



# Learner and Employer Information Handbook 2026

Primary Services and Food Processing Team



**Primary ITO**

## Getting ready for study

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.

## Important Information

We recommend that you read your Learner Information Handbook in conjunction with watching this short [video](#) about training with Primary ITO.

The Primary ITO website also has more information about enrolment, guidance and support.

Visit [primaryito.ac.nz](http://primaryito.ac.nz)

# Contents

Getting Ready for study	2
Contents	3
Let's get started	4
Support for you	5
Your Training: How it works	7
Your Learning: Who's involved	9
Becoming a Master at Learning	12
Other useful information	14
Contact	16

# Let's get started

Read the information in the table below:

<b>Keep an eye out for:</b>	<b>Purpose:</b>
<b>1. Confirmation email - Primary ITO Training Agreement (TAG)</b>	To confirm: Completion of enrolment with a link to your Training Agreement (TAG)
<b>2. Email or hard copy welcome message</b>	To confirm: The name of your programme The start date The role of Primary ITO in your learning
<b>3. Learner and Employer Information Handbook</b>	A Primary ITO information booklet for learners and employers. (electronic)
<b>4. Email 'how to' login to My Primary ITO portal <a href="#">MyPrimary ITO User Guide - YouTube</a></b>	To check: Learning progress and activity Units achieved and units still to achieve Updates to your training plan Class day dates (vehicle training only) Approval and expected due date to receive your completed certificate Note: your workplace trainer/employer can view this information also

# Support for you

## Education (Pastoral Care of Tertiary and International Learners) Code of Practice

**Note: Please refer to [Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](#) for detailed information**

The Code sets out the expectations that tertiary education organisations, like Primary ITO need to consider on how our systems and resources support learners' wellbeing and safety.

More information can be found on the Ministry of Education's [website](#)

### **An overview of the Code (1:09 mins)**

Do you know about the Code?

In this short [video](#) learners talk about tertiary learner wellbeing and safety.

### **Your rights as a learner**

**To receive clear communication:** Your assessor, workplace trainer/Verifier and Primary ITO 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 provides learning and assessment resources. Your workplace trainer is encouraged to supplement your learning with workplace materials, like policies, procedures, and health and safety manuals.

**To be awarded a certificate:** Not all programmes lead to a formal qualification. Your Primary ITO representative will advise you when enrolling if a certificate of completion is available and what it will state.

**NOTE:** Learners will receive certificates dependent on their programme of training.

New Zealand Certificate programmes (NZC) and New Zealand Apprenticeship programmes (NZA) and Micro Credential (MC) will receive a New Zealand Qualifications Authority (NZQA) Certificate.

Limited Credit Programmes (LCP) and Supplementary Credit Programmes (SCP) will receive a Primary ITO completion certificate.

## Feedback

### Surveys:

Primary ITO can survey you during your enrolment, and 6-12 months after you have graduated. Surveys are useful for feedback and improvement purposes.

### How to give feedback:

For feedback on your training materials email us: [product@primaryito.ac.nz](mailto:product@primaryito.ac.nz)

For feedback on your training experience email us: [info@primaryito.ac.nz](mailto:info@primaryito.ac.nz)

## Issues or complaints

### Complaints:

If you have a complaint or concern about your training, please talk to your Primary ITO contact or call Primary ITO 0800 20 80 20.

You can find our policy about your rights and complaints on our [website](#).

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

## 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 to investigate.

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

## Your training: how it works

Workplace training is different from studying at a Polytechnic or University. Your 'classroom' is your workplace. Your training is based around your day-to-day tasks, led by your work-based trainer, supervisor or team manager. You will learn on the job in your workplace.

Primary ITO may support you by providing you with learning guides and assessments, that explain key terms, sector best practice, case studies and regulations. You may also be required to attend workshop facilitated days that supplement your knowledge and skills learned in the workplace.

You may be enrolled with Primary ITO via a third party that is subcontracted to deliver your training programme to you. In this type of training arrangement, you may not see any Primary ITO staff directly.



## **As an employer**

The quickest, smartest way to grow your business is to build the capabilities of your people. Well-skilled, knowledgeable staff achieve more, give more, and stay longer.

## **You as a learner or apprentice**

To learn in work-based training through Primary ITO, you must stay employed (or remain a contractor or recognised volunteer) in a primary sector industry.

If you are self-employed, 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 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.

If anything changes get in touch with us as soon as you can!

## **Your Apprenticeship**

If you are an apprentice, you and your employer have committed to a training journey to earn your qualifications. Your Apprenticeship Provider will support you throughout this time.

There is a code of good practice for New Zealand Apprenticeships, which your Provider will have gone through with you. You can also read it on our [website](#).

You can find out more about the benefits of completing your apprenticeship programme by watching this short [video](#).

## **Completing your programme**

Every training programme has a timeframe (in months). The timeframe is how long you are enrolled for, and ideally you will complete your training in the timeframe. Your Provider will discuss this with you. At its completion you may be awarded a certificate to acknowledge you have met all the requirements.



## Your learning: Who's involved?

Most of your learning happens in your workplace, while working. Your workplace trainer will show you how to do things and explain why they are done that way. Alternatively, you may have a specialist provider contracted by your employer to deliver training. Your workplace will make sure you are following safe work practices, so you keep safe while working. You may be required to attend class days (off-job training) for learning that cannot be signed off at work, you will know about these class days in advance.

There are a few people involved in your learning journey.

Who are they?

Primary ITO	Employer/Work based Trainer	Verifier/Work based Trainer	Tutor/Specialist Provider
<p>Primary ITO will provide support to Learners, Employers and Providers delivering specialist training to you. Whilst you might not see us in person, we are monitoring learner progress and do check in with you.</p>	<p>Your employer/work-based supervisor is your trainer. They 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.</p> <p>Find out more about the employer role in <a href="#">here</a>.</p>	<p>Your work-based trainer/supervisor will be your verifier. Some assessments require verification of your on-job skill and knowledge. Your verifier will be someone who works with you, (you may have more than one) 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.</p> <p>Find out more about the verifier role <a href="#">here</a>.</p>	<p>Your Tutor will facilitate class days and will be someone that is knowledgeable and respected in industry. They report to the training advisor/ITO Representative on your progress within a class and may mark the assessment for that particular unit standard.</p> <p>Alternately your specialist provider may deliver training at your workplace.</p>



## **Tips and Tricks for Employers**

Below are links to two short explainer videos. They provide useful information about what Primary ITO expects of you as an employer and tips and tricks for supporting training and learning in the workplace.

[Employer Expectations](#)

[Tips and Tricks](#)

# Becoming a Master of Learning

## How YOU can support yourself

In the table below are some simple tips and tricks that will help to support you while learning with Primary ITO.

Create a positive learner identity	Use the resources and tools around you	Organise your learning
<ul style="list-style-type: none"><li>• Talk to yourself like a coach</li><li>• Name negative emotions and keep calm</li><li>• Accept that learning is hard sometimes</li><li>• Commit to the challenge</li><li>• Show up every time</li></ul>	<ul style="list-style-type: none"><li>• Ask questions</li><li>• Draw pictures</li><li>• Ask a friend</li><li>• Say out loud what you already know</li><li>• Join what you know already with new learning</li><li>• Use a timer (your phone) to focus on a task</li></ul>	<ul style="list-style-type: none"><li>• Get a notebook and write lists/goals</li><li>• Plan your work and work your plan</li><li>• Know what to do when you get stuck</li><li>• Celebrate your success</li><li>• Ask for help early</li></ul>

## How Primary ITO can support you

Let us know if:

Learning is challenging for you as we can provide support and guidance to help you thrive in the learning environment including:

- Health and wellbeing support and counselling, visit [www.vitae.co.nz](http://www.vitae.co.nz) or call 0508 664 981
- Reader/writer support
- Literacy and Numeracy support
- English language support
- Neurodiversity support for Dyslexia, Autism spectrum disorder, Attention-deficit hyperactivity disorder (ADHD), Dyscalculia (difficulty with math), Dysgraphia (difficulty with writing).

We have free online screening to assess what areas you need support with. We can help you access culturally inclusive mentors, technology and apps that will help with your learning goals. Talk to your contact at Primary ITO, Training Advisor or email [info@primaryito.ac.nz](mailto:info@primaryito.ac.nz) or phone 0800 20 80 20.

## Other useful information

### Academic Honesty

Being honest means your assessment must be your own work and not copied from a website or learner guide.

This includes not helping another learner complete their assessment, by 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.

If you use Generative AI (artificial intelligence, like Chat GPT) when you are completing and researching for your assessment, you must use your own words in your assessment.

### Conduct

Discrimination, bullying, harassment of others, or being under the influence of drugs or alcohol at class days (off-job training) can result in you being removed from your programme.

### Health and Safety

Primary ITO follows workplace health and safety. Our programmes 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.

### Withdrawals, transfers and refunds

You can withdraw from your programme if your circumstances change. Please talk to your Primary ITO contact or Training Advisor.

You may be able to transfer from one programme to another. Fees may be transferred for approved programme transfers.

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 the date of your invoice: total invoice amount less \$200 administrative fee.
- Between 31 and 60 days from the date of your invoice: 50% of the invoice amount less \$200 administrative fee.
- Over 60 days from the date of your invoice: no refund or credit note will apply.

Note: If the total refund entitlement is less than the \$200 administration fee, no refund will be issued.

Primary ITO 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.

## Other useful information continued...

### Privacy and data storage

Primary ITO collects and stores your information from the training agreement (TAG) in accordance with the Privacy Act 2020 and the Education and Training Act 2020. We hold your personal data securely within our system.

This may include:

Your programme enrolment

Finance records

Assessment results

Samples of assessment work (for moderation purposes)

### Certificate Replacement

If your original certificate has been lost, stolen, destroyed, or damaged, you can request a replacement by completing the [Certificate Replacement Application Form](#). Please follow the instructions provided on the Primary ITO website and the application form.

### Results and Record of Achievement

Primary ITO shares your assessment results and information about your progress with your employer. Your results are sent to the New Zealand Qualifications Authority (NZQA) to be approved and added to your NZQA Record of Achievement (ROA). This can take a few 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](#).
2. If you are actively training with Primary ITO you can log into the portal [www.myprimaryito.ac.nz](http://www.myprimaryito.ac.nz).
3. If you do not have log in details please contact us 0800 20 80 20.

*Primary ITO wishes you every success with your training and learning journey.*

Mauri ora

# Contact us

Need support? Got a question? We can help.

Call us: **0800 20 80 20**

Email: **[info@primaryito.ac.nz](mailto:info@primaryito.ac.nz)**

Website: **[www.myprimaryito.ac.nz](http://www.myprimaryito.ac.nz)**



Primary ITO is a Business Division of The Food and Fibre Industry Skills Board.