



QUALITY MANAGEMENT SYSTEM

This Document Includes
PassRite Driving Academy's
Strategic Plans & Business Plans
& Outlines PassRite's
Quality Management System

QMS Authorisation

This document has been authorised by the active Director of PassRite Driving Academy Limited.

Iain King

Managing Director Name

Signed

Date

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PassRite QMS Document Review Page

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Final Review	Iain King (Page 2)

NOTE: The footer on each page has an 'issue date' for document control.

Annual review, Goals & Development of PassRite as a Business

Year	Goal(s)	Purpose	Outcome
2012	<ul style="list-style-type: none"> ✓ Acquire PassRite Hamilton ✓ Acquire a wider range of Unit Standards within waste industry ✓ Develop WINZ programme for Vehicle Industry ✓ Develop agreement with PassRite Wellington ✓ MITO><Transqual merge 	<ul style="list-style-type: none"> ✓ Ongoing Business development ✓ Viability and Quality Consistency ✓ Training package development ✓ Ongoing Business development ✓ Viability and Quality Consistency 	<ul style="list-style-type: none"> ✓ Agreement Established (PassRite Waikato) ✓ Established ✓ Established ✓ Agreement Established (PassRite Wellington) ✓ Registration acquired
2013	<ul style="list-style-type: none"> ✓ Acquire KD Training database ✓ Implement Organisational self-review and continuous improvement ✓ Develop agreement with PassRite Palmerston North 	<ul style="list-style-type: none"> ✓ Broaden Training Base/New ✓ Quality consistency ✓ Broaden training base/new clients/stakeholders 	<ul style="list-style-type: none"> ✓ Established and Implemented ✓ Implemented ✓ Agreement Established (PassRite Manawatu)
2014	<ul style="list-style-type: none"> ✓ Defence Force Contract ✓ Implement upgraded CRM system ✓ Develop agreement with PassRite Gisborne ✓ Build relationship with Skills Organisation 	<ul style="list-style-type: none"> ✓ Business growth ✓ Business efficiencies ✓ Quality & Consistency ✓ Broaden training base/new clients/stakeholders ✓ Wider base of unit standards 	<ul style="list-style-type: none"> ✓ Contract Established ✓ System upgrade completed ✓ Agreement Established (PassRite East) ✓ Relationship established
2015	<ul style="list-style-type: none"> ✓ Form Partnership with South Island Provider ✓ Adult education 	<ul style="list-style-type: none"> ✓ Business Growth/stakeholder response ✓ National Clients ✓ Stakeholder response/business growth 	<ul style="list-style-type: none"> ✓ Partnership with ProDriver established ✓ National Training Provider Established ✓ Adult education courses now available conducted by approved Adult Education Facilitator

	<ul style="list-style-type: none"> ✓ Carter Holt Harvey National contract ✓ programme/accreditation 	<ul style="list-style-type: none"> ✓ Business Growth ✓ Business Growth 	<ul style="list-style-type: none"> ✓ National Training Contract Established ✓ Established
2016	<ul style="list-style-type: none"> ✓ Implement revised Moderation Plan ✓ Review & Update QMS ✓ Development of Assessments Guides 	<ul style="list-style-type: none"> ✓ NZQA EER ✓ Quality & Consistency ✓ EER Records ✓ Business Growth 	<ul style="list-style-type: none"> ✓ Implemented ✓ Implemented ✓ Implemented
2017	<ul style="list-style-type: none"> ✓ Modify business to comply with legislation in regards to P endorsement & RTW ✓ Traffic Management Industry Growth ✓ Elevated Work Platform course Growth ✓ Crm Development 	<ul style="list-style-type: none"> ✓ Compliance ✓ Business Growth ✓ Business Growth ✓ Business Efficiencies 	<ul style="list-style-type: none"> ✓ Implemented ✓ Established relationship with Evolution ✓ Implemented ✓ Implemented
2018	<ul style="list-style-type: none"> ✓ Purchase new Class 4 Truck ✓ New Building for Onehunga Branch (current building too small) ✓ Employ Sales development ✓ Truck Mounted Crane ✓ Improved CRM Reports ✓ Retain NZ Defence Force Contract ✓ Full review of QMS 	<ul style="list-style-type: none"> ✓ Business Growth ✓ New & Improved Site ✓ Business Growth ✓ Business Growth ✓ Redefine to better suit PassRite Business ✓ Understanding student Composition & Requirements Better ✓ Redefined to better suit PassRite 	<ul style="list-style-type: none"> ✓ Implemented ✓ Implemented ✓ Implemented ✓ Implemented ✓ Implemented ✓ Improved relationship with defence force – contract retained ✓ Implemented
2019	<ul style="list-style-type: none"> ✓ Improve Booking System ✓ Truck replacement ✓ Stakeholder development ✓ Explore new course ideas ✓ Improve Class 2-5 completions 	<ul style="list-style-type: none"> ✓ Business, Stakeholder and student experience improvement ✓ Review all class 2 trucks and look at replacing ✓ Building stronger relationships with stakeholders ✓ Dg handlers course ✓ More unit standard completions 	<ul style="list-style-type: none"> ✓ Improved ✓ One class 2 truck replaced ✓ Improved student, staff and stakeholder experience ✓ Exploration completed no change implemented ✓ Implemented

	<ul style="list-style-type: none"> ✓ Targeted Reviews of QMS & Sop's at Quality Meetings ✓ Increase Responsibility of Training Manager ✓ Moved to new Building 	<ul style="list-style-type: none"> ✓ Improve Compliance to ensure consistency across all aspect of the business and licensee ✓ Improve Compliance to ensure consistency across all aspect of the business and licensee ✓ Bigger classrooms and more prominent location 	<ul style="list-style-type: none"> ✓ Implemented ✓ Implemented ✓ Implemented
2020	<ul style="list-style-type: none"> ✓ Website & CRM System Integration ✓ Consent to assess application Unit Standard 30072 ✓ Classroom Visual aid Upgrade ✓ Laptop upgrade ✓ Improve standards & Branch contact ✓ Adopt new company slogan "Transport Compliance Solutions" ✓ Role changes for staff 	<ul style="list-style-type: none"> ✓ Integrate 2 systems to work together to improve booking process ✓ Pre-requisite for Unit Standard 16617 ✓ Enhance course deliverance quality ✓ Trainer laptop upgrade to enhance course deliverance quality ✓ Improve consistency between branches ✓ Build stronger relationships with branches and support ✓ Emphasize and highlight importance of compliance ✓ General Manager ✓ Sales Account Manager ✓ Accounts Assistant ✓ Receptionist ✓ Sales rep 	<ul style="list-style-type: none"> ✓ Implemented and on-going ✓ Consent to assess Granted ✓ 3x Interactive Starboards installed ✓ All trainer laptops upgraded ✓ Increase in annual visits to 2x annually ✓ Slogan adopted and advertised ✓ Appointed
2021	<ul style="list-style-type: none"> ✓ Vehicle replacement/upgrade ✓ Website – crm integration ✓ Online Course Platform ✓ Course Development ✓ Staff Training & development 	<ul style="list-style-type: none"> ✓ Vehicles wearing out ✓ Continue to integrate systems ✓ Business Growth ✓ Introduction of 4WD Recovery Course ✓ Upskill Trainers ✓ Business Growth ✓ Receptionist – customer service course ✓ Operations & Quality – NZQA EER Course 	<ul style="list-style-type: none"> ✓ 2x manual vehicles ✓ 1x truck mounted crane ✓ 1x class 4 truck ✓ Implemented and administration team trained ✓ Implementation of Forklift, Logbook refresher and driver developer courses ✓ Developing Implementation ✓ Upskilling & Courses Undertaken

	<ul style="list-style-type: none"> ✓ Building Promotional Signage ✓ Role changes for staff ✓ Full Review of QMS, SOP's, Courses, Previous NZTA Audits, NZQA EER, External Moderation ✓ Restructured Business Quality Management Team ✓ Licensee & Branch Contact & Support ✓ The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 ✓ ROVE 	<ul style="list-style-type: none"> ✓ Sales Rep – Adobe course ✓ Staff ADA Drives ✓ Promote courses ✓ Managing Director ✓ Improve internal processes ✓ Quality Assurance ✓ Compliance ✓ Closer and improve Quality & Compliance control ✓ Peer Reviews ✓ Standards remain consistent ✓ Support Licensee ✓ Quality Control & Compliance ✓ Implementation of the code ✓ Quality & Compliance ✓ Understand workforce development councils ✓ Quality & Compliance 	<ul style="list-style-type: none"> ✓ Implemented ✓ Managing director Appointed ✓ Full Review Conducted ongoing improvements ✓ Improved Quality Management Team Established ✓ Improved relationships between branches ✓ On-going implementation and review ✓ Implemented
2022	<ul style="list-style-type: none"> ✓ Continuance Administration automation and integration ✓ Appointment of Employees ✓ Full Review Quality, Compliance & Control: <ul style="list-style-type: none"> - SOP's - QMS - Student Handbook - Company Policies - EER Preparation - Self-Evaluation - Code Review - Structured Quality management meeting agenda - Stakeholder Feedback ✓ Review and Update Treaty of Waitangi Policy ✓ Health & safety ✓ Annual Course Review 	<ul style="list-style-type: none"> ✓ Enhance administration performance, lighten the workload ✓ Business Growth ✓ Business recovery from covid-19 Pandemic (staff resignations due to mandated restrictions) ✓ Whole of provider approach to assess and evaluate how we are doing ✓ Recovery from Covid-19 Pandemic ✓ Goals for 2023 ✓ Strategic planning and action to be taken ✓ To ensure Te Tiriti O Waitangi and Māori, crown relations are honoured in our policies, processes. ✓ Refresh Staff First Aid Training ✓ Quality & Compliance Control 	<ul style="list-style-type: none"> ✓ Commencement of system migration ✓ 3x new trainers appointed ✓ 1 receptionist appointed ✓ Implementing ✓ Implemented ✓ Implemented ✓

2023	<ul style="list-style-type: none"> ✓ Quality Assurance, Control & Review : <ul style="list-style-type: none"> - Restructure meeting's agenda ✓ Regular engagement with Licensees ✓ ✓ 	<ul style="list-style-type: none"> ✓ Ensure all topics are covered at each meeting ✓ Support ✓ Consistency ✓ Quality & Compliance ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓
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Introduction / Whakatakinga

1. INTRODUCTION

A. History of PassRite and Course Purpose

PassRite Driving Academy does not receive funding through TEC, nor does it enrol international students

PassRite Driving Academy Limited is a leading Private Training Establishment offering (primarily) driver licensing and transport-related courses.

PassRite was formed in 1990 by the present Founding Director, Fred Bardon; his vision for the company and the industry's future has helped PassRite achieve its present position in the Driver Training market place. Fred (as a Director) remains actively involved in the business today.

With a professional skill base, the PassRite team delivers Driver Education courses covering all classes of driver licensing and provides training and assessing for driver licensing and endorsements.

PassRite Driving Academy is a category two NZQA Private Training Establishment (PTE), with close ties to the transport and related industries.

PassRite specialises in **short courses** focused around driver licensing and endorsements. In addition to this, other courses relating to the transport and associated industries are provided. These are generally half day or full day courses.

The courses are mandated by the various governing bodies: NZTA/Waka Kotahi, MITO/Te Pūkenga, Skills/Waihanga Ara Rau, Competenz/ Te Pūkenga, Connexis/Te Pūkenga

B. Background to QMS

PassRite's QMS contains coherent policies and procedures that reflect our practice.

Our QMS requires that systems, policies and procedures are established, documented, approved, implemented and regularly reviewed through our quality management team against the current laws and standards set out by our governing bodies.

Our policies and procedures are appropriate to the size, nature and complexity of our business and, where relevant, to our tikanga (customs and traditions) and kawa (protocol).

We acknowledge that policies, procedures and our CRM system form part of our QMS. In addition to this, the following are covered in the QMS:

- ✓ PassRite Goals
- ✓ PassRite Standard Operating Procedures (SOP'S)
- ✓ PassRite Strategic Plan
- ✓ PassRite Self-Assessment Plan
- ✓ Course Review
- ✓ Peer Review
- ✓ Licensee & Branch Review

We believe that this QMS demonstrates that our organisation has the necessary systems in place to contribute to the relevant & required learning outcomes for all learners and to meet the outcomes required by our stakeholders.

This is a live document and is always under review.

Within the QMS sit the ongoing Goals of the organisation, which are monitored and reviewed by the various teams, including Board Members, Quality Team, Management Team, Training Team and Admin Team (Meeting Schedule).

Mission Statement

Mission Statement

“PassRite will continually strive to be a leader within the driver training industry by providing compliant, honest, fair & quality Training and Assessment”

The **PassRite brand** represents **3 key aspects**:

The pink tick represents the three key fundamentals of our business.

Compliance: PassRite is compliant with our industry partners and standard-setting bodies.

Integrity: As a PTE we pride ourselves in our honesty and moral ethics towards our students and stakeholders.

Quality: We deliver high quality training and support to students, employees and to the industry.

Purpose / Aronga

A. PHILOSOPHY / RAPUNGA WHAKAARO

PassRite Driving Academy is continually striving to be a leader within the driver training industry through providing compliant, honest, fair and quality training and assessment to both Māori learners and Non-Māori learners.

PassRite has developed a Quality Management System to:

- ✓ Provide PassRite's stakeholders with an assurance that quality education and training services are supplied to the mandated standard.
- ✓ Establish clear procedures for all PassRite employees.
- ✓ Ensure students and other stakeholders have the opportunity to provide feedback on the quality of services received and the appropriate qualifications, skills and experience offered to them.

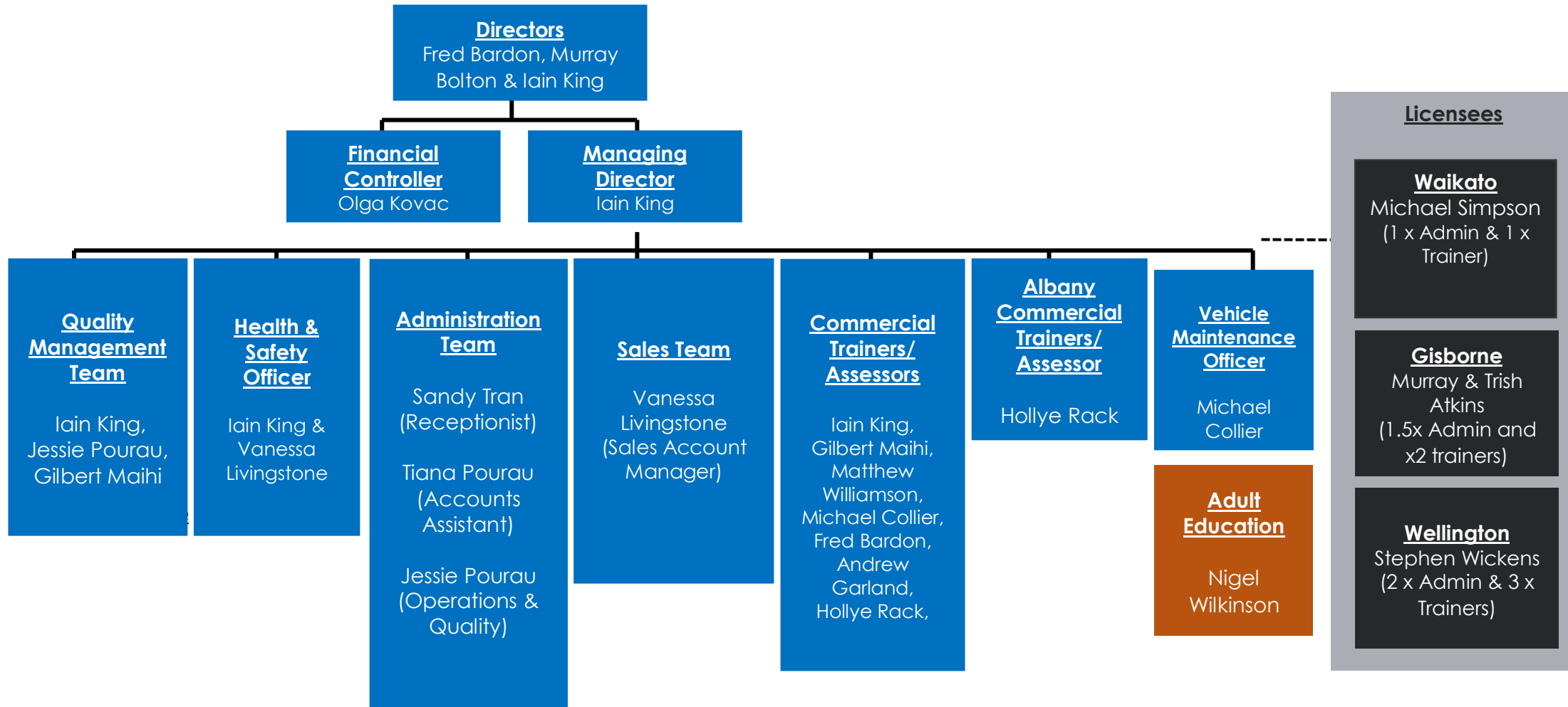
B. RESPONSIBILITY / HAEPAPA

- ✓ The trainers have the responsibility to ensure students are assessed to the required standard.
- ✓ All staff have the responsibility to ensure the student enjoys their experience at PassRite.
- ✓ The Quality Management Team has responsibility for ensuring quality in all aspects of operations, and for developing and reviewing quality policy.
- ✓ The Quality Management Team has responsibility for ensuring quality utilisation of resources and for developing, implementing and monitoring quality policy in Operations.
- ✓ The Quality Management Team has responsibility for ensuring quality in the courses we deliver and development of new courses.
- ✓ The Quality Management Team has the responsibility for maintaining and reviewing systems.
- ✓ The Managers and Licensees have the responsibility for ensuring quality policy is implemented in their area.
- ✓ All staff have a responsibility to operate within the quality systems framework and signal any non-compliance to their immediate Manager.
- ✓ The Managing Director, Financial Controller and The Board have the responsibility for ensuring quality, efficiency, transparency and accountability in the utilisation of financial resources and for developing, implementing and monitoring finance policy.

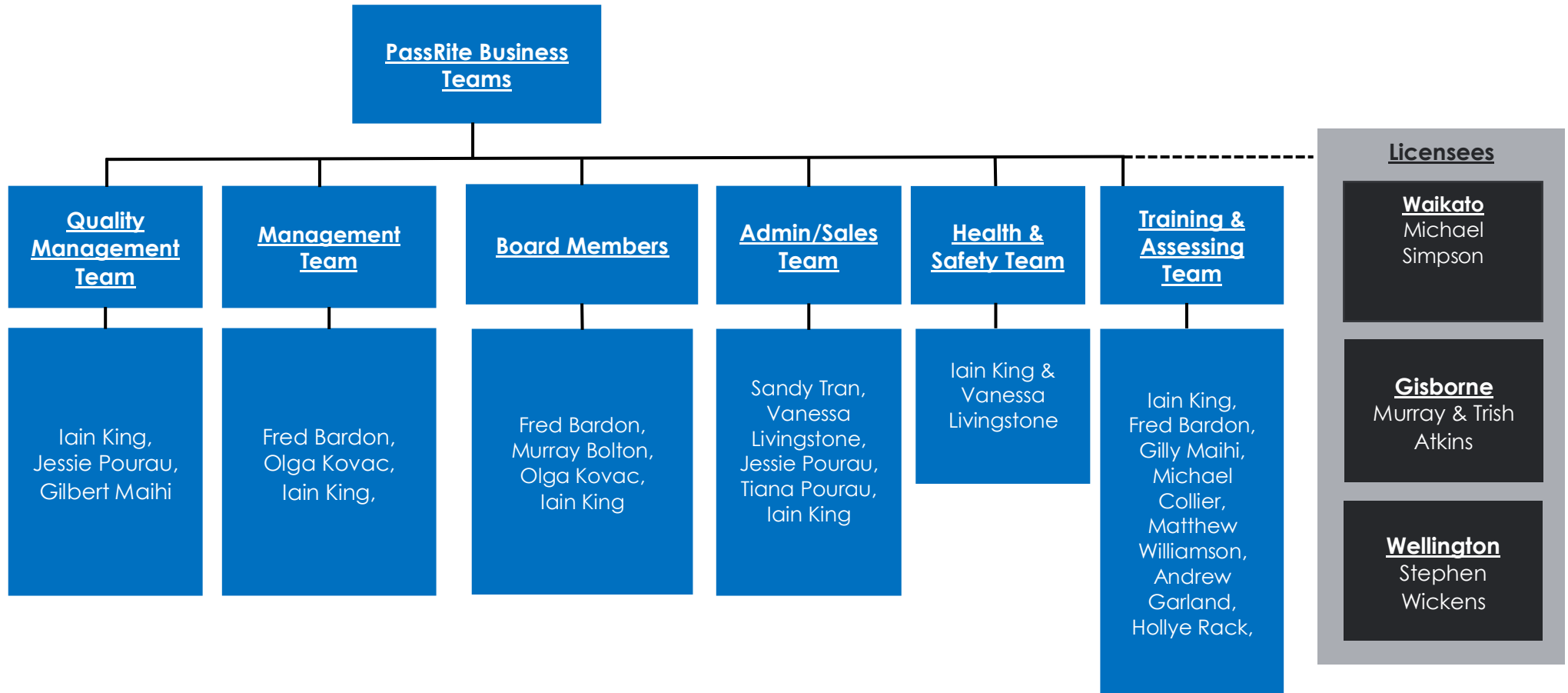
Governance & Ownership / Rangatiratanga

PassRite Ownership	
Ownership:	Fred Bardon, Murray Bolton & Iain King
GST Number:	98484248
Company Number:	2064697
Insurance:	Crombie Lockwood
Head Office	Head office – 49 Neilson Street Onehunga , Auckland
Training Locations:	<ul style="list-style-type: none"> ✓ 5H Miro Place, Albany, Auckland ✓ 49 Neilson St, Onehunga, Auckland
Licensees:	<ul style="list-style-type: none"> ✓ 395 Childers Rd, Gisborne 4010 ✓ 14 Broken Hill, Kenepuru, Porirua, Wellington 5022 ✓ 94H Duke Street, Frankton, Hamilton

PassRite Company Structure

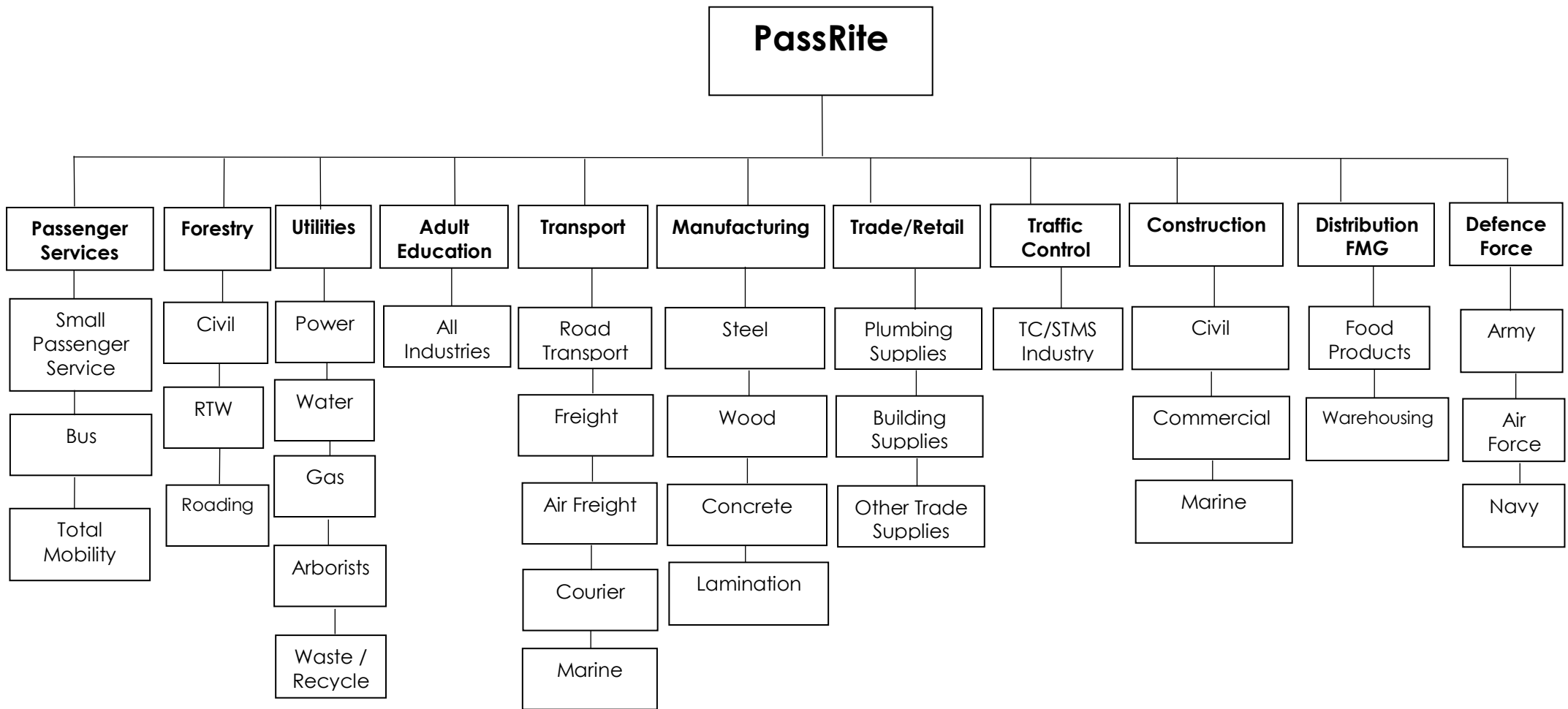


PassRite Business Teams



PassRite Industry Sectors

(The below chart best represents the industries in which PassRite trains & assesses)



3 Year Strategic Plan 2020 - 2023

PassRite's Strategic Plan & Direction

The PassRite Strategic Plan sets the direction of the business.

When PassRite Driving Academy considers its Strategic Plan, the following questions are considered:

- ✓ Do we know who we are?
- ✓ What is important to PassRite?
- ✓ What does PassRite want to achieve?
- ✓ Who is accountable?
- ✓ The importance of review.

- ✓ **PassRite understands who we are:** PassRite Driving Academy is a PTE which provides mandated **short courses** for the road transport and related industries. See PassRite industry sectors 8c of the QMS

PassRite provides quality training and assessment including:

- ✓ Driver Licensing
- ✓ Licensing endorsements
- ✓ Associated industry training
- ✓ Unit Standard training where appropriate and legislated
- ✓ Training which is compliant in relation to our **Standard Setting Bodies**
 - NZQA
 - NZTA
 - Relevant ITO's

What is important to PassRite: PassRite recognises that the following aspects are critical to its success:

Compliance:

- ✓ Compliance with legislation and with NZTA, ITO and NZQA requirements.

Integrity:

- ✓ Honesty and moral ethics towards our students and all stakeholders.

Quality:

- ✓ The quality of what is delivered in terms of training and support.

QMS document

- ✓ The QMS outlines the core of the PassRite business and forms goals, policies and procedures for the business.

Education Quality to Learners:

- ✓ Pass rates that remain high
- ✓ Looking for ways to improve learning outcomes for all learners
- ✓ Ensuring trainers are competent in all aspects of industry standards
- ✓ Ensuring those with specific learning needs are supported
- ✓ Ensuring learners have adequate understanding of course requirements
- ✓ Those with diverse ethnic backgrounds are supported
- ✓ Students are made aware of all training requirements
- ✓ Students have access to relevant resource materials

Financial Viability:

- ✓ Fulfil the requirements of the Directors and Shareholders
- ✓ Maintain good annual profitability
- ✓ Control costs
- ✓ Grow relationships with customer stakeholders

Employee/Licensee Support:

- ✓ Good conditions of work
- ✓ Current Employment Contracts
- ✓ Regular reviews of performance
- ✓ Training/Upskilling Plans

Technology and Equipment:

- ✓ Training equipment is compliant and current
- ✓ Trucks are compliant
- ✓ Forklifts are compliant
- ✓ Laptops / data projectors / phones are provided
- ✓ Using technology to improve PassRite's business by providing the Learners with better opportunities to learn
- ✓ Accessibility of information via the website for Learners

Health and Safety:

- ✓ PassRite provides a full and comprehensive Health and Safety Plan
- ✓ Code of Conduct

✓ **What does PassRite want to achieve?** PassRite has identified that we continually strive to achieve the following:

- ✓ To be the #1 Driver Training provider in New Zealand
- ✓ Employ the correct people
- ✓ Provide good Quality, Honest and Fair training and assessment
- ✓ Provide support to Customers & stakeholders
- ✓ Learners are safe, well, engaged and supported in their learning to ensure successful achievement outcomes
- ✓ Remain compliant
- ✓ Look for improvement opportunities in business and training

✓ **Who is Accountable?** PassRite has identified who is accountable by implementing business teams (see 8b).

- ✓ The business teams meet as per the meeting schedule set out in the QMS.

✓ **Importance of Review.** As PassRite's business teams schedule frequent meetings, the business is under constant review.

Relationships / Whakawhanaungatanga

- 1: Group
- 2: Information
- 3: Method of Communication
- 4: Measure
- 5: Responsibility

STAKEHOLDER RELATIONSHIP PLAN

The Stakeholder Relationship Plan represents the interaction between all stakeholders with the PassRite Business Teams

	Governing Bodies	Customer Stakeholder	Students (Individuals)	Admin	Trainers	Board of Directors	Financial Management	Licensees	Health and Safety
1	NZTA NZQA Te Pūkenga WDC's								
2	Moderation Training Compliance QMS COA's Legislation Developments	Establish training requirements	Establish training requirements	Day to day business Student enrolments CRM Management Student Feedback Understanding of course information	Changes to courses Legislation changes Peer Review Professional Development	Performance of the business	Day to day cash flow	Legislation changes Peer review Building Audits Moderation	Legislation changes H&S Policies Business health Stakeholder H&S plans
3	Cluster Group site visits by NZTA Audit NZQA EER Moderation	Phone Customer visits Email Website Course Selection	Phone Customer visits Email Website Course selection	Admin meetings Performance reviews Phone Email Face-to-Face	Trainer's Days	Board Meeting Directors and Financial Controller	Meeting Managing Director and Financial Controller	Licensee Conference Site Visits Moderation Trainers Days	All company meetings Communication with stakeholders
4	Success of Moderation Success of EER NZTA Audit Legislation Changes	Achievement of Assessment CRM records	Achievement of Assessment CRM Records Feedback	Student and Customer Satisfaction	Success of Assessment	Performance of the business	Performance of the business	Site visit outcomes of moderation	Reporting of incidents
5	Quality Management Team & Managing Director	Trainers Admin, Sales, Quality Management Team & Managing Director	Trainers, Admin, Sales & Managing Director	Managing Director & Quality Management Team	Managing Director & Quality Management Team	Directors & Financial Controller	Managing Director Financial Controller	Managing Director & Quality Management Team	All staff, Health & Safety Team, Quality Management Team & Managing Director

PassRite Financials

Finances		
a. The following is completed by PassRite to ensure the PassRite business remains financially sustainable.		
Activity	Management	Who
Daily cash flow report	Debtors and creditors Management	<ul style="list-style-type: none"> ✓ Managing Director ✓ Financial Controller
Monthly Review of Profit and Loss	Review of expenditure Review of sales	<ul style="list-style-type: none"> ✓ Managing Director ✓ Financial Controller ✓ Founding Director
Board meetings	Review of Company performance	<ul style="list-style-type: none"> ✓ Directors ✓ Managing Director ✓ Financial Controller
Annual Review of Accounts	Review of Company performance Review of Licensee accounts	<ul style="list-style-type: none"> ✓ External accountant ✓ Directors ✓ Managing Director ✓ Financial Controller
Professional Attestation for NZQA	External Accountant	<ul style="list-style-type: none"> ✓ External Accountant ✓ Managing Director ✓ Financial Controller ✓ Founding Director
Operations Budget	Review of Budget	<ul style="list-style-type: none"> ✓ Managing Director ✓ Financial Controller ✓ Directors
Capital Expenditure	All Items	<ul style="list-style-type: none"> ✓ Managing Director ✓ Financial Controller ✓ Directors
b. PassRite uses MYOB as its operating platform for accounts.		
c. In conjunction with MYOB, Microsoft CRM is used to support MYOB for individual company information, student information and course details.		

TE TIRITO O WAITANGI / Treaty of Waitangi

Te Tiriti O Waitangi / Treaty of Waitangi

Rationale:

- ✓ PassRite Driving Academy Limited is committed to providing compliant, honest, fair and quality Training and Assessment to all Māori and Non-Māori learners.
- ✓ PassRite Driving Academy Limited acknowledges “Te Tiriti o Waitangi” and supports Māori Crown relations and is committed to achieving better learning outcomes through the adoption of the key principles embodied in the Treaty (Partnership, Protection & Participation) for Māori and Non-Māori learners and staff.

Partnership :

- ✓ working together with our standard setting bodies, tertiary education commission, NZTA/Waka Kotahi, NZQA, Te Pūkenga, Ohu Mahi/working Development councils, Learners and industry leaders, forming streamlined strategies where, Both Māori and Non-Māori are collaboratively working together to develop strategies to improve Māori and non-Māori Learner success.
- ✓ Providing equal opportunity to both Māori and Non-Māori learners and staff.
- ✓ Māori members providing Māori representation on our Quality Assurance, Compliance & Management Team, being involved heavily in the decision making in all aspects of PassRite from training and development, financial, operations to quality and compliance.

Protection:

- ✓ Involves the protection of Māori values, interests, identity, language and culture.
- ✓ Through incorporation of Te Reo throughout our learning environments, we are able to provide a sense of belonging and acknowledgement to our Māori Learners, validating the importance of equity.
- ✓ Creating learning environments free from harm, bullying, discrimination and racism, enables a safe learning environment for all learners Māori and Non-Māori to better engage with the learning process and be actively accepting of the knowledge being taught.
- ✓ Creating work environments free from harm, bullying, discrimination and racism

Participation:

- ✓ Engagement with learners Māori and non-Māori, encouraging participation and contribution in the learning environment.
- ✓ Māori voice, involvement and representation in the Quality Assurance, Compliance and Management of PassRite Driving Academy.
- ✓ Consultation and engagement with Māori and non-Māori employees in important decision making processes of PassRite Driving Academy Limited.

- ✓ PassRite supports the relevant principles behind the Treaty of Waitangi.
- ✓ PassRite respects all students who attend its programmes, regardless of race, culture, creed, gender Identity or those with impairments or difficulties. All students are supported to complete the training and achieve their goals

Core Beliefs/Values

Āta	Tūrangawaewae	Mātauranga	Mana
Care and deliberation	“A Place to stand”	Education / knowledge	Authority / Influence

Risk Management

Risk Management Plan		
Risks:	Method of monitoring	Responsibility:
Declining Enrolments	<ul style="list-style-type: none"> ✓ Regular review of course numbers from CRM reports ✓ Regular review of student feedback forms ✓ Customer Survey 	<ul style="list-style-type: none"> ✓ Administration Team ✓ Quality Management Team ✓ Managing Director
Course numbers & pass rates declining	<ul style="list-style-type: none"> ✓ CRM reports ✓ Growth Reports ✓ Assessment pass rates 	<ul style="list-style-type: none"> ✓ Administration Team ✓ Quality Management Team ✓ Managing Director
Non-compliance of mandated courses	<ul style="list-style-type: none"> ✓ Internal peer review ✓ NZTA Audit ✓ ITO Moderation ✓ Annual Course review 	<ul style="list-style-type: none"> ✓ Administration Team ✓ Trainers ✓ Quality Management Team ✓ Managing Director
Poor performance of trainers	<ul style="list-style-type: none"> ✓ Peer review ✓ Student feedback ✓ NZTA audit ✓ ITO Moderation 	<ul style="list-style-type: none"> ✓ Trainers ✓ Quality Management Team ✓ Managing Director
Customer/Stakeholder	<ul style="list-style-type: none"> ✓ Regular meetings with Admin/sales ✓ CRM Review ✓ Customer survey 	<ul style="list-style-type: none"> ✓ Administration Team ✓ Quality Management Team ✓ Managing Director
Operations	<ul style="list-style-type: none"> ✓ CRM Review 	<ul style="list-style-type: none"> ✓ Administration Team ✓ Quality Management Team ✓ Managing Director
Repairs and maintenance costs	<ul style="list-style-type: none"> ✓ Regular review of R&M Costs associated with the business (trucks, forklifts other vehicles) 	<ul style="list-style-type: none"> ✓ Vehicle Maintenance Officer ✓ Financial Controller ✓ Managing Director
Cash flow	<ul style="list-style-type: none"> ✓ Regular Meetings 	<ul style="list-style-type: none"> ✓ Financial Controller ✓ Managing Director
Profit & Loss/Balance Sheet	<ul style="list-style-type: none"> ✓ Regular Meetings ✓ Quarterly Board Meetings ✓ MYOB ✓ CRM 	<ul style="list-style-type: none"> ✓ Financial Controller ✓ Managing Director
Capital Expenditure	<ul style="list-style-type: none"> ✓ Regular Board reviews of capital expenditure requirements 	<ul style="list-style-type: none"> ✓ Financial Controller ✓ Managing Director ✓ Board
Licensee Performance	<ul style="list-style-type: none"> ✓ Annual Financial Review ✓ Internal Moderation ✓ ITO Moderation ✓ NZTA Audit ✓ Internal Peer Review ✓ 2-yearly Site visits 	<ul style="list-style-type: none"> ✓ Licensees ✓ Quality Management Team ✓ Managing Director

Physical Learning Resources

Physical Learning Resources	
Premises (All sites have site approval from NZQA, See NZQA Website)	Classrooms
Albany	<ul style="list-style-type: none"> ✓ 12-student maximum ✓ Tablets & wifi can be made available to supplement learning ✓ Data projector / hard drive ✓ 1 Forklift ✓ 1 Truck
Onehunga	<ul style="list-style-type: none"> ✓ 16 students in classroom 1 ✓ 10 students in classroom 2 ✓ 10 students in classroom 3 ✓ All have data projectors/TV ✓ 3 Starboards ✓ Tablets & wifi can be made available to supplement learning ✓ 4 Trucks (1x equipped with truck mounted crane) & 1 Trailer ✓ 7 Forklifts ✓ 7 Class 1 vehicles (3x Manual, 1x4WD, 2x Automatic, 1x Electric) ✓ 9 Tablets
Waikato	<ul style="list-style-type: none"> ✓ 10 students maximum ✓ Data projector / hard drive ✓ 1 Truck ✓ 1 Forklift ✓ 1 Class 1
Gisborne	<ul style="list-style-type: none"> ✓ 10 students maximum ✓ 2 Plasma TV (1 fixed & 1 Portable) ✓ 4 Laptops ✓ 1 Tablet ✓ 2 Class 1 vehicles ✓ 2 Class 6 vehicles ✓ 1 Class 2 Vehicle ✓ 1 Class 4 Vehicle
Wellington	<ul style="list-style-type: none"> ✓ 10 students maximum (Iti room) ✓ 16 students maximum (nui room) ✓ 2 Laptops ✓ 3 Trucks ✓ 1 Forklift ✓ 1 Bus ✓ RTW Machinery ✓ 4 Class 1 vehicles equipped with dual controls ✓ 2 Plasma TV
<p>All vehicles are compliant in relation to:</p> <ul style="list-style-type: none"> ✓ COF ✓ RUCs ✓ Servicing ✓ Registration 	

Offsite Learning Requirements

- ✓ All trainers carry laptops and data projectors.
- ✓ All trainers have access to all training material used for all training courses.
- ✓ Off-site resource and venue check list form (G Drive).

All trainers carry Smart Phones for access to CRM and app assessment reports.

For all courses requiring self-directed study prior to the course, resources are provided to the student at the time of booking. The resources are prepared by the relevant ITO or self-prepared by PassRite.

Scheduling of all resources including course material, vehicles, trainers and location of training is registered in CRM.

Additional support and training are offered via free internet use onsite, e.g. www.drivingtests.co.nz

Human Resources

Human Resources

PHILOSOPHY / RAPUNGA WHAKAARO

Human Resources encompasses all positions within PassRite. PassRite recognises that employees are key assets and will meet the obligations of a good employer. As a result it will aim to:

- ✓ Ensure consistency, equity and fairness in the management of human resources
- ✓ Employ and retain staff with the appropriate knowledge and expertise through employee recruitment, professional development and performance development files
- ✓ Identify opportunities for development and further advancement
- ✓ Support professional development initiatives which provide benefit to the PassRite employees and customers
- ✓ Conduct regular annual performance reviews with a six-monthly follow-up
- ✓ Remunerate staff based on performance against annual review, expected behaviours and external market relativities
- ✓ Maintain formal and informal systems of communication and co-operation within PassRite which facilitate sharing of knowledge and best practice, such as:
 - Staff meetings
 - Trainers' meetings
 - Staff One on One meetings
 - Quality meetings
 - Flexible working hours
 - Regular staff BBQs
 - Annual staff functions

Staff

Management / Accounts / Sales / Administration

The employment processes with PassRite for the above staff are:

- ✓ Interviews, application form
- ✓ Drug testing: urine tested for drugs and alcohol
- ✓ Police clearance where required
- ✓ Discuss training and development plan at time of employment (followed up at annual performance appraisals)
- ✓ Training as required e.g. MYOB, CRM, Sales

Trainers / Assessors

All applicants must have relevant and current road transport, or associated industry experience.

The employment processes with PassRite for the above staff are:

- ✓ Interviews
- ✓ Drug testing: urine tested for drugs and alcohol
- ✓ Truck assessment in highest class of licence
- ✓ Discuss training & development plan at time of employment (followed up at annual performance appraisals)
- ✓ Must hold or be working towards I Endorsement & Assessor Registration
- ✓ Required driver licence/s and endorsement/s
- ✓ Fit & Proper Person check
- ✓ All PassRite Assessors must hold the unit standards they will assess.

Learner Support & Guidance / Manaaki Ākonga

Activity	Responsibility
Enrolment / Bookings	<ul style="list-style-type: none"> ✓ Administration Team ✓ Sales Team ✓ Managing Director
Pre-course information / material	<ul style="list-style-type: none"> ✓ Administration Team ✓ Quality Management Team
Training	<ul style="list-style-type: none"> ✓ Trainers ✓ Managing Director ✓ Quality Management Team
Student Handbook made available	<ul style="list-style-type: none"> ✓ Trainers ✓ Administration Team ✓ Quality Management Team
Payment	<ul style="list-style-type: none"> ✓ Administration Team
Issuing of certificates	<ul style="list-style-type: none"> ✓ Administration Team ✓ Trainers
Loading of NZQA credits	<ul style="list-style-type: none"> ✓ Authorised Administrator
Assisting students with learning difficulties	<ul style="list-style-type: none"> ✓ Trainers ✓ Administration Team ✓ Sales ✓ Managing Director ✓ Quality Management Team
If Students become unwell on course	<ul style="list-style-type: none"> ✓ Administration Team ✓ Trainers
Guidance to students to access assistance with support services (mental health & wellbeing, financial advice, health services)	<ul style="list-style-type: none"> ✓ Administration Team ✓ Trainers ✓ Quality Management Team
Health, Safety & Emergency Procedures Advised and Displayed	<ul style="list-style-type: none"> ✓ Trainer ✓ Health & Safety Team ✓ Quality Management Team
Student Appeals & Complaints – if the student is dissatisfied with the decision of the General Manager, an appeal may be made to NZTA / ITO and failing resolution at that point a further appeal may be made to NZQA	<ul style="list-style-type: none"> ✓ Trainer ✓ Managing Director ✓ Director ✓ NZTA ✓ ITO ✓ NZQA ✓ Quality Management Team
Academic Misconduct	<ul style="list-style-type: none"> ✓ Trainers ✓ Managing Director ✓ Quality Management Team
Course No Shows	<ul style="list-style-type: none"> ✓ Administration Team ✓ Sales Team
Course Withdrawals & Transfers	<ul style="list-style-type: none"> ✓ Administration ✓ Quality Management Team ✓ Managing Director

Course Training and Assessment

PassRite Course Training & Assessment

PassRite Driving Academy aims to ensure that students are work-ready upon completion of the mandated short course they are participating in.

- ✓ Mandated courses have an approved curriculum, which is set out by the relevant governing & standard setting bodies:
 - NZQA
 - NZTA/Waka Kotahi
 - MITO/Te Pūkenga
 - Competenz/Te Pūkenga
 - Connexis/Te Pūkenga
 - Skills /Waihanga Ara Rau
- ✓ Training & support is provided by our trainers to ensure the student can successfully complete the course
- ✓ Our training is effective, as shown by our high pass rates
- ✓ Our customer stakeholders value the outcomes of our courses, as they provide the employer with a trained employee who is ready for work (ability to apply the skills taught in a work environment)
- ✓ PassRite has encouraged all Trainers to obtain a level 4 Adult Education Paper – this enhances the student experience
- ✓ PassRite adds value to the training process where possible, by providing extra course materials outside the mandated requirement

PassRite looks to professionally develop the trainers through Adult Education.

Course Delivery

Courses		Review Date	Reviewed By	
<p>Courses offered by PassRite are subject to direction by the following bodies. Course timetables are available, in a variety of media (site dependent), taken to include: whiteboards, websites, CRM, annual time-table plan</p>				
Course	Licensing Approval	Standard Setting Body	Average Course Duration Hours Training & Assessment method following guidelines of ITO	
			Theory Training	Practical Minimum
24089	NZTA	MITO / Te Pūkenga	8	0
Class 2	NZTA	MITO / Te Pūkenga	6-8	4.5
Class 3	NZTA	MITO / Te Pūkenga	6-8	4.5
Class 4	NZTA	MITO / Te Pūkenga	6-8	4.5
Class 5	NZTA	MITO / Te Pūkenga	6-8	6
V Endorsement	NZTA	MITO / Te Pūkenga	4	0
Forklift	NZTA	Competenz / Te Pūkenga	4	.25
Rollers Tracks & Wheels	NZTA	Connexis / Te Pūkenga	2	1
Truck Mounted Crane		Skills / Waihanga Ara Rau / Te Pūkenga	3	1
I Endorsement	NZTA	MITO / Te Pūkenga	40	40
Dangerous Goods	NZTA	MITO / Te Pūkenga	6	
4 Wheel Drive		MITO / Te Pūkenga	8	8
Adult Education		NZQA	8 - 32	0
Driver Developer			2	6
EWP		Skills / Waihanga Ara Rau / Te Pūkenga	3	3
School Bus Limited Credit Programme		MITO / Te Pūkenga	3.5	2.5
Total Mobility		MITO / Te Pūkenga	10	2

Minimum & Maximum Learners on Courses

Course	Minimum Number of Students	Maximum Number Or Classroom Maximum Size
Class 2- 5 Courses	4	16
Forklift	4	10
Dangerous Goods	4	16
Rollers, Track, Wheels	3	9
Truck Mounted Crane	3	6
Driver Developer	2	6
Elevated Work Platform	3	6
I Endorsement	3	9
4 Wheel Drive	4	9
Total Mobility	1	3
Limited Credit Programme	2	10

Assessment / Aromatawai

Assessment forms part of all PassRite prescribed courses, in particular those required for driver licensing assessment materials are supplied by the ITO and NZTA.

Course Type	Unit Standards	Course Materials
Class 2	24089 17574	PASSRITE/NZTA/MITO (TE PŪKENGA)
Class 3	24089 17575	PASSRITE/NZTA/MITO (TE PŪKENGA)
Class 4	24089 17576	PASSRITE/NZTA/MITO (TE PŪKENGA)
Class 5	24089 17577	PASSRITE/NZTA/MITO (TE PŪKENGA)
Dangerous Goods	16718	NZTA/GEOFF WILSON (PROFESSIONAL DRIVERS)
Forklift	18496 10851	PASSRITE/NZTA/MITO (TE PŪKENGA)
Forklift (OTHER)	18409 10852	COMPETENZ (TE PŪKENGA)
Vehicle Recovery	24089 17580	NZTA/MITO (TE PŪKENGA)
Rollers, Tracks & Wheels	16701 16702 16703	NZTA/CONNEXIS (TE PŪKENGA)
Four Wheel Drive	17676 17678 17978 17977 20848 17976	PASSRITE /MITO (TE PŪKENGA)
Hiab / Truck-Mounted Crane	16617 30072	PASSRITE/SKILLS (WAIHANGA ARA RAU)
Load and Unload	1753	PASSRITE/MITO (TE PŪKENGA)
I Endorsement	3466 14511 16647 20179 20180 14523 14521 16646	PASSRITE/NZTA/MITO (TE PŪKENGA)
Adult Education	4098 7108 17975 7091 11281 11551 18203 11552	NIGEL WILKINSON/PASSRITE
Elevated Work Platform	23960 23961 23963 23964 23962 23966	PASSRITE/SKILLS (WAIHANGA ARA RAU)
Street Talk Facilitator	14522	PASSRITE/MITO (TE PŪKENGA)

Moderation & Peer Review / Whakaōrite

Moderation / Whakaōrite is designed to ensure that assessments are valid, fair and consistent

Pre-Assessment Moderation

- ✓ In most cases, PassRite is required to use pre-moderated assessments as supplied by the relevant governing/standard setting body
- ✓ In other cases, PassRite will have the assessment schedule moderated by the relevant governing/standard setting body

Assessor Peer Reviews

Internal Peer Reviews:

- ✓ All trainers/assessors are peer reviewed by each other and our head internal moderator to ensure consistency in teaching standard and forms part of each assessors professional development
- ✓ All PassRite's Licensees are Peer Reviewed by our head internal moderation upon site visits to ensure consistency in teaching standards across each site.

Annual Staff Driver Assessment (ADA's)

- ✓ all trainers/assessors and all staff who operate PassRite sign written vehicles under-go annual driver assessment reports to ensure both teaching & non-teaching staff continue to maintain the set standard.

Post-Assessment Moderation

Internal Moderation:

- ✓ All unit standards are moderated over a 3-yearly cycle (please refer to moderation plan)
- ✓ All PassRite sites are to provide samples of each unit standard for moderation.

External Moderation:

- ✓ This will be determined by the relevant standard-setting body.

Three (3) Yearly Internal Moderation Plan:

2016	2017	2018
✓ Unit Standard 24089	✓ Unit Standards 17574, 17576, 17577, 17579, 17580	✓ Unit Standards 18496, 10851, 16718, 16701, 16702, 16703, 16617
2019	2020	2021
✓ Unit Standards 24089, 17574, 17576, 17577 I End 3466, 14511, 14521, 14523, 16646, 16647, 20179, 20180	✓ Unit Standards 17580, 18496, 10851 Adult Education Unit Standards 4098, 11552, 11551, 7091, 7108, 7097	✓ Unit Standards 16718, 16701, 16702, 16703, 16617
2022	2023	2024
✓ Unit Standards 24089, 17574, 17576, 17577 I End 3466, 14511, 14521, 14523, 16646, 16647, 20179, 20180	✓ Unit Standards 17580, 18496, 10851 Adult Education Unit Standards 4098, 11552, 11551, 7091, 7108, 7097	✓ Unit Standards 16718, 16701, 16702, 16703, 16617

2025	2026	2027
<p>✓ Unit Standards 24089, 17574, 17576, 17577 End 3466, 14511, 14521, 14523, 16646, 16647, 20179, 20180</p>	<p>✓ Unit Standards 17580, 18496, 10851 Adult Education Unit Standards 4098, 11552, 11551, 7091, 7108, 7097</p>	<p>✓ Unit Standards 16718, 16701, 16702, 16703, 16617</p>
2028	2029	2030
<p>✓ Unit Standard 24089</p>	<p>✓ Unit Standards 17574, 17576, 17577, 17579, 17580</p>	<p>✓ Unit Standards 18496, 10851, 16718, 16701, 16702, 16703, 16617</p>
2031	2032	2033
<p>✓ Unit Standards 24089, 17574, 17576, 17577 End 3466, 14511, 14521, 14523, 16646, 16647, 20179, 20180</p>	<p>✓ Unit Standards 17580, 18496, 10851 Adult Education Unit Standards 4098, 11552, 11551, 7091, 7108, 7097</p>	<p>✓ Unit Standards 16718, 16701, 16702, 16703, 16617</p>

Notification of Learner Results

Notification of Learner Results		
Activity	Management	Who
Student Appeals	Managing Director	<ul style="list-style-type: none"> ✓ Managing Director to conduct an investigation within 5 working days from the appeal date
Informal Feedback to Student	Trainer	<ul style="list-style-type: none"> ✓ Trainer to provide feedback to student as course progresses
Notification of Results	Trainer Administration	<ul style="list-style-type: none"> ✓ Trainer advises student of achievement or re-assessment requirements at course completion ✓ Administration produces certificates
Issuing of certificates	Administration	<ul style="list-style-type: none"> ✓ Administration team, within 5 working days
Student results are Loaded To CRM	Administration	<ul style="list-style-type: none"> ✓ Administration team
Loading Of Unit Standards	Administration	<ul style="list-style-type: none"> ✓ Administration team ✓ Consistent with NZQA requirements

Course Review

PassRite Course Review

- ✓ Courses are reviewed annually by the Managing Director & Founding Director with input and consultation from the Quality team, Health & Safety Team and Trainers. This covers legislative & Health and Safety changes as well as feedback from stakeholders. This is then disseminated to the relevant PassRite Business Teams and Trainers
- ✓ Our stakeholders (customers) have little influence on course change, as the courses are mandated by our governing & standard setting bodies:
 - NZQA
 - NZTA/Waka Kotahi
 - MITO/Te Pūkenga
 - Competenz/Te Pūkenga
 - Connexis/Te Pūkenga
 - Skills /Waihanga Ara Rau
- ✓ It is the responsibility of the Managing Director & Quality Management Team to ensure course standards are maintained. This is done the following ways:
 - Annual review of courses
 - Discussion at Trainers' Days
 - Peer reviews, Trainers' Days, Quality Meetings and Licensee Meetings
 - Analysis of Student Achievement & Non-Achievement Reports
 - Analysis of Student & Corporate Feedback

ABBREVIATIONS

D	-	Directors
MD	-	Managing Director
T	-	Trainer
FC	-	Financial Controller
Admin	-	Administration
QMS	-	Quality Management System
CRM	-	Customer Relationship Management System
H&S	-	Health and Safety
HR	-	Human Resources
L	-	Licenses
QMT	-	Quality Management Team
NZQA	-	New Zealand Qualification Authority
NZTA/Waka Kotahi	-	New Zealand Transport Agency
MITO/Te Pūkenga	-	Motor Industry and Transport Organisation / Te Pūkenga
EER	-	External Evaluation Review
WDC's	-	Workforce Development Councils / Ohu Mahi
SOAC	-	Statement of Approval Conditions
TETP	-	Tertiary Education Training Providers
PTE	-	Private Training Establishment

DEFINITIONS

Te Reo	-	English
Whakatakinga	-	Introduction
Rapunga Whakaaro	-	Philosophy
Haepapa	-	Responsibility
Rangatiratanga	-	Governance & Ownership
Whakaehanaungatanga	-	Relationships
Te Tiriti O Waitangi	-	Treaty of Waitangi
Āta	-	Care and Deliberation
Tūrangawaewae	-	"A place to stand"
Mātauranga	-	Education / Knowledge
Mana	-	Authority / Influence
Whakaōrite	-	Moderation
Aromatawai	-	Assessment
Manaaki Ākonga	-	Learner Support

RESOURCES & LINKS

NZTA/Waka Kotahi - <https://www.nzta.govt.nz/>
NZTA/Waka Kotahi SOAC - <https://www.nzta.govt.nz/resources/statement-of-approval-conditions/>
MITO - <https://www.mito.org.nz/>
MITO TETP Guidelines - <https://www.mito.org.nz/assets/Assessment-and-Moderation/Moderation/Provider-Manual.pdf>
NZQA - <https://www.nzqa.govt.nz/>
NZQA PTE Guidelines - <https://www.nzqa.govt.nz/assets/Providers-and-partners/Registration-and-accreditation/Maintain-registration/guidelines-maintaining-registration.pdf>
Tertiary Education code of Practice - <https://www.enz.govt.nz/assets/Education-Pastoral-Care-of-Tertiary-and-International-Learners-Code-of-Practice-2021.pdf>
Tertiary Education code of Practice Provider Guidance - <https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA-Code-2021-Implementation-Guidance-November-2021.pdf>
Te Pūkenga - <https://xn--tepkenga-szb.ac.nz/about-us/>
Tertiary Education Commission - <https://www.tec.govt.nz/>
Ministry of Education - <https://www.education.govt.nz/>
Workforce Development Councils - <https://www.ohumahi.nz/>
Competenz Guidance - <https://www.competenz.org.nz/assessors/forms-and-documents>
Connexis Guidance - <https://www.connexis.org.nz/assessment/#assessors>
Te Tiriti O Waitangi / Treaty of Waitangi - <https://nzhistory.govt.nz/politics/treaty/read-the-treaty/english-text>
Land Transport Driver Licencing Rule - <https://www.legislation.govt.nz/regulation/public/1999/0100/latest/whole.html>
Education & Training Act 2021 - <https://www.legislation.govt.nz/act/public/2020/0038/latest/LMS170676.html>
Dangerous Goods 2005 Regulations - <https://www.nzta.govt.nz/assets/resources/rules/docs/dangerous-goods-2005.pdf>
Best Practice Guidelines Mobile Elevating Work Platforms - <https://www.sitesafe.org.nz/globalassets/guides-and-resources/best-practice-guides/mewp.pdf>
Code of Practice for Cranes - [file:///services.onenet.co.nz/HostedData/passriteRedirectedFolders/jessie_passrite/Downloads/410WKS-1-cranes-ACOP-cranes%20\(1\).pdf](file:///services.onenet.co.nz/HostedData/passriteRedirectedFolders/jessie_passrite/Downloads/410WKS-1-cranes-ACOP-cranes%20(1).pdf)
Code of Practice for load-lifting rigging - file:///services.onenet.co.nz/HostedData/passriteRedirectedFolders/jessie_passrite/Downloads/401WKS-1-building-and-construction-ACOP-load-lifting-rigging.pdf
Code of Practice For forklift - file:///services.onenet.co.nz/HostedData/passriteRedirectedFolders/jessie_passrite/Downloads/215WKS-1-forklifts-ACOP-training-operators-and-instructors-of.pdf
Privacy Act 2020 - <https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23223.html>
Health & Safety at work Act 2015 - <https://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html>
Te Aka Māori Dictionary - <https://maoridictionary.co.nz/>
Waihanga Ara Rau (Construction & Infrastructure Industry Workforce Development Council) - <https://www.waihangaararau.nz/>
Hanga-aro-rau (Manufacturing & Logistics Industry Workforce Development) - <https://www.hangaarorau.nz/>

Appendix 1 – PassRite Standard Operating Procedures

<G:\QMS\SOPS\Standard Operating Procedures 2022.pdf>

Appendix 2 – PassRite Meeting Schedule

<G:\QMS\Meetings & Memos\Meeting Schedules\2019-2027 Meeting schedule Master.xlsx>

Appendix 3 – Student Handbook

[G:\Quality Management System \(QMS\)\PassRite QMS](#)

Appendix 4 – PassRite Terms & Conditions Policy, Privacy Policy

[G:\QMS\Price List\POLICIES\Terms and Conditions V2 - Dec 2021.pdf](#)
[G:\QMS\Price List\POLICIES\Privacy Policy.pdf](#)

Appendix 5 – PassRite Learner Safety & Wellbeing Strategic Plan

[G:\Quality Management System \(QMS\)\NZQA\2022\PassRite Learner Safety & Wellbeing Strategic Goals.docx](G:\Quality Management System (QMS)\NZQA\2022\PassRite Learner Safety & Wellbeing Strategic Goals.docx)