



TRAINING HANDBOOK



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WELCOME TO PRIMARY ITO

Congratulations on starting your Primary ITO training programme.

We hope that you find your programme enjoyable, relevant and useful to your role and career.

The team at Primary ITO wishes you all the best as you work towards achieving your goals.

This handbook outlines our policies and services and explains how learning and assessment works in industry training. We hope you find it useful.

Your Training Agreement

The Training Agreement is a legal document signed by three parties: your employer, the Primary ITO Training Adviser and yourself.

1. You have agreed to learn the skills required for the job, and participate in the training and assessment for the programme, to the best of your ability.
2. Your employer has agreed to provide training at work, and to allow you to attend off-job training or to study by distance. Your employer has also agreed to make time available for formal assessment of your skills.
3. Your Training Adviser has committed to coordinate your enrolment and to support you and your employer. Your Training Adviser will be there to help you succeed.

NZ Apprenticeships

If you are an Apprentice, you and your employer have committed to a 2–3-year training journey to reach a Level 4 qualification. Primary ITO will support you throughout, with goal setting and reviewing.

Your Training Plan and Goals will be kept up to date with you. Make sure you understand the requirements of your Training Plan and what you need to successfully complete it.

There is a code of good practice for New Zealand Apprenticeships, which your Training Adviser will have gone through with you. Copies are on the TEC website: <http://www.tec.govt.nz/assets/Publications-and-others/The-code-of-good-practice-for-new-zealand-apprenticeships.pdf>

Be determined!

Have the intention to complete your programme. You will achieve your qualification if you are motivated to learn, professional, consistent and proud of your work.

Your trainee or apprentice status

To train through Primary ITO, you must stay employed (or remain a contractor or recognised volunteer) in a primary sector industry.

- If you are a self-employed contractor, you must be under an arrangement with an organisation in the nature of employment (e.g. an exclusive contract of service).
- If you are a volunteer, you must be in an arrangement in the nature of employment with your host non-profit organisation.
- If you are an Apprentice, you need to stay employed in the occupation for which you are training.
- If you are a migrant on a work visa, all dates and details must be current.

In the event that your job changes, your employer changes, or you leave work – get in touch with us as soon as you can! You may be able to change your programme or transfer your Training Agreement to a new employer.

Let us know if you start training with another provider – or are receiving any other government funding for training – this may also affect your eligibility to train through the ITO.

Your workplace and personal contact details

Always keep your contact details, including your workplace, up to date. Let your Training Adviser know about changes or call 0800 20 80 20 to update your information.



Work visas

If you are working in New Zealand on a permit, your Training Adviser will check that you can complete your programme before your visa expires.

Primary ITO monitors work visas and will contact you to ensure that a renewal process is underway and/or check on your intention to remain in New Zealand.

If your visa expires before you complete your programme, your Training Agreement will cease. If you are waiting for a renewal, your Training Agreement could be put on hold – talk to your Training Adviser.

Visa renewal applications

Talk to your Training Adviser or call the Regional Coordinator in your area if you need supporting evidence for a renewal application. We can help as follows:

- If you have completed your programme and are waiting on a certificate for the qualification, Primary ITO can supply a letter for Immigration NZ. The letter will state that the programme has been completed in our system and is either printed or currently awaiting results verification by NZQA.
- If you have not yet completed your programme, we can give you a copy of your NZQA Record of Achievement, which will show the unit standards you have been awarded.
- If you are working towards a Level 3 qualification in Agriculture we can supply a letter on your progress, if your enrolment is current and all fees have been paid.

Please be aware that unit standard results will not be entered into our system or reported to NZQA if your visa has expired.

How long will it take?

Every programme has a credit value that indicates how much learning is involved and a duration (in months). The duration is how long you are enrolled for and you must complete all the assessments in this time.

Programme completion

Your programme will be completed once the training requirements have been met and the graduate outcomes are achieved. On completion, you will receive your New Zealand Certificate which will be sent to you at no additional cost.

If you are an Apprentice, you will graduate at Level 4 after completing at least 120 credits. Your apprenticeship programme may also include a Level 3 New Zealand Certificate.

What it costs

Your programme enrolment states the training fees. Depending on the programme chosen, your fees cover:

- Learning resources/workbooks
- Mentoring
- Assessments
- Workplace visits
- Progress reporting.

Fee payment

Some employers will pay all or a portion of the fees; others will expect you to pay the fees yourself; the programme enrolment form records the agreement. Invoices are issued to the person who has agreed to be invoiced for the training on the programme enrolment form.

How to pay

- **Direct debit**

Complete a direct debit authority (available from your Training Adviser and the Primary ITO website). A one-off \$50.00 administration fee is payable in addition to training fees.

- **Internet banking**

Primary ITO account: ASB 12-3192-0044043-01.

Complete the fields as follows:

Particulars	Code	Reference
Company name or first name	Last name	Primary ITO invoice number

- **Cheque**

Must be made payable to Primary ITO and handed to a Training Adviser or mailed to:

Primary ITO
 Finance Team
 PO Box 10-383
 The Terrace
 Wellington 6143

- **Credit Card**

Credit Card/Farmlands Card/CRT Card/RD-1 Card/Ruralco Card (previously called ATS) your Training Adviser will take your details.



Seedling
Systems

PrimaryITO
KNOWLEDGE TO GROW

Area	Key Points	Key Points	Key Points
Area 1	Area 2	Area 3	Area 4
Area 5	Area 6	Area 7	Area 8
Area 9	Area 10	Area 11	Area 12

Overdue invoices

If you are sent a final reminder letter by us for an overdue account, and you do not pay the account owing within 7 days from the date of our letter, debt recovery action may be taken. Please get in touch if you are experiencing difficulties.

Results are not reported to NZQA and further enrolments are not accepted until fees are paid.

Conduct

Participating in training requires acceptable conduct in the workplace and at any off-job training event. Discrimination, bullying, harassment or being under the influence of drugs or alcohol will result in you being removed from the programme.

Health and safety

Primary ITO encourages workplace health and safety – our training programmes are designed to reflect industry best practice and comply with the Health and Safety at Work Act (2015). Your employer is required to have adequate health and safety procedures and policies in place in the workplace, and to tell you about them.

Withdrawals, transfers and refunds

Withdrawals

You can withdraw from your programme if your personal circumstances change. Please talk to your Training Adviser about your reasons. There may be a way we can help you continue or we can put your training on hold for a while.

Transfers

Your Training Adviser may recommend that you transfer from one programme to another. Fees may be transferred for approved programme transfers.

Refunds

If you withdraw during the first 60 days of your programme, a refund will be made to the person who paid the invoice:

- Within 30 days of invoice: 100%, less \$50 administrative fee and cost of resources (if applicable).
- Between 31 and 60 days from invoice: 50%, less \$50 administrative fee and cost of resources (if applicable).
- Over 60 days from date of invoice: no refund.

Primary ITO reserves the right to cancel programmes from offer. If a programme is cancelled, you will be notified as soon as possible and fees will be refunded in full, or transferred to another programme.

Additional support

This page has a background colour which is not white.

Many people find reading black text on a white background difficult. If you are one of these people, talk to your Training Adviser as we can print your resources with the background colour of your choice.

If you find reading, writing, spelling, or maths hard – let us know.

We want you to succeed so setting you up for success is important to us. We can help you on your training pathway. We can support your training with one-on-one mentoring, study groups, and support if you have a learning difference such as dyslexia.

Mentors

Our mentors are caring community people, most often with industry knowledge, who want to help you succeed in your career. They will work one-on-one with you to help you complete your written work.

Dyslexia

Our dyslexia support involves a free screening to assess what areas you will need support with. We can help you to access technology and also advise on apps that can help you with the reading and writing aspect of training and life in general. Finding out that you have dyslexia and that there are tools to help, can be very empowering.

Literacy assessment

We may also ask you to do a literacy and numeracy assessment if you haven't already completed one. This helps us to provide some early support in your training journey if you need it. You are likely to receive this assessment by email.



Roles

Your employer/supervisor is your teacher

Most of your training will take place at work. Your employer or supervisor will explain and demonstrate the skills required, ensure your work is up to standard, and that you master the skills you need to complete your training programme.

Industry training has a practical focus with study required to back it up. Some programmes have an evidence portfolio that you will need to complete. There may also be worksheets or assessment materials that you need to complete for your programme.

Your employer/supervisor is your verifier

Your employer/supervisor will be a workplace verifier, which means that they will assist in the assessment of your skills and behaviour. This may involve questioning and observing you while you perform specific activities at work, and linking these activities to the requirements of the programme.

Your employer/supervisor will work with the Primary ITO Assessor to ensure they have an accurate picture of your skills and behaviour, over a period of time. Assessors are not beside you during your day to day work so it's important they can rely on your verifier.



Assessment

On-job assessment

An Assessor is the final decision-maker about whether or not you have competently completed an assessment. They will work closely with your verifier to plan how the assessment process will work (who, what, where, when) and the quality, type and amount of evidence required for assessment. Your on-job Assessor will be a Primary ITO Training Adviser, or a subject specialist registered with the Primary ITO to conduct assessments.

Off-job training and assessment

Most programmes also have off-job training. This could be day courses or night classes, industry events or seminars.

If your programme has off-job assessment it will be carried out by education providers. Their assessment processes will vary according to the primary industry and programme; and may include written and verbal tasks, demonstrations, workshops and presentations.

Please note: your workbooks or workplace examples used in training sessions will only be used for learning and assessment. Assessments may be held by a provider for moderation purposes for up to two years before secure disposal.

Academic honesty

The work you provide for assessment must be your own work and not copied from a book, website, study guide, or from another trainee's work.



Data collection and use

Collection

Primary ITO collects and stores information from the Training Agreement in accordance with the Privacy Act 1993 and the Education Act 1989.

Data sharing

The information collected on the Training Agreement is disclosed to government agencies and outside organisations as follows:

- TEC for statistical and reporting purposes
- NZQA for recording achievement
- Ministry of Education for the National Student Index
- Immigration NZ for the Visa View database
- Industry bodies for statistical and reporting purposes
- Research companies acting on Primary ITO's behalf.

Storage

Primary ITO holds your personal data securely in the trainee management system; this will include your programme enrolment, finance records and assessment results.

Results

Primary ITO shares your assessment results and information about your progress with your employer.

Marketing

Your personal details may be used in external publications to celebrate graduation and other successes.

Literacy and numeracy assessment

Information from the Literacy and Numeracy for Adults Assessment Tool (LNAAT) will only be disclosed and/or used to provide support to you and your employer, where deemed necessary by Primary ITO.

Trainee work

Evidence portfolios, workbooks, photos of your workplace and any other trainee work or evidence provided for assessment will be used only for the purpose of assessment and moderation.

Samples of trainee work may be held by the ITO for moderation purposes for up to five years before secure disposal.

Our qualifications

Primary ITO sets training standards across the primary industries – from agriculture and horticulture to equine, seafood, sports turf and food processing. Our training programmes are developed with industry representatives called Industry Partner Groups (IPGs) and lead to NZQA-approved qualifications.

Our team

Primary ITO staff are here to motivate and support you throughout your training journey. So make sure to grab the opportunity with both hands, as our team is dedicated to helping you achieve your goal of completing your qualification.

How to give feedback

Feedback on your training materials (evidence guides, learner guides, assessments)

Please email us: product@primaryito.ac.nz if you have any suggestions that you feel would be useful.

Feedback on your training experience

Please email us: info@primaryito.ac.nz

Issues or complaints

If you have a complaint or concern about your training, please talk to your Training Adviser in the first instance. If they are not available or it is not appropriate to speak with them, the next line of contact is the Field Delivery Manager – they can be contacted using the Primary ITO's number 0800 20 80 20.

Primary ITO will ensure that complaints are resolved in a fair, simple, fast, and efficient way.

All written complaints are maintained in a Register, with any personal information included subject to the rights contained in the Privacy Act 1993 (such as your right to access and request a correction of personal information).



National Office: Level 2, 15 Walter Street, Te Aro, Wellington 6011

Postal Address: PO Box 10 383, The Terrace, Wellington 6143

Freephone 0800 20 80 20 Phone (04) 801 9616 Fax (04) 801 9626

Email info@primaryito.ac.nz www.primaryito.ac.nz

