

Learner Handbook 2023



Primary ITO



Te Pūkenga

Ākonga (Learner) Name

Training Adviser / Sector Adviser

Name _____

Mobile _____

Email _____

Regional Coordinator

Name _____

Mobile _____

Email _____

Qualification

Date Start _____

Expected End Date _____

Specific Notes

Introduction

E ngā reo e ngā mana, o te whenua me te wai tēnā koutou, kia ora anō tātou.

Welcome to you all, as learners, as people of the land and sea who make a difference, welcome.

Tēnā koutou, talofa lava, kia orāna, mālō e lelei, bula vinaka, malō ni, fakaalofa lahi atu, fakatalofa atu, hola, nihao, sat sri-akaal, namaste, kamusta, ahoj, privet, dobryi den, mhoroi, goeie dag, vanakkam, góðan daginn, konnichiwa, buon giorno, bonjour, as-salamu alaykum, selamat pagi.

Further information

The Primary ITO | Te Pūkenga website has more information about enrolment, guidance and support. Visit www.primaryito.ac.nz

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General Information

Industry training / workplace learning

Where you are training?	Workplace training is different from classroom learning. Your 'classroom' is your workplace. You might not need to sit down for lectures. You can learn at your own pace. Note: some training may require you to attend a few training days away from work.
When does training start?	As soon as Primary ITO Te Pūkenga has verified your training agreement, you are enrolled. You will receive access to your learning resources and assessments and can begin training.
How is training done in the workplace?	Your training is based around your day-to-day tasks, led by your employer or team manager. Primary ITO Te Pūkenga supports you by providing you with learning guides that will explain terminology, sector best practice, regulations, and so on. Your skill and knowledge will be assessed either on-the-job or online, depending upon the training programme you are enrolled in.

Your training agreement

Your training agreement is a legal document signed by three parties: your employer, your Primary ITO | Te Pūkenga training adviser, and you.

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.

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 may also agree to make time available for formal assessment of your skills.

Your training adviser has committed to coordinate your enrolment and to support you and your employer. Your training adviser will be there to help you succeed.

Training Agreement Primary ITO | Te Pūkenga

Te Pūkenga - The New Zealand Institute of Skills and Technology, trading as Primary ITO.
This Training Agreement is a formal agreement between the Employee (Learner), the Employer, and Primary ITO.

Any amendments to sections identified with a pin icon, must have learner, employer and ITO representative, beside the change.

Learners - Please complete sections 1-8 inclusive

1. Learner details (Full legal name as it appears on your birth certificate or passport)

First name: _____ Middle name: _____ Surname: _____

Preferred name: _____ Previous legal name/maiden name: _____ Date of birth: (dd/mm/yyyy) / /

Gender: Male Female Gender diverse

2. Contact and delivery details:

Mobile: _____ Work phone: _____ Home phone: _____

Email: _____

Preferred contact method: Email Mobile Work Home Mail Text Any

Home Address - must be a New Zealand physical address not a PO box

Number: _____ Street name: _____ RD: _____

Suburb: _____ City/Town: _____ Postcode: _____

3. Identification (if new to Primary ITO training)

ID type: NZC Birth Certificate issued after 1 January 1998 Passport (must be provided for work visa holders)

New Zealand Certificate of Citizenship NZC verification process

MCC exemption number: _____ NZCN (if known): _____

4. Residency details:

New Zealand citizen New Zealand resident (please provide a copy of your residency visa and passport)

Australian citizen Work visa holder (please provide a copy of your passport and/or work visa)

Complete if you hold a work visa

Work visa number: _____ Visa expiry date: (dd/mm/yyyy) / / Copy of work visa attached

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NZ Apprenticeships

If you are an apprentice, you and your employer have committed to at least a 2–3-year training journey to earn your qualifications. Primary ITO | Te Pūkenga will support you throughout, with goal setting and reviewing.

Your training plan and goals will be kept up to date with you. Make sure you understand the requirements of your training plan and what you need to successfully complete it.

There is a code of good practice for New Zealand Apprenticeships, which your training adviser will have gone through with you. You can also see it on the Tertiary Education Commission's website: <http://www.tec.govt.nz/assets/Publications-and-others/The-code-of-good-practice-for-new-zealand-apprenticeships.pdf>

Your status as a learner/ākonga or apprentice

To learn in work-based training through Primary ITO | Te Pūkenga, you must stay employed (or remain a contractor or recognised volunteer) 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 (eg. 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.
- If you are an apprentice, you need to stay employed in the occupation for which you are training.
- If you are a migrant on a work visa, all dates and details must be current.

In the event that your job 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 training agreement to a new employer.

Let us know if you start training with another provider – or are receiving any other government funding for training – this may also affect your eligibility to train through Primary ITO | Te Pūkenga.

Your workplace and personal contact details

Always keep your contact details, including your workplace details, up to date. Let your training adviser know about changes or call 0800 20 80 20 to update your information.

Work visas

If you are working in New Zealand on a work visa, your training adviser will check that you qualify to be enrolled into funded learning as a domestic learner and that you can complete your programme before your visa expires.

From 1 January 2023, the rules changed for learners on a work visa wanting to enrol into training. When you are on a work visa, to qualify as a domestic learner, you must be employed in a role that is on Immigration NZ's "Green List"¹ or be in a sector where there is a "sector agreement" in place. If you do not qualify as a "domestic learner" then you will have to pay a non-funded fee which is higher than the usual fee.

Primary ITO | Te Pūkenga monitors work visas and will contact you to ensure that a renewal process is underway and/or check on your intention to remain in New Zealand.

Please be aware that unit standard results will not be entered into our system or reported to NZQA if your visa has expired.

¹Details of Immigration NZ's Green List and sector agreements can be found on Immigration NZ's website at <https://www.immigration.govt.nz/>

Fees

What your fees cover

Your programme enrolment explains the training fees. Depending on the programme chosen, your fees cover:

- Learning resources/workbooks
- Mentoring
- Assessments
- Workplace visits
- Progress reporting
- Your certificate.

Fees Free

You may be eligible to train without paying fees under the Fees Free tertiary education and training policy.

If you are a first-time learner, or your tertiary education was covered by the Targeted Training and Apprenticeship Fund (TTAF), you may be able to get your fees covered for up to \$12,000, 1 EFTS credits (provider based), or 24 months of work-based training. Your Fees Free entitlement will stop once you reach any one of these limits.

To check your Fees Free eligibility, visit www.feesfree.govt.nz. If you are eligible, we'll organise payment of your fees with the Tertiary Education Commission.

How to pay your fees

Direct debit

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

Internet banking

Primary ITO account: Westpac 03-0826-0168926-001.

Complete the fields as follows:

Particulars	Code	Reference
Company name or first name	Last name	Primary ITO invoice number

Credit Card

Credit Card/Farmlands Card/CRT Card/ /Ruralco Card (previously called ATS). Your training adviser will take your card details.

Your results will be reported to NZQA and you will be able to enrol for more training after your fees are paid. If you are struggling to pay your fees, please get in touch with your training adviser or contact Primary ITO | Te Pūkenga on 0800 20 80 20.



Completing your programme

How long will your programme take?

Every training programme has a duration (in months). The duration is how long you are enrolled for, and you must complete in this time. Your training adviser will discuss this with you.

On completion, you will receive your qualification, and your certificate will be sent to you at no additional cost.

Progression through your programme

To achieve your qualification, you will need to plan and consider your work and learning requirements. When you first get your learning material and assessment evidence requirements, use a calendar to get a good study plan in place.

Include in your plan:

- Your programme and course start and end dates.
- The assessment due dates. If you can't find them, contact your training adviser.
- Dates for any workshops (if your course has them).
- Mark in busy times at work such as harvest or calving.
- Also include events that are important to you, such as time off work, birthdays, school holidays, and family or community commitments.

Stick to your plan, because if you let all the study and gathering of assessment evidence pile up it can be difficult.

If something comes up or you fall behind during your course, let your training adviser know. They're here to help and are likely to have ideas for what you could do to catch up.

You will need to show progress to stay enrolled

When you enrol into a programme, you are expected to complete unit standards on a regular basis. If you are not progressing as required, we will follow the process below:

- If you have not completed any unit standards within the previous three months, we will send you a reminder letter to contact us to talk through support you may need to help you.
- If you have still not completed any unit standards after five months you will get another letter. This will advise you that if you do not complete some within the next four weeks you may be withdrawn from your programme.
- If, after six months you have still not completed any unit standards you will get a letter advising you that you have been withdrawn from your programme.

Certificates

Once your final result and qualification has been approved by NZQA, it will take two to four weeks for you to receive your printed certificate. You can track your certificate approval status in the Portal at www.myprimaryito.ac.nz

It is important that you have notified your training adviser or workplace training coordinator of the address you want your certificate sent to, especially if you are leaving your workplace before you will receive your certificate.

Withdrawals, transfers and refunds

How to withdraw

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

Arranging a transfer between programmes

Your training adviser may recommend that you transfer from one programme to another. Fees may be transferred for approved programme transfers.

Obtaining a refund after you have withdrawn

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

- Within 30 days of invoice: 100 percent, less \$50 administrative fee and cost of resources (if applicable).
- Between 31 and 60 days from invoice: 50 percent, less \$50 administrative fee and cost of resources (if applicable).
- Over 60 days from date of invoice: no refund.

Primary ITO | Te Pūkenga reserves the right to cancel programmes. If a programme is cancelled, you will be notified as soon as possible, and your fees will be refunded in full or transferred to another programme.

Your learning

Finding additional support

Our team is here to support you through your learning journey. If you have a question or are unsure of something, just ask. No question is too small, and nothing is a bother - helping you is what we're here to do.

Is English your second language?

If it is, we have access to lots of other communities who could help as cultural mentors, and help you improve your English, learn the workplace culture and language to progress towards your individual learning goals.

Learning challenges

If you have learning challenges, it is absolutely fine to ask for help. Talk to your training Adviser or email info@primaryito.ac.nz or phone 0800 20 80 20.

We offer learner support services and some resources for free.

Mentors

Our mentors can help navigate your learning path. Mentors can help with industry knowledge, reader/writer support, organisation and focus. They can help you succeed in your career.

Neurodiversity

We provide support and guidance for our neurodiverse ākonga to thrive in their learning environment. If you are neurodivergent, have a chat to your training adviser for additional support.

Dyslexia

We can provide a free online screening to assess what areas you need support with. We can help you access technology and apps that will help with your learning.

Reader/writer Support

We can provide reader/writer support to help you in class or working on your assessments in your own time.

Initial Literacy and Numeracy Assessment (also known as the LNAAT)

You may be asked to complete a literacy and numeracy assessment at the start of your programme. This is a simple online or paper-based assessment where we can look at your literacy and numeracy skill levels and offer extra support if you need it.

Health and wellbeing

Maintaining a good level of wellbeing can be challenging, and sometimes you need support and guidance from health professionals to help get you through.

We have access to a wide range of health and wellbeing information, chat to your training adviser or call 0800 20 80 20 for more information.

Counselling

If you are enrolled in a New Zealand Certificate or Apprenticeship, you can access free counselling support for grief, addiction, distress, relationship issues, conflict, and mental wellbeing. You can learn more by visiting www.vitae.co.nz or calling 0508 664 981.

Training and Assessment

Industry training has a practical focus with study required to back it up.

Your Primary ITO | Te Pūkenga training adviser is your support person and may also be your assessor. All assessors have training for their role and are supported by continuing professional development.

Your employer/supervisor is your trainer. Most of your training will take place at work. Your employer or supervisor will explain and demonstrate the skills required, ensure your work is up to standard, and that you master the skills you need to complete your training programme.

Your employer/supervisor will be your verifier. Some assessments require verification of your on-job skill and knowledge for the assessor. Your verifier will be someone who works with you, knows the skill you are learning, and can observe your work. They report to the assessor, who makes the final decision about your overall competency.

Assessment may be either on-job, or off-job

On-job

An assessor is the overall decision-maker about whether you are competent at the tasks required for your training. They will work closely with your employer/verifier to plan how the assessment process will work (who, what, where, when) and the quality, type and amount of evidence that will be required for assessment).

Some programmes have an evidence portfolio that you will need to complete by answering questions. There may also be worksheets or theory tests materials that you need to complete for your programme.

Your on-job assessor will either be a Primary ITO | Te Pūkenga training adviser, or a workplace assessor registered with Primary ITO | Te Pūkenga.

Off-job

For some programmes, Primary ITO | Te Pūkenga has specialist off-job training for you to take part in. This could be day courses or night classes, industry events or seminars. Assessment in these situations could include written and verbal tasks, or practical activities.

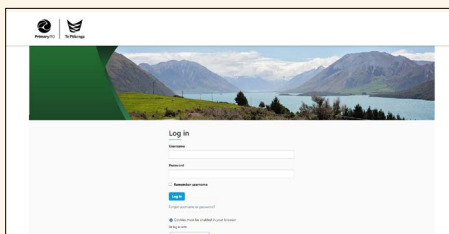
When you are completing your assessment

Be clear before beginning on what you have to complete in an assessment, and do not undertake an assessment if you feel you need further knowledge or training in the topic.

If you are found to be not yet competent in any aspect of an assessment, either on-job or off-job, you will be given an opportunity to learn or practice further, and then attempt the knowledge or skill again.

Online learning

Mahi Tahi is the name of Primary ITO's online Learning Management System. Mahi Tahi enables learners to complete selected programmes by providing learning materials, theory and practical assessments. It is also used by training advisers, tutors/theory assessors, assessors, and verifiers.



If you are enrolled in programme using Mahi Tahi, you will receive an initial email explaining how to log in.

The Mahi Tahi website is supported by a mobile phone app that enables learners to access their learning and assessments. Using the app, it is also possible to collect assessment evidence and upload it directly to the Mahi Tahi website.

Once logged in to the Mahi Tahi website, you have access to your course learning material, assessments and a wide range of help information and user guides.

Other responsibilities

Academic honesty

Being honest means your assessment must be your own work and not copied from a book, website, study guide, or from another learner's work. This includes not helping another learner complete their assessment, for example sharing what you wrote, telling someone else the answer, or assisting another learner to complete a practical task that they should be doing on their own.

Conduct

Participating in training requires acceptable conduct. Discrimination, bullying, harassment of others, or being under the influence of drugs or alcohol at off-job training can result in you being removed from training.

Health and safety

Primary ITO | Te Pūkenga encourages workplace health and safety. Our training programmes are designed to reflect industry best practice and comply with the Health and Safety at Work Act (2015). Your employer is required to have adequate health and safety procedures and policies in place in the workplace, and to tell you about them.

Privacy

Data collection and use

Primary ITO | Te Pūkenga collects and stores information from the training agreement in accordance with the Privacy Act 2020 and the Education Act 2020.

The information collected on the training agreement is disclosed to government agencies and outside organisations as follows:

- Tertiary Education Commission (TEC) for statistical and reporting purposes.
- The New Zealand Qualifications Authority (NZQA) for recording achievement.
- Ministry of Education for the National Student Index.
- Immigration NZ for the Visa View database.
- Industry bodies for statistical and reporting purposes.
- Research companies acting on behalf of Primary ITO | Te Pūkenga.
- Workforce Development Councils (who develop sector qualifications).
- Te Pūkenga (Primary ITO is part of Te Pūkenga).
- Industry partners for the purpose of demonstrating involvement in industry training.
- Evidence portfolios, workbooks, photos of your workplace and any other learner work or evidence provided for assessment will be used only for the purpose of assessment and moderation.
- Your personal details may be used in external publications to celebrate graduation and other successes.

Data storage

Primary ITO | Te Pūkenga holds your personal data securely in the learner management system. This will include your programme enrolment, finance records and assessment results.

Samples of assessment work will be held by for moderation purposes for up to two years before secure disposal.

Results – Record of Achievement

Primary ITO | Te Pūkenga shares your assessment results and information about your progress with your employer. Your unit standard results are sent to NZQA to be formally approved and added to your NZQA Record of Achievement (ROA). This can take 5 to 10 working days.

To view your Record of Achievement you can either:

1. Log into the NZQA website using your National Student Number (NSN) – Visit NZQA Website www.nzqa.govt.nz/login
2. If you are actively training with Primary ITO | Te Pūkenga you can log into www.myprimaryito.ac.nz. If you do not have log in details please contact us on 0800 20 80 20 for a portal log in invitation to be sent to your email address.



Feedback

Surveys

You can expect to be asked to take part in confidential Primary ITO | Te Pūkenga surveys during your enrolment, and 6-12 months after you have graduated. Some of those surveys are required by NZQA, and other surveys are for feedback and improvement purposes.

How to give feedback

For feedback on your training materials (evidence guides, learner guides, assessments), please email us: product@primaryito.ac.nz if you have any suggestions that you feel would be useful.

For feedback on your training experience, please email us: info@primaryito.ac.nz

Issues or complaints

If you have a complaint or concern about your training, please talk first to your training adviser. If they are not available, or it is not appropriate to speak with them, please call 0800 20 80 20.

Primary ITO | Te Pūkenga will ensure that complaints are resolved in a fair, simple, fast, and efficient way. You can find our policy about client rights and complaints on our website: <https://www.primaryito.ac.nz/our-policy-on-client-rights-and-complaints/>

This policy describes how we expect our staff to behave with clients and how we resolve written client complaints.

All written complaints are maintained in a register, with any personal information included subject to the rights contained in the Privacy Act 2020 (such as your right to access and request a correction of personal information).

Appealing an assessment competency outcome

You can appeal an overall assessment competency decision if you believe it was not accurate. You must first talk to your assessor about the matter, and if you wish to take it further after that conversation, you can ask Primary ITO | Te Pūkenga to investigate.

More information can be found on the Primary ITO [website](#).

Glossary

Ākonga

A (current, past, and future) domestic tertiary learner, international tertiary learner, or industry trainee or apprentice.

A person who is involved in learning and/or assessment (at an education and training provider or in the workplace, etc).

Alternatives:

- Ākonga Māori | Māori learner Ākonga nō Aotearoa
- Domestic learner Ākonga nō tāwāhi
- International learner Ākonga nō Te Moana-nui-a-Kiwa
- Pacific learner Ākonga Whai Kaha

Appeal

A formal application to Primary ITO | Te Pūkenga for a decision to be reversed.

Assessment standard

Unit standards and achievements standards listed on the Directory of Assessment Standards. Refer NZQA website (<https://www2.nzqa.govt.nz/>).

Assessor

A person who evaluates the assessment evidence presented by ākonga.

Competence

The ability to apply particular knowledge, skills, attitudes, and values to the standard of performance required.

Course

The smallest component of a programme that contributes credits towards an award (qualification or micro-credential).

Credit

One credit represents an estimated 10 hours of learning, practice, and assessment time with respect to the outcomes and contexts of a course or standard. One full-time year of study (1 EFTS) equates to 120 credits.

Level

The ten levels of the New Zealand Qualifications Framework (NZQF). Levels are based on complexity, with Level 1 the least complex and Level 10 the most complex. All qualifications on the NZQF are assigned on the 10 levels.

New Zealand Record of Achievement

An individual ākonga transcript of unit standards and achievement standards credited and national qualifications completed, provided by NZQA from a national database.

NZQA

New Zealand Qualifications Authority.

NZQF

New Zealand Qualifications Framework.

Programme (of study)

A coherent arrangement of learning or training that is based on clear and consistent aims, content, outcomes, and assessment practices.

Te Pūkenga

A national network of Institutes of Technology, Polytechnics and Industry Training Organisations. Primary ITO is part of Te Pūkenga.

Training Agreement

An agreement between an employer, an employee, and Te Pūkenga that relates to the employee's receipt of, or provides for the employee to receive, vocational education and training (whether provided by the employer or some other person).

Unit standard

A nationally registered, coherent set of learning outcomes and associated evidence requirements, together with technical and management information that supports delivery and assessment.

Work-Based Learning (WBL)

Work-based learning comprises varying proportions of on- and off-job learning and is a partnership between an employer, ākonga and Te Pūkenga. Work-based learning is normally covered by a training agreement.

Your rights as a learner

To receive clear communication: Your assessor, employer and Primary ITO | Te Pūkenga have a responsibility to communicate with you during your training.

To be informed: You have the right to be informed of all forms of support available to you, your training progress and your assessment results.

To be provided with resources: Primary ITO | Te Pūkenga provides learning and assessment resources. Your employers are encouraged to supplement your learning with workplace materials, like policies, procedures, and health and safety manuals.

To be awarded a certificate: After completing all your assessments, you will be awarded a certificate by Primary ITO | Te Pūkenga that states the qualifications you have earned.



Here are the things you can expect, need to do, and some tips to get the most out of your training.

Find out who your assessor is. If you don't know, ask your manager.

Go to your manager or assessor to talk about how the training will work and who will be your observer or verifier.

Check with your manager or assessor if a literacy and numeracy assessment is required (if you haven't already completed one).

Ask your manager or assessor for a training plan with a list of unit standards or modules that you have to complete as part of your training programme.

Find out where you are going to access your learning and assessment resources:

- If you're using paper-based resources, speak to your training adviser or assessor.
- If you're learning online, you should have received an email with instructions. If not talk to your training adviser or assessor.

Agree an overall completion date with your training adviser or assessor to keep you on track.

Work back from your completion date to set target assessment dates for each unit standard or module. That will help keep it bite-sized and manageable.

Make use of the learning resources provided to prepare for your assessments. You can refer to these as often as you need.

Write assessment answers in your own words to demonstrate your understanding.

Provide examples or real-life stories on your assessments to show that you can apply the skills needed for your job.

Submit your completed assessments when you're ready.

Ask for and be open to feedback from your assessor. It is always good to know if you are on the right track.

