

Grow your business guide



Competenz



Te Pūkenga



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**World class
skills for
New Zealand
industry.**

**Transforming lives,
every learner,
every time.**



Grow your people faster

Earning power

Research by economic think-tank Business and Economic Research Limited (BERL) has confirmed apprentices are financially better off than university graduates throughout the majority of their careers. Apprentices earn and contribute to the economy earlier, and without student debt, they are financially ahead of university graduates for most of their working lives.

Digital transformation

Employers are demanding new delivery models so their people can access education when and how it suits them. Learning doesn't have to happen in a place you go to: it should happen where you are.

At Competenz Te Pūkenga, we deliver bite-sized micro-credential courses for those who want to gain specific skills.

Demand from business

Technological advances and the advent of Industry 4.0 are redefining jobs and employers are seeking new ways to develop a skilled and adaptable workforce. People in the 37 industries we work with have always trained employees on-the-job.

Industry training punches above its weight

As we face the ongoing impacts of the global pandemic, skills shortages and a changing world of work, it is really important to recognise the importance of industry training in growing and shaping our economy.

New Zealand's industry is missing a range of crucial skills, resulting in large skill and talent gaps. There are ongoing challenges that Kiwi businesses face in finding and retaining employees with the necessary skills and experience. Recent research has shown 71% of businesses are looking at training and upskilling to combat current skills shortages.*

We hope you enjoy our Grow your business guide.

*Employers and Manufacturers Association (EMA) Skills Shortage Survey 2023

Industries we support

Engineering and related trades
Fabrication
Mechanical Engineering
General Engineering
Fitting and Machining
Maintenance Engineering
Toolmaking
Metal Casting
Fire Protection
Irrigation Engineering
Mechanical Building Services
Refrigeration and Air Conditioning
Locksmithing
Protective Coatings
Dairy Systems
Food and Beverage
Bakery
Food or Beverage Manufacturing
Winery Cellar Operations
Forestry
Harvesting
Silviculture

Manufacturing
General Manufacturing
Steel Manufacturing
Wood Manufacturing
Furniture
Pulp and Paper
Solid Wood
Wood Panels
Plastics and Materials
Manufacturing
Protective Coatings
Plastics Processing
Print, Packaging and Signmaking
Packaging
Print
Signmaking
Laundry
Laundry
Transport
Maritime
Rail

Grow your business with skills for industry

Building skills, careers and business

Competenz is a division of Te Pūkenga. We work alongside many New Zealand industries including manufacturing, engineering, forestry, transport, printing, packaging, signmaking, food and beverage and laundry. Competenz is able to support your business to make learning happen through a range of training solutions.

We help businesses like yours grow by unlocking the value of your most important asset – your workforce.

As a business owner or representative, we can support you in a range of ways. This guide will help you understand how Competenz can assist you to access training and upskill your people.

When you work with Competenz we can also assist your business to access funding support specifically allocated to industry training via the Tertiary Education Commission (TEC). This makes training achievable for technical workers as well as your wider workforce. Everyone benefits with on-the-job learning.

Is on-the-job learning the answer?

In New Zealand, we face many workforce challenges: a high percentage of unskilled workers, technology changes, an aging workforce, and an ongoing mismatch of training compared to industry needs. There are low attraction rates for entry-level workers and for skilled workers who are also difficult to retain. These are impacts facing all of the industries we work with.

On-the-job learning provides you with immediate access to skills development. Not only is dedicated funding available for you and your industry, when you work with Competenz you have access to industry-approved qualifications and best practice efficiencies across industry – giving you the competitive advantages you need.

Your people will be able to:

- » Learn in your workplace – so they are there when you need them
- » Use your equipment and processes – the learning is tailored to your business
- » Gain skills that meet industry standards – you can be confident their learning is current.



We help businesses like yours grow by unlocking the value of your most important asset – your workforce.

Why on-the-job learning?

When your business embraces workplace learning through Competenz, you are future-proofing the organisation against workforce challenges facing industries today.

Productivity effectiveness on-the-job.
Quality Increased quality in work delivery and improved quality control. **Engagement** Increased staff engagement, with workers actively involved in delivering better work outcomes. **Retention** Increased staff attraction, loyalty and retention. **Innovation** Increased innovation in product development as well as delivery. **Revenue** Increased revenue from efficiency gains. **Profitability** Increased profitability from efficiency.

We work with...

3,500+ Companies

Competenz works with more than 3,500 companies throughout New Zealand

11,000+ Learners

Competenz works with more than 11,000 learners throughout New Zealand



How learning happens with us

There are three different learning delivery models available. We tailor them to best suit your needs.

1 Provider-driven

We assist you in securing an appropriate training provider to deliver your tailored on-the-job learning programme (and any on-campus or online training, if applicable). They ensure all trainees complete the programme within the required duration.

We work closely with your training provider to make sure the necessary information is received to maximise funding as well as learner outcomes.

2 In-house training and assessment

If your organisation has the appropriate technical skills and knowledge to deliver workplace training, we help you train and appoint an expert staff member to an assessor role.

Our team will help you determine the most appropriate mix of unit standards for your workplace, and provide support and guidance for rolling out your training programmes.

3 In-house training with outsourced assessment

In instances where your organisation has the appropriate technical skills and knowledge to deliver training, but not the desire or capability to assess, we source a contract assessor to confirm the competencies your in-house training provides.

Apprenticeships explained

New Zealand Apprenticeships are the premier vocational pathway for new and existing staff. It is a formal arrangement between an employer and learner and Competenz Te Pūkenga. This involves a structured training programme (typically of three to four years), which results in a level 4 trade qualification.

These qualifications consist of a theoretical component to support on-the-job learning. Apprentices also receive additional mentoring and support that usually includes on-campus courses.

At the end of a New Zealand apprenticeship, your employee will be competent in the occupation in which they have trained, to the standards of competency determined by your industry.

For more information about apprenticeships, see competenz.org.nz/tradesguide.

Traineeships explained

Traineeships are also a formal arrangement between an employer, employee/learner and Competenz Te Pūkenga. Traineeships are shorter than apprenticeships – typically between six-18 months. Traineeships lead to a nationally-recognised New Zealand qualification.

Traineeships can begin at entry-level and move through a pathway to advanced levels as your staff develop additional skills in specific areas of work.

We've worked closely with industry to provide programmes of learning for business growth as well as technical skills, all designed to help develop your people and grow your business.

For more information about traineeships, visit competenz.org.nz/employers/traineeships.

Business growth

Employees undertaking business growth qualifications gain essential skills in areas common to many businesses, including:

- » Sales
- » People Management and Leadership
- » Health and Safety
- » Business Administration and Technology.

Technical skills

Your business benefits when employees undertake technical skills. We offer specific skillsets your business requires, through qualifications such as:

- » Competitive Systems and Practices (CSP)
- » General Manufacturing
- » Food or Beverage Processing
- » Cellar Operations
- » Distribution.

We also facilitate technical traineeships for specific roles in the following industries:

- » Engineering
- » Forestry
- » Food and Beverage Manufacturing
- » Print, Packaging and Signmaking
- » Transport – Maritime and Rail
- » Manufacturing
- » Laundry.

Both apprenticeships and traineeships require commitment from the employer and learner to gain the qualification in the recommended timeframe. Competenz supports this process with regular visits and assessment.

Micro-credentials explained

Micro-credentials are small, formal ‘chunks’ of learning, typically targeted towards a set of skills which may be required by industry but aren’t covered by a qualification. They are between 5 to 40 credits – smaller than a qualification (which needs to be 40 credits or more), but like a qualification, they are registered with the NZQA and are nationally-recognised.

They’re great to support ongoing professional development, retraining or training in a new skill (such as new technology), providing exposure to a sector, and supporting progression to further education and training.

We can work with you to develop a micro-credential which meets your needs and the criteria for it to be formally registered with the NZQA and funded by the TEC. Talk to us to discuss the micro-credential opportunities for your business.

All of our qualifications are nationally-recognised by the NZQA and industry.



Qualifications

The New Zealand Qualifications Authority (NZQA) administers the New Zealand Qualifications Framework (NZQF). It is the most reliable source of information about formal, national and industry-recognised qualifications. The NZQF is divided into ten levels.

At Competenz, we provide qualifications from level 2 to level 6. The levels are based on how complex the learning is, with a level 2 certificate being the least complex. All of our qualifications are nationally-recognised by the NZQA and industry.

Level	Type	Knowledge
2	Certificates	Basic factual and/or operational knowledge of a field of work or study
3	Certificates	Some operational and theoretical knowledge in a field of work or study
4	Certificates	Broad operational and theoretical knowledge in a field of work or study
5	Diplomas	Broad operational or technical and theoretical knowledge within a specific field of work or study
6	Diplomas	Specialised technical or theoretical in-depth knowledge in a field of work or study

Griffin’s successful recipe for producing great people

For over 150 years, New Zealanders have been enjoying Griffin’s ‘bikkies’. Founder John Griffin and his team created a culture of continual improvement back then, and today it is as strong as ever. Proud to produce a continuous and innovative range of biscuits, crackers, chips and nutty bars, Griffins also invests heavily in continually upskilling their staff.

Olga Duncan is Training and Development Advisor - Supply Chain and Operations, working across both Griffin’s manufacturing plants in South Auckland. With around 700 staff nationally, Olga says that, like many businesses today, hiring staff is one of the biggest challenges they face. A company-wide commitment to developing staff has benefitted the business over the years, particularly in the engagement and retention of their staff, but also the number of staff actively wanting to step up and apply for other internal roles.

Over twenty years ago, the company first implemented a staff training programme that offered a formalised career pathway. Partnering with Competenz, they have seen nearly 900 programmes completed by staff in that time. Programmes range from traineeships to apprenticeships, with the majority being in Food or Beverage Processing, but also New Zealand Certificates in business-related qualifications and mechanical engineering.

Once on-board, new recruits can expect a formalised plan to further their knowledge and job competency. New machine operators initially undertake a 3-4 month Limited Credit Programme

in Food or Beverage Processing before progressing to level 2 and 3.

The Griffin’s Snacks Training Team deliver many of their training programmes in-house and is a registered Competenz Workplace Assessor, with the ability to assess a broad range of qualifications.

Oga says the training is tailored and reviewed regularly by Griffin’s and Competenz, ensuring it is always relevant.

“Many of the assessments are directly related to their real work and take place using the machinery they would use at their workstations – the familiar environment helps to create meaningful learning connections.

“We try to engage the staff right from the start, and we work hard to create a supportive culture to help them complete their training.”

As well as staff gaining knowledge and qualifications, the company has seen an increase in staff confidence where they will apply for higher roles and actively inquire about other development opportunities available to them.

Competenz Account Manager Bill Fisher has worked with Griffin’s for over ten years. He has been impressed by the manufacturer’s commitment to continuous improvement of their inhouse training.

“The Griffin’s Snacks workplace assessor and training team have an incredible assessment scope across many qualifications and have written training and assessment material closely aligned to the business.

“The training team is very focused and over the past five years has added a framework around their internal training to produce many successful outcomes for their learners,” said Bill.

With 54 active enrolments from a wide range of ages and nationalities, Bill says he and Griffin’s Snacks training communicate almost daily to process enrolments and completions, and to provide ongoing technical support. During the COVID-19 period, when no visitors were allowed on-site at Griffin’s, Bill and Training Team developed an excellent online working relationship. They both found it so efficient that online meetings have continued.

Olga’s background has been working with large companies specialising in quality assurance and lean manufacturing, underpinned with training programmes. In her current role, Olga says she enjoys being part of a team where the company culture is focused on supporting the development of their people.

“It is so rewarding to be part of people’s learning journeys.”

Interested in an apprenticeship or investing in skills development? We can help you to get started.



Why work with us?

- ✓ **Nationally-recognised qualifications**
- ✓ **Deliver learning outcomes**
- ✓ **Tailored training plans**
- ✓ **Flexible pathways**
- ✓ **Literacy and numeracy support**
- ✓ **Qualification mapping.**

We’ve developed our qualifications and programmes with industry input so that they meet a variety of needs and ensure graduates have fit-for-purpose skills that allow your people to succeed at every stage of their development.

Nationally-recognised qualifications

We offer nationally-recognised qualifications that meet rigorous industry standards in both theory and practice.

Deliver learning outcomes

We help you identify your training needs and work out the most appropriate option for your business.

We guide you through the learning process to achieve your goals:

- » Developing tailored training plans
- » Providing learning material
- » Arranging any on-campus or online training, if required
- » Assessing (or arranging assessments)
- » Moderating assessments (so they are fair, valid and consistent nationwide)
- » Registering learner success with the NZQA.

Tailored training plans

We’re experts in tailoring the programmes we have developed, and in customising our training plans, to meet your skill needs.

Flexible pathways

These industry-wide programmes are designed to provide flexibility for your business.

Learners are not generally required to achieve unit standards in any particular order.

Literacy and numeracy support

When employees have difficulty with reading, writing, adding numbers or measuring correctly, it can cost your business: from higher accident rates, and higher staff turnover rates to missed deadlines, unnecessary wastage, and mistakes. A well-trained, literate and numerate workforce will help your business.

How can you tell if your employees need support with their literacy and numeracy skills? These issues are often hard to identify but when you know what to look for, the gaps will become obvious.

Contact your Competenz training advisor or account manager if you would like us to help you identify any issues.

Should there be a need for literacy, language and numeracy assessment (LLN), we will provide access to suitable providers (including those who are government-funded) to provide training.

Qualification mapping

Qualification mapping matches assessments you already offer to show your learner has met the evidence requirements of one or more of our qualifications, through both formal training and on-the-job learning. We also identify any learning gaps, then tailor a solution to meet the qualification’s evidence requirements. To do this, we use existing resources and/or customise learning material for your business, including assessment guides, model answers and workplace observations.

Traineeships learning guide

Explore the following guide to see the types of traineeships we offer and how they could enhance your organisation's performance.

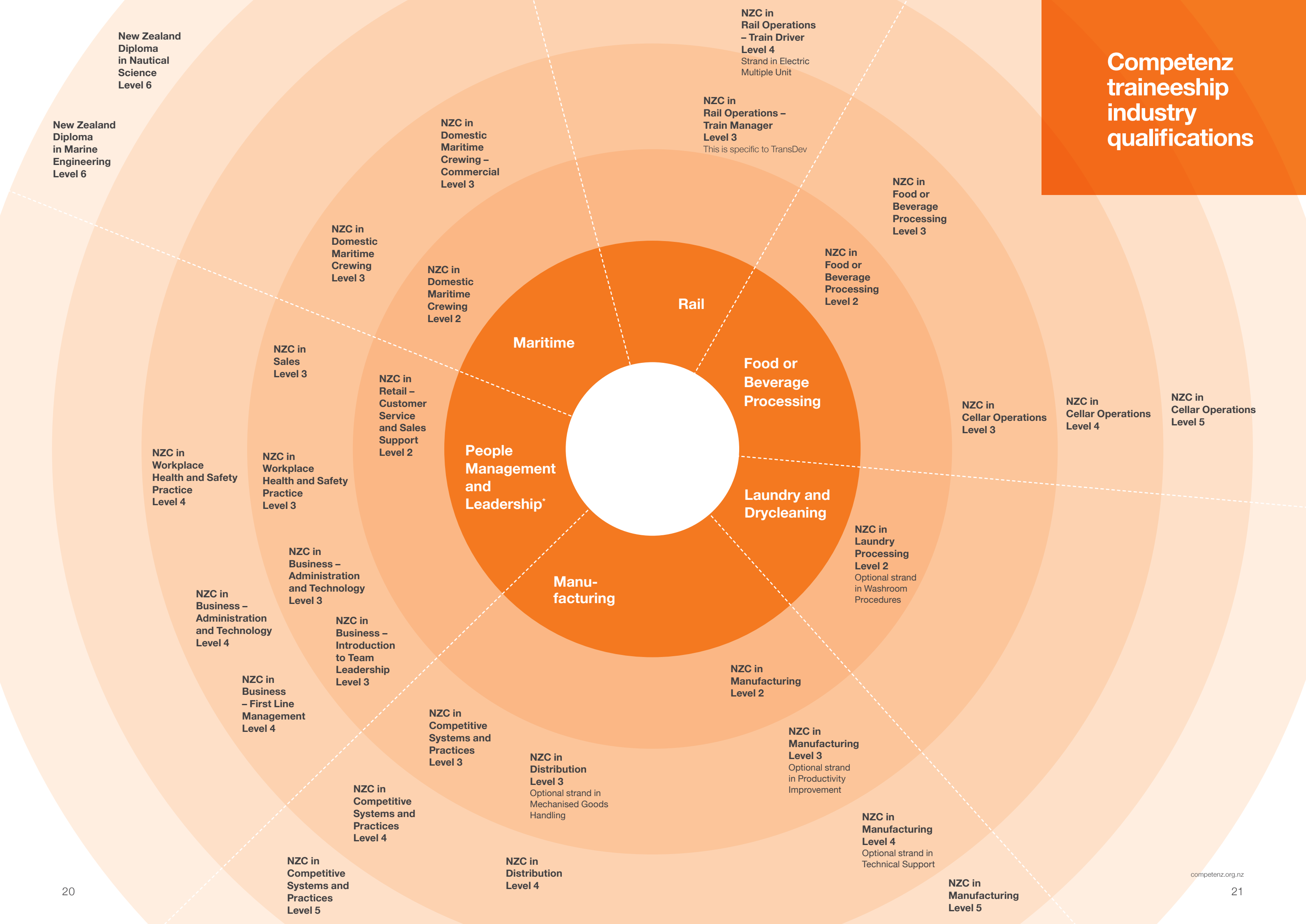


When we first engaged with Competenz, we got really excited about the way they operated – communicating often and breaking down barriers whenever there were any. It was a truly collaborative process and they really understood the connection with what happens on the ground.”

Ashleigh Childs,
People and Performance Manager
at Real Journeys



Competenz
traineeship
industry
qualifications



Business Administration and Technology



Business Administration and Technology learning delivers the skills essential to effectively operate within an office or administration environment. This includes core customer service techniques and policy and procedural requirements, as well as technological literacy.

These qualifications have been developed to help your employees’ pathways from entry-level through to experienced administrators, and fit well with those progressing into people management and leadership qualifications.

The programme can be delivered in your workplace, or we can organise for a provider to deliver the sessions to your team.

What’s in it for your business?

Foundation skills such as Business Administration and Technology ensures your administration and office functions are running efficiently and effectively, enabling you to recognise the contribution your employees make in this area.

On-the-job Business Administration and Technology training ensures your business practices are adhered to while best-practice learning is happening.

Learning outcomes

Level and qualification	Overview	Learning outcomes	Approximate duration
New Zealand Certificate in Business Administration and Technology (Level 3)	Develop and demonstrate core business administration skills including: administration and general office services, contribute to a team environment, understand customer service techniques, and core business administration technologies.	<ul style="list-style-type: none">» Demonstrate technical knowledge and skills including administrative and office services tasks, process data and perform financial calculations» Apply customer services skills and communicate and contribute effectively» Apply problem-solving and decision making processes» Demonstrate professional behaviour» Understand and comply with business policy and procedure.	9 months
New Zealand Certificate in Business Administration and Technology (Level 4)	Further develop key business administration and technology skills for a range of office administration roles, contributing to improving business performance and productivity under broad guidance in a range of environments.	<ul style="list-style-type: none">» Select and apply business applications and technological devices to provide administrative services to meet business needs» Perform financial calculations, process data, and produce information for business purposes» Maintain administrative systems and processes and make recommendations for improvements» Select and apply customer service techniques and contribute in a team environment» Demonstrate professional and ethical behaviour in a socially and culturally appropriate manner» Manage self and organise others to contribute to the business’ performance» Comply with internal policies, legislation and other external requirements for the business.	9 -12 months

Competitive Systems and Practices (CSP)

Competitive Systems and Practices (CSP) is a suite of qualifications designed to give people within your organisation the skills and knowledge they need to devise and implement more productive and competitive methods of working.

These qualifications draw on more than 80 years of cross-industry research on how improving systems and practices can reduce costs, waste, and increase efficiency.

Cost and time savings add to your profit margin; the transformative outcomes of workplace CSP learning can be applied to any business, in any industry.

What’s in it for your business?

CSP learning is not only about a specific knowledge set. It’s about learning to question existing methods and continuously look for improvements.

The beauty of on-the-job CSP learning is that the improvements your people discover are real and are able to be implemented in your business immediately.

The benefits are long-lasting as graduates continue to look for additional improvements over time.

On-the-job CSP qualifications deliver increased profitability and sustainability (cost and waste reduction), as well as complementing and maintaining your people’s core skills at every level of your organisation.



PPG New Zealand employees have completed around 200 of these up to level 5. Productivity’s up, employee engagement’s up and we’re closing in on a world-first in innovation.”

William Bratton,
Lean Manager
PPG



Learning outcomes

Level and qualification	Overview	Learning outcomes	Approximate duration
New Zealand Certificate in Competitive Systems and Practices (CSP) (Level 3)	Understand and identify opportunities to implement competitive systems and practices within their individual remit.	<ul style="list-style-type: none">» Identify waste within a process and act to minimise it» Identify cost factors within their control and improve cost efficiency» Apply CSP concepts to implement in their work» Understand and address the impact of change resulting from CSP» Sustain the implemented workplace improvements.	6-12 months
New Zealand Certificate in Competitive Systems and Practices (CSP) (Level 4)	Identify, implement and monitor competitive systems and practices throughout their areas of responsibility.	<ul style="list-style-type: none">» Document a value chain to identify improvement opportunities» Apply the appropriate competitive systems and practices» Implement and monitor processes to ensure sustained improvements» Facilitate culture change in implementing CSP.	9-18 months
New Zealand Diploma in Competitive Systems and Practices (CSP) (Level 5)	Develop and implement competitive systems and practices throughout a business unit or the wider organisation.	<ul style="list-style-type: none">» Analyse the value chain in a business unit or smaller organisation» Determine appropriate areas for a CSP strategy» Drive holistic cultural change for CSP» Develop and implement CSP practices» Measure the success of the CSP strategies post-implementation» Plan and lead the implementation of a CSP strategy.	18-24 months

Distribution

Distribution learning has been developed to support operators in warehousing, distribution and supply to gain the knowledge and skills required to operate efficiently and safely.

The qualification rewards your people’s achievement as they master the skills to apply health, safety and security practices in line with your business processes, standard operating procedures (SOPs) and code of conduct.

Your people will develop their in-store operations skills best suited to their roles. The optional strand in machine handling ensures they learn to safely and efficiently manage forklift operations.

What’s in it for your business?

On-the-job learning combines the best industry standards with the ways things work in your business, so your employees are more effective in the work they do.

Distribution learning ensures your distribution team members are working safely and efficiently throughout your distribution operations.

A on-the-job Distribution qualification delivers increased productivity and health and safety awareness while complementing and maintaining your people’s core skills.



Learning outcomes

Level and qualification	Overview	Learning outcomes	Approximate duration
New Zealand Certificate in Distribution Optional strand in Mechanised Goods Handling (Level 3)	Gain the knowledge and operational skills required to safely operate as a distribution operator in warehousing, distribution and supply.	» Apply health and safety practices	6-13 months
	Able to operate at an entry-level under limited supervision.	» Communicate with staff, managers and customers	
	Trainees may choose to specialise in mechanised goods handling on completing the New Zealand Certificate in Distribution (Level 3) by completing the optional strand in Mechanical Goods Handling. This strand recognises the additional specialised skills and knowledge required to use mechanised goods handling equipment in a distribution environment.	» Apply standard operating procedures	
		» Receive and dispatch goods appropriately	
		» Carry out store operations and inventory control.	
		Graduates of the Mechanised Goods Handling strand will also be able to:	
		» Use mechanised goods handling machinery and equipment in a distribution environment	
		» Safely and efficiently use a forklift.	
New Zealand Certificate in Distribution (Level 4)	Gain general and specialised knowledge and the skills required to safely monitor and maintain operations in warehousing, distribution and supply.	» Monitor and maintain health, safety and security practices to ensure own safety and minimise potential hazards for any customers and co-workers in a distribution environment	6-12 months
	Able to operate under broad guidance and may have some responsibility for the performance of others.	» Monitor and maintain interactions with staff, managers, and customers	
		» Monitor and maintain the application of standard operating policies and procedures to work roles applicable to a distribution environment	
		» Monitor and maintain the receipt and dispatch of goods in a distribution environment	
		» Monitor and maintain the store operations and productivity systems in a distribution environment.	

Food or Beverage Processing

Food or Beverage Processing learning has been designed in close partnership with industry to ensure your people work productively and safely throughout their careers with you.

These qualifications reward your employees’ achievement as they master the skills you need. They are flexible, practical, and designed with the future in mind.

When your employees have mastered the early stages, these qualifications dovetail neatly into advanced general manufacturing learning, to give you even greater support for quality and productivity improvements in your business.

What’s in it for your business?

Food or Beverage Processing learning ensures your people are safe and productive from the outset while maintaining the quality standards required.

Because the learning is delivered on-the-job, your people learn exactly what’s needed to fulfil their functions expertly, within your business.

On-the-job Food or Beverage Processing qualifications provide increased quality and productivity while complementing and maintaining your people’s core skills.



Learning outcomes

Level and qualification	Overview	Learning outcomes	Approximate duration
New Zealand Certificate in Food or Beverage Processing (Level 2)	For entry-level workers as well as experienced workers; meet the standards required to perform the function of their role.	<ul style="list-style-type: none">» Apply awareness of workplace processes» Meet basic workplace health and safety requirements» Apply quality standards» Carry out entry-level tasks in a manufacturing operation.	5-12 months
New Zealand Certificate in Food or Beverage Processing (Level 3)	For experienced workers; ensure product quality and meet expected standards.	<ul style="list-style-type: none">» Assess and manage health, safety, and hygiene risks» Ensure product quality» Meet organisational and customer requirements.	6-12 months

General Manufacturing

General Manufacturing learning is a comprehensive suite of qualifications to support manufacturing roles, from entry-level to senior management.

Each qualification forms a tailored programme of achievement and ensures that best practice manufacturing principles are applied across your wider organisation.

The qualification provides clear and consistent learning at every level, giving your people a clear understanding of your expectations while also ensuring quality production throughout your business.

What’s in it for your business?

General Manufacturing training equips your people with the skills and knowledge they need to perform at their best.

At entry-level, your people learn the specifics of a role so that you get consistent and high-quality outputs from your team.

At more senior levels, your people develop their capability, from technical support to operations management, to deliver sustainable growth for your business.

On-the-job General Manufacturing qualifications deliver increased quality and productivity, while complementing and maintaining your team’s core skills at every level of your organisation.



Having skilled staff means they are better contributors to the business and we get greater overall results. Training is key to improving our workforce, as well as creating a sense of belonging.”

Glenn Wahlstrom,
General Manager
Sealy



Learning outcomes

Level and qualification	Overview	Learning outcomes	Approximate duration
New Zealand Certificate in Manufacturing (Level 2)	For entry-level workers as well as experienced workers; meet the standards required to perform the function of their role.	<ul style="list-style-type: none">» Apply awareness of workplace processes» Meet basic workplace health and safety requirements» Carry out entry-level tasks in a manufacturing operation.	6-12 months
New Zealand Certificate in Manufacturing Optional strand in Productivity Improvement (Level 3)	For experienced workers; ensure product quality (potentially including productivity improvements).	<ul style="list-style-type: none">» Understand and contribute to a safe working environment» Ensure product quality» Meet organisational and customer requirements. <p>Graduates who complete the optional strand will be able to:</p> <ul style="list-style-type: none">» Contribute to productivity improvement in a manufacturing environment.	6-12 months
New Zealand Certificate in Manufacturing Optional strand in Technical Support (Level 4)	For skilled individuals in senior operational roles; more effectively manage operational issues (potentially including technical support).	<ul style="list-style-type: none">» Effectively handle operational issues» Coordinate stages of a manufacturing operation» Expertly work with equipment in a manufacturing environment. <p>Graduates who complete the optional strand will be able to:</p> <ul style="list-style-type: none">» Provide technical support to manufacturing operations.	12-18 months
New Zealand Certificate in Manufacturing (Level 5)	For experienced individuals in leadership roles; identify and manage key performance indicators (KPIs), improve productivity and quality outcomes.	<ul style="list-style-type: none">» Manage adherence to compliance standards» Apply quality assurance to improve end-product quality» Achieve and improve KPIs» Troubleshoot and resolve production issues at the process level» Deliver measurable improvement to productivity and quality.	9-18 months

People Management and Leadership

People Management and Leadership training delivers the essential skills required to effectively lead and manage people, resources and operations within your business.

These qualifications have been developed for each stage of leadership, including current and future team leaders, as well as managers who may have had little or no formal training in the past.

The two programmes offered can be completed within your business, or we can organise for a provider to deliver the sessions for your team.

What’s in it for your business?

People Management and Leadership training ensures your leaders and managers understand what is expected of them and can readily perform to the standards you set.

On-the-job People Management and Leadership qualifications deliver the theory and practical application to give you more effective managers, who lead more productive teams.



Our people gained skills and confidence such as delivering consistently high-quality toolbox talks. We’ve been well supported and seen valuable improvements delivered. We would do it again.”

Simon Walkinshaw
National Human Resource Manager
Godfrey Hirst



Learning outcomes

Level and qualification	Overview	Learning outcomes	Approximate duration
NZ Certificate in Business Introduction to Team Leadership (Level 3)	Develop core leadership skills including: effective communication, motivating others, performance management, delivering and increasing performance.	<ul style="list-style-type: none">» Understand principles for effective team performance» Develop objectives for a team» Understand different leadership styles for effective team performance» Communicate effectively with stakeholders» Work cooperatively within a team, and contribute to the achievement of objectives» Respond positively to diversity within the team» Apply effective problem-solving and decision-making for business purposes» Demonstrate professional and ethical behaviour, in a socially and culturally appropriate manner» Manage self effectively to contribute to the performance of the entity» Comply with internal policies, and legislation and other external requirements for business entities.	6-13 months
NZ Certificate in Business First Line Management (Level 4)	Further develop key business skills to enhance and support their effectiveness as a business manager.	<ul style="list-style-type: none">» Manage work flows in an operational context to achieve team objectives» Assess against agreed criteria and respond appropriately to achieve operational objectives» Motivate and involve a team to achieve the team's objectives and contribute to the entity's objectives» Communicate to develop relationships with team members and stakeholders» Manage relationships within a team to sustain a productive workplace environment» Promote an inclusive environment to value diversity for positive performance for the entity» Manage self effectively to contribute to the performance of the entity» Demonstrate professional and ethical behaviour, in a socially and culturally appropriate manner in leading a team» Adapt leadership styles for effectiveness in different environments» Comply with internal policies, legislation and other external requirements for the entity	6-12 months

Sales

Sales qualifications equip your staff with the customer service, merchandising and sales skills they need to win more business and increase customer satisfaction.

We have developed these qualifications in close consultation with your industry to be relevant to your systems and processes, and for your people to learn work-based.

Improved customer satisfaction and increased sales drive your business' growth. Personal success drives employee motivation, particularly in sales-based roles.

What's in it for your business?

Sales training programmes enable your team to sell more, more easily, and ensure that your customers get the experience you intend.

These training programmes have been designed for your business to ensure your people understand and implement learning from day one.

On-the-job retail and sales training ensures your business has a competitive edge with a sales force geared to capture more business, more successfully.



What's great about Competenz is that they come in, really understand your business and cater to you. That's what gets the respect. It definitely worked for us."

Steve Daly
National Sales Manager
at James Crisp



Learning outcomes

Level and qualification	Overview	Learning outcomes	Approximate duration
New Zealand Certificate in Retail – Customer Service and Sales Support (Level 2)	Establish standards of professional practice in customer service and sales support to give in-store customers confidence in the service they receive.	<ul style="list-style-type: none">» Develop business relationships based on an understanding of the core principles of sales, individual buyer behaviour and target markets.» Apply the stages of a sales process, including documentation and administrative processes.» Apply negotiation strategies to sales situations.» Use communication skills and techniques and organisational practices to influence customers and meet business needs in a sales environment.	5 -10 months
New Zealand Certificate in Sales (Level 3)	<ul style="list-style-type: none">» Provides competent employees who can work in entry-level positions in the sales sector» For those who are working in entry-level positions using sales skills which support their career opportunities across a range of organisations in the sales sector» Establishes standards of professional practice for sales skills that can provide customers with confidence in the service they receive.	<ul style="list-style-type: none">» Develop business relationships based on an understanding of the core principles of sales, individual buyer behaviour and target markets.» Apply the stages of a sales process, including documentation and administrative processes.» Apply negotiation strategies to sales situations.» Use communication skills and techniques, and organisational practices, to influence customers and meet business needs in a sales environment.	12 months

Workplace Health and Safety Practice

Workplace Health and Safety learning includes general health and safety improvements, through to the development of management and systems development.

These qualifications are designed to have the flexibility to be adapted to your industry and the health and safety risks within your business.

These qualifications help you validate your commitment to your responsibilities under the Health and Safety at Work Act 2015.

What’s in it for your business?

Workplace Health and Safety is about giving your people the key knowledge, skills and attributes they need to reduce accidents and injuries in your workplace.

As your people train on-the-job, the theoretical knowledge they gain can be immediately applied to systems and processes.

On-the-job Health and Safety qualifications deliver increased understanding at every level of your organisation, and gives you the tools you need to keep levies low and your people safe.



Learning outcomes

Level and qualification	Overview	Learning outcome	Approximate duration
New Zealand Certificate in Workplace Health and Safety Practice (Level 3)	Provides foundation health and safety skills and knowledge to meet workplace health and safety requirements.	» Apply knowledge of legislative requirements, and workplace health and safety practices to the general workplace environment	5-12 months
	Graduates may also be able to apply these skills under limited supervision in roles across a wide range of fields.	» Apply the requirements for workplace health and safety communication to a role	
	This qualification is intended for people who are intending to work, or working within a New Zealand workplace.	» Apply the principles of health and safety risk assessment to a role » Demonstrate awareness of the benefits of good workplace health and safety practices on themselves, their families, their workplace and wider community.	
New Zealand Certificate in Workplace Health and Safety Practice (Level 4)	Provides workplaces with people that have the skills and knowledge to promote and monitor health and safety practices and procedures, and a positive health and safety culture in the workplace.	» Implement, supervise, monitor, and communicate organisational and job-specific health and safety requirements and practices, for a team in the workplace	7-12 months
	For those intending to have a workplace health and safety function as part of their primary job role.	» Utilise leadership skills to promote the benefits of good workplace health and safety practices, and a proactive health and safety culture within a team	
		» Apply knowledge of health and safety risk analyses and mitigation strategies for a team in the workplace » Recognise the impact of work-related ill health and injuries on a specific business operation and the wider industry.	

Taking on a learner



Building your pipeline with schools

There are many benefits from connecting with your local schools and students, but most critically, it is an opportunity to get our youth excited about our trade industries and showcase the roles they can play in it.

It's important to develop a partnership from the outset that gives clear expectations and benefits to your business, the student and the school.

Ways we can liaise between the school, student(s) and you the employer:

- » Work experience placements – this is an opportunity for keen student(s) to spend an agreed period of time in your business. This provides the student with experience in developing skills and understanding for the trade, and should complement the subjects they are studying in school
- » Workplace tours for small groups and their teachers on work sites
- » Mentoring students
- » Career conversations – be a guest speaker to a group of students at your local school
- » Regional SpeedMeet events – based on the speed dating concept, these are short conversations with students who are preparing to leave school and are looking for work opportunities. Contact us if you would be interested in attending SpeedMeets in your region held in mid-year.

The benefits of connecting with schools are:

- » Proactive recruitment at a grassroots level by connecting to your local talent pool
- » Building a relationship with a student, assessing their capability and potential over a period of time
- » Assessing your business' readiness to take on an apprentice
- » Supporting your student(s) from the start to perform according to your expectations on-the-job
- » Giving back to your industry and pass on your knowledge and experience to the next generation.

You may choose to offer work placements as part of your social responsibility, and if you are a larger business, to improve your corporate brand. Many businesses offer work placements that reflect their business needs. For example, the need for an apprentice in the future.

The majority of secondary schools in Aotearoa have vocational trade pathway programmes. Most secondary schools are open to developing partnerships with industry and employers, which create opportunities for students in their community.

For more information contact us at schools@competenz.org.nz

Glossary

Assessment

Observing the learner on-the-job and reviewing the evidence to decide whether a learner has reached the competency needed for that particular level.

Assessor

The person who reviews a learner's assessment and ensures there is enough evidence to judge them 'competent'.

Competitive Systems and Practices (CSP)

A suite of qualifications designed to give people within your organisation the skills and knowledge they need to devise and implement more productive and competitive methods of working.

Key Performance Indicator (KPIs)

A measurable value that demonstrates how effectively a company or an employee is achieving key business objectives.

Literacy, Language and Numeracy testing (LLN)

An assessment of all learners enrolled in a level one or level two qualification at the start and at the completion of their enrolment. Uses the Literacy and Numeracy for Adults Assessment Tool (LNAAT) assessment tool, to identify their literacy and numeracy needs.

New Zealand Apprenticeship

A formal, on-the-job training programme that leads to careers in a range of vocations.

New Zealand Traineeship

A formal, on-the-job training programme which is shorter than an apprenticeship. Leads to careers in a range of vocations.

New Zealand Qualifications Authority (NZQA)

The government agency that manages New Zealand's national qualifications.

New Zealand Qualifications Framework (NZQF)

A list of all New Zealand's official qualifications, managed by the New Zealand Qualifications Authority.

Standard Operating Procedures (SOP)

A set of documented step-by-step instructions compiled by an organisation to help workers carry out routine operations.

Tertiary Education Commission (TEC)

Funds New Zealand tertiary education organisations to provide courses and training to learners.

Training Agreement (TA)

A formal arrangement between Competenz, the employer and the employee/learner. Every New Zealand Apprenticeship or Traineeship must have a training agreement.

Unit Standard

A set of skills or knowledge someone needs to be assessed against to be competent. All unit standards are set a specific level and worth a number of credits. They have numbers assigned to them.

Notes

Talk to us about growing your business, people and skills.

info@competenz.org.nz
competenz.org.nz/contact-us

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