



LET'S GO

# Student Handbook

2026



Let's Go PTE (4420)



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## **Welcome, Kia Ora, Afio Mai, Talitali Feifia, Kia Orana!**

Thank you for choosing to study with us! We are excited to welcome you into the *Let's Go* whanau and we look forward to helping you achieve. We hope your time with us is rewarding and enjoyable, and that you return to us many times so we can help you fulfil your career aspirations.

Let's Go Educate Limited trading as Let's Go was registered with NZQA in February 2025. It has not yet had an External Evaluation and Review.

The information in this handbook is important. It provides you with a lot of information for your time studying with us. Take the time to read it. You can also locate it on our website [letsgomusic.ac.nz](https://letsgomusic.ac.nz)

You can also talk to us about anything you are concerned about.

### **CONTACT INFORMATION**

For enquiries and information, contact us on [letsgomusicnz@gmail.com](mailto:letsgomusicnz@gmail.com) or [admin@letsgomusic.ac.nz](mailto:admin@letsgomusic.ac.nz) phone 02040 LETSGO and we will respond to you as soon as possible. If you are enrolled in a course or programme talk to your course facilitator or lead (check the details in the Course Outline).

Keep in touch!

Get in touch with us so we can update your details (name, address, or anything else). Let's stay in contact!

## HEALTH AND SAFETY

As a student, you are expected to take all reasonable steps to ensure you are not harmed while you engage in your study, and that you do not inflict harm on others either by something you do, or something you did not do.

We will – let you know of all the hazards in your area of work, and the controls we have put in place to manage those hazards. Any controls or rules we have put in place – you need to follow them. If we ask you to wear personal protective equipment (i.e. ear plugs) you need to do that so we can promote your safety.

If you are studying from home, follow the correct set up process we will provide you.

You will be advised of all the emergency and evacuation procedures that relate to any hazards in any site you are studying in.

Familiarise yourself with exits and safety information.

Dial 111 for emergency services (Fire, police ambulance).



## **Earthquake**

If inside, remain where you are:

- Keep calm
- Drop, cover, hold
- Shelter under solid feature (desk, table)
- If that furniture moves – move with it
- Keep clear of windows, glass doors, lights, loaded shelves and any items that might topple and fall.

If outside:

- Keep calm
- Keep clear of buildings and other tall structures
- Keep clear of trees and power lines

- Drop, cover back of neck with hands and hold position.

After shaking stops:

- Check for injury – check others. Give First Aid if able.
- If your building is damaged, get outside and meet at assembly point or find an open space
- Wait for instructions from Warden or crisis response team
- Expect to feel aftershocks

### **Fire/evacuation**

On finding smoke and/or flames:

- Alert other occupants of fire.
- Set off the nearest fire alarm.
- Dial 111, give location and describe situation.
- Leave the building.

When you hear a fire alarm:

- Immediately leave the building.
- Move quickly but do not run.
- Use stairs, do not use lifts.
- Go to your designated assembly area.
- Remain outside until the all-clear has been given.

### **Medical emergency**

- Check patient for response.
- Call for urgent help from nearest person.
- Dial 111 and request an ambulance stating exact location.



- Continue emergency treatment until medical or other help arrives

### **Storm/tornado**

If inside:

- Remain inside.
- Move away from doors and windows.
- If windows have curtains or blinds, close them if safe to do so.
- Shelter in strongest part of the building.
- If roof is in danger of lifting, open windows on sheltered side of building.
- If an electrical storm, stay away from metal and electrical fixtures/equipment.

If outside:

- Keep clear of windows, trees and power lines.
- Drop, cover back of neck with hands and hold position.

Once storm has passed:

- Remain indoors.
- If outside, seek shelter indoors. •
- Wait for instructions from the Warden or Crisis Response Team.

After an emergency event, get in contact with us (we will be trying to contact you) so we know you are safe.

## INTELLECTUAL PROPERTY

Any work you create within the courses you are studying as part of learning activity or assessment are presumed to belong to *Let's Go*, unless stated otherwise in writing. You will hold copyright for any work you do though. This does not apply to any work you do that is not related to your course work.



## PASTORAL CARE

Pastoral care The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 is there to make sure you have the best possible support system. All students should be protected, respected and supported.

This Code requires tertiary providers to have a support system for the wellbeing and safety of all students, through clear rules and expectations.

This means that while you are learning, you should be:

- safe – physically and mentally
- respected for who you are
- supported in your learning and wellbeing
- connected with your social and cultural networks, and
- able to have your say in decisions about services.

If you want to find out more, or if something isn't working for you, talk to your tutor, or a member of *Let's Go* staff, or if you need you can visit the NZQA website.

We put on our website our goals, results of complaints and issues you have raised with us.



## ENROLMENT INFORMATION

### Student fee protection

The NZ government requires all private training establishments (PTEs) registered with the New Zealand Qualifications Authority (NZQA) to have some form of protection for enrolment fees received to them in advance in the event of insolvency, closure, voluntary withdrawal of a course or withdrawal of accreditation. We use the Public Trust (Static Trust) to satisfy the student protection criteria.

For students the rules apply where the enrolment fee is over \$1000 excluding G.S.T. This arrangement has been accepted by the NZQA



as meeting Education and Training Act 2025 requirements and the Student Fee Protection Rules 2025.

For further information refer to:

<https://www2.nzqa.govt.nz/about-us/protect-students/student-fee-protection/information-for-learners/> or

<https://www.publictrust.co.nz/student-fee-protection/for-students/>

### **Equal Education Opportunity (EEO)**

We are committed to providing equal education opportunities for all students regardless of gender, nationality, ethnicity, religious belief, political affiliation, marital status, age, physical disability or gender orientation.

Support for students with disabilities/special needs are provided where possible. Students with disabilities/special needs including religious considerations must declare these at the time of application to ensure that these can be catered for.

For more information on additional support services see our Free Wellbeing Services pamphlet on our website at [letsgomusic.ac.nz](https://letsgomusic.ac.nz)

### **Literacy**

We recognise students come with a vast range of motivations and capacity to deal with the challenges required when commencing training. With this view, we ensure students who self-identify as requiring literacy assistance are with support.



For specific English language requirements – see programme documents and entry criteria.

## **Enrolment procedures**

### **Photographic Identification.**

Please ensure **government-issued photo identification** is provided so we can verify your identity and citizenship. This can be a valid passport or a valid NZ driver's licence. A HANZ 18 Plus card or Kiwi Access Card is also acceptable.

### **Training equipment.**

Most training equipment required for courses is supplied. However, there are some courses where safety footwear and appropriate clothing or your own gear will need to be brought to any practical venue. You will be notified – look in your Course Outline.

### **Online Training.**

You will need your own computer. Talk to us if you have trouble with internet access or IT needs. It would be helpful if you:

Are confident with basic computer skills such as emails, attaching files and using the internet

Have access to stable broadband internet connection and an email address

A computer with at least 1 GM RAM and hard drive space, modern web browser such as Mozilla Firefox, Google Chrome or Safari and a PDF reader like Adobe Acrobat.

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## **STUDENT ATTENDANCE AND ENGAGEMENT**

In order for students to be able to undertake formal assessment, students need to have engaged fully in all learning opportunities. Our course materials and our tutors able to impart both knowledge and skills as well as provide mentorship for success and achievement.

If a student needs to depart due to health or bereavement reasons, we will work with you to find a solution to enable you to keep engaged, and progress.

### **Withdrawals and refunds**

If you want to withdrawal from a course or a programme, you need to tell us in writing that you wish to withdraw, and that you request a refund. We do not accept verbal withdrawals. Withdrawing from any of our courses or programmes does not stop you re-enrolling again later. You may apply for a refund. See the relevant policy if you are eligible. If you do not formally withdrawal, your grade will be “incomplete” on your academic transcript. This may impact on your ability to get study loan in the future.

You must notify study link if you do formally withdrawal – if you do not do so, this may also impact on your ability to get a loan in the future. Students who fail to progress in their studies can be withdrawn by LG – this will open happen after we have tried twice to get you to re-engage in course material. This will all be documented.

You will be notified of final dates for withdrawals where you can receive a refund. If you fail a course that is a pre-requisite, and you have already paid for the next course, you will be provided a refund



for the course you cannot undertake. A student may not withdraw from a course where all course assessment has taken place. If we cancel a course or programme, you will be notified and a refund will be provided.

Let's Go requires a minimum number of students to be met to run most of its courses or programmes. Should sufficient numbers not be achieved within ten (10) working days of a scheduled course or programme starting, Let's Go reserves the right to cancel the course or programme. Notification of course cancellation will be provided by email and followed up with a phone call at least ten (10) working days prior to the scheduled course date.

Any cancellation of enrolment by the Customer must be advised to the Customer Services Team in writing at least ten (10) working days prior to course commencement.

Online courses (less than 2 days equivalent): once the enrolment key is used by the Customer the fee will be non-refundable. For any face-to-face course less than 2 days in duration (that is less than 16 hours of learning) the fee will be non-refundable.

For courses of more than two days that are NZQA approved Micro-credentials or Programmes, students' withdrawals and refund rules apply, for details visit: <https://www2.nzqa.govt.nz/about-us/protect-students/student-fee-protection/information-for-learners/student-withdrawals-and-refunds>

For any course that is more than 2 days but less than 5 weeks in duration a student can withdraw up until the end of day 5 and receive 75% of any fees paid. If a student withdraws after day 6 the fee is non-refundable.



If a course is more than 3 months in duration students can withdraw up until the end of day 8 and are entitled to a full refund less 10% of any amount paid or \$500 whichever is less for administration costs. If a student withdraws before the end of day 15, 50% of the fee is refundable, after this date the fee is non-refundable.

You may want to transfer courses. Let us know. We can discuss how this may impact on fees or refunds.

## **ACADEMIC RECORDS**

### **Academic Record/Transcript/Certificate**

Completion of qualifications will be reported to NZQA as part of your Record of Learning. You will be provided with an academic transcript and certificate.

Students who have misplaced their certificate can request a re-issue either in writing (email is acceptable) or in person. There may be a charge for this (academic record \$15 per copy; Replacement certificate \$20).



## STUDENT CONDUCT

### Principles of Student Conduct

It is expected that student conduct will be based on the following principles:

**Respect towards fellow students.** Students are expected to be courteous and respectful to their peers and contribute to a supportive learning environment which is free from harassment/discrimination.



**Respect towards staff.** Students are expected to be courteous and respectful to their tutors and other staff and recognise their authority to act in the enforcement of appropriate student conduct in general, and in the performance of their responsibilities in particular.

**Respect towards the property of others.** Students may not unlawfully take the property of other students, staff or from any site; nor may they treat the property of others in such a manner as to damage it in any way.

**Integrity.** Students are expected to be honest in their statements to staff of the company, in assessments. Follow the rules, and reasonable instructions.

**Safety.** Students may not act or encourage others to act in a manner which jeopardises the health or safety of any other person.

**Industry.** Students are expected to always try to give of their best effort and work hard to achieve their goals.

**Students are expected to follow all reasonable instructions provided by the tutor/those in charge;** and not hinder other students learning experience.

A tutor may initiate removal of a student if any of the above are breached, through a discussion with the Senior Leadership Team.

Students are expected to inform their tutor if they are unable to understand information supplied. If you breach any of this Code of Conduct, you may not be eligible for a refund of any fees paid.

## **Drug and alcohol policy**

We recognise the potential dangers of alcohol, drug and solvent misuse, known as substance misuse. We want to create a safe environment for students, students and visitors.

The consumption of alcohol on site or venue when engaged in course business is prohibited. Any student found taking/handling illegal drugs (or CBD products) on-site will undergo disciplinary and will be reported to the NZ Police.

We aspire to be a smoke-free environment.

## **Care of the Environment and Facilities**

If you are at venue or on an approved site, please assist us to keep our immediate and wider environment clean and green. We ask for student cooperation in helping to keep sites tidy and all facilities in good working order for everyone's benefit.

Please dispose of rubbish in the bins provided and use recycling bins where possible. Please report any damaged/faulty equipment to a staff member so repairs can be arranged promptly. Any student found causing malicious damage will be required to pay to repair/replace equipment damaged.

## ASSESSMENT

### **Examinations/Tests/Assignments/performance**

If you are required to engage in projects, internship or performance you will be supervised. The supervision will be undertaken by a person who has been given the authority to do so by *Let's Go*. Follow the instructions on the assignment, include all relevant evidence and return the documentation to for marking.

The Course Outlines indicate how the course will be assessed.

A student may wish to have an assessment in Te Reo Māori. The request must be presented in writing at least four weeks in advance of the assessment. We need time to do that for you. Contact us for more information. A request may be declined and we will give you a reason why in our response.

### **Reassessment / Resubmission**

Students will be given multiple opportunities to pass tasks. If a student has not achieved a course, the Tutor will create a plan with you. It will establish a timeframe and the tasks to be undertaken. The student must bring to the assessment any course material that has been provided. There may be fees for additional reassessment (\$25 - \$80).

### **Reassessment / Resubmission of Achievement Standards**

There is only one further assessment opportunity to improve a grade allowed within an academic year, if this is manageable and if further learning has taken place. This will be through a different assessment.

You may be able to have one more resubmission per assessment if the assessor makes the judgement that the errors are minor or are limited to specific aspects of the assessment that the learner can correct on their own.

Learners can only achieve an achieved grade through reassessment or an achievement standards.

### **Recognition of Prior Learning (RPL)**

If the student has relevant work experience, life experience/previous informal education and training courses, the student could gain credits towards a formal qualification. Contact us. This may have a fee (\$10 per credit).

### **Extensions**

Students should make every attempt to submit work by the specified deadlines. If the student is unable to meet a deadline because of illness/other reasons, contact your Tutor.

### **Plagiarism**

Plagiarism is using other people's ideas without acknowledgement. For example, taking some ideas from a book and not saying where they are from (referencing), or this may be copying another student's work. Plagiarism is regarded as a form of cheating and there can be impact on your grade and/or your enrolment status. If you are not sure, talk to us. Any student caught cheating/copying another student's work will be dealt with through our Academic Honesty process.

## **APPEALS PROCESS**

A student can appeal an academic result or disciplinary process outcome decision made by *Let's Go* (LG) assessors if they believe they have grounds. Appeals may have a cost (\$50 refundable if appeal is successful).

The student can do this by contacting the Quality Manager after having attempted to resolve the issue with the person who made the decision in the first place e.g., Tutor. Appeals are to be made in writing and be directed to the Quality Manager within seven days of receiving a decision (academic result or disciplinary process outcome).

The student will need to supply all documentation to support the appeal. The result will be advised by the Manager within 15 working days of the receipt of the appeal. If the decision made by the Manager is not accepted, then a Private Moderator (mutually accepted by LG and the student) will be appointed.

The application for appeal must clearly set out the grounds for the appeal and include any information that supports the appeal.

Appeals against alleged unfair treatment by staff must be raised through the Complaints process.

### **Student Evaluations**

Students will be given a course evaluation form to complete at the end of the course as part of our quality control procedures. Please comment honestly on these forms as any feedback will be evaluated systematically and given due consideration. General

outcomes from evaluations will be on our website. You will not be identified in these forms.

## **CONCERNS AND COMPLAINTS**

If a student has an issue which they believe have impacted their study or any concerns about our service, you can talk to your Tutor (or other member of staff) or contact the Quality Manager. They may be genuinely unaware of the issue that has led to your concern and will appreciate it being brought to their attention. You can always tell us anonymously via our feedback links (oops form, QR codes).

Sometimes making a complaint can be scary. Here are a few tips:

- focus on the main problem – take your time to identify what is the exact issue, and what you want done about it
- Find our complaints policy (see website) or QMS or ask a staff member.
- You may be able to resolve the issue by just talking to someone.
- Keep detailed records including who you spoke to about the problem, and what has been done or said.
- If this does not work – make a formal complaint. This can be in writing or done face-to-face.
- Get help to write it all down if you need to. We can provide you independent support.
- Let's Go does not have a specific form for complaints – you can use the Oops form or via email or letter – make your points clearly and briefly including your name and contact details, relevant dates, places and times, description of the problem or incident you are complaining about, any

details of how you have tried to sort the problem and any other relevant documents.

- Tell us what you think should happen to fix it. This needs to be reasonable (it will fix the issue and it is something we can do). Try and be flexible and consider any alternative solutions.
- Ask for your complaint to be acknowledged in writing, and how long it will take to respond. Tell us if it is urgent and why.
- Keep records of all the communications you have with us about this issue in case you want to take things further.

### **Complaints Process**

If a student has a formal complaint, it will be handled in a safe and supportive environment. Your concerns and complaints will be taken seriously and will be investigated fairly, timely and courteously.

Any issues that arise during teaching are in the first instance to be directed to the Tutor. If a satisfactory outcome is not achieved the complainant can send a formal complaint to either the Senior Leadership Team (SLT) (see website for contact details).

If talking about it doesn't work, you can put in a "formal" complaint. You can do this yourself, or have an advocate to do this for you – you have the right to have a support person to help. If you do not have someone to support you, we can provide one for you who will be independent of the problem. You can do this by a face to face meeting (kōrero kanohi kit e kanohi) or put it in writing.



Make sure you raise a concern or complaint as soon as possible – be honest, provide all relevant evidence and tell us what you would like to see as a resolution.

When a formal complaint is received, the Quality Manager or SLT will grade according to risk (high or low risk). They will then assign relevant personnel to investigate making sure it is done so fairly.

If a complaint is about a staff member, he or she is entitled to have details of the complaint. Under normal circumstances, for reasons of natural justice, the staff member should be aware of their accuser. If there are extenuating circumstances that may place the complainant at risk, then the complaint may remain anonymous.

When we have heard/received your complaint we will tell you when you will hear back from us. We will tell you the outcome of the complaint within a reasonable time. We may tell you in writing, or if you prefer, in a face-to-face meeting.

We may not proceed with investigating a formal complaint if it is hearsay (no evidence), or anonymous, or if no information is provided or is made more than ninety days after the incident that the complaint is about.

Any person who feels that the process is unfair may appeal to the Senior Leadership Team (SLT) within three weeks of being notified of the outcome of the investigation.

Complaints about the SLT will be made to any independent governor(s) or appointed associates – see website for contact details.



Any complaints that may have financial implications (insurance liability) must be notified to the SLT.

If the complaint is still unresolved then a formal complaint to NZQA can be made. NZQA is responsible for quality assurance of education providers and administering the Code of Pastoral Care.

<https://www2.nzqa.govt.nz/about-us/contact-us/complaint/>

Outcomes of complaints or dispute resolutions will be made available to students on our website (no individuals or companies will be identified).

Other organisations that may be able to help for contractual disputes, administrative acts or decisions, loans and allowances, fees free, someone is at risk, discrimination or information privacy:

<https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/other-organisations/>

A dispute resolution scheme to resolve financial and contractual disputes between domestic tertiary students and tertiary providers is in place. Information can be found at the Study Complaints website at <https://www.studycomplaints.org.nz/>

General outcomes should become part of self-review activities (without breaching confidentiality) for continuous improvement purposes. This will be an agenda item at Senior Leadership meetings.

## **Privacy**

Our collection use and disclosure of personal information is governed by the Privacy Act 2020. We collect personal information from each student, including information about their name,

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ethnicity and citizenship, contact information, age, prior qualifications, billing and purchase information. We collect this information in order to provide our training services as they are required by the New Zealand government as a registered PTE.

Each student must understand and agree that evaluation forms and assessment documents may be viewed/reviewed by the following: Course Tutor; Quality; NZQA (or other training accreditation agency), or a WDC for moderation purposes.

We keep information protected in accordance with the requirements of the NZQA, and at the end of the required retention timeframe we will securely shred and dispose of any paper records.

We will refuse to supply personal information about a student to a third party without the student's express written permission or unless a statutory exception applies. This applies even if the third party is the student's parent, partner or a PCBU. Students are entitled to access their own personal information from us and correct it if it is not accurate. If the student believes their privacy has been breached by a LG staff member/contractor, then please contact the Senior Leadership Team. Let's Go Privacy policy is available on website.