ Signature: _____

Please note: This agreement for your child will remain in force as long as he/she is enrolled at the Business. If it becomes necessary to add/amend any information or rule, parents will be advised in writing.

Please tick here if you do NOT wish your son/daughter to use Business ICT.

DISCRETIONARY LEAVE

PURPOSE:

To provide guidelines for granting discretionary leave in recognition of the business's obligations to be a 'good employer' and National Administrative Guidelines (3).

SCOPE:

This policy applies to all staff.

GUIDELINES:

- All applications for discretionary leave will be in writing and submitted as early as possible.
- The N-GEN Room Manager may approve short-term discretionary leave up to five working days. The staff member has the right of appeal to the Board should the application be declined.
- The CEO will consider all applications for discretionary leave in excess of five working days; this being considered 'extended discretionary leave'.
- The CEO and the N-GEN Room Manager have discretion in granting leave with or without pay.
- When determining whether or not to approve an application for discretionary leave the CEO and N-GEN Room Manager will consider the circumstances of the application and the applicant, as well as the need to maintain continuity and stability within the Business.
- Employment Agreements awards will be adhered to when considering applications for discretionary leave.
- Each case will be considered based on individual circumstances and should not be seen as setting precedent.

REFERENCES:

Equal Employment Opportunities policy

SABBATICAL LEAVE

PURPOSE:

To provide guidelines for the consideration of applications for Sabbatical Leave.

DEFINITIONS:

Sabbatical Leave – release from normal duties on full pay for a limited period to study.

SCOPE:

This policy applies to all permanent staff.

GUIDELINES:

- Business funded sabbatical leave is conditional upon the Business including a budget for the cost of sabbatical leave in the annual budget.
- Applications for externally funded sabbatical schemes must be made to the N-GEN Room Manager and CEO.

REFERENCES:

Equal Employment Opportunities Policy

DEPARTING STAFF

PURPOSE:

The purpose of this policy is to provide departing staff with an open and transparent forum for providing feedback about their employment experience at the Business.

SCOPE:

This policy applies to all staff.

GUIDELINES:

A Departing Staff Checklist must be completed by all staff before they leave their employment at the Business.

Departing permanent staff and relievers (who have been employed for a continuous period in excess of four weeks) will be encouraged to participate in an Exit interview. Exit interviews are optional.

Exit interviews with teaching staff may be conducted by the N-GEN Room Manager.

Exit interviews with support staff may be conducted by the N-GEN Room Manager.

Departing staff may optionally ask for a Board member to conduct their Exit Interview.

Interviews are confidential to the interviewer, interviewee and the Board.

REFERENCES:

Equal Employment Opportunities Policy

APPOINTMENTS - N-GEN ROOM COORDINATOR

PURPOSE:

To establish a process for recruiting, selecting and appointing N-GEN Room Coordinator.

PROCEDURE:

Action:	Rationale:	Responsibility:
Review Business structure and strengths of current staff and decide whether to fill vacancy.	The N-GEN Room Coordinator team may need to be restructured, or some very specific skills/qualifications sought in the new incumbent.	N-GEN Room Manager CEO
Prepare Job Description (JD) and Person Specification (PS) for approval by the CEO and Board.	JD defines the key tasks, expected results and measures; the PS lists the skills, attributes and qualifications needed to do the job; these are divided into "essential" and "desirable".	N-GEN Room Manager Corporate Manager
Prepare recruitment timeline, advertise, prepare application pack for candidates, and prepare referee questionnaires. (Application pack includes Job Description, Person Specification, Prospectus, Referee Reports, Police Vetting etc.)	Three referee questionnaires are sent to each applicant to be completed in confidence and returned to the N-GEN Room Manager.	N-GEN Room Manager Corporate Manager
Select short listing committee.	The Board may delegate to a sub - committee	N-GEN Room Manager CEO Board
Short list	Short listing committee uses the CVs, referees' reports and other relevant information supplied to select candidates and set interview questions.	Short Listing Committee Corporate Manager
Phone referees	Phone reference all short listed candidates.	Short Listing Committee Corporate Manager
Invite candidates to interview.	Advise candidates of the interview process that they will be going through.	N-GEN Room Manager CEO Corporate Manager
Time allowance to reconvene if further discussion required before confirming decision.	If it is determined that more time is necessary to reflect on the decision or if further information needs to be gathered, an additional time should be set for the Board to reconvene.	N-GEN Room Manager CEO Corporate Manager Board
CEO offers position to successful candidate; if	In case the first choice does not accept the position, keep the other candidates on hold	CEO

accepted, advises other candidates of outcome.	until first choice confirmed.	
Finalise employment with successful candidate.		N-GEN Room Manager CEO
Formalise appointment at Board meeting.		Board

PERFORMANCE MANAGEMENT - N-GEN ROOM MANAGER

PURPOSE:

In accordance with Individual Employment Agreements the Business is required to develop and implement a Performance Management system, which includes a Performance Appraisal process.

The N-GEN Room Manager is the Manager of the Business and is consequently responsible for overall leadership and management. In turn, the Board, as a good employer, has an obligation to conduct an appraisal programme for both the formative (professional development) and summative (performance management) procedures.

SCOPE:

This policy applies to the Board, CEO and N-GEN Room Manager.

GUIDELINES:

- To provide clear guidelines for the N-GEN Room Manager appraisal process that:
 - Recognises the need for the N-GEN Room Manager and CEO to work closely in developing the N-GEN Room Manager performance agreement and appraisal process.
 - Ensures that expectations and requirements fit within the parameters of the N-GEN Room Manager employment contract.
 - Recognises that Professional Standards as specified are integral to the appraisal process.
 - Ensures the day to day management of the Business is being carried out in accordance with MOE and Board requirements.
- The CEO on behalf of the Board will carry out the appraisal. The basis for the annual appraisal shall be the N-GEN Room Manager performance agreement, which should be approved by the Board.
- The annual appraisal of the N-GEN Room Manager will consider achievement against mutually negotiated goals and against the N-GEN Room Manager performance agreement.
- Performance feedback for the N-GEN Room Manager appraisal shall be sought from the N-GEN Room Manager (self-review), Board member and a cross section of staff – where relevant to specific performance objectives may encompass also a sample of students, parents and or the wider community.
- Appraisal meetings should focus, in particular, on:
 - Setting performance and development objectives for the next 12 months.
 - Reviewing achievement against the current Strategic/Annual plan targets and objectives.
- After each appraisal both the N-GEN Room Manager and the Board need feedback from the CEO, based on the performance agreement. The CEO gives the N-GEN Room Manager an overview of the information gathered for the appraisal, and summarises the key points. The CEO prepares a written report of the outcome. The N-GEN Room Manager then has the opportunity to respond to the report. Any necessary amendments are made and the N-GEN Room Manager and CEO then sign the report. The report is tabled at a meeting of the Board. The N-GEN Room Manager has an opportunity to speak to it and the Board has the opportunity to discuss it in the N-GEN Room Manager's absence. Such discussion should be limited to the terms of reference within the report.
- The outcome of the process of appraisal shall include providing feedback on performance, identifying focus areas for attention, affirming success and supporting professional development.
- A summary of the key points arising from the appraisal, as agreed to by both the N-GEN Room Manager and the CEO shall be provided to the Board in addition to a description of the process used for appraisal.
- Details of the appraisal remain confidential to the Board and the N-GEN Room Manager unless otherwise agreed.

- The Board will ensure the N-GEN Room Manager has opportunities to be involved in professional development.
- The Board will budget for costs incurred in the N-GEN Room Manager performance management appraisal process.
- In the event of a dispute related to the appraisal process or its results, an independent arbitrator agreed to by both the CEO and the N-GEN Room Manager will be called on to mediate. In any such event, the principle of natural justice will apply. Ultimately, the Board, as the employer, will have the responsibility for the final decision.

RELATED POLICIES:

Performance Management – N-GEN Room Coordinator, N-GEN Room Tutor, Support Staff

PERFORMANCE MANAGEMENT – N-GEN ROOM COORDINATOR, N-GEN ROOM TUTOR, SUPPORT STAFF

PURPOSE:

To provide an appraisal process for N-GEN Room Coordinator, N-GEN Room Tutor and Support Staff that achieves organisational and personal goals through:

- Aligning performance with business goals
- Identifying personal goals
- Assisting personal development
- Ensuring that the Business's development plan goals are met
- Giving specific feedback to staff
- Providing a basis for senior staff to make organisational decisions
- Identifying high performance
- Succession Planning
- To provide feedback on "values" and "behaviours"

SCOPE:

This policy applies to all staff in the Business.

INTRODUCTION:

- Each staff member will participate in the appraisal process at least once within a twelve month period.
- Performance Appraisal is the N-GEN Room Manager's responsibility, but may be delegated to other staff members.
- Each staff member will have a job description, which will form the basis for the performance management system. Once a year, a set of goals and indicators will be agreed upon between the staff member and their appraiser. These will be reviewed and progress and performance assessed during the appraisal interview.
- A support staff appraisal questionnaire will be used at the appraiser's discretion.
- Meetings will take place between the appraiser and appraisee whenever necessary, throughout the year.
- Self-appraisal, followed by appraisal through discussion with the appraiser will lead to a written, agreed report.
- All appraisal reports are confidential to the appraiser, appraisee, N-GEN Room Manager, and the CEO/Board.
- A review process will be made available to staff who are dissatisfied with the results of the appraisal.

RELATED POLICIES:

Performance Management of N-GEN Room Manager.

REPORTING TO THE BOARD

PURPOSE:

To ensure the Board is accurately informed of curriculum, teaching and financial positions and supported in its strategic decision-making and risk management for the Business.

SCOPE:

This policy applies to the Board and N-GEN Room Manager, and staff.

GUIDELINES:

The Board will meet once a month and will be attended by:

- Trustees
- CEO
- N-GEN Room Manager (if required by the CEO)
- N-GEN Room Coordinator (if required by the N-GEN Room Manager or CEO)

BOARD

The Board is responsible for:

- Ensuring the business has a clear sense of purpose by establishing its strategic objectives, documenting these objectives in the strategic plan, and monitoring progress in achieving these objectives.
- Setting priorities and goals for improvement of learning and achievement in the Business.
- Seeking assurance from the N-GEN Room Manager that the programmes being implemented in the business can achieve goals and resources are being used to deliver agreed outcomes.
- Monitoring the business's performance against student achievement outcomes.
- Accountability for the exercise of decision-making rights.

N-GEN ROOM MANAGER

The N-GEN Room Manager is required to:

- Report to the Board on the following areas:
 - Curriculum – roll variance against year levels, programme or planning changes
 - Key Performance Indicators – roll variance, attendance, monitoring data, stand-downs, suspensions, exclusions or expulsions, staff/student/whanau/hapu/iwi satisfaction, monitoring data
 - Personnel – changes in staffing
 - Finance – financial variances against budget and Board expectations
 - Policy – non-compliance and recommended amendments, significant trends, decision implications or issues
 - Physical and learning resources
- Coordinate and present N-GEN Room Coordinator reports.
- Report on the implementation of the Annual Plan and progress towards meeting student achievement targets.

- Report on any matter requested by the Board and within the specified timeframe
- Communicate with N-GEN Room Coordinator and N-GEN Room Tutors, matters arising from Board meetings as agreed by the Board and CEO.

N-GEN ROOM COORDINATOR

N-GEN Room Coordinator may be required to prepare and/or present reports on his/her area of expertise.

EQUAL EDUCATION OPPORTUNITIES (EEdO)

PURPOSE:

To provide guidelines to ensure high quality educational learning is provided for all students regardless of socio-economic background, ethnicity, disability, religion, family background, gender or other barriers.

SCOPE:

This policy applies to all staff, tutors, and students.

GUIDELINES:

The Business is committed to:

Encouraging and supporting diversity amongst staff to meet the diverse needs, backgrounds and abilities of students.

- Identifying and eliminating all aspects of policies, procedure and other barriers that may cause or perpetuate unequal educational opportunities.
- Monitoring, reviewing and evaluating progress toward achieving EEdO.

The curriculum will be delivered in a culturally sensitive manner which observes kaupapa and tikanga Māori.

Staff will be encouraged to learn and use Te Reo. Support and training will be made available as part of staff professional development.

The Business will ensure greater participation and representation of Māori as students

RELATED POLICIES:

Equal Employment Opportunity

Cultural Diversity

ANTI-BULLYING

PURPOSE:

The purpose of this policy is to provide the Business with a range of options for dealing with anti-bullying and to ensure misbehaviour is managed in a consistent and transparent way. In accordance with National Administration Guidelines (5) the Business has to take all reasonable steps to ensure a physically and emotionally safe learning environment is maintained.

SCOPE:

This policy applies to all students and staff.

GUIDELINES:

- The Business defines bullying as the use of aggressive behaviour towards others with the intention of causing harm to them. Bullying can be physical, verbal, emotional, sexual, racial, homophobic and cyber misuse. Students who are victims of bullying face physical harm and emotional stress that may result in reduced learning opportunities, long term damage, or withdrawal or worse.
- Bullies themselves also may suffer long term harm. The Business seeks to foster a climate of trust where students feel able to inform others of bullying in the knowledge that it will be dealt with promptly and

effectively.

- It is the Business's aim that:
 - All members of the Business should have an understanding of what bullying is;
 - All members of the Business should know what the Business policy is on bullying and follow the policy when bullying is reported;
 - All students and whanau should be assured that they will be supported when bullying is reported; and Bullying will not be tolerated.
- Procedures to be followed relating to incidents of bullying:
 - A victim of bullying may report the incident to any member of staff, peer, mentor etc.
 - All cases of alleged bullying will be recorded by staff responsible for handling the issue using the incident log.
 - In serious cases whanau will be informed and asked to attend a meeting to discuss the problem.
 - If necessary, at the discretion of senior staff, external agencies may be involved as appropriate.
 - The bullying behaviour or threats of bullying will be promptly investigated.
 - Reasonable attempts will be made to assist identified bullies to change their behaviour.
 - In cases of serious violence or extreme emotional harm the Business has authority, and may exercise this authority, to stand-down, suspend or exclude in accordance with its behaviour management policy and Ministry regulations.
- In implementing this policy Business management will:
 - Ensure that it is widely and regularly communicated to the Business community
 - Always act in a consistent, professional and fair manner when dealing promptly with complaints of bullying
 - Take all necessary and reasonable steps to prove cases of bullying and to ensure that they cease.
 - Provide appropriate training for staff in identifying and reporting on bullying.
 - Use a range of proven techniques in enhancing the physical and emotional safety of the Business; such techniques may include peer mediation, positive pathways programme, counselling, use of curriculum content etc.
 - Provide support for students and awareness material for whanau to assist them in recognising cases of suspected bullying.
 - Consult with students and whanau periodically to evaluate the effectiveness of the anti-bullying programme.
 - Monitor and review the policy annually.
 - Report to the Board on the status of emotional safety within the Business.

SIGNS OF BULLYING

- This section is added to the policy in order to assist with implementation. Students may indicate by a series of signs that they are being bullied. The Business should investigate when a student:
 - Is afraid when walking to or from the Business
 - Is reluctant to go to the Business
 - Doesn't want to go on the Business vans/vehicles
 - Appears to change from usual routine

- Starts to become truant
- Seems to be withdrawn, anxious or lacking confidence
- Starts to stammer
- Runs away, threatens or attempts suicide
- Begins to underachieve
- Complains of illness before coming to the Business
- Has unexplained injuries
- Shows signs of aggression or disruption out of character
- Is afraid or reluctant to admit what is wrong
- Gives unlikely excuses for any of the above
- Is afraid to use the internet or mobile phone
- Appears nervous or anxious when a cyber message is received

SELF REVIEW

RATIONALE:

To maintain an ongoing programme of self-review in accordance with National Administrative Guidelines (2b).

SCOPE:

This policy applies to all staff and students.

GUIDELINES:

- In the same way that improvement of students outcomes depends on high quality, responsive teaching, based on students learning needs as revealed by assessment evidence, so too should the Board and Business respond to evidence gained through regular self-review. Self-review and strategic planning are parts of the same process: using evidence to determine the steps that need to be taken to achieve improvement.
- The N-GEN Room Manager will be responsible for ensuring:
 - The Business self-review procedures are effective and directed towards students achievement.
 - The Strategic Plan is updated on an annual basis.
 - Monthly and annual reports are prepared for the CEO and/or Board as required.
 - Staff, students, whānau, hapu, iwi and other stakeholders are consulted regularly.
 - The establishment of a long term, as well as an annual, self-review programme.
 - Programme reviews are carried out.
 - Documentation and evidence about the effectiveness of policy and procedures is gathered. This should be both subjective and objective, where appropriate evidence about the impact of policies on student achievement must be collected.
 - The findings from self-review process are followed up.
 - There is an appropriate focus on the key initiatives and success indicators as outlined in the Strategic, Annual and associated Action Plans.
- Sources/methods for the gathering of evidence may include:
 - Review of previous year's annual plan based on reports written about each initiative in the plan.
 - Staff appraisals/feedback on the annual cycle.
 - Staff/ students meetings
 - N-GEN Room Manager appraisal on the annual cycle.
 - Survey/questionnaires as appropriate - staff, students, parents, community.
 - Use of outside consultants if appropriate.
 - Student's achievement information based on N-GEN Room Manager reports.
 - Reports to the Board from N-GEN Room Manager.
- Consultation with whānau and Māori community, especially on issues relating to the welfare of Māori students is important.
- Using the business wide review and the Strategic Plan, objectives will be set. This is a long term plan, it is expected that these will take up to three years to achieve.
- From the Strategic Plan, an Annual Plan will be set containing goals which will be achieved within one year.

Outcomes from the Annual Plan will be documented as a Statement of Variance. Recommendations will be made and the Strategic Plan will be updated accordingly.

- The Business will carry out a 3 year plan of self-review (refer to review cycle). From this self-review future actions will be identified and will lead into the strategic planning and annual planning accordingly.
- Following review, the N-GEN Room Manager will recommend to the CEO/Board any action that may be required in relation to policy and or procedure.

POLICY REVIEW PROCESS

1) Policy review or requirement for new policy

2) Consult with staff, students, whānau, iwi, community and other stakeholders.

3) Draft policy/procedure/ Implementation Plan

4) Review draft policy/procedure and implementation plan

5) Submit draft policy to Board for approval

6) Approved without amendments? Proceed to Step 9

7) Approved with amendments?

8) Amend policy/procedure as required

9) Publish policy/procedure, carry out implementation plan

PROGRAMME DELIVERY

RATIONALE:

To ensure the programme enhances and empowers the students of the Business by positively impacting on their educational progress.

SCOPE:

This policy applies to all staff and students.

GUIDELINES:

- The overall delivery of the programme will be through the exploration Pou of Kia Māori, Kia Mātau and Kia Tū Rangatira ai.
- Student progress will be monitored using a range of planned assessment procedures. These procedures are to be integrated into the teaching and learning programme.
- Moderation will be facilitated by the N-GEN Room Manager and the N-GEN Room Coordinator
- The N-GEN Room Manager is responsible for the overall delivery and evaluation of the programme according to Board policies and directions.
- The Business-based programme will affirm the learner, support the learner's physical, moral, mental and emotional wellbeing, provide experiences that enable learners to reach their potential across each learning area and strive to develop the knowledge, skills and attitudes which enable competent learners.
- The programme identifies, affirms and acknowledges the learner's pursuit through a range of learning environments.
- This programme endorses a place for the Business, whānau, community, hapū and iwi groups to focus on the place of the student in their own world.

PROPERTY MANAGEMENT

RATIONALE:

To enhance student learning through the provision of appropriate facilities and a clean, tidy and safe physical learning environment.

SCOPE:

This policy applies to all staff and students.

GUIDELINES:

- Property management is the responsibility of the N-GEN Room Manager who will ensure that:
 - Physical facilities and resources are adequate for the student roll and curriculum as determined by the Business;
 - The Business is kept in a clean, tidy and hygienic condition;
 - Equipment, grounds and buildings meet all health and safety regulations;
 - The fabric and structure of all buildings is maintained in good condition;
 - Capital works needs are regularly assessed and reported to the Board;
 - Regular and long term maintenance and capital development programmes are developed;
 - A system for renewing and replacing furniture and furnishings is developed;
 - Buildings are inspected on a regular basis;
 - Budget allowances are made to cover the responsibility for building maintenance;
- Staff and students are actively encouraged to take pride in the Business.
- Safe practices and hazard reduction will be encouraged.
- Fire, earthquake and emergency evacuations will be held each cohort.
- Staff will report problems to the N-GEN Room Manager as soon as they arise.
- All damaged or unsafe equipment will be removed from service as soon as it is identified.
- Staff and students will be provided with appropriate safety equipment.
- All cleaning work will be checked regularly.

ENROLMENT

PURPOSE:

The Business is committed to providing a quality programme for all students. There is a manageable roll figure that is determined by the physical resources of the Business and requirements of the delivery contract.

GUIDELINES:

➤ **Objectives**

- To maintain the highest possible standard of programme delivery to the students attending the Business.
- To avoid overcrowding at the Business.
- To ensure that undue pressure is not placed on the resources of the Business.
- If required, to limit numbers of students enrolling, using pre-established criteria.
- To maintain some flexibility in enrolments, in order not to exclude more students than are necessary to meet the above objectives.

ATTACHMENTS:

APPENDIX 1: ENROLMENT FORM

HEALTH AND SAFETY

PURPOSE:

To provide guidelines for the implementation and maintenance of a safe business environment as required by relevant health and safety legislation, standards and codes of practice set by ACC and WorkSafe NZ.

SCOPE:

This policy applies to all staff, students, whānau, manuhiri, contractors and individuals.

GUIDELINES:

The Business is committed to complying with the Health and Safety Act and other relevant health and safety legislation, standards and codes of practice set out by WorkSafe NZ by:

- Providing a safe and healthy work environment for staff, students, whānau, manuhiri and contractors;
- Ensuring that staff are consulted on health and safety management;
- Supporting the safe and early return to work of injured staff;
- Continuous improvement of health and safety, and aspiring to achieve best practice.

The Business will:

- Establish and maintain effective methods for identifying, recording, assessing, controlling and reviewing hazards.
- Provide appropriate induction, training, supervision and information to staff, students, whānau, manuhiri and contractors to ensure their safety.
- Provide adequate resources for effective management of health and safety, including professional development of staff.
- Have effective procedures for engagement and monitoring of contractors to ensure their competency and safety.
- Have effective procedures in place for all foreseeable emergencies that may arise.
- Have effective procedures in place for reporting, recording and investigating all injuries and incidents.
- Conduct regular evaluation and review of health and safety policy, procedures and practices.
- Establish and sustain a culture of health and safety awareness across the organisation.
- Establish and maintain additional policies and procedures to:
 - Promote healthy food and nutrition through curriculum delivery, and wherever food is made available to students, or for Business activities;
 - Proactively and retrospectively provide a safe physical and emotional environment for students to prevent or manage harmful behaviours.

The N-GEN Room Manager will ensure:

- Development and maintenance of hazard management systems, procedures to manage emergency situations; health and safety related issues and ensuring staff are appropriately trained to provide first aid and medical treatment when needed.
- All staff are informed of, understand, and accept their responsibility for eliminating or minimising the potential for harm to people at their workplace, including contractors, other staff and visitors being informed of any results of our monitoring their work area;

- All staff be consulted on, and given the opportunity to participate in, health and safety management;
- External services or other providers are consulted regarding health and safety management.
- Appropriate orientation, training and supervision are provided for all new and existing staff.

REPORTING

All health and safety issues will be systematically recorded using the following registers:

- Incident / Injury
- Hazards
- Fire evacuation - details recorded and trial evacuation reports submitted to the Fire Service
- Emergency evacuation - details and trial evacuations recorded
- Scheduled Health and Safety meetings will be held and formal minutes recorded
- Emergency Procedures Duties - distributed to all staff

REVIEW

Evaluation, review and updating of the Business's compliance with the Health and Safety programme and this policy will be completed in accordance with the Business's Self-Review Cycle.

EMERGENCY PROCEDURES

- Emergency procedures sheet will be displayed at the entrance/exit of every room.
- The N-GEN Room Manager will issue all staff with an "Emergency Procedures Duties" register which outlines the responsibilities of each staff member (including Fire/Building Wardens) in the event of an emergency. Staff are expected to familiarise themselves with the duties therein.

HAZARD IDENTIFICATION

- The N-GEN Room Manager will complete annual hazard identification.
- Staff must alert the N-GEN Room Manager of any other identified hazards.
- All hazards will be recorded on a hazard register, prioritized and addressed.
- Significant hazards will then be controlled by:
 - Eliminating or isolating any hazard that arises out of the Business or Business environment likely to cause harm to staff, students or other people.
 - Minimising the effects of hazards, if they cannot be practicably eliminated or isolated.

VISITORS AND CONTRACTORS

- Visitors must register at the front office. Contractors must have their own Health and Safety documentation.
- At the time the contract is let this will be viewed. The Business will provide emergency evacuation information.

STAFF SICK LEAVE

- Staff will have sick leave in accordance with Individual Employment Agreements.
- Support will be given for the safe and early return to work of injured employees.

INCIDENT AND IN REPORTING

- All accidents and injuries will be logged in an accident register for staff and students.
- Whānau will be informed of any injury, accident or if a student is ill and wants to go home.
- The business will endeavour to keep whānau contact details and medical information up to date
- Notifiable incidents or injury will be reported to WorkSafe NZ.

ACCESS TO MEDICAL TREATMENT

The Business will:

- Ensure adequate numbers of staff are first aid trained and any associated costs covered by the professional development budget.

MEDICAL CONDITIONS

- Students and or parents (for students under 18 years of age) are required to complete a medical section on the enrolment form and as part of the trip consent process.
- The business will note these medical conditions on the individual student files and inform the staff accordingly.
- Medication: Consent to administer Panadol will be sought at the time of enrolment for young persons under 18 years of age. Staff will make contact with parents prior to administering any pain relief.

RESPONSIBILITIES:

- The Business shall review this policy annually.
- The N-GEN Room Manager is responsible for implementing this policy and may delegate to staff. This will be measured via annual performance reviews.
- N-GEN Room Coordinator are accountable, in his or her area of responsibility, for:
 - The provision and maintenance of the workplace in a safe condition;
 - Involvement in the development, promotion and implementation of health and safety policies and procedures;
 - Training staff in the safe performance of their assigned duties and tasks;
 - The provision of resources to meet the health and safety commitments and objectives;
 - Timely and accurate reporting, recording and investigation of incidents and hazards;
 - Monitoring and managing staff workload and work-related stress.
- All staff are to:
 - Take all practicable steps to ensure the safety of students, staff and others in the workplace;
 - Follow all health and safety policies and procedures;
 - Report all known or observed hazards and incidents to the N-GEN Room Manager for investigation, (including those that have been fixed).

N-GEN ROOM MANAGER

- Ensure that Health and Safety officer(s) complete accredited Occupational Safety and Health training.
- Complete an annual hazard identification checks
- Monitor key officer(s) reports to check drill practices.
- Provide funding as part of budgeting process to eliminate, isolate or minimise identified hazards.
- Monitor site-specific Accident Registers.

- Report any serious injury incidents in first instance to Trustees, whānau and relevant government agencies.
- Apply disciplinary action if this policy and its procedures are not adhered to.

HEALTH AND SAFETY OFFICER

- Complete Occupational Safety and Health training as directed by the N-GEN Room Manager.
- Complete term hazard identification checks.
- File and secure all source documents for the Business.
- Respond immediately to an emergency call.
- Complete a hazard identification check every term and maintain a register.
- Ensure remedial steps are taken to eliminate, isolate or minimise identified hazards.
- Ensure Business premises meet fire safety requirements.
- Induct staff in organisation safety procedures and duties relevant to Health and Safety.
- Liaise with staff to ascertain procedures, responsibilities, document trails.
- Ensure service people hold suitable certificates that show they have safe working practices (e.g. electrician holds and submits a certificate of compliance for work completed).
- Ensure that all access ways are clear at all times.
- Monitor good housekeeping rules.
- Submit H&S reports to N-GEN Room Manager.

BUILDING (FIRE) WARDEN

- Induct staff and clients in fire drill and evacuation procedures.
- Initiate fire drill practices on a basis specified by documentation for the Business.
- Ensure all Trust premises have a clearly visible fire evacuation plan.
- Ensure compliance with fire drill and evacuation plans.
- Stringently monitor 'smoke free' policy in buildings.
- Stringently monitor and supervise maintenance of fire alarms / hoses and other safety equipment.
- Respond immediately to an emergency call.
- Submit progress report to N-GEN Room Manager.

STAFF

- Apply good housekeeping rules in workspaces and premises.
- Adhere to 'smoke free' policy in / on Business premises.
- Participate in fire drill and evacuation procedures.
- Report any new identifiable hazards to key personnel.
- Report any accidents (actual or near-miss) and complete relevant forms in the accident register.
- Respond immediately to an emergency call.
- Assist Business manuhiri, contractors etc. in particular safety procedures.
- Support Staff will be responsible for weekly hazard identification checks.

RELATED POLICIES:

Safe Business

Child Abuse – Suspected or Actual

Drugs, Alcohol and Other Mind-altering Substances

Food and Nutrition

Sexual Harassment

Smoke Free

Vehicles

Cyber-safety

Behaviour Management

Complaints

Cultural Diversity

Anti- Bullying

REFERENCES:

WorkSafe NZ 2015 and 2016

Fire and Emergency NZ 2018

SAFE BUSINESS

PURPOSE:

To provide a safe physical and emotional environment for students in accordance with the Business Health and Safety policy.

SCOPE:

This policy applies to all staff, students and whānau.

GUIDELINES:

- Safety at the Business is a fundamental expectation of staff, students and whānau; it is relevant to the encouragement of student engagement, effective learning and achievement.
- All staff will promote the Safe Business concept and demonstrate practices when dealing with other staff, students and whānau etc.
- Staff, students and whānau will be encouraged to report anything they consider to be contrary to the provision of a safe business.
- Staff will take prompt, decisive, exemplary action when any instances of violence [actual or threatened], substance abuse, verbal abuse, harassment and bullying, unfair discrimination, theft or damage to property are reported or observed.
- Restorative justice practices will be utilised in the resolution of wrongdoing, wherever appropriate.
- Firearms, knives, lasers and any other items that could be considered offensive weapons are prohibited, unless specifically required for a lawful purpose such as education, sports or cultural activity. The N-GEN Room Manager will ensure there are procedures in place to appropriately manage and control situations that could arise when offensive weapons are involved.
- The N-GEN Room Manager will appoint guidance staff for student counselling, mentoring and medical support. In consultation with staff and whānau, referrals may be made to outside support services.

RELATED POLICIES:

Health and Safety