

# **GILLIGAN BUSINESS SCHOOL LIMITED**

## **Learners' Handbook 2020**

**“Now Success is in your hands”**



Better Skills • Better Jobs • Better Business

## **Welcome to Gilligan Business School Limited**

This Learners' Handbook will explain to you how Gilligan Business School Limited works and what you and our staff need to do to make sure everything works well for all of us. There are forms in the pack that you will need to sign and send back as part of the enrolment process.

If you are unsure about any of the information given or want to know more about something, please do not hesitate to talk to any member of our staff. If they cannot help you, they will direct you to the person who can. This may be an outside person or agency.

Management and staff at Gilligan Business School Limited wish you every success with your learning and career pathway.

Best wishes for your study with us...



Allan Gilligan CA, FCPA (Aust) JP  
Course Director

**Our Premises:**

Gilligan Business School Limited Office is located at:

Unit 2, 739 Great South Road  
Penrose  
Auckland 1061

The office is open Monday to Friday, 8:00 a.m. – 5.00 p.m.

Postal address: P.O. Box 9606 Newmarket, Auckland

Phone: 0800 73 73 50

Email: [school@gilligan.co.nz](mailto:school@gilligan.co.nz)

Web: [www.gilliganbusinessschool.co.nz](http://www.gilliganbusinessschool.co.nz)

All our courses are delivered by distance learning.

**Our Staff:**

The management team at Gilligan Business School Limited are:

- Course Director: Allan Gilligan CA, FCPA (Aust), SIA, JP
- Administration Manager: Carol Gilligan

**Student Entry and Selection Criteria:**

Entry to the Gilligan Business School Limited:

- Open to all ages
- New Zealand residents and overseas applicants not resident in New Zealand
- Prior education background at least 3 years high school study to NZ teaching standard of Level 2 Literacy and Numeracy

Students complying with the criteria above are eligible for enrolment.

Rules on Student Complaints, Appeals, Discipline, and Cancellation Policy can be found in the Learners' Handbook on the Gilligan Business School website.

**Student Guarantee:**

After enrolling, if you are not completely satisfied that the course is for you within seven days, simply return the complete, unmarked course and we will refund you less a \$50.00 booking fee.

**Student Resources:**

Students must provide their own writing materials and calculator. The Manual, and Assessment Pad are provided.

**Welfare and Learner Support Services:**

Gilligan Business School Limited is committed to providing guidance and support to assist our learners during the course for matters relating to the content of the course material.

The Administration Manager is skilled in the following areas:

- Helping you with your enrolment requirements
- Assisting you should you have a problem that is affecting your study
- Providing guidance with progress and assessment problems
- Suggesting referrals to appropriate outside agencies if a problem cannot be resolved internally

Gilligan Business School Limited wants to make your learning successful and enjoyable. To ensure this happens, we are keen to assist and support you.

Gilligan Business School Limited wants to create a learning experience that is enjoyable for you. If you have any concerns, please do not hesitate to discuss these with the Administration Manager.

**Current courses being offered by Gilligan Business School Limited:**

A list of the current courses on offer are available on the Gilligan Business School web site.

**Complaints:**

If you are unhappy about something:

- Talk to one of our staff and let us know your concerns. We are here to help you.
- If you are still not satisfied, complete the Complaint Form so that your complaint can be considered by Gilligan Business School Director.
- The School Director will consider your complaint and record the decision on the form.

**Study Guide Tips:**

- Organise your time
- Plan your study timetable
- Try to allocate some time each week to complete the homework
- Ensure that you maintain personal discipline
- Take notes from the course material
- Always ask relevant questions if unsure
- Keep revising the previous sessions
- Read through the whole session to get the general idea of what the session is about, summarise the key points

**Note:**

The assessment pad is designed to come apart and we suggest you file it in a folder where you can later add the solution sheets.

**Student Consent Form:**

I give permission to Gilligan Business School Limited to pass on my contact details and academic results to any educational and government agencies, if required.

Name of Student: .....

Signature: ..... Date: .....

**Note:**

1. If you change your address, you must let the Administration Manager know your new contact details (i.e. your new address and telephone number).
2. Please photocopy this page, scan and email to: [school@gilligan.co.nz](mailto:school@gilligan.co.nz)

## Assessment Appeal Form:

### What is an Appeal?

You can lodge an appeal if you believe your final assessment result was not correct or fair and you would like to have it reconsidered.

### How to go about it:

- Talk to us if you are unhappy with an assessment result and ask to seek a reassessment.
- If you are still not satisfied, complete this form so that your assessment can be remarked.
- The Director will arrange for your assessment to be remarked and provide the results on this form. If you are still not satisfied with the result, ask the Director to arrange for your work to be remarked by an external assessor.

Name	
Date	
Course	
Assessment Activity	
Reasons for Appeal	
Decision of the Director	
Signed	
Date	

## Complaint Form:

### How to go about making a complaint

- Talk to the Administration Manager at Gilligan Business School Limited stating what you are unhappy about.
- The Administration Manager will consider your complaint and record the decision on this form. If you are still not satisfied with the result, ask the Administration Manager to arrange for your complaint to be considered by the Course Director.

**Reason for Complaint** (use another sheet if necessary)

I declare that the information in this complaint is true and correct.

Signed:

Date:

**Action to be taken**



**Course Refund and Cancellation Policy:**

If the course is withdrawn or cancelled, a full refund will be given.

Courses will be supported for 12 months.

Resits can be arranged within 14 days of sitting. The pass rate is 65%.

**Rules and Regulations:**

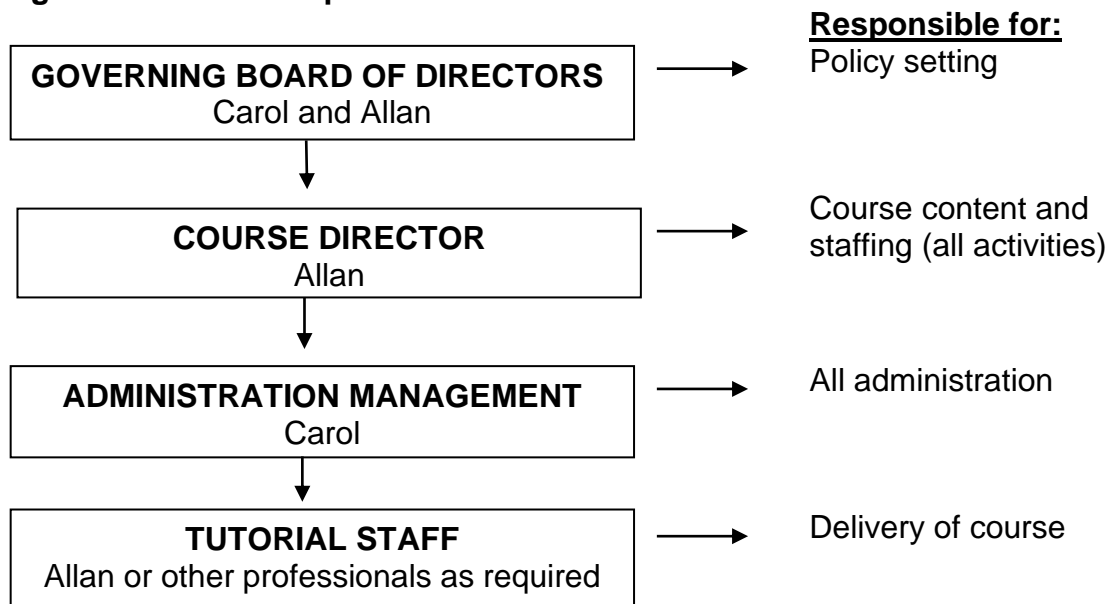
Please read the rules and regulations carefully and ask us to explain anything you do not understand.

If you believe that Gilligan Business School Limited may not have complied, please contact the School Director at Gilligan Business School Limited

Email address: [allan@gilligan.co.nz](mailto:allan@gilligan.co.nz)

## Appendix A

### Organisation and Responsibilities:



Gilligan Business School Limited has a flat system of reporting to only one level.

The following position is CEO of Gilligan Business School Limited:

Course Director: Allan Gilligan, CA, FCPA (Aust), SIA, JP

Gilligan Business School Limited has an administration management team and the following positions reporting to the Course Director as follows:

Administration Manager: Carol Gilligan

Resources Manager: Allan Gilligan CA, FCPA (Aust), SIA, JP