

Congratulations on starting your Primary ITO training programme. This sheet outlines our enrolment policy, terms and conditions. [Please keep it as a reference.](#)

Your Training Agreement

The Training Agreement is a legal document signed by your employer, a Primary ITO staff member, and yourself.

1. You have agreed to learn the skills required for the job, and participate in the training and assessment for the programme to the best of your ability.
2. Your employer has agreed to provide training at work, and to allow you to attend off job training or to study by distance. Your employer has also agreed to make time available for formal assessment of your skills.
3. Your Primary ITO contact has committed to coordinate your enrolment and to support you and your employer.

Your workplace and personal contact details

Always keep your contact details, including your workplace, up to date. We need your Physical Address to locate you for training arrangements and services. This is where your resources, all correspondence and your certificate will be sent to. Let your Primary ITO contact know about changes or call 0800 20 80 20 to update your information.

Work Visas

If you are working in New Zealand on a visa, we will check that you can complete your programme before your visa expires. If your training on that programme takes longer than the expected duration of the programme and your visa expires, your learner Agreement will be put on hold until we receive confirmation of an updated work visa - talk to your Primary ITO contact.

Programme completion

Your programme will be completed when all requirements have been met. On completion, you will receive your New Zealand Certificate. If you are an Apprentice, you will graduate at Level 4 and your apprenticeship programme may also include a Level 3 New Zealand Certificate.

Health and safety

Your employer is required to comply with the Health and Safety at Work Act (2015), have adequate health and safety procedures and policies in place in the workplace, and to tell you about them.

NZ Apprenticeships

If you are an Apprentice, you and your employer have committed to a training journey of at least 2 years. Primary ITO will support you, with goal setting and reviewing. More information is in the Code of Good Practice for New Zealand Apprenticeships.

Your Learner or Apprentice status

To train with Primary ITO you must remain employed in a primary sector industry.

- If you are a self-employed contractor, you must be under an arrangement with an organisation in the nature of employment (e.g., an exclusive contract of service).
- If you are a volunteer, you must be in an arrangement in the nature of employment with your host non-profit organisation.
- We will need to confirm your eligibility for funded training.
- If you are an Apprentice, you need to stay employed in the occupation for which you are training.

If your job/role changes, your employer changes, or you leave work – get in touch with us as soon as you can! You may be able to change your programme or transfer your learner Agreement to a new employer.

Fees and how to pay

Your programme enrolment states the training fees. Invoices are issued to the person who has agreed to pay for the training.

Direct debit: Complete a direct debit authority (available from your Primary ITO contact). A one-off. \$50.00 administration fee is payable in addition to training fees.

Internet banking: ASB 12-3192-0044043-01. Complete the fields as follows: Particulars – Company name or first name, Code – Last name, Reference – Primary ITO invoice number.

Credit Card /Farmlands Card/CRT Card/Ruralco Card (previously called ATS) your Primary ITO contact will take your details.

If you are sent a final reminder letter by us for an overdue account you must pay the amount owing within 7 days from the date of our letter, or debt recovery action may be taken.

Withdrawals

If you withdraw from a programme you may be eligible for a partial credit or fee refund, provided Primary ITO has received a written withdrawal request. The amount that will be credited or refunded depends on when the request is received (see withdrawal refund eligibility).

You can withdraw from your programme if your personal circumstances change. Please talk to your Primary ITO contact about your reasons. There may be a way we can help you continue or we can put your training on hold for a while.

Cancellations

Primary ITO reserves the right to cancel programmes from offer. If a programme is cancelled, fees will be refunded in full or transferred to another programme.

Transfers

Your Primary ITO contact may recommend that you transfer from one programme to another. Fees may be transferred for an approved programme transfer.

Refunds

If you withdraw in the first 60 days of your invoice a refund will be made to the person who paid the invoice:

Within 30 days of invoice: 100%, less \$50 administrative fee and cost of resources (if applicable).

Between 31 and 60 days from invoice: 50%, less \$50 administrative fee and cost of resources (if applicable).

Over 60 days from date of invoice: no refund.

Support services

Primary ITO offers mentoring, dyslexia, and literacy and numeracy support. Primary ITO staff are here to support you. Call us: 0800 20 80 20 or email: info@primaryito.ac.nz

Academic Integrity

Primary ITO expects you to demonstrate academic integrity in all aspects of your course work while you learn with us. This means your course work, assessments, assignments and evidence portfolios must be your own original work. Copying of sentences, paragraphs, photographs or any work that is not your own and/or has been obtained from another person or source, such as the internet, is considered academic misconduct. All instances of alleged academic misconduct will be investigated and if proven, could result in cancellation of this agreement.

Privacy statement – data collection and sharing information

Primary ITO collects and stores information from the Training Agreement in accordance with the Privacy Act 2020 and the Education and Training Act 2020. The information collected on the Training Agreement is shared with external organisations for the following purposes:

- Assessment
- Recording achievement
- National Student Index
- Research
- Workforce Development Councils
- Statistical and reporting
- Confirming achievement
- Visa View database
- Graduation invitation

Storage

Primary ITO holds your personal data securely in the learner management system; this will include your programme enrolment, finance records, and assessment results.

Results

Primary ITO shares your assessment results and information about your progress with your employer.

Literacy and Numeracy Assessment

Information from the Literacy and Numeracy Assessment for Adults online tool will only be disclosed and/or used to provide support to you and your employer where deemed necessary by Primary ITO.

Marketing

Your personal details may be used in our publications to celebrate graduation and other successes.

Learner work

Evidence portfolios, workbooks, photos of your workplace and any other learner work provided for assessment will be used only for assessment and moderation either manually or electronically. Samples may be held by the ITO for moderation purposes for up to five years before secure disposal.

Workbooks, topics, workplace photos etc. used in training sessions will only be used for learning and assessment. Assessments may be held by a provider for moderation purposes for up to two years before secure disposal.

Fees Free

If you are eligible to receive fees free, Targeted Training and Apprenticeship Fund or Free Trades Training you agree to sharing their information with TEC who may share this information with the Ministry of Education, the Ministry of Social Development (Studylink), and Inland Revenue to help operationalise fees free education.