

FREQUENTLY ASKED QUESTIONS

The following abbreviations are used throughout the FAQ's:

FLM4 = New Zealand Certificate in Business (First Line Management) (Level 4)

ATT4 = New Zealand Certificate in Adult & Tertiary Teaching (Level 4)

ITL3 = New Zealand Certificate in Business (Introduction to Team Leadership) (Level 3)

FOR LEARNERS

IS THIS QUALIFICATION RECOGNISED BY THE NEW ZEALAND QUALIFICATIONS AUTHORITY (NZQA)?

- Yes, after successful completion of this programme, you will be awarded a NZQA nationally recognised qualification.

WILL I RECEIVE A CERTIFICATE ONCE I HAVE FINISHED MY STUDY?

- Yes, you will be awarded a New Zealand certificate upon completion of your qualification.
- The certificate order process will take place once the programme has closed-off, and you will be advised of these timeframes once you have finished your programme.
- Should you require your certificate urgently (eg. For work purposes) you will be able to order this yourself directly through NZQA. Please contact your learner support for more information.

WHAT IS BLENDED LEARNING?

- Blended learning combines online learning and traditional classroom methods. The online part enables learners to access course materials and complete the course, while continuing to work. The number of traditional classes is limited and these involve face-to-face interaction with a facilitator.

WHAT IS A FLIPPED CLASSROOM MODEL?

- A flipped classroom is where learners are introduced to content (often online) prior to attending face-to-face sessions. When learners attend the face-to-face sessions, this content is then put into context.

WHO IS THIS PROGRAMME FOR?

- **FLM4:** The programme is for anyone employed in a management/supervisory role, with access to people and resources, in order to execute a workplace improvement project.
- **ATT4:** The programme is for individuals involved in training/teaching/facilitating to adults. They may be delivering education or training in a workplace as part of their role, or in the community as a volunteer. Learners must be able to facilitate training sessions with a group of at least 3 adult learners.
- **ITL3:** The programme is for anyone that wants to become a team leader, or who is new to a team leadership role.

FOR LEARNERS

CAN I STUDY WITH LEARNINGWORKS IF I AM AN INTERNATIONAL STUDENT?

- LearningWorks is not currently able to accept International Students.
- Because the programmes are fully funded by the government, you must either be a New Zealand Citizen (including Niuean, Cook Islander, and Tokelauan), New Zealand Permanent Resident, Australian Citizen or Australian Permanent Resident to qualify for funding.
- You need to provide a verified copy of one of the following to prove your eligibility:
 - New Zealand Citizens
 - NZ Birth Certificate
 - NZ Passport
 - Certificate of NZ citizenship
 - New Zealand Permanent Resident
 - Foreign Passport with NZ residency stamp
 - Australian Citizen or Permanent Resident
 - Australian Birth Certificate
 - Australian Passport
 - Passport with Australian residency stamp

WHAT ARE CREDITS AND HOW MANY DO I GET BY COMPLETING THIS PROGRAMME?

Credits are the value placed on a piece of learning, with each credit representing approximately ten hours of study, learning activities and assessment.

FLM4 = credit value of 60 (equates to approx. 600 learning hours)

ATT4 = credit value of 40 (equates to approx. 400 learning hours)

ITL3 = credit value of 48 (equates to approx. 480 learning hours)

WHAT IS THE TIME COMMITMENT REQUIRED TO COMPLETE THIS PROGRAMME?

As the programmes are delivered via blended learning and a flipped classroom model, there are limited face-to-face sessions to attend, with the rest of the learning completed online, in your own time over the duration of the programme.

FLM4 = 600 hours of learning = approx. 13 hours of study per week

ATT4 = 400 hours of learning = approx. 9 hours of study per week

ITL3 = 480 hours of learning = approx. 10 hours of study per week

CAN ANY CREDITS I HAVE ALREADY ACHIEVED, BE TRANSFERRED TO LEARNINGWORKS PROGRAMMES?

- Please advise LearningWorks of any past qualifications relevant to the programme you are about to commence so we can:
 - Check your NZQA Record of Achievement to see if there are unit standards that you will not have to repeat the work for (Transfer of Credit). You will receive an automatic Transfer of Credit to your qualification if you have already achieved any of the unit standards listed for this programme. (please note that if there has been a version change/credit change for the particular unit standard, this transfer of credit may not apply)
 - See if any evidence from past training can be assessed for you, reducing the need for more evidence. This is called considering your “recognition of prior learning”, and your “record of current competency”.
 - There may be costs for assessment of prior learning.

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IF THIS PROGRAMME IS FREE, WHO PAYS FOR IT?

- Currently LearningWorks, in conjunction with Wintec, offers the FLM4, ATT4 and ITL3 programmes, which is fully funded by the government.
- The total value of completing this qualification is approx. \$3,500 per person.

HOW MUCH FACE-TO-FACE TIME IS THERE WITH MY FACILITATOR?

- **FLM4:** The programme includes five full day face-to-face sessions with your facilitator.
- **ATT4:** The programme includes four full day face-to-face sessions with your facilitator.
- **ITL3:** The programme includes four full day face-to-face sessions with your facilitator.

Your facilitator will also be available online outside of classroom hours, or by email. Most times if you cannot contact your facilitator immediately, they will usually contact you within 24-48 hours if you leave a message.

HOW COMPUTER LITERATE DO I NEED TO BE TO DO THIS PROGRAMME?

- You will need to be able to perform the following type of tasks on a computer:
 - Send and receive emails
 - Access and contribute to the online discussion forums
 - Download content and submit assessments online
 - Know how to search for information on internet
 - Have basic file management and MS Word processing skills

CAN I ENROL IF I HAVE LITERACY AND NUMERACY CHALLENGES?

- Yes, LearningWorks and Wintec can provide you with literacy and numeracy support, and can refer you to independent one-to-one or small group tutoring services if required.
- **ITL3:** All learners enrolled in Level 1 – Level 3 programmes are required by TEC (Tertiary Education Commission) to complete a Numeracy and Literacy check at the beginning of their programme.
 - Our Training Team will send you the codes to access the Numeracy and Literacy checks, along with your Welcome information once enrolled.
 - The results from these checks will enable our facilitators to review their facilitation style to meet the needs of the learners, and extra support can be put in place for learners if required.
 - Learners may be required to complete a further numeracy and/or literacy check if required standards are not met in the first check.
 - **Please note: All learners will be able to complete their qualification regardless of what their literacy and numeracy results are.**

CAN I ENROL IN MORE THAN ONE PROGRAMME AT A TIME?

- Due to the number of learning hours associated with each programme, we do not advise/allow learners to enrol in more than one programme at a time.
- You are welcome to enrol in another programme once you have successfully completed the first programme you've enrolled in.

FREQUENTLY ASKED QUESTIONS

FOR LEARNERS

WHAT COSTS AM I LIKELY TO INCUR TO COMPLETE THE TRAINING?

- The training is fully funded by the Government. The costs you incur would be for pen and paper, travel to/from the sessions, parking at the sessions (if applicable) and food/drinks at the sessions.

You are not required to purchase any resource books for the training as these will be provided.

IS PARKING AVAILABLE AT THE VENUE WHEN I ATTEND THE FACE-TO-FACE SESSIONS?

- You will be required to pay for your parking at most venues.
- You will receive a Venue Location map along with your programme information, and this will include details for parking.

AFTER I HAVE COMPLETED MY REGISTRATION OF INTEREST, WHAT HAPPENS NEXT?

- LearningWorks checks your registration to make sure you have supplied the information required and that you have met the entry requirements as outlined in the programme flyer and website.
- If we have all the required information, and you have met the requirements, you will be offered a place on the programme. (We will contact you if we require additional information or if your registration is unsuccessful).
- If you are offered a place on the programme, we will send you an enrolment form to verify all your details are correct, and to sign and return. You will also be required to supply verified identification (passport or NZ birth certificate). The enrolment form and identification needs to be returned within five working days after being offered a place on the programme.
- Once we have received your enrolment form and verified identification, you will receive confirmation of your enrolment.
- Once your enrolment has been processed, our Training Team will send you your programme information (timetables, relevant programme details, Moodle login details etc). Our Learner Support person will also contact you to ensure you have received all the necessary programme information before your first session, and to answer any questions you may have.

WHEN WILL I RECEIVE MY PROGRAMME INFORMATION?

- Once the enrolments have closed, our Training Team will process all enrolments.
- Once your enrolment has been processed, our Training Team will send you your programme information (timetables, relevant programme details, Moodle login details etc). Our Learner Support person will also contact you to ensure you have received all the necessary programme information before your first session, and to answer any questions you may have.
- We recommend you share your programme timetable with your manager, in order for them to assist you with being able to have those days off to attend the face-to-face sessions.

IS THE PROGRAMME GUARANTEED TO RUN IN MY SELECTED REGION?

- In order for the programme to be secured in a region, minimum required learner numbers must be met. If we have not managed to meet the required learner numbers, we will contact you to let you know. As this is such a great training opportunity, it is essential that you share the opportunity with anyone you think may be interested, as this will increase the chances of meeting the required learner numbers.

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FOR LEARNERS

CAN I CONTINUE WITH THE PROGRAMME IF I CHANGE JOBS OR BECOME UNEMPLOYED?

- As your study is fully funded by the Government, you can continue your study if you change jobs. We recommend that you discuss your study with your new employer to ensure that you have their support while completing the programme. Our Learner Support at LearningWorks can provide clarity for your new employer regarding you continuing your study.
- Should you become unemployed while on the programme, please contact our Learner Support to discuss the options with you, as you may be able to continue and complete the programme.

ARE THERE ANY TIME LIMITS TO COMPLETE THE QUALIFICATION?

- You will have 12 months to complete your qualification.

WHAT SUPPORT IS THERE AVAILABLE WHEN I AM STUDYING?

- While you study and apart from your facilitator, LearningWorks provides a dedicated Learner Support person who is available to assist you with any questions, problems or concerns you have. You are also able to access Wintec support services, we can provide you information about these. Our main goal is that you succeed, and we will work to support you in that pursuit.

WHAT IF I CAN'T ATTEND ALL THE FACE-TO-FACE SESSIONS?

- Our expectation is that you attend all the face-to-face sessions. This not only contributes to your record of total hours of learning, but the session often involves new learning. At the session, the facilitator clarifies any issues you may be facing with your learning singularly or as a group.
- If you can't attend a session contact Learner Support, who will assist you with finding an alternative session to attend (where possible).
- If you are unable to attend a session it is your responsibility to catch up on the work you have missed in the session. One option is to "buddy" with another learner in your class who is prepared to help you catch up with the learning you missed. Your facilitator is also available to answer any questions you may have.

IF FOR SOME REASON I CAN'T CONTINUE MY STUDY (TEMPORARY CHANGE OF PERSONAL CIRCUMSTANCES OR EMPLOYMENT COMMITMENTS), AM I ABLE TO TRANSFER MY PROGRAMME TO THE NEXT INTAKE?

- As your programme is fully funded, the funding is allocated to this intake. Therefore it cannot be transferred to the next intake. You can apply for the next intake, however there is no guarantee that your application will be accepted, as preference is given to learners who are enrolling for the first time.
- It is imperative that you contact our Learner Support should you experience any problems, which might affect your ability to complete the programme. We have a lot of experience in helping learners through problem situations.

FREQUENTLY ASKED QUESTIONS

FOR LEARNERS

WHAT IF I DECIDE I WANT TO WITHDRAW FROM THE PROGRAMME?

- It is imperative that you contact Learner Support should you experience any problems which might affect your ability to complete the programme. We have a lot of experience in helping learners through problem situations, and a withdrawal should only be considered as a last resort.
- Withdrawing from the programme may affect your eligibility to re-enrol for the programme in the future, and penalties may apply.

WILL THERE BE CATERING PROVIDED AT THE FACE-TO-FACE SESSIONS?

- Only tea and coffee will be provided at the sessions. Learners are expected to supply their own lunch and morning/afternoon tea.

FOR MANAGERS

AS A MANAGER, WHAT CAN I DO TO SUPPORT MY EMPLOYEES COMPLETING THIS QUALIFICATION?

- Employers and managers have a key role to play in supporting their employees on their learning journey. It is our expectation that together with us, your employees will be encouraged to contextualise learning into their roles and their workplace, which will not only benefit them but also your organisation.
- To ensure our expectations regarding supporting of employees is clear, our Training Team will be in touch prior to the start of the programme to provide you with an “Employer Training Contract”. The contract provides an overview of the expected interaction managers should have with their employees throughout the programme, which will allow them to have the best chance of success.
- As an employer/manager we expect that you will:
 - Check in with your employees and provide observations and attestations where required
 - Support employees with setting their individual learning goals, and project selection activities
 - Encourage and show an interest in your employees progress, in addition to passing on your knowledge and experience
 - Provide time within work hours to attend all face-to-face sessions and complete work related activities
 - Monitor employees progress in completing assessment activities towards achieving their learning goals.

WILL EMPLOYEES NEED TO TAKE TIME OFF WORK TO ATTEND FACE-TO-FACE SESSIONS?

- Yes, it is our expectation that learners attend all the face-to-face sessions during the programme.
- The programme is delivered via blended learning, which means there are some face-to-face sessions to attend, with the rest of the learning completed online.
- **FLM4:** 5 full day sessions to attend over the 12 months of the programme
- **ATT4:** 4 full day sessions to attend over the 12 months of the programme
- **ITL3:** 4 full day sessions to attend over the 12 months of the programme
- We recommend you ask your staff member for their programme timetable, and assist them with ensuring they are able to have those days off to attend the face-to-face sessions.



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FOR MANAGERS

HOW DO I KNOW IF MY EMPLOYEE IS PROGRESSING WITH THE PROGRAMME?

- You may be able to receive a regular report or be able to contact our learner support on 07 929 4063 or email learnersupport@learningworks.co.nz to receive an update on your employees progress, provided your employee gave their permission for you to receive updates on their progress when they enrolled.

WHAT DO I DO IF I HAVE CONCERNS ABOUT THE PROGRESS OF MY EMPLOYEES WHILE ON THE PROGRAMME?

- If as a Manager you have concerns about their progress you can telephone Learner Support or the Training Manager to talk through your concerns.

HAVE MORE QUESTIONS?

Contact us on 07 929 4063 or email sales@learningworks.co.nz

WHAT ELSE DOES LEARNINGWORKS DO?

Professional Development Programmes is not all we do:

- Learning Design
- Learning Technology
- Training

