

Supporting Your People to Learn

Frequently Asked Questions for Managers

Thank you for taking the time to learn more about LearningWorks and our fully funded workplace qualifications.

Supporting your people to grow their capability is an investment in both the individual and your organisation. LearningWorks programmes are designed to build practical workplace capability that employees apply throughout their learning journey, creating value for your organisation from day one.

This guide answers the questions managers most commonly ask before supporting an employee to enrol. If you can't find the information you're looking for, please contact our friendly LearningWorks team. We're always happy to help.

The following abbreviations are used throughout the FAQs:

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

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

ATT: New Zealand Certificate in Adult & Tertiary Teaching (Level 4) - Train the Trainer

QUESTIONS MANAGERS ASK

Who are these programmes designed for?

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

Introduction to Team Leadership (ITL)

Ideal for employees who:

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

Learners need access to a workplace where they can demonstrate leadership skills and complete workplace-based assessment activities.

First Line Management (FLM)

Ideal for employees who:

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

Learners need access to a workplace where they can demonstrate leadership skills and complete workplace-based assessment activities..

Train the Trainer (ATT)

Ideal for employees who:

- 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.

Learners need access to a workplace where they can demonstrate leadership skills and complete workplace-based assessment activities.

NOT SURE WHICH FULLY FUNDED PROGRAMME IS RIGHT FOR YOUR EMPLOYEE?

They can take our free 2-minute quiz here: [Which Programme is Right For Me?](#)

Supporting Your People to Learn

Are these programmes really free?

Yes.

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 tuition fees.

As government funding can change, we encourage applications as early as possible, as places are limited.

Are there any additional costs?

Although there are no course fees, learners may need to cover some personal costs associated with their study, including:

- Internet access.
- A notebook or stationery if they choose to use them.
- Printing learning resources if they prefer hard copies.
- Travel and parking when attending in-person facilitated sessions.
- Meals and refreshments during facilitated sessions.

All learning resources are provided online.

How long does the programme take?

All programmes are completed **part-time over 12 months**, allowing employees to continue working while they study.

This gives learners time to develop new knowledge, practise new skills and apply what they've learned in the workplace throughout the programme.

How much time will my employee need?

This is one of the most common questions we receive from managers.

As a guide, learners spend around 10 hours each week on their learning.

Only around **2 hours each week** is formal learning, which typically includes:

- Online learning modules.
- Guided learning activities.
- Assessments.
- Reading and planning.

The remaining learning happens naturally through everyday work by:

- Applying new skills.
- Completing workplace activities and projects.
- Reflecting on what they've learned.
- Discussing ideas with colleagues and managers.
- Attending a small number of facilitated learning days throughout the year.

Most of the learning happens while employees are working, not away from work. Rather than taking employees away from their role, much of the learning is integrated into the work they already do, allowing your organisation to benefit while they are still completing the programme.

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Who can apply?

To enrol, employees 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 their chosen programme.
- Have regular access to a computer and reliable internet.
- Have the support of their manager, supervisor or senior colleague where required for the programme.
- ATT only: Work in a role where they facilitate or train adult learners, either one-to-one or in a group.

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

How does my employee enrol?

Enrolling is straightforward, but each employee must complete their own enrolment.

The enrolment process is as follows:

1. The employee completes the online application form on the LearningWorks website.
2. We'll review the application to ensure all required information has been provided and the recommended entry requirements have been met.
3. If they're offered a place, we'll send an electronic enrolment form (Adobe) for them to review, electronically sign and return.
4. They'll also need to provide a copy or photo of one of the following:
 - New Zealand Passport.
 - New Zealand Birth Certificate.
 - New Zealand Permanent Resident Visa (if applicable).
5. Once we've received the completed enrolment form and verified identification, we'll confirm their enrolment and provide everything they need to get started.

As these programmes are fully funded and places are limited, we ask employees to return their enrolment documents within five working days of receiving their Offer of Place.

What support is expected from me?

You don't need to be a trainer, coach or assessor.

The most valuable support you can provide is to:

- Show an interest in your employee's learning.
- Allow regular time for learning and workplace activities.
- Encourage them to apply new skills.
- Check in regularly to discuss their progress.
- Recognise their achievements and milestones.

Even short conversations can make a significant difference to learner success.

For practical ideas and conversation starters, see our Helping Your Employee Succeed guide at the end of this document.

READY FOR YOUR EMPLOYEE TO ENROL?

They can complete their application here: [**Enrol Now!**](#)

Supporting Your People to Learn

Will my employee need time away from work?

Yes.

Each programme includes a small number of facilitated learning days throughout the year.

Over the 12-month programme learners attend:

- ITL: Four facilitated learning days.
- ATT: Four facilitated learning days.
- FLM: Five facilitated learning days.

Scheduled facilitated dates are confirmed once the programme begins, allowing managers and employees to plan ahead.

What happens after my employee enrolls?

Once your employee's programme begins and they receive their login details, they can access the online learning platform and begin preparing for their learning journey.

Before their first facilitated session, they'll be asked to:

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

If they're having difficulty accessing or navigating the learning platform, additional support is available. We can also arrange a short virtual tutorial to help them get started.

Why is this important?

Getting started early is an important part of the enrolment process. Completing these introductory activities confirms the learner's engagement with the programme and ensures their government-funded place can be confirmed.

We'll let your employee know the deadline for their intake and send reminders before it's due.

What support does LearningWorks provide?

Throughout the programme, learners are supported by experienced facilitators and our Learner Support team.

Support includes:

- Facilitated learning sessions.
- Online learning resources.
- Assessment guidance and feedback.
- Technical support with the online learning platform.
- Phone and email support throughout the programme.

Our goal is to help every learner successfully complete their qualification.

Supporting Your People to Learn

Can LearningWorks deliver a programme just for our organisation?

Absolutely.

Many organisations choose to enrol groups of employees together or partner with LearningWorks to deliver programmes that are contextualised* to their workplace.

Benefits include:

- Developing capability across teams.
- Building consistent leadership, management or training practices.
- Using workplace examples and scenarios that are relevant to your organisation.
- Encouraging shared learning and collaboration.
- Applying new skills immediately in the workplace.

If you're interested in developing capability across your organisation, we'd love to discuss the options available.

*Contextualisation is achieved through the facilitated sessions only. No resources, assessments, timeframes or number of facilitated sessions are able to be changed as these are built to NZQA compliance. Minimum numbers apply.

WOULD YOU LIKE TO LEARN MORE ABOUT HAVING YOUR OWN GROUP?

[Enquire Here](#)

Can I read some learner stories?

Absolutely.

Every organisation is different, but hearing directly from learners is one of the best ways to understand the impact of our programmes.

Read how learners from organisations across New Zealand have developed their leadership, management and training capability, and the positive impact this has had on both their careers and their workplaces.

HERE'S WHAT OUR LEARNERS SAY

[Learner Stories](#)

STILL HAVE QUESTIONS?

Whether you're supporting one employee or looking to develop capability across your organisation, we'd love to hear from you.

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

Helping Your Employee Succeed

A Simple Guide for Managers of Learners

Welcome to LearningWorks!

We are excited to support you and your employee on their learning journey.

When your employee is learning with LearningWorks, your support plays a critical role in helping them complete their qualification and apply their learning in the workplace.

If you are not sure how to help, below are some simple ways to support your employee and your organisation get the most out of their learning.



Employees are more likely to succeed when their manager:



Shows interest.



Provides time to learn.



Checks-in regularly.



Creates opportunities.



Recognises progress.

Even a brief conversation every few weeks can make a significant difference.

FIVE SIMPLE WAYS TO SUPPORT YOUR EMPLOYEE

1

Show Interest

Ask what they are learning and how it relates to their role.

2

Set Aside Time

Allow regular time for study, reflection and assessment activities.

3

Check-in Regularly

Schedule a short 10 to 15 minute conversation every two to four weeks.

4

Encourage Application

Look for opportunities for your employee to practice and apply their new skills.

5

Celebrate Progress

Recognise milestones, completed assessments and new capabilities.

RECOMMENDED CHECK-IN QUESTIONS



Use these questions to guide meaningful conversations and provide the support your employee may need.

1

What have you learned recently?

2

What will you do differently?

3

How could you apply it to your role?

4

What support do you need from me?

5

What improvements or opportunities have you identified?

6

What are you most proud of?



Turning Learning Into Results

The greatest return on investment occurs when employees apply their learning to real workplace practices and/or challenges.

Examples May Include:



Leading team meetings more effectively.



Improving communication and feedback.



Confidently delivering training.



Identifying opportunities for continuous improvement.



Improving self management and understanding of others,



Managing time and priorities more effectively.



LearningWorks Commitment

Together, we can help your employee succeed and turn learning into meaningful results for your organisation.



Need Support?



info@learningworks.co.nz



(07) 929 4063

