



SKILLS4WORK
Training For The Future

Student handbook

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1. Introduction

Skills4Work Limited has been quality assured as a Category 1 Private Training Provider (PTE). As an accredited and registered training provider it is approved by the New Zealand Qualifications Authority to offer programmes of study and short courses to students who are enrolled with Skills4Work.

Skills4Work (PTE) offers flexible, cost-effective workplace training solutions for a range of training programmes, short courses, and topic-specific learning. Delivery options are flexible and adaptable to fit your working environment and your learning needs.

Programmes

New Zealand Certificate programmes are available and can be completed through workplace training and apprenticeships. To complete a New Zealand Certificate, students will need to be employed in the field they are studying so that that can complete on-job learning and assessment requirements.

Short Courses

Skills4Work runs short courses in a wide range of areas. Short courses can be delivered as workshops, self-paced learning, or a combination of both. We offer mentoring and coaching support to learners throughout the duration of the course.

Skills4Work currently offer a wide range of courses and individual unit standards. Visit our website **www.skills4work.org.nz** to find out what we have available.

Distance Learning

Distance learning is where, through the use of technology (e.g. video, ZOOM, postal correspondence, email, CD's, DVD's, YouTube clips, blogs etc) students can received training while not being in the same "physical space" as their trainer in "real time".

Workshops

Workshops are designed to assist the student to gain the relevant knowledge for completion of assessments. Workshops allow the student to explore new concepts and skills that relate to their job roles. Our workshop trainers will offer mentoring and coaching support to encourage students to reach their objectives.

Contact Details

Skills4Work Limited

P O Box 62 561,
Greenlane,
Auckland 1546
11 Ronwood Avenue
Manukau
Auckland 2104

Customer Services

Tel: 0800 2 SKILL or
0800 275 455
Email: customerservices@skills4work.org.nz
www.skills4work.org.nz

NZQA National Qualifications Framework

As an approved training provider, Skills4Work must abide by the requirements of NZQA for the delivery of training and assessment of learning.

The National Qualifications Framework (NQF) was established by NZQA to be the national register of approved unit and achievement standards.

Each unit standard registered on the National Qualifications Framework describes what a student needs to know or what they must be able to achieve.

Because the standards are nationally agreed, students' achievements can be recognised in a number of contexts:

- Their knowledge and skills may be transferable between qualifications and other providers.
- All organisations accredited to assess against standards, recognise framework credits awarded by others.

The NQF

There are ten levels involved in qualifications. Level 1 is the least complex and Level 10 is the most complex. Levels depend on the complexity of learning. They do not equate to years spent learning but reflect the content of the qualification.

Levels 1 to 3 are of approximately the same standard as senior secondary education and basic trades training. Levels 4 to 6 approximate to advanced trades, technical and business qualifications. Levels 7 to 10 equate to advanced qualifications of graduate and post-graduate standard.

Visit www.skills4work.org.nz to find out what we have available at levels 1 to 5 of the NZQA National Qualifications Framework.

2. Frequently Asked Questions

Where do I start?

You can contact Skills4Work directly, or it may be the policy of your company to go through your company trainer, supervisor or manager who will arrange the necessary paperwork for you to complete.

How do I enrol?

- You will need to complete the Skills4Work Enrolment Form and provide identification evidence in order to enrol. You may be able to get an enrolment form from your company training representative; if not, contact us at Skills4Work.
- You must provide evidence of identification as a New Zealand Citizen or Permanent Resident. Evidence may include a verified copy of your full New Zealand birth certificate with place of birth, a New Zealand passport, a certificate of citizenship or letter of confirmation, an overseas passport with residency stamp. Contact us at Skills4Work to check that the evidence you intend to provide is appropriate and current.
- It is important to remember that your identification must be verified. That means the original identification must be sighted by an appropriate workplace or Skills4Work representative before being photocopied and signed. The verifier must state that 'This is a true copy of an original document that I have sighted'.
- Your name must be your legal name. If you have had a name change or any other change in contact details, it is important that you notify Skills4Work as quickly as possible. You will also need to notify NZQA if you want your records to reflect your new name.
- If you want to undertake a New Zealand Certificate and/or an apprenticeship you may also need to complete a Training Agreement. Contact your company or a Skills4Work representative to obtain this agreement.

Entry and Selection

Skills4Work has a system for the entry and selection of students enrolled in its short courses and programmes. The Skills4Work "Entry and Selection " Policy outline the process.

How much will it cost?

Begin by asking your company trainer, supervisor or manager what costs will be applicable to you.

Some short courses have a 'business to business' arrangement and this means that your employer will pay the tuition fees.

Some industry-based training programmes do not incur tuition fees. For more information about this please contact your workplace manager or supervisor, or contact the Skills4Work Customer Service Centre (09) 518 5100, 0800 275 455.

How can I plan my career path?

There are a number of career possibilities open to you. If you cannot get information from within your area of work, then speak with the key people in your organisation as they will be able to tell you how to explore opportunities that could be open to you. Alternatively, you are always welcome to contact Skills4Work at any time.

Who can I contact for help?

Talk to your company training coordinator, as s/he will have some ideas about where you can get the right help for your specific needs.

If you are doing study by yourself, find out if there are people in your company who have studied previously as they may be able to point you in the right direction when you need help. If there are others in your company doing similar study, tap into their expertise and spend some study time together.

Tell your manager what you are doing. Management may have ways to support you too.

If you have a study group within your company, do not be afraid to talk to them. Maybe they are experiencing the same challenges as you. Remember there are no "wrong" questions, only the ones you do not ask. It is better to ask than to repeat work over and over again.

Remember that if you have access to a library and/or the internet, this can be an excellent source of information about every topic you need. This will show that you have research skills, and these skills will make you a well-developed and knowledgeable person as you climb that ladder of success.

You are always welcome to contact Skills4Work personnel at any time.

How long will it take me to complete my studies?

Depending on your chosen course of study, an individual unit assessment could be completed within a week or two. Short courses are usually one or two-days' duration. New Zealand Certificates and apprenticeship programmes take anything from 12 to 42 months to complete, however it is possible to complete some qualifications in a shorter time span.

Remember you are in control of your future, so the amount of time you put in will depend on you. See the 'Study Skills' section of this Handbook for some ideas to help you stay motivated and committed to your study.

What about my academic records and privacy?

You have a right to have your personal details protected and revealed only to legitimate agencies for statistical and recording purposes. Remember to let us know as soon as your personal details change. This is very important. We do not want you to miss out on information that you are entitled to have.

Skills4Work Confidentiality Policy outlines the terms and conditions to ensure the security of information about an individual student.

How do I complete an assessment?

For each unit standard you attempt, you will be given the learning and assessment material that you will need to complete.

There will usually be some theory questions to answer and some practical tasks that must be carried out in the workplace and observed by a workplace verifier approved by Skills4Work.

Once you have completed all the theory and practical components of your assessment you must take a photocopy of your work before it is returned to Skills4Work for theory marking, checking and the processing of results.

What is the process for special assessment conditions?

Skills4Work recognises that sometimes there are situations where special assessment conditions are needed to ensure access to programmes and assessment is fair.

The most commonly requested forms of special assessment condition are:

- Assistance by a reader (RA)
- Assistance by a writer (WA)
- Assistance by a reader/writer (RWA)

Before beginning any assessment, students wishing to have such assistance must apply for this by completing the application form of the Skills4Work Special Conditions of Assessment Policy. This policy outlines the process you need to follow.

How do I access a Workplace Verifier?

If you are fortunate enough to have a workplace verifier in your workplace this will make it easy for you to plan the timing for the practical component of your assessment. Talk to your trainer about this aspect of your assessment.

If you do not have access to a workplace verifier, please contact your company training representative or Skills4Work and together we will develop a plan to meet your needs.

What if I need to be re-assessed?

In some instances, the Skills4Work awarding assessor may assess your answers as 'not achieved' (NA). If this happens:

You may be required to re-sit your answer and/or answer a new question.

Written feedback will be provided by your assessor so you know exactly what type of extra information needs to be supplied.

You need to return the whole assessment including your re-sit answer/s to Skills4Work for re-marking.

If you find that you are NA after two re-sits, you should undertake further training before making a further attempt.

It is really important that you prepare well for an assessment. On no account should you undertake assessment when you know you are not ready to succeed. If you do, you will only be setting yourself up for failure.

Can I appeal a decision made by an assessor?

If you do not agree with the final assessment decision that has been made, you have the right to appeal this decision. First step, speak with your workplace verifier or contact Skills4Work on 0800 275455 and discuss the reason why you feel the decision

is incorrect. We hope at this stage you will both be able to come to an agreement as to whether or not the assessment decision was the right one.

If you still do not agree, then an appeal in writing is to be forwarded to the Skills4Work Operations Manager within 2 working weeks of the assessment decision being returned to you. The Operations Manager will review the assessment and make a decision and advise you of the outcome.

- If you are not satisfied with the outcome, you have the option of taking, in writing, a full outline to Skills4Work Senior Management for further review.

Skills4Work Appeal Policy outlines the process for dealing with appeals where it is felt that assessment decisions have been unfair.

What if I need to make a complaint?

If you are unhappy with any issue relating to Skills4Work, first speak with your trainer or supervisor or manager to discuss all aspects of your complaint. You may also contact Skills4Work personnel to discuss your concerns. If you are still unhappy you may lodge a formal complaint.

Skills4Work Complaints Policy outlines the process for dealing with complaints.

If you are not happy with the outcome of the Skills4Work formal complaints process you can raise your concerns directly with the NZQA.

NZQA

To make a formal complaint about an organisation:

- Download the formal complaint form **www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/formal-complaint-form.pdf**

- Send your completed complaint form, along with any supporting evidence, to:

The Complaints Officer
Quality Assurance Division
P O Box 160
Wellington 6140

- Email a scan of your completed form, along with scans of any supporting evidence, to **www.risk@nzqa.govt.nz**

If you need more information on the complaints process, contact NZQA on 0800 697 296.

Disputes Tribunal

The Disputes Tribunal is the modern, improved version of a small claims court. They can hear claims for up to \$30,000. If it is over \$30,000, then you usually need to go to the District Court.

To make a claim with the Disputes Tribunal, there must be a dispute which you have failed to resolve. This could be about a contract with the education provider for enrolment, accommodation or something else. You also need to confirm the dollar amount.

For more information on the Disputes Tribunal, you can:

- Visit the Disputes Tribunal website **www.disputes tribunal.govt.nz**
- Download this brochure about the Disputes Tribunal **www.justice.govt.nz/assets/Documents/Publications/MOJ0058-Disputes-Tribunal-booklet-WEB.pdf**
- Read this information about the Disputes Tribunal from Community Law **www.communitylaw.org.nz/community-law-manual/chapter-5-the-disputes-tribunal/overview-of-the-disputes-tribunal/**

How can I apply for Credit Recognition and Transfer (CRT) and Recognition of Prior Learning (RPL)

The assessment of recognition of learning for credit can refer to two different situations.

- Prior learning with evidence of credit from prior formal, credentialed learning (CRT).
- Prior learning where existing skills and knowledge are recognised as being equivalent to formal learning.

When either of these situations arises Skills4Work will help the student to identify and manage the process of providing the appropriate evidence. The onus however, will always be on the student to provide such evidence and the evidence must be authentic in every respect.

Skills4Work CRT and RPL policy outlines the evaluation process for allowing credits to be transferred or awarded towards a qualification.

3. Some important things you need to know

Awarding of NCEA Level 2

Many students, while undertaking tertiary study, are also completing NCEA – often at Level 2. NCEA Level 2 has become an important and well-regarded qualification and is often an entry level requirement for jobs and tertiary courses.

Students who have left school without completing NCEA Level 2 qualifications but who have since earned further credits through other study or workplace training may have successfully gained NCEA without realising it.

To confirm whether or not any student has successfully gained an NCEA qualification while completing further study, Skills4Work recommends you contact us or the New Zealand Qualifications Authority (NZQA).

How do I contact NZQA?

There are several different ways you can contact NZQA to find out about your NCEA achievements and discuss your records:

- Use the Learner Login section of the NZQA website (www.nzqa.govt.nz/login/) to get results, update details and request a record of achievement. You will need your National Student Number (NSN) and password.
- If you haven't logged in to the NZQA website before but know your NSN, you can register on the NZQA website (www.nzqa.govt.nz/login/) and a password will be sent to you. You will then be able to use the Learner Login.
- Phone the NZQA call centre on 0800 697 296 (weekdays 8am – 5pm). You don't need to know your NSN but have it handy if you have got it.
- Email helpdesk@nzqa.govt.nz. Include your NSN if you know it. Put "Do I have enough credits for NCEA Level 2?" in the subject line.

What happens next?

Either Skills4Work staff or NZQA will advise you of your NCEA achievements and provide you with information about the options you have for getting copies of your results. For example, you might need to know how to log in and order a copy of your Record of Achievement or order a certificate that you may have achieved.

Student Code of Conduct

Every student shall observe the following standards of conduct and shall comply with both the spirit and intent of this policy:

- Students shall follow basic principles of good practice to ensure all dealings are conducted honestly with good faith and integrity.
- All students shall comply with legislation.
- All students shall exercise diligence in the performance of their duties and responsibilities.
- All students shall exhibit quality behaviour at all times to their work colleagues and to Skills4Work personnel.
- All communication should always be courteous, honest and respectful.
- All students shall comply with all lawful and reasonable instructions.
- No student shall knowingly be a party to any illegal or improper activity.

When the standard of conduct is not met, serious consequences can follow. Causes for disciplinary action include, but are not to:

1. Unauthorised possession, removal or willful disruption of company property or any other student's property.
2. Consumption of alcohol during the training day or reporting to a training course while intoxicated.
3. Possession or use of illegal drugs on the training premises or reporting to a course while under the influence of drugs.
4. Conduct that violates common decency and morality.
5. Conduct outside the training room which brings, or could bring, Skills4Work into disrepute.

Skills4Work Student Code of Conduct Policy outlines the expectations of students in respect of conduct.

What is plagiarism (cheating)?

Plagiarism (copying) text from learning resources or someone else has written.

In order to achieve any Unit Standard you must always be able to demonstrate that the work presented for assessment is yours and yours alone. This means the work has been done by you, not by someone else and is not a copy of someone else's work.

Copying text from Skills4Work's learning resources is not allowed. Copying text does not show to the marker (assessor) that you have sufficient knowledge and an understanding of the topic(s). The answers that you provide must be in your own words.

The only exception to this is if the work has been approved in advance as collaborative or group work.

The best qualification you can gain is one that you have worked for and deserve. Not only will this protect the integrity and standard of the qualification, but it will also prove and protect your own personal integrity.

Skills4Work Cheating Policy outlines the process for dealing with cheating.

Protecting your health and safety

All Skills4Work staff members are committed to the safety of themselves and their learners and will always strive to meet the goal of providing a safe and healthy training and learning environment.

Students attending any Skills4Work programme or short course are required to follow all health and safety procedures set down. If any learner identifies any hazard or situation that has the potential to cause an accident of any kind, they must report it to the tutor/trainer immediately so that steps can be taken to eliminate or minimise the hazard.

Students will be familiar with the health and safety requirements in their place of employment and should therefore understand that health and safety is everyone's responsibility. Skills4Work personnel will ensure that any off-site training venue has had a health and safety check prior to any training taking place.

Remember: Everyone who goes to work or to training should come home healthy and safe. Health and Safety is everyone's responsibility.

Pastoral care of students

Skills4Work will follow the purpose, aims and outcomes of the Ministry of Education's Pastoral Care – Interim Code of Practice 2019. We will ensure, as far as is practicable, that our tertiary students can succeed academically in a safe, healthy and supportive learning environment, where:

- A. They are accepted and respected, and
- B. Receive an education that values their identity, language and culture, and those of their family and whanau
- C. Are supported mentally
- D. Have a visible student voice.

Student guidance and support

Skills4Work is committed to excellence in learning. This means that we have a coherent set of values aligned to the wider needs of our stakeholders and they are embraced by all Skills4Work personnel. We are committed to building and maintaining an environment that promotes learning at all levels. This culture of life-long learning ensures the development and growth of staff and learners alike.

Skills4Work will provide encouragement, support and guidance to help all students to succeed in the learning environment. Skills4Work considers this a vital requirement as it ensures the students can undertake their studies with confidence, in order to achieve their goals.

Students may contact Skills4Work personnel and are encouraged to do this if they have even the slightest query or problem. Students are given this information upon enrolment, and contact details are given in writing and verbally whenever possible.

Some students may experience learning difficulties. Skills4Work personnel are at hand to recognise and to assist with any learning difficulties and every effort is made by staff to assist you to achieve your learning goals. We may offer personal coaching or referral to appropriate outside organisations. All trainers are responsible for advising the relevant employer about any learner with learning difficulties, where this is deemed appropriate.

Given the special character of the type of learning programmes offered by Skills4Work, the ongoing student guidance and support can be a vital link in the communication chain for the student. For this reason, Skills4Work makes every effort to ensure that all students have access to relevant staff at Skills4Work. The contact details are 0800 2 SKILL (0800 275 455) or customerservices@skills4work.org.nz.

After each course of study, students are required to complete a feedback form that will provide information about their experience and views on any aspect of their learning. Skills4Work reviews this feedback and will act on this as is deemed appropriate.

Students will always be given full, accurate and timely information and will be well informed about the support and guidance available both internally and externally, so that they can be confident in making informed decisions about their learning progress.

Moderation

Moderation is a quality assurance tool that is used to help ensure assessments are fair, valid and at the national standard, and that the assessors are making consistent judgements about student performance.

How does moderation affect me?

Once your assessment has been assessed by a Skills4Work assessor you will receive notification of your result only. Skills4Work is required to keep your original assessment for a period of at least 18 months, after which it will be securely destroyed.

Your assessment may be chosen for moderation by an external party, such as the NZQA or an ITO. Please note that moderation does not affect your assessment result, it is a quality check to ensure the assessor has marked you fairly.



Withdrawal procedures

Withdrawal may affect your training agreement or current employment therefore you should contact your tutor, trainer, supervisor or manager to discuss the options available.

Skills4Work Withdrawal/Transfer/Cancellation/On Hold and Refund Policy outline the implications when withdrawing from a Skills4Work training programme.

Harassment

Skills4Work policy is to ensure a safe working environment for everyone. No staff member shall harass another staff member/learner/customer of the organisation. Harassment is serious misconduct. Any person who is found to have harassed another employee or third party such as a customer will be disciplined accordingly. No person shall be victimised for making a complaint of harassment in good faith. Skills4Work Harassment Policy outlines the options that can be used when dealing with harassment issues.

Discrimination

Discrimination is regarded as any act or decision made on an unjust basis. Skills4Work is committed to ensuring that educational and training programmes address issues of equity, and therefore ensures that all personnel have access to appropriate support systems. In line with this philosophy Skills4Work personnel will actively ensure that there is no discrimination, prejudice or unfair treatment of any person, racial group or minority.

If any person feels they are being discriminated against in any way, they should bring this to the attention of the most appropriate person. All matters will be dealt with in the most appropriate and sensitive way.

The Skills4Work Discrimination Policy outlines the process to deal with discrimination of any form occurring in Skills4Work training courses.

Skills4Work Policies

You can access Skills4Work Policies by contacting Skills4Work Customer Support on 0800 2 SKILL (0800 275 455) or email customerservices@skills4work.org.nz

4. Study Skills

Helping you to help yourself

Part of your commitment to study, or in fact any new activity that you have not previously been involved in, means that you have to find time in your busy life to fit in the new activity.

To help you, here are some tips:

Tip 1: Organise yourself

- Try to study at the same time every day.
- Small blocks of studying are much more effective than hours on end.
- Start with a couple of one-hour blocks per week.

Tip 2: Pick the best time for you to study

- It may be straight after work to get it over and done with so that you can get on with other things.
- It may be an hour or two after work, once you have had time to relax.
- It may be later if you are fitting in with family or sporting commitments.
- Watch out though, the later in the day that you leave it to study, the more tired you will be. You may be putting in double the effort for half of the outcome.

Tip 3: Plan well in advance

- Set out your plan of study in writing and include the time you will be studying, the subject you are covering and where you will get up to in the session.

Tip 4: Commit to it

- Tell everyone that you are doing this and that it is important to you. Let everyone in your household and in your workplace know that between these times you will be studying and cannot be interrupted.

Tip 5: Making the best of study time

- Be comfortable.
- Find an environment that suits your learning.
- Have a desk or table big enough to spread out everything you need.

- Ensure the room does not get too hot or too cold.
- Make sure you have good lighting, so you don't strain your eyes.
- Take breaks, at least one per hour. Short bursts are more effective than long sessions.
- Be free from distractions so that you can concentrate.

To help you establish a routine, try to study in the same place all the time.

How do I know what a question is really asking?

Interpreting the question

One of the keys to answering questions is to ensure that you understand what the question is asking. To do this you need to be able to identify and understand the key words in the question. The table below explains some of the more commonly used words that tend to be used in questions.

Analyse	To break the subject up into the main ideas and evaluate each one
Comment	To explain, illustrate, or criticise
Compare	To show the similarities and differences of two or more things/subjects
Define	Give the meaning of words or terms
Describe	Give a detailed account of the subject
Diagnose	Identify causes
Discuss	To investigate a subject by arguing for and against
Evaluate	To write about the worth or value of something
Explain	State what happens together with how or why
Identify	State, list or name
List	Provide the number of items asked for
Match	Team up examples with statements or definitions
Name	Give actual names (no details)
Outline	Provide general ideas only without details
Relate	To establish the connection
Summarise	Give a brief and concise account of the main ideas

Tips on identifying key words

It is often useful to use a pen or a highlighter to identify key words in questions. This may assist you in ensuring that you answer the question correctly. You need to constantly consider exactly what the question is wanting from you.

Examples of how this can be of help are shown below.

Identify	(state/name) three communication skills you use.
Compare	(explain the similarity and the difference) theory X with theory Y.
Relate	(explain the connection) customer service to maintaining a customer base.
List five ways	(give five ways) you can present a positive image.
Describe	(give a detailed explanation) what impact the Fair Trading Act has on your industry.

Presenting your work

Remember, you never get a second chance to make a first impression, so work on ensuring you get the results you want the first time. The way that work is presented can affect achievement. Imagine if an awarding assessor cannot read or understand your answer/s.

You need to think carefully about:

Spelling and grammar

- Although assessments are not necessarily spelling tests, the awarding assessor needs to be able to read and understand the answers. Always write or print clearly using a blue or black pen (not a pencil). Access to a dictionary or a computer spell and grammar check can help, otherwise have someone else read through your answers to check for easy understanding.

Overall impression

- The overall impression that is given by the way work is laid out can also help with marking. Make sure you write your name, the question number and the unit standard number on all pages and staple all loose paper together securely with the assessment material. Ensuring that answers are in order and on clean, un-scrunched paper can only have a positive effect. Also ensure that your answers are written in a blue or black pen as answers in pencil will not be accepted.

Typewritten answers

- You may submit typewritten answers.
- Answers must be typewritten on A4 paper and clearly identify the question number(s) next to each answer. Sign and date **each** A4 page and attach your typewritten answers to the original Assessment.



