

Frequently Asked Questions [FAQs]

A Practical Guide to Your Learning Journey

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

The following abbreviations are used throughout the FAQs:

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

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

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

FOR LEARNERS

BEFORE YOU ENROL

Which programme is right for me?

LearningWorks offers three fully funded New Zealand qualifications designed for people who want to build their skills while continuing to work.

Introduction to Team Leadership (ITL)

Ideal if you:

- Are preparing for your first team leadership role.
- Have recently become a team leader.
- Want to build your confidence and leadership capability.
- Would like a nationally recognised qualification.

To complete the programme, you'll need to be employed or have access to a workplace where you can demonstrate the required skills and complete workplace-based assessment activities.

First Line Management (FLM)

Ideal if you:

- Are currently managing people or teams.
- Want to strengthen your management capability.
- Are moving into a management role with the support of your manager.
- Would like a nationally recognised management qualification.

To complete the programme, you'll need access to people and workplace resources so you can complete a workplace improvement project.

Train the Trainer (ATT)

Ideal if you:

- Deliver workplace training.
- Facilitate learning in your organisation or community.
- Train or onboard new employees.
- Want to become a more confident and effective trainer or facilitator.

To complete the programme, you'll need opportunities to plan and facilitate learning with adult learners during the programme.

NOT SURE WHICH FULLY FUNDED PROGRAMME IS RIGHT FOR YOU?

Take our free 2-minute quiz: [Which Programme is Right For Me?](#)



**SPACES ARE
LIMITED!
ENROL TODAY.**

HAVE ANY QUESTIONS?

Please call (07) 929 4063

or email: sales@LearningWorks.co.nz



Frequently Asked Questions [FAQs]

How much time do I need each week?

Our programmes are designed so you can continue working while completing your qualification.

As a guide, most learners spend around 10 hours each week on their learning. That time is made up of different types of learning.

Around 2 hours each week.

You will typically spend around two hours:

- Completing online learning modules.
- Taking part in guided learning activities.
- Working on assessments.
- Reading, planning or researching.
- (ATT Only) Completing your record of practice and self-reflection.

The rest of your learning happens naturally through your work.

The remaining learning hours are achieved by:

- Practicing new skills in your workplace.
- Applying what you've learned in your everyday role.
- Completing workplace activities and projects.
- Reflecting on your experiences.
- Attending a small number of facilitated learning days throughout the year.

Everyone learns at a different pace, so these times are a guide rather than a requirement. The most successful learners don't just complete the online learning. They actively apply what they learn in their workplace.

Are these programmes really free?

LearningWorks, in partnership with Wintec, offers these programmes with no course fees for eligible learners through New Zealand Government funding.

Each qualification has an approximate value of \$5,500, but eligible learners pay \$0.00 in fees.

As government funding can change, we encourage you to apply early, as places are limited.

Will I have any costs?

While there are no fees, you may need to cover some personal costs, including:

- A notebook or stationery if you choose to use them.
- Internet.
- Printing learning resources if you prefer hard copies.
- Travel and parking if you are attending in-person facilitated sessions.
- Your own meals and refreshments during facilitated sessions.

All learning resources are provided online.

How long do I have to complete the programme?

All programmes are completed part-time (while you work) over **12 months**.

This gives you time to learn at a manageable pace while continuing to work.

Is the qualification nationally recognised?

Yes. When you successfully complete your programme, you'll receive a **New Zealand Qualifications Authority (NZQA) recognised qualification**.

Frequently Asked Questions [FAQs]

Who can apply?

To enrol, you must:

- Be a New Zealand Citizen or Permanent Resident, or an Australian Citizen or Permanent Resident (living in New Zealand).
- Meet the recommended entry requirements for your chosen programme.
- Have regular access to a computer and reliable internet.
- Have the support of your manager, supervisor or senior colleague where required for your programme.
- (ATT Only) Work in a role where you facilitate | train adults either one-to-one or a group.

Unfortunately, these programmes are not available to international students because they are funded by the New Zealand Government.

ENROLMENT AND GETTING STARTED

How do I enrol?

Enrolling is straightforward.

Follow these steps:

1. Complete the online application form on our website.
2. We'll check that you've provided all the required information and meet the recommended entry requirements for your chosen programme.
3. If you're offered a place, we'll send you an electronic enrolment form (Adobe) for you to check, e-sign and return.
4. We will also need a photo or a photocopy of your New Zealand Passport, NZ Birth Certificate or New Zealand Permanent Resident Visa. You can take a photo and email this to us.
5. Once we've received your e-signed enrolment form and identification, we'll confirm your enrolment.

As our programmes are fully funded and places are limited, we ask that you please return your enrolment documents within five working days of receiving your offer of place.

READY TO ENROL?

Complete your application here: [Enrol Now!](#)

What identification will I need?

The identification you'll need depends on your residency status.

New Zealand Citizens

- New Zealand birth certificate.
- New Zealand passport.
- Certificate of New Zealand Citizenship.

New Zealand Permanent Residents

- Foreign passport with New Zealand residency.

Australian Citizens or Permanent Residents (living in New Zealand)

- Australian birth certificate.
- Australian passport.

You don't need to get this verified by a JP. Just a simple photo or photocopy will do. If you're unsure what to provide, please contact our LearningWorks team. We're happy to help.

Frequently Asked Questions [FAQs]

What happens after I'm enrolled?

Once enrolments have closed and your enrolment has been processed, we'll send you everything you need to get started, including:

- Your programme timetable.
- Login details for our online learning platform.
- Programme information and key dates.
- Information about accessing learner support.

One of our Learner Support team members will also contact you to make sure you've received everything, answer any questions and help you prepare for the programme.

When can I start learning?

As soon as the month of your programme starts and you receive your login details, you can access your online learning platform and begin exploring your programme.

Before your first facilitated session, you'll be asked to:

- Log into the learning platform.
- Read the welcome information.
- Complete a short introductory activity.
- Complete your learning goals.

Additional support is available if you are having difficulty accessing or navigating the online learning platform. A short virtual tutorial can be arranged if needed.

IMPORTANT!

To receive the funding, there is an important deadline to meet. You **must be active** in the online learning portal before your first facilitated session and complete the items above. We'll let you know the deadline for your intake and remind you before it's due.

How can I get off to the best start possible?

The learners who get the most from their programme usually:

- Are curious.
- Are open to 'giving it a go'.
- Set aside regular time each week for learning.
- Add important programme dates to their calendar.
- Complete online activities before facilitated sessions.
- Apply what they learn in their workplace as they go.
- Ask for help early if they're unsure about anything.

After you enrol, you'll receive our **Getting Started: Your Seven Step Guide to Success**, which provides practical tips to help you stay organised, build confidence and make the most of your learning journey.

Should I tell my Manager I'm studying?

Yes.

We encourage you to share your programme timetable with your manager as soon as you receive it and keep them updated throughout the programme. This helps them plan for the facilitated learning days you'll need to attend and gives them the opportunity to support your learning throughout the programme. It is important that you apply your learning in your workplace as this is one of the best ways to embed the learning.

Your manager will also receive information about how they can help you apply your learning in the workplace and succeed in your qualification.

Frequently Asked Questions [FAQs]

Can I enrol in more than one programme at the same time?

We don't recommend studying more than one LearningWorks qualification at the same time.

Each programme requires a commitment of time and workplace application. Focusing on one qualification at a time gives you the best opportunity to succeed.

Once you've successfully completed one programme, you're welcome to enrol in another.

LEARNING AND SUPPORT

What support will I receive during my programme?

From the day you enrol until you complete your qualification, you'll have access to a range of support to help you succeed.

This includes:

- Your facilitator, who will guide you through your learning and assessments.
- A dedicated Learner Support team, available to answer questions and help with any challenges you may experience.
- Our online learning platform and Learner Toolkit.
- Wintec learner support services, where appropriate.
- Support by phone, email and through the online learning platform.

Our goal is simple; to help you successfully complete your qualification and get the most out of your learning. If you need support, we're only a phone call or email away.

What if I'm finding the programme challenging?

Learning while working can sometimes be challenging, especially when work or personal commitments change.

If you're experiencing difficulties, please contact our Learner Support team as early as possible.

Whether you need help with your studies, assessments, technology or changing circumstances, we'll work with you to find the best way forward. The earlier we know, the more we can do to support you.

What happens if I can't finish it (need to withdraw)?

We understand that circumstances can change.

If you're thinking about withdrawing from your programme, please contact Learner Support before making a final decision. We have extensive experience supporting learners through unexpected challenges and may be able to help you continue your studies. We know, with a bit of support, you can do this.

Because these programmes are government funded, withdrawing may affect your eligibility to enrol in the same programme again in the future.

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

Yes, in most cases you can.

If you change jobs during your programme, we recommend discussing your study with your new employer so they understand your commitment and can continue to support your learning.

If you become unemployed, please contact Learner Support as soon as possible. Depending on your circumstances, you may still be able to continue and complete your qualification.

Frequently Asked Questions [FAQs]

Can I pause my study and join the next intake?

Sometimes learners need to put their studies on hold because of changes in work or personal circumstances.

If this happens, please talk to Learner Support as soon as possible. We'll explore every reasonable option to help you continue your studies.

Because these programmes are government funded, funding is allocated to a specific intake and can't be transferred to a future intake. If you decide to withdraw, you're welcome to apply for a future intake, however places can't be guaranteed and preference is generally given to first-time applicants.

Do I need to be confident using a computer?

No. You don't need to be an expert.

You should be comfortable with basic computer tasks such as:

- Sending and receiving emails.
- Searching the internet.
- Creating and saving documents.
- Downloading and uploading files.
- Navigating an online learning platform.

If you've never used our online learning platform before, don't worry. We'll provide support if you need it.

Can I still enrol if I have additional learning needs?

Absolutely!

LearningWorks is committed to providing an inclusive learning environment where everyone has the opportunity to succeed.

If you have literacy, numeracy or additional learning needs, please let us know when you enrol. We can work with you to identify the right support throughout your programme.

For learners enrolled in ITL3, the Tertiary Education Commission (TEC) requires completion of a Literacy and Numeracy assessment at the beginning of the programme. The results are confidential and are used to identify any additional support that may help you succeed.

Where additional support is needed, we'll work with you to put this in place.

How do I get the most from my learning?

The most successful learners don't just complete the online learning. They actively apply what they've learned in their workplace.

We encourage you to:

- Set aside regular time for learning.
- Attend all facilitated sessions.
- Complete online activities before each session.
- Look for opportunities to apply your learning at work.
- Talk with your manager about your progress.
- Ask for support whenever you need it.

Remember, progress is more important than perfection. Every step you take builds your knowledge, confidence and capability.

Frequently Asked Questions [FAQs]

How many facilitated sessions will I attend?

Your programme includes a small number of facilitated learning sessions, delivered either in person or online.

Over the 12-month programme you will attend:

- ITL: Four full-day facilitated sessions.
- ATT: Four full-day facilitated sessions.
- FLM: Five full-day facilitated sessions.

Between these sessions, your facilitator will continue to support you through the online learning platform and email. If you leave a message, they'll usually respond within 24 to 48 hours.

What if I can't attend a facilitated session?

We encourage all learners to attend every facilitated session wherever possible.

These sessions are an important part of your learning journey. They provide opportunities to explore new ideas, ask questions, learn alongside other participants and apply your online learning in practical ways. They also support you to understand and successfully complete your assessments.

If you're unable to attend a session, please contact Learner Support as soon as possible. Where another session is available, we'll do our best to help you attend an alternative.

ASSESSMENT AND COMPLETING YOUR QUALIFICATION

What are credits and why do they matter?

NZQA qualifications are made up of credits, which measure the amount of learning required to achieve the qualification. Learning includes online learning, workplace application, assessments and facilitated sessions.

To be awarded your nationally recognised qualification, you'll need to successfully achieve all of the required credits.

Each LearningWorks qualification includes:

- ITL: 45 credits.
- ATT: 40 credits.
- FLM: 60 credits.

Can previous study count towards this qualification?

Possibly.

If you've previously completed relevant qualifications or unit standards, please let us know before your programme begins.

We'll review your NZQA Record of Achievement to determine whether you're eligible for:

- Transfer of Credit (TOC), where previously achieved standards or credits don't need to be completed again.
- Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC), where existing knowledge, skills or workplace evidence may be recognised.

Please note that fees may apply for RPL or RCC assessments.

Frequently Asked Questions [FAQs]

Will I receive a nationally recognised qualification?

Yes.

Once you've successfully completed all programme requirements, you'll be awarded a New Zealand Qualifications Authority (NZQA) nationally recognised qualification.

Your certificate will be ordered once your programme has been formally completed and closed. We'll let you know the expected timeframe during the completion process.

If you need evidence of your qualification before your certificate arrives, please contact Learner Support. In some circumstances, you may also be able to order your certificate directly through NZQA.

I'm studying ATT. What is the 40-hour work-based learning requirement?

As part of the New Zealand Certificate in Adult and Tertiary Teaching (Level 4), you'll complete a minimum of 40-hours of work-based learning during your programme.

These hours can be completed at any time throughout the 12-month programme and include much more than simply delivering training sessions.

Examples of activities that contribute towards your work-based learning include:

- Planning learning sessions.
- Developing learning resources.
- Facilitating learning sessions.
- Receiving feedback from your manager, mentor or colleagues.
- Reflecting on your own practice and identifying opportunities for improvement.

Your work-based learning must include planning and facilitating at least three separate training sessions. These can be one-on-one or to a group. Your facilitator will explain the requirements and support you throughout the programme.

WE'RE HERE TO HELP

If you can't find the answer you're looking for, please contact our friendly LearningWorks team.

Phone: (07) 929 4063
Email: sales@learningworks.co.nz
Website: www.learningworks.co.nz