

This guide is
**dyslexia
friendly**



Employer support guide



Competenz



Te Pūkenga

World class skills for New Zealand industry

Contents

Welcome

Overview of Competenz Te Pūkenga	3
Qualification overview.....	3
What you can expect	4
Roles and responsibilities:	
Employer, Ākonga (Learner), Competenz Te Pūkenga.....	5

The qualification

Planning is the key to success	8
Management oversight.....	8
Assessments.....	9
Workplace assessor vs verifier	9
Evidence collection.....	9

Support for employers

Mentoring guide	10
-----------------------	----

Support for ākonga (learners)

Competenz Te Pūkenga support model	11
Training advisor quarterly visits	11
Induction.....	12
Canvas eLearning	12
eAssessors.....	12
Block courses	12
Study groups.....	13
Mentoring.....	13
Dyslexia	13
Language, literacy and numeracy support	14
Additional notes on numeracy and literacy.....	14
Digital literacy	14
Financial literacy	14
Key contacts.....	14

Resources to support ākonga

Assessment guides	15
-------------------------	----

Welcome

Congratulations on employing your new ākonga (learner).

Whether this is your first time employing a ākonga within your business, or you have a long history of developing qualified tradespeople, we at Competenz Te Pūkenga thank you for embarking on the journey. You're enabling this person to kick-start their career in an exciting industry.

As workplaces continue to change and adapt to new technologies and practices, it will be these individuals that shape how we operate in the future.

This guide provides you with an overview of how the training journey will work and the support that Competenz Te Pūkenga provides. We look forward to working in partnership with your business to ensure success.

Welcome on board, from the team at Competenz Te Pūkenga.



Competenz Te Pūkenga overview

Competenz is a division of Te Pūkenga – The New Zealand Institute of Skills and Technology.

Competenz Te Pūkenga works with companies and ākonga (learners) around New Zealand to build skills, careers and businesses. We partner with employers, ākonga, schools, training providers and assessors across the country.

Competenz  |  Te Pūkenga

Qualification overview

The qualifications offered at Competenz Te Pūkenga are the premier vocational pathway for new and existing staff.

These qualifications are a formal arrangement between an employer, employee/ ākonga (learner), and Competenz Te Pūkenga. It is a structured training programme that can take up to four years and leads to a level 4 trade qualification.

On-the-job, on campus and online learning

Most of the learning is practical work completed on-the-job. You'll teach your ākonga how to carry out their normal duties at work.

Depending on their qualification, ākonga also attend a series of block courses at a polytechnic or similar. We refer to these as on campus learning.

Some learning is theory-based, with certain ākonga required to complete online via our online learning platform, Canvas.

At the end of a qualification at Competenz Te Pūkenga, your employee will be competent in their chosen strand, to the competency standards determined by your industry.

For more information about the qualifications we offer, visit competenz.org.nz

What you can expect

Your ākonga (learner) will do most of their learning on-the-job. Your experienced tradespeople will be their trainer, coach and mentor.

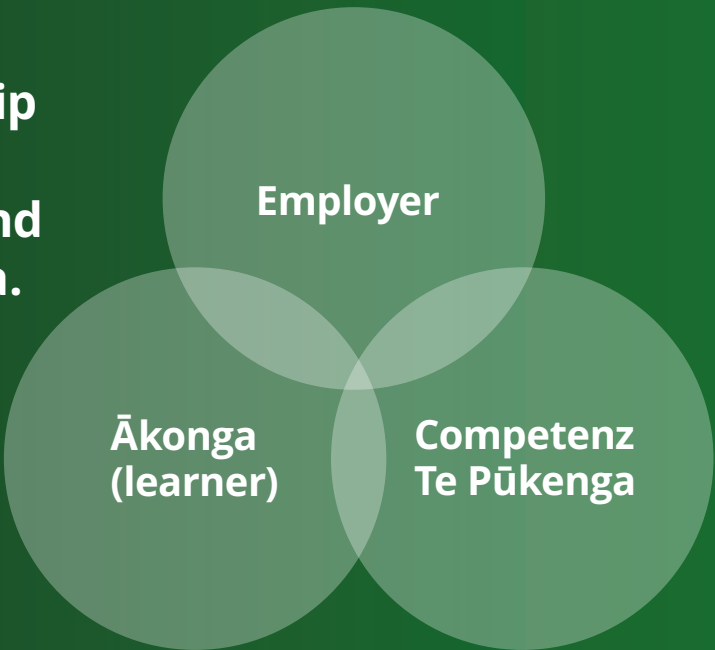
For some qualifications, your ākonga will go on a series of block courses at a polytechnic to complete projects and gain new skills.

For some programmes, there are learner support mechanisms in place to help your ākonga. These include:

- » Inductions
- » Study groups
- » Dedicated Competenz Te Pūkenga training advisors
- » Literacy and numeracy support
- » The support your workplace provides the learner.

All qualifications have literacy and numeracy support available for learners. Taking on a learner is a three-way partnership between yourself, ākonga and Competenz Te Pūkenga.

Qualifications are a three-way partnership between an employer, the ākonga (learner) and Competenz Te Pūkenga.



Roles and responsibilities

Employer

It's important to create an environment that will allow ākonga (learners) to succeed, so both you and your ākonga can get the most out of training. As the employer, here are a few things you can do to support your ākonga:

- » **Encourage a positive attitude**
Your ākonga (learner) is more likely to succeed if you can encourage a positive attitude within the workplace towards training. Make sure the ākonga is supported and mentored appropriately by qualified tradespeople.
- » **Be across the training plan**
Ākonga has a training plan to follow. This plan is their roadmap to success. The people who coach and mentor ākonga, and schedule work, must be familiar with the training plan. This will enable them to provide the opportunities in the workplace for ākonga to complete their on-the-job assessments and practice the skills they need to develop.
- » **Prioritise learning**
When you are scheduling work, we ask that you prioritise ākonga attendance at block courses and any additional support activities they have in place (e.g. study groups).

- » **Maintain strong lines of communication**
We recognise that it is challenging for ākonga (learners) to complete their qualification while working 40+ hours per week. Often the last thing ākonga feels like doing after work is sitting down to a few hours of online learning. If you maintain strong lines of communication with your ākonga and support them as they work through the training plan, they are much more likely to achieve their qualification.

Competenz Te Pūkenga

Ākonga (learners) need support to achieve their qualification. Competenz Te Pūkenga training advisors and account managers work alongside you to provide this support. Your dedicated training advisor or account manager will guide your ākonga through their training, monitor their progress and make sure they complete their on-the-job assessments.

Competenz Te Pūkenga will ensure there are strong lines of communication with the relevant manager/supervisor within the workplace. Where possible, we will meet face to face with key staff and provide a visit summary report after each visit. These reports outline what the ākonga has achieved against the training plan, and the goals for the next quarter. When everyone understands the ākonga achievements, goals and any challenges, we can work together to help the learner succeed.

Ākonga (learners)

Ākonga must take ownership of their qualification journey. It is up to them to complete the on-the-job and off-job components of their qualification, and contribute to the work needs of the business.

Ākongawill also need to make sure that they stay up to date with their learning material and assessments and they need to prepare for each quarterly visit with their training advisor.

The Competenz Te Pūkenga training advisor will:

- » Visit your learner in your workplace four times a year
- » Structure training into manageable chunks of learning
- » Set deadlines for assessment completion
- » Mark on-the-job assessments
- » Co-ordinate access to Canvas online learning and delivery of additional training material
- » Co-ordinate any additional support the ākonga requires (i.e. literacy and numeracy support)
- » Assist the ākonga to successfully complete their training programme.

Competenz Te Pūkenga encourages ākonga supervisor/mentor to attend some, if not all of the quarterly meetings, where possible. This ensures everyone is on the same page.



Planning is the key to success

To complete their qualification on time, ākonga (learners) must aim to complete approximately seven credits per month (February – November).

To complete monthly credits, ākonga need to commit to regular weekly study times. Your guidance and ongoing communication around study practices is vital. If there is a quiet room in your workplace, it could be ideal for the ākonga (learners) to utilise this at least one day per week to complete their units, either after work or if you are open to allocating time within working hours. The key to success is the learner having a study plan and helping them stick to it.



Management overview

At the conclusion of each visit with your ākonga (learners), the Competenz Te Pūkenga training advisor will provide you with a visit summary report.

The report outlines:

- » Achievement against previous goals
- » Unit standard progress vs plan
- » Goals set for the next quarter.

To get up-to-date progress information in-between the quarterly visits, you can use the Competenz Te Pūkenga Portal system. When you log in to the system, you can access a report showing the progress of your ākonga against the training plan. Talk to your training advisor to obtain a log-in.

Assessments

Some assessments check knowledge through a series of questions, much like a quiz. Others require the ākonga (learners) to be observed doing a task. Sometimes they're a combination of both of these. It is important ākonga read the assessment instructions and questions carefully.

If the ākonga are required to complete a task or be observed doing practical work, it will need to be checked by a verifier. A verifier is someone in your workplace who has the authority to confirm ākonga have completed the task according to the assessment instructions. Ask your Competenz Te Pūkenga training advisor if you are not sure who would be suitable to act as the verifier. On-the-job assessments have clear instructions about what ākonga need to do and the evidence that must be recorded. There is a form that the verifier signs to confirm what has happened.

Depending on the qualification, theory-based assessments can be completed online. Once submitted, the assessment will be sent to an eAssessor for marking. If ākonga do not get it right the first time, the eAssessor will provide guidance about the extra information required or redirect them to the learning material to review the key points again. The eAssessor team strive to mark an assessment within ten working days of receipt.

Workplace assessor vs verifier

The workplace **assessor** makes the judgement on whether a ākonga (learners) meet competency requirements of the on-the-job unit standards.

The **verifier** attests that the evidence supplied by ākonga is authentic and meets the performance requirements of the workplace.

The verifier can be referred to as an **observer** in practical assessments.

Evidence collection

Ākonga (learners) will be asked to provide photos as supporting evidence for some assessments. They will need to read the assessment requirements carefully to find out exactly what is expected and what photos they should take.

We see lost phones and lost evidence regularly. Encourage ākonga to be disciplined with their evidence collection from day one. If ākonga store photos on their phone, they need to download them regularly. You can remind them by asking to see the downloaded photos.

Support for employers

Mentoring guide

To support you in your role as mentors, Competenz Te Pūkenga has developed a mentoring guide. It explains the role of the mentor, the difference between mentoring and managing, and provides numerous tips and tools for effective mentoring.

We recognise that mentoring means different things to different people. When we talk about mentoring ākonga (learners) however, we're talking about creating a relationship that is designed to support your ākonga to advance, complete and ultimately, stay with your business.

Your training advisor will provide you with a copy of the mentoring guide; have a good read through.



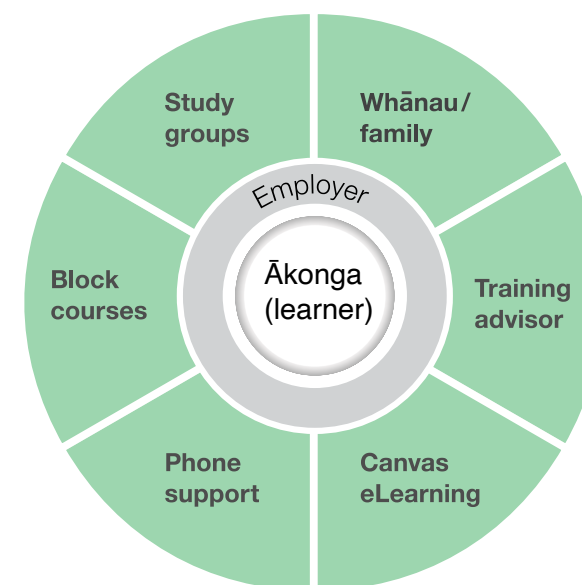
Support for ākonga (learners)

Everyone learns differently and there is no right or wrong way. When ākonga are just starting out, they are not expected to know everything. What is important, however, is that they know where to go to for help when its required, outside of the support provided at your workplace.

Competenz Te Pūkenga has a range of support options in different programmes to help ākonga.

Competenz Te Pūkenga support model

Ākonga (learners) are supported through a variety of touchpoints depending on the programme. Speak to your training advisor to see what your ākonga is eligible for.



Competenz Te Pūkenga training advisor quarterly visits

Your training advisor will guide the learner through their training, monitoring their progress and completion of on-the-job assessments.

At their quarterly visit, the training advisor will:

- » Review their goals and achievements since the last visit
- » Set new goals for the next quarter
- » Answer any questions the learner may have
- » Provide any necessary information or updates
- » Provide a visit summary report to both the learner and workplace.

Though the training advisor only visits four times a year, they're always available via phone or email to answer any questions or provide guidance if required.

Encourage your ākonga to reach out.

Induction*

Our induction equips ākonga (learners) with the skills, knowledge, and confidence to kick-start their qualification while providing an opportunity to discuss and implement good study practices.

The induction will cover all the support available.

Canvas online learning

Access to all assessment is via our online learning platform, Canvas.

For all questions relating to Canvas, please email scanvas.lms@CompetenzTePūkenga.org.nz or call our Customer Services team on 0800 526 1800.

eAssessors*

Competenz Te Pūkenga has a team of eAssessors who are responsible for marking eLearning assessments in Canvas. If your learner is completing an online learning, encourage them to engage with the eAssessor team if they require additional support. They can be contacted via the Canvas comment section in each assessment.

Block courses*

Block courses are run on a local campus that has the machinery and equipment required to operate to complete some of the tasks in the qualification. At a block course, ākonga (learners) work on projects and learn how to do things safely.

The tutors watch the ākonga work through the projects and complete the tasks required for assessment.

Study groups*

Competenz Te Pūkenga runs study groups online. Most study groups run fortnightly for two hours, during the week.

When ākonga attend study groups they can receive support from experienced tutors and meet other ākonga. They can take along any questions they have about their assessments. It is important ākonga sets clear objectives as to what they want to achieve in the study group and are prepared to proactively ask questions.

When ākonga enrolls for a study group they are expected to attend fortnightly, unless they are sick or approved by their manager due to work commitments. Competenz Te Pūkenga asks employers to prioritise ākonga attendance at the study group (when enrolled) and to consider this when scheduling work.

It is also important to check in with the ākonga about how the study group is going and what they're focusing on in each session.

Ākonga need to talk to their Competenz Te Pūkenga training advisor to find out about study groups and how to enrol.

Mentoring*

Mentoring is one-on-one and may occur online in a virtual environment, or through face-to-face visits. This programme is offered after a six-month review of progress which will assess if additional support is required.

Your ākonga will get guidance and support from an experienced external mentor. They will set short-term goals that work towards achieving quarterly goals set by the training advisor. As well as help with overcoming roadblocks.

Dyslexia

Did you know that one in ten Kiwis in the workforce are dyslexic? Dyslexia does not affect general intelligence, but can cause difficulties when learning to read or interpret words, letters, and other symbols.

Competenz Te Pūkenga can support your ākonga to access appropriate government funding for learning support where they will be given tools and equipment to help progress with assessments.

* Support options vary depending on the qualification your ākonga is enrolled in. Please check with your training advisor or account manager if you are unsure what is available to you.

Key contacts –
where ākonga (learners)
can go for help

Competenz Te Pūkenga
training advisor

Canvas support –
canvas.lms@competenz.org.nz

Language, literacy and numeracy support

- » Is your ākonga (learner) finding it hard to keep up with their peers?
- » Have you noticed that they require support with reading and writing or have learning challenges such as dyslexia?
- » Do they struggle with counting and basic mathematics?

If the answer is ‘yes’ to any of the above, Competenz Te Pūkenga can help. There is also a range of online tools and support available. Encourage your learner to talk with their training advisor to find out more.

Additional notes on numeracy and literacy

Our literacy and numeracy programme is set up to ensure learning is accessible to everyone. Competenz Te Pūkenga has partnered with a network of specialist providers and tutors to support and grow language, literacy, and numeracy skills.

We can also provide English for Speakers of Other Languages (ESOL) ākonga.

Our literacy and numeracy programme includes comprehensive assessment to determine required learning support and tailored solutions for individual ākonga.

Whether it’s through one-on-one support, or part of a wider programme, we make sure ākonga have the tools they need to stay on top of their education.

Digital literacy support

Digital skills are essential – whether it be in the community, at work or in personal life. There are useful resources and short courses available that can help bring you up to speed. Check them out below:

- » The Open Polytech – digital study skills (free online course)
openpolytechnic.ac.nz
- » Stepping Up NZ – free community based digital literacy classes
steppingup.nz.

Financial literacy support

Financial capability is about feeling confident to make wise judgements about how to use and manage money in ways that benefit us now and in the future. It enables us to reach our goals, provide for our family and, ultimately reach retirement in good financial shape.

- » The Commission for Financial Capability provides access to online tools and resources to support this.
cffc.govt.nz.

Resources to support ākonga (learners)

Assessment guides

Depending on the qualification, assessment guides can be accessed by the ākonga via Canvas. Your Competenz Te Pūkenga training advisor will agree with the learners which units to work on and set goals as to when to complete the assessments.

On-the-job assessments are downloaded, printed and completed by the learner, and observed and verified by their on-the-job supervisor. Once complete, your Competenz Te Pūkenga training advisor will carry out the marking and assessment.

Each assessment guide provides all the information the learner requires to complete the assessment, so it’s important that they read it carefully.

Encourage ākonga to bring their on-the-job assessments into the staff room to discuss with the qualified tradespeople within the workplace. This approach encourages some excellent discussions (and learning) in a relaxed environment.

Assessment Requirements

This Assessment Guide is designed to help you provide evidence of your skills and knowledge required by this unit standard.

Before you begin

Read through the assessment requirements yourself. Talk with your Assessor if there is anything you don't understand.

Meet with your Assessor to plan your assessment. Your Assessor will:

- » Talk you through this Guide, and discuss when and how you will be assessed.
- » Check you are ready to begin this assessment.

What you need to do

1. Complete the following assessment tasks:

Questions	Answer questions about:
	<ul style="list-style-type: none">» The principles of pneumatic power systems.» Pneumatic power systems and applications.» Hazards associated with pneumatic power systems.

Note: Your Assessor may choose someone to verify your work. This person must have expertise in knowledge of pneumatics and pneumatic power systems and could be someone you report to, your trainer, or a supervisor or manager who works with you regularly.

2. When you have completed all the assessment tasks, complete the Candidate Evidence Check at the end of this Guide.
3. When you are sure you have completed and/or attached everything, contact your Assessor or Account Manager to arrange the next steps.

An example of an assessment requirement found on Canvas

Competenz is a division of Te Pūkenga.
We help Kiwi industry grow skills, careers and businesses.

For more information
competenz.org.nz/contact-us



Competenz



Te Pūkenga