

# TRAINING CODE OF PRACTICE

Gallagher Bassett NZ Ltd t/a TriEx  
Level 1 / 128 Wrights Road  
Addington  
Christchurch

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[www.triex.co.nz](http://www.triex.co.nz)  
[firstaid@triex.co.nz](mailto:firstaid@triex.co.nz)  
0800 487 439



TriEx (Gallagher Bassett NZ Ltd t/a TriEx) prides itself on delivering first aid training as an enjoyable and educational experience so that each trainee feels confident that they have the skills and knowledge to administer first aid, should they be required to do so.

This document outlines the information about our first aid courses, our facilities, payment options, what to bring to your course and how to claim New Zealand Qualifications Authority (NZQA) unit standards.

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## Enrolment process

To book your first aid course visit our website for the online booking system which shows the course dates and prices. Alternatively, you can call us on 0800 487 439 or email [firstaid@triex.co.nz](mailto:firstaid@triex.co.nz).

## Information for trainees

- » Training is held at our Training Rooms at Level 1, 128 Wrights Road, Addington Christchurch. Please take the lift or stairs to Level 1
- » Parking is available in carparks marked Gallagher Bassett Visitors. We have one disabled carpark, number 1, and labelled Gallagher Bassett Visitor
- » Attendance is compulsory for all sessions in order for a certificate and/or unit standards to be issued
- » Please be at the training venue at least 10 minutes before the start time
- » Courses involve demonstrations and scenario involvement, which may involve touching others
- » We suggest trainees wear comfortable clothing to allow easy movement for practical demonstrations (trousers and flat shoes are recommended)
- » Only enrolled trainees are permitted on the course
- » Bring a pen and paper if you like to take notes
- » Course workbooks and the commencement of the course, and a first aid manual, certificate and a wallet card are provided upon completion
- » Coffee, tea, water, fruit and biscuits will be provided
- » Lunch is not provided
- » There are two cafes and a variety of food outlets within easy walking distance
- » Toilet facilities are located off the foyer on Level 1

## Course rules

- » If you arrive more than 30 minutes late for the course you will not be admitted to the course, but will be re-booked onto another date
- » Mobile phones are allowed on silent mode only
- » No smoking or alcohol
- » The instructors may request disruptive trainees be removed from the course when it is fair and reasonable to do so.
- » Instructors may, at their discretion, offer the disruptive trainee the opportunity to complete the course at another date.

## General information

Before training commences we will provide trainees with all the necessary and up to date course information, including:

- » Enrolment procedures and entry requirements
- » Arrangements for recognition of prior learning and/or credit recognition transfer (for qualifications already attained)
- » The competencies that will be achieved
- » Assessment procedures
- » Our Training Code of Practice and FAQ sheet (available on our website)
- » Other material relevant to the course, including a pre-course reading document.

## Available first aid courses

TriEx is an accredited NZQA provider for the following courses:

- » Comprehensive First Aid - 12 hours. Unit Standards 6402, 6401 and 6400
- » Workplace First Aid - 8 hours. Unit Standards 6402 and 6401

Courses meet the requirements of the Department of Labour First Aid for Workplaces - a Good Practice Guide (August 2011) as well as the New Zealand Resuscitation Council Guidelines Sections 2 to 9. This forms our Primary Reference. Certificates for the above courses are valid for two years.

- » Refresher First Aid - 6 hours. Certificates valid for two years
- » Courses tailored to individual or group requirements including: Basic First Aid, School Environment First Aid, Electrical Workers CPR & First Aid, and Defibrillator Training.

Please visit <https://www.triex.co.nz/first-aid-training/> for full list of courses including training course durations and costs.

## Entry criteria

All our first aid courses have an open entry. To complete the Unit Standard 6400, trainees must have completed Unit Standards 6402 and 6401 within the previous 3 months.

All courses require an ability to speak and understand basic English. You must complete the TriEx Learner's Assessment Report and participate in practical first aid skills during the course.

All of our assessments are practical based assessments, therefore require very little writing. You will be required to complete some personal information i.e. Name, Address, Date of Birth. If you require any assistance with completion of the writing sections, our instructors will be more than happy to help. The instructor will read out any assessment instructions for you and all assessments have accompanying pictures for our more visual learners.

If you have any concerns regarding your literacy and numeracy skills, or have any other concerns regarding the training, please discuss with your instructor at the start of the course.

## Equal opportunity

We always ensure every attempt is made to allow access to our courses for all people, regardless of disability and in accordance with the Equal Opportunity Act 2010. We also ensure that our trainees are treated in an ethical and responsible manner that is consistent with the principles of social justice. If you have any concerns or particular requirements/difficulties that need any special assistance or have any specific learning needs, please notify us at enrolment and discuss this with the instructor.

## NZQA accreditations

TriEx provide education and training. All trainees requiring NZQA credits must, at the start of the course, fill in the NZQA section of the Course Enrolment form, and either bring a copy of their NZQA Record of Learning document/number or fill in the required information for an NZQA Framework Registration (Hook-On) form to apply to NZQA for the learner NSI Number. This is required to register their credits. The trainees ID such as passport and birth certificate must be sighted by the instructor.

## Payments

Course fees are charged at the price on our website at the date of the booking unless agreed otherwise. Credit Card payments are taken or an invoice is raised at the time of booking.

If you do not pay a bill by the due date for payment:

- » You may be required to pay any costs that are incurred by anyone (including debt recovery agents) in recovering the money you owe or in exercising any other rights, including commissions and the legal costs of a solicitor
- » We may withhold, suspend, restrict or terminate any discounts we have offered you

## Course cancellation and refund policy

We guarantee to refund fees when:

- » The course is cancelled or discontinued by us
- » The trainee has a valid reason for discontinuing the course, e.g. medical

Refunds will only be made to the person or organisation that made the original payment.

Where the cancellation notification is received less than 48 hours before the course starts, we reserve the right to refuse any refund but rebooking is allowed. All cancellations must be made in writing by sending us an email to [firstaid@triex.co.nz](mailto:firstaid@triex.co.nz) or via the Contact Us page on our website.

We reserve the right to cancel courses if necessary. Every effort will be made to give trainees no less than 5 working day notice. Gallagher Bassett NZ Ltd t/a TriEx will not be responsible for any costs incurred due to course cancellation.

## Assessment procedures

All NZQA course assessments are undertaken by qualified instructors. Some peer observation may be undertaken under the supervision of the instructor.

Attendance at all modules of the course and all assessments must be completed to gain the accredited course certificate. Trainees who haven't completed all the required assessments can redo or catch-up assessments needed to complete the certificate. These must be completed within 3 months of the course date.

Assessments can only be attempted three times. All assessment material will be kept by us for moderation purposes as required by NZQA.

Trainees must successfully complete the required assessment in order to gain NZQA credits.

## Disabilities and physical requirements

During the course, trainees will be required to demonstrate to the instructor that they are physically able to perform required first aid skills.

If the student is unable to perform cardio-pulmonary resuscitation (CPR) on the floor long enough for the instructor to assess competency, then they may not meet the requirements for the first aid certificate.

If you have any disabilities, or an illness, which you feel may affect your performance during the course, please raise your concerns to the instructor, or contact us to discuss your concerns prior to course commencement.

## Confidentiality and privacy

We are committed to protecting the privacy of our trainees. We do not pass on any information to anyone else without permission. In accordance with the Privacy Act 1993, we will only use the personal information provided by trainees for the purposes of training, or other services requested by trainees. Confidentiality, privacy and respect are maintained at all times during courses.

## Recognition of Prior Learning (RPL)

We recognise prior learning according to the NZQA rules for Unit Standard 6400. Trainees will be required to supply evidence of completing Unit Standard 6402 and 6401 within the past 3 months.

## Educational standards

We always ensure we maintain high professional standards in the delivery of our training by:

- » Strictly following courses curriculum in terms of content, delivery, assessment and occupational health and safety requirements.
- » Providing suitable facilities for trainees to achieve the specified competencies.
- » Providing the equipment and materials needed to support the specified learning.
- » Providing assistance to trainees with all aspects of their training.
- » Providing appropriate assistance to people of non-English speaking backgrounds, physical disability, hearing impaired and trainees who identify a learning difficulty.

## Instructors

All our instructors have successfully completed training as required by NZQA and New Zealand Resuscitation Council (NZRC).

## Health and safety

We prioritise the health, safety and wellbeing of our employees and course trainees.

Please advise your instructor of any health problems you have and they will make appropriate arrangements to assist you to complete the course where possible.

All employees and trainees must adhere to our Health and Safety policies, WorkSafe NZ good practice guidance and all associated legislation. Any incidents will be recorded and reported accordingly and any reportable incident will be followed up immediately.

We expect that when teaching at customers' venue, the facility owner will have comprehensive Health and Safety processes in place and hold relevant health and safety discussions prior to teaching which includes provision for both the instructor and the trainee.

## Grievances and reassessment appeals

Trainees who are dissatisfied with their course should follow the grievance process outlined below. A grievance can relate to any aspect of the course, including assessment results, teaching style, interpersonal conflict, harassment or discrimination.

Grievance Process:

- » In the first instance, speak with the course instructor
- » If the issue is still unresolved, write to the First Aid Manager, Gallagher Bassett NZ Ltd t/a TriEx, PO Box 9225, Tower Junction, Christchurch 8149, or by email [firstaid@triex.co.nz](mailto:firstaid@triex.co.nz).
- » If the grievance is still unresolved, or you are dissatisfied with the grievance process, you can apply to NZQA for an independent assessment of the complaint. NZQA, PO Box 160, Wellington. 0800 697 296 or email to [helpdesk@nzqa.govt.nz](mailto:helpdesk@nzqa.govt.nz)

Written complaints must be sent to the First Aid Manager within 10 days of the course completion.

We will reply in writing to written complaints within five working days of their receipt. In our letter, we will propose what action could be taken to resolve the grievance.