

# Frequently Asked Questions [FAQs]

Thank you for taking the time to learn more. If you can't find what you are looking for, please contact our friendly team.

**The following abbreviations are used throughout the FAQs:**

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

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

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

## FOR LEARNERS

### Who are these programmes for?

- **FLM4:** This programme is for anyone employed in a management/supervisory role. They will need access to organisational teams and resources to be able to complete a workplace improvement project.
- **ITL3:** This programme is for anyone who wants to become a team leader, or is in a new team leadership role.
- **ATT4:** This programme is for anyone involved in training, teaching and/or facilitation to adults e.g. delivering training in the workplace as part of their role or in the community as a volunteer. They will need to be able to facilitate training sessions with a group of at least three adult learners.

### What is the time commitment required to complete the programmes?

As the programmes are delivered via blended learning and a flipped classroom model, there are limited face-to-face sessions for you to attend. Most of the learning is completed online, in your own time over the duration of the programme (12 months). These programmes are purposefully delivered in a way that you can continue to work full-time and study part-time. As a general guide, your time commitment is:

- **FLM4:** 600 hours of learning = approx. 13 hours of study per week.
- **ITL3:** 480 hours of learning = approx. 9 hours of study per week.
- **ATT4:** 400 hours of learning = approx. 10 hours of study per week.

### Are the programmes really free? Who pays for it?

Yes they are free! LearningWorks, in conjunction with Wintec, offers the FLM4, ITL3 and ATT4 programmes, which are fully funded by the NZ government.

- The total value of completing one of the qualifications is approx. \$3,500 per person.
- This funding may not last forever. Get in quick!

### What costs am I likely to have to pay to complete the training?

The training is fully funded by the government. All learner resources are supplied so there are no costs to purchase any books. Some costs that you may incur are:

- Pens, paper or notebook.
- Printing of any online resources
- Travel to and from the 4 or 5 face-to-face sessions and parking (if applicable)
- Food and dinks for the face-to-face sessions.

### Are there time limits to complete my qualification?

Yes, you will have 12 months to complete your qualification.

### Is this qualification recognised by the New Zealand Qualification Authority (NZQA)?

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



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## FOR LEARNERS

### Can I study if I'm an international student?

- No. LearningWorks is not currently able to accept international students.
- Why? 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 apply for funding.

### How do I enrol?

- Go to our Enrol Now page on our website.
- Complete and submit the online form.
- LearningWorks then checks your registration to make sure you have supplied all the information required and that you have met the entry requirements that are outlined on the programme flyers on our website.
- If we have all the required information, and you've met all the requirements, you will be offered a place of the programme you selected. 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 check and verify all your details are correct. You will need to sign and return this. You will also need to supply verified identification (NZ passport or NZ birth certificate). We can organise a time to verify this online if you can't get to a Justice of the Peace (JP). Please note, you will need to send your signed enrolment form and verified identification within five working days after being offered a place on the programme. As these programmes are fully funded, spaces fill up fast, so don't delay this step and miss out.
- Your verified identification could include
  - a. New Zealand Citizens: NZ Birth Certificate, NZ Passport or Certificate of NZ Citizenship.
  - b. New Zealand Permanent Resident: Foreign Passport with NZ Residency stamp.
  - c. Australia Citizen or Permanent Resident: Australian Birth Certificate, Australian Passport, Foreign Passport with Australian Residency stamp.
- Once we have your signed enrolment form and verified identification, you will receive confirmation of your enrolment.
- Once your enrolment has been processed, LearningWorks will send you your programme information e.g. timetables, relevant programme details, online learning platform login details etc.
- Our Learner Support will contact you to make sure you have received everything and answer any questions you may have.
- You will also be offered an online tutorial to see how the online learning platform works.

### When will I receive my programme information and start the programme?

- Once our enrolments have closed, LearningWorks will process all the enrolments.
- Once your enrolment has been processed, LearningWorks will send you your programme information e.g. timetables, relevant programme details, online learning platform login details etc.
- Our Learner Support will contact you to make sure you have received everything and answer any questions you may have.
- We recommend that you share your programme timetable with your manager. This helps them help you with being able to have those days off to attend in face-to-face sessions or the fully online sessions.
- You will also be offered an online tutorial to see how the online learning platform works.
- As soon as you have received your login to our online learning platform, you can start the programme.

### Can I enrol in more than one programme at a time?

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



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## FOR LEARNERS

### What happens if I decide to withdraw from the programme?

- It is important that you contact LearningWorks Learner Support if you are experiencing any problems that may affect your ability to complete the programme. We have a lot of experience helping learners through problems and/or challenges and a withdrawal should only be considered as a last resort. We are here to help you succeed.
- Because the programmes are government funded, withdrawing from the programme may affect your eligibility to re-enrol for the programme in the future. Penalties may apply.

### Can I continue studying if I change jobs or become unemployed?

- As your study is fully funded by the government, you can continue to 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 rest of the programme. LearningWorks Learner Support can help provide clarity for your new employer about continuing your study.
- If you become, unfortunately, unemployed while on the programme, please contact our Learner Support to discuss the options with you. You may still be able to continue and complete the programme.

### What support is there when I am studying?

- During your study and apart from your facilitator, LearningWorks provides a dedicated Learner Support person who is available to assist you with any questions, problems, challenges or concerns you have.
- As LearningWorks delivers the programmes in association with Wintec, you are also able to access Wintec support services. Please contact us for more information on this.
- A Learner Toolkit is available through your online learning platform that offers a range of support.
- You are encourage to attend the virtual tutorial on using the online learning platform.
- Support is available by phone, email and the online learning platform.
- Our main goal is to help you succeed and we will work with you to support this. Kia hāngai te ako. We help learning work.

### If I can't continue temporarily, can I transfer my study to the next start date [intake]?

Sometimes we have learners that need to put their study on hold temporarily due to change of personal circumstances or employment commitments. We will do all we can do to support you to continue your studies.

- Unfortunately, as your programme is fully funded, the funding is allocated to the intake. This means the funding can't be transferred to the next intake.
- You can, however, apply for the next intake but 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 important that you contact LearningWorks Learner Support if you are experiencing any problems that may affect your ability to complete the programme. We have a lot of experience helping learners through problems and/or challenges. We are here to help you succeed.

### How good do I need to be at computers (computer literate) to be able to do the programme?

Basic skills are fine. You will need to be able to perform the following types of tasks on a computer:

- Send and receive emails.
- Download content/assessments and upload it to submit it online.
- Know how to search for information on the internet.
- Have basic word processing skills (type in a document) and save that document.
- After the online tutorial, contribute to online discussion forums and find your way around the learning online.



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## FOR LEARNERS

### Can I enrol if I have literacy, numeracy or neuro-diversity challenges?

- Yes. LearningWorks and Wintec can provide you with the right support.

**Please note: All learners will be able to complete their qualification regardless of what their literacy, numeracy or neuro-diverse challenges are. LearningWorks is an inclusive organisation and we are here to help.**

**ITL3:** All learners enrolled in Level 1 to Level 3 programmes are required by the Tertiary Education Commission (TEC) to complete a Literacy and Numeracy check at the beginning of their programme.

- LearningWorks will send you the codes and instructions to access and complete the Literacy and Numeracy checks, along with your welcome information once you are enrolled.
- The results from these checks will remain confidential. Our facilitators will review their facilitation style, to meet the needs of any learners. Extra support can also be put in place for learners if required.
- Learners may be asked to complete further literacy and/or numeracy checks if the minimum requirements aren't met on your first attempt.

### What are credits and how many do I get by completing the programme I choose?

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

- **FLM4:** 60 Credits (600 hours of learning | approx. 13 hours of study per week).
- **ITL3:** 48 Credits (480 hours of learning | approx. 9 hours of study per week).
- **ATT4:** 40 Credits (400 hours of learning | approx. 10 hours of study per week).

### Can any credits, I have already achieved, be transferred to LearningWorks programmes?

Maybe. Please advise LearningWorks of any past qualifications relevant to the programme you are about to study so we can:

- Check your NZQA Record of Achievement to see if there are any unit standards that you won't have to repeat (Transfer of Credit). You will receive an automatic Transfer of Credit if you have already achieved any of the unit standards listed on the programme you are about to study. Please note: if there has been a version/credit value change for the particular unit standard, this Transfer of Credit may not apply.
- Check if any evidence from past training can be assessed for you, reducing the need for more assessment/evidence during this programme. This considers what is called 'Recognition of Prior Learning' and your 'Record of Current Competency'.
- There may be costs/fees associated with any checks and assessment LearningWorks may need to perform.

### How much face-to-face time is there with my facilitator?

Facilitation may be in-person, at a venue, or online. Over a 12 month period:

- **FLM4:** Five full day sessions.
- **ITL3:** Four full day sessions.
- **ATT4:** Four full day sessions.

Your facilitator will also be available online outside of these sessions by the online forums or email. Most times, if you can't contact your facilitator and leave a message, they will get back to you with a 24-48 hour timeframe.

### What happens if I can't attend all the face-to-face sessions with my facilitator?

- Our expectation is that you attend ALL face-to-face sessions. There are not many of them and they contribute to your record of total learning hours. These sessions often involve new learning and helps you put any online learning into context. At the session, the facilitator can provide extra support and clarify any questions.
- If you can't attend a session, you will need to contact LearningWorks Learner Support who will assist you with finding an alternative session to attend (where possible).
- It is important that you contact LearningWorks Learner Support if you are experiencing any problems that may affect your ability to complete the programme. We have a lot of experience helping learners through problems and/or challenges. We are here to help your succeed.



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### What is blended learning?

Blended learning combines online learning and traditional face-to-face session methods.

- The online part helps you to access and learn from the course materials supplied. This approach means that you can continue to work while you study online.
- The face-to-face sessions (either in-person or online) connects you with the facilitator and other learners. It provides an opportunity to learn from and connect with each other. These facilitator run sessions also helps put your online learning into context so that you can implement what you are learning into your workplace.

### What is a 'flipped classroom' model?

- A 'flipped classroom' is where learners receive the content (online for these programmes) prior to attending the face-to-face sessions with their facilitator.
- When learners attend the face-to-face (in-person or online), this content is put into context so that you can implement what you are learning into your workplace.
- This approach helps all learners by giving the individual time that they need to go through the content, as many times as they want, in preparation for the facilitated sessions.

### Will I receive a certificate once I have finished my study?

- Yes. You will be awarded a New Zealand certificate once you have successfully completed your qualification.
- The certificate order process will take place once the programme has closed-off. You will be given these timeframes once you have successfully finished your programme.
- If you require your certificate urgently e.g. for purposes, you will be able to order this yourself directly through NZQA. Please contact Learner Support for more information.

### Will there be catering at the face-to-face (in person) sessions?

- Only tea and coffee will be provided at the facilitated sessions.
- Just like being at work, learners are expected to supply their own lunch, morning and afternoon tea.

### Is parking available at the venue when I attend an in-person session?

- You will receive a venue location map along with your programme information e.g. timetable. This will include details for parking.
- At most venues, you will be required to find and pay for your own parking.

### Is the programme guaranteed to run in my own region or the region I select?

- For the programme to be secured in a region, minimum learner numbers must be met.
- If we haven't managed to meet the require learner numbers, we will contact you to let you know.
- In some circumstances, we may change the face-to-face sessions from being in-person to online so that we can still run the programme. We will contact you to let you know.

**Note: This is a great training opportunity, that is fully funded. To make sure that the programme runs in your region, please share this information with anyone you think may be interested.**



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## FOR MANAGERS

### As a manager, what can I do to support my employee(s) completing this qualification?

- Employers and managers have a key role to play in supporting their employee(s) on their learning journey. It is our expectation that, together, your employee(s) will be encouraged to contextualise the learning into their roles and your workplace, which will not only benefit them but also your organisation.
- To ensure our expectations regarding supporting your employee(s) is clear, LearningWorks will be in touch with you prior to the start of the programme to provide you with an Employer Training Contract. This contract provides an overview of expected interaction managers should have with their employee(s) throughout the programme, which will give them the best chance of success.
- As a general guide, as an employer/manager we expect that you will:
  - a. Check in with your employee(s) and provide observations and attestations where required.
  - b. Support employee(s) with setting their individual learning goals and project selection activities.
  - c. Encourage and show an interest in your employee(s) progress, in addition to passing on your knowledge and experience.
  - d. Provide time within work hours to attend all the face-to-face session (only 4 or 5 in 12 months) and complete work related assessment activities.
  - e. Monitor employee(s) progress in completing assessment activities towards achieving their learning goals.

### Will my employee(s) need to take time off work to attend the face-to-face sessions?

- Yes. It is our expectation that learners attend the facilitated 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:** Five full day sessions to attend over the 12 months of the programme.
- **ITL3:** Four full day sessions to attend over the 12 months of the programme.
- **ATT4:** Four full day sessions to attend over the 12 months of the programme.
- We recommend that you ask your employee(s) for their programme timetable. This will help you plan the time off that they will need to attend the face-to-face sessions.

### How do I know if my employee(s) is progressing with the programme?

You may receive a regular report. You can contact our Learner Support on 07 929 4063 or [learnersupport@learningworks.co.nz](mailto:learnersupport@learningworks.co.nz) to receive an update on your employee's progress, provided your employee(s) have given their permission for you to receive updates on their progress when they enrolled.

### What do I do if I have any concerns about the progress of my employee(s) while on the programmes?

- If, as the employer or manager, you have concerns about progress, you can phone Learner Support or the GM Operations and Training to talk through your concerns.



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