

# Biosecurity Transitional Facility Operator

## Course Learner Information

### General Enrolment Information

All persons wishing to attend a Biosecurity Transitional Facility Operator workshop provided by The AgriChain Centre may do so by contacting our free calling number, 0800 AGRICHAIN (0800 247 424) or by making a booking online via our website [www.agrichain-centre.com](http://www.agrichain-centre.com)

### Course Overview

By the end of the workshop you will be able to:

- Describe what biosecurity is and why it is important.
- Explain the pathway that an import may take and identify where its key biosecurity checkpoints are.
- Explain the roles and responsibilities of the main players in biosecurity.
- Describe the links between legislation, standards, and operating manuals.
- Explain the legal requirements for biosecurity in New Zealand and the consequences of not complying.
- Identify the required biosecurity procedures for your own transitional facility to meet the Ministry of Agriculture and Forestry (MAF) Biosecurity Standard.

### Who Should Attend This Course?

- We recommend this course to all Transitional Facility Operators/Owners/Managers and their Deputy's, of both large and small companies so that you fully understand what you and your staff are required to do.

### Entry and Selection Criteria

Courses are open to any person wishing to undertake the course who is currently working in a field specifically related to the course offered as long as they have a **clear understanding of the English language (both written and oral)**.

### Recognition of Prior Learning or Current Competency

Under the current MAF Standard, anyone who is responsible for managing a Transitional Facility, regardless of experience, must undertake an approved MAF Biosecurity Transitional Facility Operator workshop in order to become an Approved TF Operator.

### Total Costs for Enrolment and Pursuing a Proposed Course of Study

The standard cost for a training course, effective from 1 January 2012, is **\$200.00 + GST for training in all regions**. (This includes the **\$10 Certificate Charge** from MAF.)

### Course Material

At the commencement of the training course you will be provided with a workbook which contains space for taking notes during the session.

**NOTE:** Attendees must bring a copy of the Operating Procedures for their company if they are Managing an already Approved Transitional Facility.

Attendees also need to bring a copy of the MAF Standard **BNZ-STD-TFGEN – Requirements for Facilities and Operators and the Guidance Document**. (This can be printed from the MAF web site - <http://www.biosecurity.govt.nz/border/transitional-facilities/bnz-std-tfgen>)

### Course Duration

The course runs for 3-4 hours and is based on adult-education principles. Attendees will receive a document confirming their attendance which will be emailed to them after completion of the course. This will be followed by a certificate issued by MAF. These documents are not issued unless course payment has been received in full.

### Training Dates

Course details and a calendar outlining upcoming training dates/locations are also available on our website <http://www.agrichain-centre.com/biosecurity-training/>

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### Training Venues

The AgriChain Centre utilises a number of venues throughout the country for training purposes. Before attending your scheduled training course, please familiarise yourself with the venue and address details of the training location you are attending. This information is included on your tax invoice issued at the time of booking.

### Contact Details/Student Support Services

The AgriChain Centre staff are available to answer any questions with regard to the procedures for the devanning of sea containers, transitional facility requirements and completion of paperwork, as required.

For any support services prior to or following your course, please direct your enquiry to the relevant contact listed below.

Technical Aspects/Course Content	Keith Budd	<a href="mailto:kbudd@agrichain-centre.com">kbudd@agrichain-centre.com</a>
Administration/Course Bookings	Shirner Kenny	<a href="mailto:skenny@agrichain-centre.com">skenny@agrichain-centre.com</a>
Complaints	Debbie Woods	<a href="mailto:dwoods@agrichain-centre.com">dwoods@agrichain-centre.com</a>
Accounts	Jack Wen	<a href="mailto:jwen@agrichain-centre.com">jwen@agrichain-centre.com</a>
For all other enquiries	Telephone: 0800 AGRICHAIN	Freephone: <b>0800 247 424</b> Fax: 09 414 6140

The AgriChain Centre's contact details are also available on the Ministry of Agriculture and Forestry's website [www.maf.govt.nz](http://www.maf.govt.nz), the governing body for Biosecurity training courses offered by The AgriChain Centre.

### Pastoral Care, Welfare

The AgriChain Centre is sensitive to individual's requirements and is committed to providing these services should they be required. Should you have any specific personal requirements, please contact our office prior to attending a course.

### Rules and Regulations

The Transitional Facility Operator workshop complies with the rules and regulations specified in the MAF Standard for Independent Training Providers. Please also refer to The AgriChain Centres Rules and Regulations with regards to training: [http://www.agrichain-centre.com/uploads///rules\\_reqs\\_v5.pdf](http://www.agrichain-centre.com/uploads///rules_reqs_v5.pdf)

### Complaints Procedures

Our courses are delivered to a high standard and we therefore anticipate that you will have a rewarding and enriching learning experience. In the event that you wish to express some dissatisfaction with the training delivery you have experienced please contact us on 0800 247 424 to obtain a complaint form which we would ask you to complete and return to us. Any complaint submitted will be treated in confidence and dealt with in a professional manner with the aim of reaching an amicable solution for all parties concerned within the minimum of time.

In the event that the learner is unsatisfied with the outcome of The AgriChain Centre's internal complaints process, they can make a complaint to The New Zealand Qualifications Authority by contacting them on 0800 QA HELP (0800 724 357) or by following the procedure detailed in the NZQA Complaints Kit <http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider>

### Health and Safety Requirements

The AgriChain Centre recognises the importance of health and safety requirements and is compliant with current health and safety legislation. The venues have been selected on the basis of their compliance with current legislation.

Occupational Safety and Health ("OSH") regulations are specific to each training venue. Trainers will notify attendees of these at the beginning of a training session. If you have any queries in relation to Health and Safety issues, please discuss with your trainer.

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### **Cancellation & Refunds Policy**

#### 1. Cancellation Policy

The following administration fee will apply to cancellations:

Cancellations received 5 working days or more before the course - No charge

Cancellations received less than 5 working days before the course - 50% of course cost

Cancellations not received before the course - No Refund (Full course cost applies)

#### 2. Refund Policy (where applicable)

No refunds will be given for clients who do not attend their course without prior notice of cancellation.

#### 3. Non Attendance Policy

Non attendance without prior notification will incur the full course cost.

#### 4. Non Payment

We do not forward names to MAF until payment is received in full. After three months any non-payment of outstanding invoices will result in the account being passed to a debt collection agency for recovery.

#### 5. Payment Prior to Course

Where payment is not received prior to the course date and a trainee does not attend or cancels as per clauses 1 & 3. The AgriChain Centre will enforce the payment as per the original invoice.

### **Rebooking Rules**

Rebooking is accepted once only if the change is made 5 days prior to attending the course. If you subsequently cancel a rebooked course, you will incur a full course cancellation fee.