

Grow your business guide



Competenz



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**World class
skills for
New Zealand
industry.**

**Transforming lives,
every learner,
every time.**



Grow your people faster

With all apprenticeships free until 31 December 2022, as well as traineeships in targeted areas, there has never been a better time to begin on-the-job learning.

Our Chief Executive Fiona Kingsford looks at what's driving Kiwi businesses to grow their people.

Earning power

Research by economic think-tank Berl has confirmed apprentices are financially better off than university graduates throughout the majority of their careers. Apprentices earn and contribute to the economy earlier, and without student debt, they are financially ahead of university graduates for most of their working lives.

Digital transformation

Employers are demanding new delivery models so their people can access education when and how it suits them. Learning doesn't have to happen in a place you go to: it should happen where you are. At Competenz, we're investing in technology so learners can access their theory online anywhere, anytime. And we're now delivering bite-sized courses and Microlearning for those who want to gain specific skills.

Demand from business

Technological advances and the advent of Industry 4.0 are redefining jobs and employers are seeking new ways to develop a skilled and adaptable workforce. People in the 37 industries we work with have always trained employees on-the-job.

Industry training punches above its weight

As we face the ongoing impacts of the global pandemic, skills shortages and a changing world of work, it is really important to recognise the importance of industry training in growing and shaping our economy.

Recent research has shown that for every \$1 million of government investment into tertiary education, the industry training system produces 306 qualified people – people who are immediately contributing to New Zealand's economic future.

We hope you enjoy our Grow your business guide.

Fiona Kingsford
CEO

Industries we support

Engineering and related trades

Fabrication
Mechanical Engineering
General Engineering
Fitting and Machining
Maintenance Engineering
Toolmaking
Metal Casting
Fire Protection
Irrigation Engineering
Mechanical Building Services
Refrigeration and Air Conditioning
Locksmithing
Protective Coatings
Dairy Systems
Food and Beverage
Bakery
Butchery
Food and Beverage Manufacturing
Winery Cellar Operations
Forestry
Harvesting
Silviculture

Manufacturing

General Manufacturing
Steel Manufacturing
Wood Manufacturing
Furniture
Pulp and Paper
Solid Wood
Wood Panels
Plastics and Materials Manufacturing
Paint and Coatings
Plastics Processing
Print, Packaging and Signmaking
Packaging
Print
Signmaking
Laundry
Laundry
Transport
Maritime
Rail

Grow your business with skills for industry

Building skills, careers and business

Competenz is a multi-sector industry training organisation (ITO). We work alongside many New Zealand industries including manufacturing, engineering, forestry, transport, printing, packaging, signmaking, food and beverage, textiles, apparel and laundry. Because Competenz is an industry-approved ITO we have been given permission and funding to work with these industries to:

- » Develop nationally-recognised qualifications in partnership with industry experts
- » Support your business to make learning happens via a range of learning solutions.

We help businesses like yours grow by unlocking the value of your most important asset – your workforce.

As a business owner or representative, we can support you in a range of ways. This guide will help you understand how Competenz can assist you to access training and upskill your people.

When you work with Competenz we can also assist your business to access funding support specifically allocated to industry training via the Tertiary Education Commission (TEC). This makes training achievable for technical workers as well as your wider workforce. Everyone benefits with on-the-job learning.

Is on-the-job learning the answer?

In New Zealand, we face many workforce challenges: an aging workforce, a high population of unskilled workers, technology changes, an ongoing mismatch of graduate outcomes for industry needs, as well as low attraction rates for entry-level workers and difficulties attracting and retaining skilled workers. These are impacts facing all of the industries Competenz works with – no industry is immune.

On-the-job learning provides you with immediate access to skills development. Not only is dedicated funding available for you and your industry, when you work with Competenz you have access to industry-approved qualifications and best practice efficiencies across industry – giving you the competitive advantages you need.

Your people can:

- » Learn in your workplace – so they are there when you need them
- » Use your equipment and processes – the learning is tailored to your business
- » Gain skills that meet industry standards – you can be confident their learning is current.

Because we know your industry well, we can also assess and credit your employees' existing knowledge and skills to fast-track learning outcomes and qualifications.



We help businesses like yours grow by unlocking the value of your most important asset – your workforce.

Why on-the-job learning?

When your business embraces workplace learning through Competenz, you are future-proofing the organisation for all the workforce challenges facing industry today.

Productivity Increased effectiveness on-the-job. **Quality** Increased quality in work delivery and improved quality control. **Engagement** Increased staff engagement with workers actively involved in delivering better work outcomes. **Retention** Increased staff attraction, loyalty and retention. **Innovation** Increased innovation in product development as well as delivery. **Revenue** Increased revenue from efficiency gains. **Profitability** Increased profitability from efficiency.

We work with

3,500+ Companies

Competenz works with more than 3,500 companies throughout New Zealand

20,000+ Learners

Competenz works with more than 20,000 learners throughout New Zealand



How learning happens with us

There are four different learning delivery models available. We tailor them to best suit your needs.

1

Self-driven

With Microlearning you and your employees can learn online and at your own pace. Select the courses you need, when you need them.

2

Provider-driven

We assist you in securing an appropriate training provider to deliver your tailored on-the-job learning programme (and any off-the-job training, if applicable). They ensure all trainees complete the programme within the required duration.

We work closely with your training provider to make sure the necessary information is received to maximise funding and learner outcomes.

3

In-house training and assessment

If your organisation has the appropriate technical skills and knowledge to deliver workplace training, we help you train and appoint an expert staff member to an assessor role.

Our team will help you determine the most appropriate mix of unit standards for your workplace, and provide support and guidance for rolling out your training programmes.

4

In-house training with outsourced assessment

In instances where your organisation has the appropriate technical skills and knowledge to deliver training, but not the desire or capability to assess, we source a contract assessor to confirm the competencies your in-house training provides.

Apprenticeships explained

New Zealand Apprenticeships are the premier vocational pathway for new and existing staff. It is a formal arrangement between an employer, employee/learner, and an ITO. This involves a structured training programme (typically of three to four years), which results in a level 4 trade qualification.

These qualifications consist of a theoretical component to support on-the-job learning. Apprentices also receive additional mentoring and support that usually includes off-job courses.

At the end of a New Zealand Apprenticeship, your employee will be competent in the occupation in which they have trained, to the standards of competency determined by your industry.

For more information about apprenticeships, see [competenz.org.nz](https://www.competenz.org.nz) or request a Trades Guide from your Competenz training advisor or account manager.

Traineeships explained

Traineeships are also a formal arrangement between an employer, employee/learner and an ITO. Traineeships are shorter than apprenticeships – typically between six-18 months. Traineeships lead to a nationally-recognised New Zealand qualification.

Traineeships can begin at entry-level and move through a pathway to advanced levels as your staff develop additional skills in specific areas of work.

We've worked closely with industry to provide programmes of learning for business growth as well as technical skills, all designed to help develop your people and grow your business.

For more information about traineeships, see [competenz.org.nz](https://www.competenz.org.nz) or speak to your Competenz training advisor or account manager.

Business growth traineeships

Employee's undertaking business growth traineeships gain essential skills in areas common to many businesses, including:

- » Sales and Merchandising
- » People Management and Leadership
- » Health and Safety
- » Business Administration and Technology.

Technical skills traineeships

Your business benefits when employees undertake technical skills traineeships because they're adding a specific skillset your business requires, such as:

- » Competitive Systems and Practices (CSP)
- » General Manufacturing
- » Food and Beverage Processing
- » Cellar Operations
- » Distribution.

We also facilitate technical traineeships for specific roles in the following industries:

- » Engineering
- » Forestry
- » Food and Beverage Manufacturing
- » Print, Packaging and Signmaking
- » Transport – Maritime and Rail
- » Manufacturing
- » Textiles and Apparel.

Both apprenticeships and traineeships require commitment from the employer and employee/learner to gain the qualification in the recommended timeframe. Competenz supports this process with regular visits and assessment.

Microlearning explained

Competenz has designed a range of Microlearning online courses and hands-on workshops to help businesses remain competitive.

These programmes are ideal for building skills across your business when you are not ready to commit to a full qualification. They can work as a stand-alone programme of learning or alongside the more in-depth or technical qualifications.

New Microlearning courses are added regularly, so there is always something new to learn. Talk to us if you would like to know what's coming next.

Health and safety

This online course provides a broad introduction to health and safety in the workplace, and is suitable for all industries and organisations.

For more information contact us on 0800 526 1800

**micro.learning@competenz.org.nz
competenz.org.nz/microlearning**

Micro-credentials explained

Micro-credentials are small, formal 'chunks' of learning, typically targeted towards a set of skills which may be required by industry but aren't covered by a qualification. They are between 5 to 40 credits – smaller than a qualification, which needs to be 40 credits or more, but just like a qualification, they are registered with NZQA and are nationally-recognised.

They're great to support ongoing professional development, retraining or training in a new skill (such as new technology), providing exposure to a sector, and supporting progression to further education and training.

We can work with you to develop a micro-credential that meets your needs, the criteria for it to be formally registered with NZQA and for it to be funded by TEC: talk to us to discuss the micro-credential opportunities for your business.

Qualifications

The New Zealand Qualifications Authority (NZQA) administers the New Zealand Qualifications Framework (NZQF). It is the most reliable source of information about formal, national and industry-recognised qualifications. The NZQF is divided into ten levels.

At Competenz, we provide qualifications from level 2 to level 6. The levels are based on how complex the learning is, with a level 2 certificate being the least complex. All of our qualifications are nationally-recognised by NZQA and industry.

Level	Type	Knowledge
2	Certificates	Basic factual and/or operational knowledge of a field of work or study
3	Certificates	Some operational and theoretical knowledge in a field of work or study
4	Certificates	Broad operational and theoretical knowledge in a field of work or study
5	Diplomas	Broad operational or technical and theoretical knowledge within a specific field of work or study
6	Diplomas	Specialised technical or theoretical in-depth knowledge in a field of work or study

All of our qualifications are nationally-recognised by NZQA and industry.

Workforce development

Debs Wand, Competenz Business Partner and Shannon Mills, Competenz Account Manager, talk to Fonterra Brands key stakeholders Abhishek Sarda, Fonterra Brands GM Performance Excellence and Mouna Neyogi, Fonterra Brands IWS and Transformation Office Lead through the pilot programme initiative to upskill and qualify their workforce.



Dairy for life



Workforce development solutions explained

All Competenz learning solutions can be tailored to the size of your business.

In an increasingly competitive world, on-the-job learning is an effective way to build your organisation's skills.

Because we know your industry well, we can design training to suit your workplace, so your people learn new skills without taking time away from their jobs. We help you deliver best practice efficiencies, giving you the competitive advantage you need.

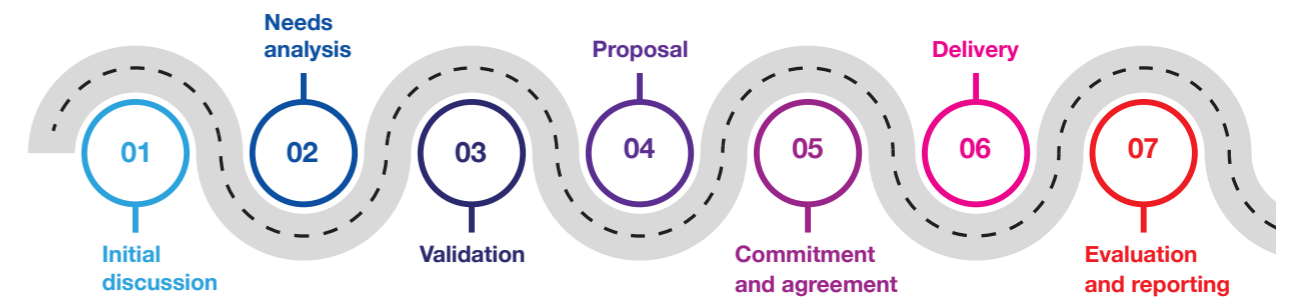
In a seven-step process with your learning and development, human resources or operations team, we uncover business needs, validate our findings, and recommend solutions. In many instances, we can take on-the-job learning already being done by your employees and map this to a New Zealand qualification.

This solution works for organisations with or without a structured learning and development plan in place.

And the best part? Dedicated government funding is available.

Call our customer services team today on 0800 526 1800 or email info@competenz.org.nz.

Competenz workforce development solutions process



Partnership puts the cream on top of internal training

A partnership with Fonterra Brands New Zealand (FBNZ) saw a pilot group of 28 production team members awarded a Competenz manufacturing qualification, in recognition of their internal Autonomous Maintenance (AM) training, during 2019.

For some, it's their first nationally-recognised New Zealand Qualifications Authority (NZQA) certification.

Anna Keys, FBNZ Machine Operator, says she was both "excited and nervous" to graduate for the first time in her life. After 26 years with Fonterra Brands, she found that she could really apply the training to her work.

The capability and responsibility to identify a problem on the production line, then find the root cause and how it can be fixed, has traditionally been held by managers. AM drives ownership of that process to the operators and team leaders to create a more efficient operation.

Fanga Lolohea, FBNZ Team Leader Foods, was also pleased to receive his first NZQA-recognised qualification and says "it is nice to know people care".

"It is a national qualification, regardless of where you are, it is going to be with you for the rest of your life," Fanga says.

"The training was really helpful – now when I see a breakdown I can go deep down to the root cause of the problem; it is a really simple tool."

Mouna Neyogi, Fonterra Brands IWS and Transformation Office Lead, was instrumental in investigating how the organisation's internal training could be assessed and mapped to provide an external qualification.

Mouna says she formed an invaluable partnership with Debs Wand, Competenz Workforce Development Business Partner, Shannon Mills, Competenz Manufacturing Account Manager and Jeff Tuffnell, SNRG Solutions Training Advisor, to support her organisation through the process of mapping FBNZ internal training with external NZQA unit standards.

It took several months of work by the four of them to finalise the NZQA qualification.

"We spoke a lot and worked out what would be the best set up. It was important to have Competenz on board to provide expertise on how the NZQA framework works," says Mouna.

The training has seen outstanding results for the company, both for its customers and the trainees with significant improvements in line efficiency and performance as well as reductions in the cost of quality. However, everyone involved points to the biggest benefit being the increase in the team's engagement post-training.

Jan Wegenaar, FBNZ Director of Operations and Supply Chain, is pleased with the results the organisation is seeing from the AM programme and says the whole journey of becoming the best has a big capability angle.

"Building the right capability enables people to do their job better and secondly, it motivates them. The fact that you are able to give people a recognised, certified training, really gives them additional positive incentive," says Jan.



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Jan Wegenaar
Director of Operations and Supply Chain
FBNZ



Why work with us?

- ✓ **Nationally-recognised qualifications**
- ✓ **Deliver learning outcomes**
- ✓ **Tailored training plans**
- ✓ **Flexible pathways**
- ✓ **Literacy and numeracy support**
- ✓ **Recognition of Prior Learning (RPL)**
- ✓ **Qualification mapping**
- ✓ **Assessment of Prior Learning (APL)**

We've developed our qualifications and programmes with industry input so they meet a variety of needs and ensure graduates have fit-for-purpose skills that allow your people to succeed at every stage of their development.

Nationally-recognised qualifications

We offer nationally-recognised qualifications that meet rigorous industry standards in both theory and practice.

Deliver learning outcomes

We help you identify your training needs and work out the most appropriate option for your business.

We guide you through the learning process to achieve your goals:

- » Developing tailored training plans
- » Providing materials and online learning
- » Providing access to our contracted network of specialist training providers
- » Arranging any off-the-job training, if required
- » Assessing (or arranging assessments)
- » Moderating assessments (so they are fair, valid and consistent nationwide)
- » Registering learner success with NZQA.

Tailored training plans

We're experts in tailoring the programmes we have developed, and customising our training plans, to meet your skill needs.

Flexible pathways

These industry-wide programmes are designed to provide flexibility for your business.

Learners are not generally required to achieve unit standards in any particular order.

Literacy and numeracy support

When employees have difficulty with reading, writing, adding numbers or measuring correctly, it can cost your business: from higher accident rates and higher staff turnover rates to missed deadlines, unnecessary wastage and mistakes. A well-trained, literate and numerate workforce will help your business be more productive.

How can you tell if your employees need help with their literacy and numeracy skills? These issues are often hard to identify but when you know what to look for, the gaps will become obvious.

Contact your Competenz training advisor or account manager if you would like us to help you identify any issues.

Should there be a need for literacy, language and numeracy assessment (LLN), we will provide access to suitable providers (including those who are government-funded) to provide training.

Recognition of Prior Learning (RPL)

Did you know it's possible to fast-track your employee's learning? We have two options that facilitate recognition of prior learning.

Qualification mapping

Qualification mapping matches assessments you already offer to show your learner has met the evidence requirements of one or more of our qualifications, through both formal training and on-the-job learning. We also identify any learning gaps, then tailor a solution to meet the qualification's evidence requirements. To do this, we use existing resources and/or customise learning material for your business, including assessment guides, model answers and workplace observations.

Assessment of Prior Learning (APL)

This is when we arrange a formal assessment of a learner's relevant knowledge and skills to prove their current competencies and credit that towards a qualification.

Traineeships learning guide

Explore the following guide to see the types of traineeships we offer and how they could enhance your organisation's performance.



When we first engaged with Competenz, we got really excited about the way they operated – communicating often and breaking down barriers whenever there were any. It was a truly collaborative process and they really understood the connection with what happens on the ground.”

Ashleigh Childs,
People and Performance Manager
at Real Journeys



Competenz traineeship industry qualifications



Business Administration and Technology



Business Administration and Technology learning delivers the skills essential to effectively operate within an office or administration environment. This includes core customer service techniques and policy and procedural requirements, as well as technological literacy.

These qualifications have been developed to help your employees' pathway from entry-level through to experienced administrators and fit well with those progressing into people management and leadership qualifications.

The programme can be delivered in your workplace, or we can organise for a provider to deliver the sessions to your team.

What's in it for your business?

Foundation skills such as Business Administration and Technology ensures your administration and office functions are running efficiently and effectively, enabling you to recognise the contribution your employees make in this area.

Workplace-based Business Administration and Technology training ensures your business practices are adhered to while best-practice learning is happening.

Learning outcomes

Level and qualification

New Zealand Certificate in Business Administration and Technology

Level 3

Overview

Develop and demonstrate core business administration skills including; administration and general office services, contribute to a team environment, understand customer service techniques and core business administration technologies.

Learning outcomes

- » Demonstrate technical knowledge and skills including administrative and office services tasks, process data and perform financial calculations
- » Apply customer services skills and communicate and contribute effectively
- » Apply problem-solving and decision making processes
- » Demonstrate professional behaviour
- » Understand and comply with business policy and procedure.

Approximate duration

9-12 months

New Zealand Certificate in Business Administration and Technology

Level 4

Further develop key business administration and technology skills for a range of office administration roles, contributing to improving business performance and productivity under broad guidance in a range of environments.

- » Select and apply business applications and technological devices to provide administrative services to meet business needs
- » Perform financial calculations, process data, and produce information for business purposes
- » Maintain administrative systems and processes and make recommendations for improvements
- » Select and apply customer service techniques and contribute in a team environment
- » Demonstrate professional and ethical behaviour in a socially and culturally appropriate manner
- » Manage self and organise others to contribute to the business' performance
- » Comply with internal policies, legislation and other external requirements for the business.

9-12 months

Competitive Systems and Practices (CSP)

Competitive Systems and Practices (CSP) is a suite of qualifications designed to give people within your organisation the skills and knowledge they need to devise and implement more productive and competitive methods of working.

These qualifications draw on more than 80 years of cross-industry research on how improving systems and practices can reduce costs, waste, and increase efficiency.

Cost and time savings add to your profit margin; the transformative outcomes of workplace CSP learning can be applied to any work, in any industry.

What's in it for your business?

CSP learning is not only about a specific knowledge set. It's about learning to question existing methods and continuously look for improvements.

The beauty of on-the-job CSP learning is that the improvements your people discover are real and able to be implemented in your business immediately.

The benefits are long-lasting as graduates continue to look for additional improvements over time.

Workplace-based CSP qualifications deliver increased profitability and sustainability (cost and waste reduction), as well as complementing and maintaining your people's core skills at every level of your organisation.



PPG New Zealand employees have completed around 200 of these up to level 5. Productivity's up, employee engagement's up and we're closing in on a world-first in innovation."

William Bratton,
Lean Manager
PPG



Learning outcomes

Level and qualification	Overview	Learning outcomes	Approximate duration
New Zealand Certificate in Competitive Systems and Practices (CSP) Level 3	Understand and identify opportunities to implement competitive systems and practices within their individual remit.	<ul style="list-style-type: none"> » Identify waste within a process and act to minimise it » Identify cost factors within their control and improve cost efficiency » Apply CSP concepts to implement in their work » Understand and address the impact of change resulting from CSP » Sustain the implemented workplace improvements. 	4-12 months
New Zealand Certificate in Competitive Systems and Practices (CSP) Level 4	Identify, implement and monitor competitive systems and practices throughout their areas of responsibility.	<ul style="list-style-type: none"> » Document a value chain to identify improvement opportunities » Apply the appropriate competitive systems and practices » Implement and monitor processes to ensure sustained improvements » Facilitate culture change in implementing CSP. 	9-24 months
New Zealand Diploma in Competitive Systems and Practices (CSP) Level 5	Develop and implement competitive systems and practices throughout a business unit or the wider organisation.	<ul style="list-style-type: none"> » Analyse the value chain in a business unit or smaller organisation » Determine appropriate areas for a CSP strategy » Drive holistic cultural change for CSP » Develop and implement CSP practices » Measure the success of the CSP strategies post-implementation » Plan and lead the implementation of a CSP strategy. 	18-24 months

Distribution

Distribution learning has been developed to support operators in warehousing, distribution and supply to gain the knowledge and skills required to operate efficiently and safely.

The qualification rewards your people's achievement as they master the skills to apply health, safety and security practices in line with your business processes, standard operating procedures (SOPs) and code of conduct.

Your people will develop their skills in-store operations best suited to their roles. The optional strand in machine handling ensures they learn to safely and efficiently manage forklift operations.

What's in it for your business?

On-the-job learning combines the best industry standards with the ways things work in your business, so your employees are more effective in the work they do.

Distribution learning ensures your distribution team members are working safely and efficiently throughout your distribution operations.

A workplace-based distribution qualification delivers increased productivity and health and safety awareness while complementing and maintaining your people's core skills.



Learning outcomes

Level and qualification	Overview	Learning outcomes	Approximate duration
<p>New Zealand Certificate in Distribution</p> <p>Optional strand in Mechanised Goods Handling</p> <p>Level 3</p>	<p>Gain the knowledge and operational skills required to safely operate as a distribution operator in warehousing, distribution and supply.</p> <p>Able to operate at an entry-level under limited supervision.</p> <p>Trainees may choose to specialise in mechanised goods handling on completing the New Zealand Certificate in Distribution (Level 3) by completing the optional strand in Mechanical Goods Handling. This strand recognises the additional specialised skills and knowledge required to use mechanised goods handling equipment in a distribution environment.</p>	<ul style="list-style-type: none"> » Apply health and safety practices » Communicate with staff, managers and customers » Apply standard operating procedures » Receive and dispatch goods appropriately » Carry out store operations and inventory control. <p>Graduates of the Mechanised Goods Handling strand will also be able to:</p> <ul style="list-style-type: none"> » Use mechanised goods handling machinery and equipment in a distribution environment » Safely and efficiently use a forklift. 	6-13 months
<p>New Zealand Certificate in Distribution</p> <p>Level 4</p>	<p>Gain general and specialised knowledge and the skills required to safely monitor and maintain operations in warehousing, distribution and supply.</p> <p>Able to operate under broad guidance and may have some responsibility for the performance of others.</p>	<ul style="list-style-type: none"> » Monitor and maintain health, safety and security practices to ensure own safety and minimise potential hazards for any customers and co-workers in a distribution environment » Monitor and maintain interactions with staff, managers, and customers » Monitor and maintain the application of standard operating policies and procedures to work roles applicable to a distribution environment » Monitor and maintain the receipt and dispatch of goods in a distribution environment » Monitor and maintain the store operations and productivity systems in a distribution environment. 	6-12 months

Food and Beverage Processing

Food and Beverage Processing learning has been designed in close partnership with industry to ensure your people work productively and safely throughout their careers with you.

These qualifications reward your employees' achievement as they master the skills you need. They are flexible, practical, and designed with the future in mind.

When your employees have mastered the early stages, these qualifications dovetail neatly into advanced general manufacturing learning, to give you even greater support for quality and productivity improvements in your business.

What's in it for your business?

Food and Beverage Processing learning ensures your people are safe and productive from the outset while maintaining the quality standards required.

Because the learning is delivered on-the-job, your people learn exactly what's needed to fulfil their functions expertly, within your business.

Workplace-based Food and Beverage Processing qualifications provide increased quality and productivity while complementing and maintaining your people's core skills.



Learning outcomes

Level and qualification

Overview

Learning outcomes

Approximate duration

New Zealand Certificate in Food or Beverage Processing Level 2

For entry-level workers; meet the standards required to perform the function of their role.

- » Apply awareness of workplace processes
- » Meet basic workplace health and safety requirements
- » Apply quality standards
- » Carry out entry-level tasks in a manufacturing operation.

6-12 months

New Zealand Certificate in Food or Beverage Processing Level 3

For experienced workers; ensure product quality and meet expected standards.

- » Assess and manage health, safety, and hygiene risks
- » Ensure product quality
- » Meet organisational and customer requirements.

6-12 months

Competenz has the capability to deliver General Manufacturing qualifications at level 4 and beyond. Contact us on 0800 526 1800 to find out more.

General Manufacturing

General Manufacturing learning is a comprehensive suite of qualifications to support manufacturing roles from entry-level to senior management roles.

Each qualification forms a tailored programme of achievement and ensures that best practice manufacturing principles are applied across your wider organisation.

The qualification provides clear and consistent learning at every level, giving your people a clear understanding of your expectations and ensuring quality production throughout your business.

What's in it for your business?

General Manufacturing training equips your people with the skills and knowledge they need to perform at their best.

At entry-level, your people learn the specifics of a role so that you get consistent and high-quality outputs from your team.

At more senior levels, your people develop capability – from technical support to operations management – to deliver sustainable growth for your business.

Workplace-based General Manufacturing qualifications deliver increased quality and productivity while complementing and maintaining your team's core skills at every level of your organisation.



Having skilled staff means they are better contributors to the business and we get greater overall results. Training is key to improving our workforce, as well as creating a sense of belonging.”

Glenn Wahlstrom,
General Manager
Sealy



Learning outcomes

Level and qualification	Overview	Learning outcomes	Approximate duration
New Zealand Certificate in Manufacturing Level 2	For entry-level workers; meet the standards required to perform the function of their role.	<ul style="list-style-type: none"> » Apply awareness of workplace processes » Meet basic workplace health and safety requirements » Carry out entry-level tasks in a manufacturing operation. 	6-12 months
New Zealand Certificate in Manufacturing Optional strand in Productivity Improvement Level 3	For experienced workers; ensure product quality (potentially including productivity improvements).	<ul style="list-style-type: none"> » Understand and contribute to a safe working environment » Ensure product quality » Meet organisational and customer requirements. <p>Graduates who complete the optional strand will be able to:</p> <ul style="list-style-type: none"> » Contribute to productivity improvement in a manufacturing environment. 	6-12 months
New Zealand Certificate in Manufacturing Optional strand in Technical Support Level 4	For skilled individuals in senior operational roles; more effectively manage operational issues (potentially including technical support).	<ul style="list-style-type: none"> » Effectively handle operational issues » Coordinate stages of a manufacturing operation » Expertly work with equipment in a manufacturing environment. <p>Graduates who complete the optional strand will be able to:</p> <ul style="list-style-type: none"> » Provide technical support to manufacturing operations. 	12-18 months
New Zealand Certificate in Manufacturing Level 5	For experienced individuals in leadership roles; identify and manage key performance indicators (KPIs), improve productivity and quality outcomes.	<ul style="list-style-type: none"> » Manage adherence to compliance standards » Apply quality assurance to improve end-product quality » Achieve and improve KPIs » Troubleshoot and resolve production issues at the process level » Deliver measurable improvement to productivity and quality. 	9-18 months

People Management and Leadership

People Management and Leadership training delivers the essential skills required to effectively lead and manage people, resources and operations within your business.

These qualifications have been developed for each stage of leadership; current and future team leaders, as well as managers who may have had little or no formal training in the past but are already in management roles.

The two programmes offered can be completed within your business or we can organise for a provider to deliver the sessions for your team.

What's in it for your business?

People Management and Leadership training ensures your leaders and managers understand what is expected of them and can readily perform to the standards you set.

Workplace-based People Management and Leadership qualifications deliver the theory and practical application to give you more effective managers, who lead more productive teams.



Our people gained skills and confidence such as delivering consistently high-quality toolbox talks. We've been well supported and seen valuable improvements delivered. We would do it again."

Simon Walkinshaw
National Human Resource Manager
Godfrey Hirst



Learning outcomes

Level and qualification

Overview

Learning outcomes

Approximate duration

NZ Certificate in Business Introduction to Team Leadership Level 3

Develop core leadership skills including: effective communication, motivating others, performance management, delivering and increasing performance.

- » Effectively communicate and deliver clear instructions
- » Understand different leadership style alternatives
- » Use techniques to motivate individual team members
- » Understand what is required to build an effective team
- » Give constructive feedback to their team
- » Apply on-the-job training skills, prioritise tasks and increase performance
- » Communicate the organisation's vision and values.

6 - 9 months

NZ Certificate in Business First Line Management Level 4

Further develop key business skills to enhance and support their effectiveness as a business manager.

- » Manage work flow in an operational context to achieve team objectives
- » Motivate and involve team members in achieving objectives
- » Communicate to develop relationships with team members and stakeholders
- » Manage relationships within a team to sustain a productive workplace environment
- » Promote an inclusive environment to value diversity for positive performance
- » Manage self effectively to contribute to the performance of the business
- » Demonstrate professional and ethical leadership behaviour in a socially and culturally appropriate manner.

6 - 12 months

Sales

Sales qualifications equip your staff with the customer service, merchandising and sales skills they need to win more business and increase customer satisfaction.

We have developed these qualifications in close consultation with your industry to be relevant to your systems and processes, and for your people to learn on-the-job.

Improved customer satisfaction and increased sales drive your business' growth. Personal success drives employee motivation, particularly in sales-based roles.

What's in it for your business?

Sales training programmes enable your team to sell more, more easily and ensure that your customers get the experience you intend.

These training programmes have been designed for your business to ensure your people understand and implement the learning from day one.

So, workplace-based retail and sales training ensures your business has a competitive edge with a sales force geared to capture more business, more successfully.



What's great about Competenz is that they come in, really understand your business and cater to you. That's what gets the respect. It definitely worked for us."

Steve Daly
National Sales Manager
at James Crisp



Learning outcomes

Level and qualification

Overview

Learning outcomes

Approximate duration

New Zealand Certificate in Retail – Customer Service and Sales Support Level 2

Establish standards of professional practice in customer service and sales support to give in-store customers confidence in the service they receive.

- » Develop business relationships based on an understanding of the core principles of sales, individual buyer behaviour and target markets.
- » Apply the stages of a sales process, including documentation and administrative processes.
- » Apply negotiation strategies to sales situations.
- » Use communication skills and techniques and organisational practices to influence customers and meet business needs in a sales environment.

6 - 9 months

New Zealand Certificate in Sales Level 3

- » Provides competent employees who can work in entry-level positions in the sales sector
- » For those who are working in entry-level positions using sales skills, that will support their career opportunities across a range of organisations in the sales sector
- » Establishes standards of professional practice for sales skills that can provide customers with confidence in the service they receive.

- » Develop business relationships based on an understanding of the core principles of sales, individual buyer behaviour and target markets.
- » Apply the stages of a sales process, including documentation and administrative processes.
- » Apply negotiation strategies to sales situations.
- » Use communication skills and techniques and organisational practices to influence customers and meet business needs in a sales environment.

12 months

Workplace Health and Safety Practice

Workplace health and safety learning includes general health and safety improvements, through to the development of management and systems development.

These qualifications are designed to have the flexibility to be adapted to your industry and the health and safety risks within your business.

With the new health and safety legislation in place, these qualifications help you validate your commitment to your responsibilities under the Health and Safety at Work Act 2015.

What's in it for your business?

Workplace health and safety is about giving your people the key knowledge, skills and attributes they need to reduce the incidents of accident and injury in your workplace.

Because your people train on-the-job, the theoretical knowledge they gain can be immediately applied to systems and processes.

Workplace-based health and safety qualifications deliver increased understanding at every level of your organisation, and gives you the tools you need to keep levies low and your people safe.

Microlearning

Our new health and safety Microlearning programme is a short online course for people who struggle to take time away from work for training. It's a great refresher for those familiar with health and safety, but could also be used to help organisations demonstrate compliance training or could become part of the induction process for new staff.

It covers Unit Standard 497 titled 'Demonstrate knowledge of workplace health and safety requirements' and ensures people comply with the Health and Safety at Work Act.

The course is delivered online through Canvas eLearning so it can be accessed anytime, anywhere.

www.competenz.org.nz/microlearning



Learning outcomes

Level and qualification

Overview

Learning outcome

Approximate duration

New Zealand Certificate in Workplace Health and Safety Practice Level 3

Provides foundation health and safety skills and knowledge to meet workplace health and safety requirements.

Graduates may also be able to apply these skills under limited supervision in roles across a wide range of fields.

This qualification is intended for people who are intending to work, or working within a New Zealand workplace.

- » Apply knowledge of legislative requirements, and workplace health and safety practices to the general workplace environment
- » Apply the requirements for workplace health and safety communication to a job role
- » Apply the principles of health and safety risk assessment to a job role
- » Demonstrate awareness of the benefits of good workplace health and safety practices on themselves, their families, their place of work and wider community.

5-12 months

New Zealand Certificate in Workplace Health and Safety Practice Level 4

Provides workplaces with people that have the skills and knowledge to promote and monitor health and safety practices and procedures, and a positive health and safety culture in the workplace.

For those intending to have a workplace health and safety function as part of their primary job role.

- » Implement, supervise, monitor, and communicate organisational and job-specific health and safety requirements and practices, for a team in the workplace
- » Utilise leadership skills to promote the benefits of good workplace health and safety practices and a proactive health and safety culture within a team
- » Apply knowledge of health and safety risk analyses and mitigation strategies for a team in the workplace
- » Recognise the impact of work-related ill health and injuries on a specific business operation and the wider industry.

5 -12 months

Taking on a learner



Work-based learning – schools, pre-trades and learner recruitment

Schools

It's important to develop a partnership that gives clear expectations and benefits to your business, the student and the school. There are lots of ways you can work with schools and learners, and we can help you to do this.

A few ways are:

- » Gateway programme – a 10-day work experience programme where learning is based around industry standards
- » Integrate work-based learning programmes – student/s spend 1-2 days a week in your business over a school term or part-year. These longer programmes provide a balanced experience for the student to develop skills, understanding and a sense of belonging, and should complement the subjects they are studying in school
- » Workplace tours for small groups, virtual tours, and hosting teachers on work sites
- » Mentoring students
- » Career conversations – be a guest speaker to a group of students at their school
- » Speedmeet events – short conversations with young people who are preparing to leave school.

What are the benefits of connecting with schools

- » Proactive recruitment at a grassroots level by connecting to your local talent pool
- » Build a relationship with a student, assess their capability and potential over a meaningful period of time
- » Assess your business's readiness to take on an apprentice
- » Support your student from the start to do things that meet your expectations on-the-job
- » Give back to your industry and pass on your knowledge and experience to the next generation.

You may choose to offer work placements as part of your social responsibility if you are a larger business, and to improve your corporate brand.

Many businesses offer work placements that reflect their business needs. For example, the need for an apprentice in the future.

Most secondary schools are open to developing partnerships with industry and employers, that create opportunities for their students and community and anything is possible with a flexible NCEA qualification. The majority of secondary schools in Aotearoa have vocational pathway programmes or trade.

Recruitment

Competenz offers a job matching and recruitment service to help you find the right talent for your business.

How to get involved:

- » To start, advertise your entry-level and apprentice roles with Competenz on our online job board to capture jobseekers throughout the country. You can do this by registering your vacancy at competenz.org.nz/list-a-job.
- » Competenz contacts you to confirm the job details
- » Competenz uploads your job to the online job board
- » Jobseekers interested in your industry view and apply for roles via the online job board. We also comb our database of jobseekers across New Zealand.
- » Competenz completes a basic job match and identifies a maximum of three jobseekers suited to your role
- » Competenz coordinates interviews for you with jobseekers
- » Competenz completes one verbal reference check
- » Competenz follows up with the successful jobseeker and employer in the first 90 days.

**For more information contact us on 0800 526 1800
recruitmentsolutions@competenz.org.nz or
schools@competenz.org.nz**

Glossary

Assessment

Through observing the learner on-the-job and reviewing the evidence to decide whether a learner has reached the competency needed for that particular level.

Assessment of Prior Learning (APL)

Also known as recognition of prior learning (RPL) this is a process that involves formal assessment of a learner's relevant and current knowledge and skills (gained through prior learning). This is to determine achievement of learning outcomes of a qualification for the purpose of awarding credit towards that qualification. APL does not include credit recognition and transfer.

Assessor

The person who reviews a learner's assessment and ensures there is enough evidence to judge them 'competent'.

Competitive Systems and Practices (CSP)

A suite of qualifications designed to give people within your organisation the skills and knowledge they need to devise and implement more productive and competitive methods of working.

Industry Training Organisation (ITO)

An organisation like Competenz, recognised under the New Zealand Industry Training Act 1992, and responsible for facilitating workplace training in an industry or group of industries. ITOs work with industries to set skill standards that are recognised by the New Zealand Qualifications Authority (NZQA). They also manage industry training to help apprentices and other learners meet these skill standards.

Key Performance Indicator (KPIs)

A measurable value that demonstrates how effectively a company or an employee is achieving key business objectives.

Literacy, Language and Numeracy testing (LLN)

An assessment of all learners enrolled in a level one or level two qualification at the start and at the completion of their enrolment, using Literacy and Numeracy for Adults Assessment Tool (LNAAT) assessment tool, to identify their literacy and numeracy needs.

New Zealand Apprenticeship

A formal, work-based training programme that leads to careers in a range of vocations.

New Zealand Qualifications Authority (NZQA)

The government agency that manages New Zealand's national qualifications.

New Zealand Qualifications Framework (NZQF)

A list of all New Zealand's official qualifications, managed by the New Zealand Qualifications Authority.

Standard Operating Procedures (SOP)

A set of documented step-by-step instructions compiled by an organisation to help workers carry out routine operations.

Training Agreement (TA)

A formal arrangement between Competenz, the employer and the employee/learner. Every New Zealand Apprenticeship or Traineeship must have a training agreement.

Unit Standard

A set of skills or knowledge someone needs to be assessed against to be competent. All unit standards are set a specific level and worth a number of credits. They have numbers assigned to them.

Notes

Talk to us about growing your business, people and skills

**0800 526 1800
info@competenz.org.nz
competenz.org.nz**

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