

# ***GROWING YOUR BUSINESS***



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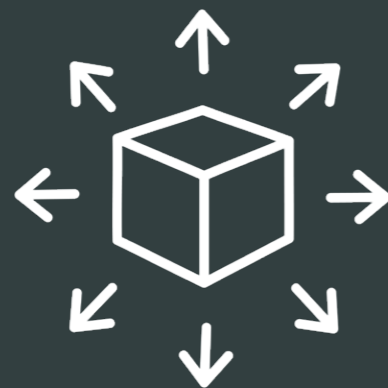
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**World class  
skills for  
New Zealand  
industry.**



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

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## Grow your people

### Earning power

Research by economic think-tank Business and Economic Research Limited (BERL) 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.

### Industry training punches above its weight

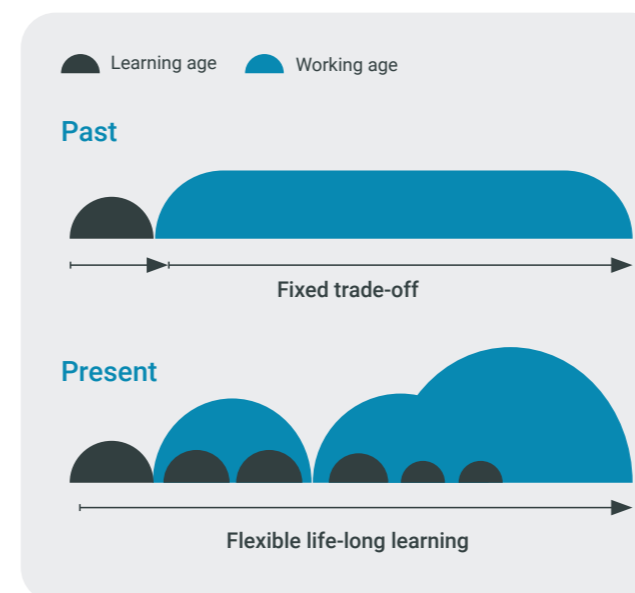
As we face the ongoing impacts of, skills shortages and a changing world of work, it is important to recognise the significance of industry training in growing and shaping our economy.

New Zealand's industries are experiencing significant skills gaps, leading to talent shortages and ongoing challenges for businesses in finding and retaining skilled employees experience. Recent research has shown 71% of businesses are looking at training and upskilling to combat current skills shortages.\*

We hope you enjoy this guide.

\*Employers and Manufacturers Association (EMA) Skills Shortage Survey 2023

## From concrete ability to growing new strengths



Successful businesses are those that adopt a training strategy to keep up with continuous change. It's about learning to adapt and moving from 'set and forget' education to ongoing learning.

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## Industries we support

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### Mechanical engineering

General engineering  
Machining  
Fitting and machining  
Maintenance  
Toolmaking  
Metal forming and casting  
Dairy systems  
Locksmithing

### Fabrication

Light fabrication  
Heavy fabrication  
Steel construction

### HVAC-R

Refrigeration and air conditioning  
Air conditioning installation  
Mechanical building services

### Fire

Fire protection

### Manufacturing

Furniture  
General manufacturing  
Plastics  
Wood manufacturing  
Wood panels

### Print, packaging and signmaking Packaging

Print  
Signmaking

### Food and beverage

Baking  
Food and beverage processing

### Transport

Rail

### Distribution

Distribution

### Business growth

Business (leadership)  
Workplace health and safety  
Competitive systems and practices

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## Grow your business with skills for industry

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### Building skills, careers and business

At Competenz, we help businesses train and upskill staff through on-the-job qualifications. We work across 30+ industries in New Zealand, providing practical training solutions and apprenticeship programmes designed to fit the needs of your business.

We make training simple, structured, and effective, supporting you to build capability in your team..

### Is on-the-job learning the answer?

Across New Zealand, industries are facing growing workforce challenges – an ageing workforce, skills shortages, rapid technology change, and a mismatch between graduate outcomes and what industry actually needs. Attracting and retaining skilled workers is becoming harder, and no industry is immune.

### On-the-job learning is part of the solution.

It gives your business immediate access to skills development while building capability directly in your workplace. When you work with Competenz, you gain access to industry-recognised qualifications, funding support, and training designed around real work.

### Why it works for employers:

- Learn on the job – employees develop skills while contributing to your business.
- Training in your workplace – learning uses your equipment, systems and processes.
- Industry-recognised skills – qualifications that meet current industry standards.
- Faster pathways – existing skills and experience can be assessed and credited to accelerate learning and qualifications.

With deep industry knowledge, Competenz helps you grow the skilled workforce your business needs – now and into the future.

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

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## Why on-the-job learning?

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

**Productivity:** Enhanced on-the-job effectiveness

**Quality:** Improved work delivery and quality control

**Engagement:** Increased staff involvement for better outcomes

**Retention:** Boosted staff attraction, loyalty, and retention

**Innovation:** Increased innovation in product development and delivery

**Revenue:** Elevated revenue through efficiency gains

**Profitability:** Increased profitability through enhanced efficiency.

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## We work with...

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**3,500+ Companies**

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

**11,000+ Learners**

Competenz works with more than 11,000 learners throughout New Zealand



# How learning happens with us

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

## 1

### Provider-driven

We assist you in securing an appropriate training provider to deliver your tailored on-the-job learning programme (and any on-campus or online 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 as well as learner outcomes.

## 2

### 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.

## 3

### 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 and learner and Competenz. 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 on-campus 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 scan the QR code.



# Traineeships explained

Traineeships are a formal arrangement between an employer, employee/learner and Competenz. Traineeships are shorter than apprenticeships – typically between 6-18 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, visit [competenz.org.nz/employers/traineeships](https://competenz.org.nz/employers/traineeships).

### Business growth traineeships

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

- 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:

- General manufacturing
- Food and beverage processing
- Distribution.

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

- Engineering
- Food and beverage manufacturing
- Print, packaging and signmaking
- General manufacturing

Both apprenticeships and traineeships require commitment from the employer and learner to gain the qualification in the recommended timeframe.



## 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 the 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

## Griffin's successful recipe for producing great people

For over 150 years, New Zealanders have been enjoying Griffin's 'bikkies'. Founder John Griffin and his team created a culture of continual improvement back then, and today it is as strong as ever. Proud to produce a continuous and innovative range of biscuits, crackers, chips and nutty bars, Griffin's also invests heavily in continually upskilling their staff.

Olga Duncan is Training and Development Advisor - Supply Chain and Operations, working across both Griffin's manufacturing plants in South Auckland. With around 700 staff nationally, Olga says that, like many businesses today, hiring staff is one of the biggest challenges they face.

A company-wide commitment to developing staff has benefitted the business over the years, particularly in the engagement and retention of their staff, but also the number of staff actively wanting to step up and apply for other internal roles.

Over twenty years ago, the company first implemented a staff training programme that offered a formalised career pathway. Partnering with Competenz, they have seen nearly 900 programmes completed by staff in that time. Programmes range from traineeships to apprenticeships, with the majority being in Food or Beverage Processing, but also New Zealand Certificates in business-related qualifications and mechanical engineering.

Once on-board, new recruits can expect a formalised plan to further their knowledge and job competency. New machine operators initially undertake a 3-4 month Limited Credit Programme in Food or Beverage Processing

before progressing to level 2 and 3.

The Griffin's Snacks Training Team deliver many of their training programmes in-house and is a registered Competenz Workplace Assessor, with the ability to assess a broad range of qualifications.

Olga says the training is tailored and reviewed regularly by Griffin's and Competenz, ensuring it is always relevant.

**"Many of the assessments are directly related to their real work and take place using the machinery they would use at their workstations – the familiar environment helps to create meaningful learning connections."**

"We try to engage the staff right from the start, and we work hard to create a supportive culture to help them complete their training."

As well as staff gaining knowledge and qualifications, the company has seen an increase in staff confidence where they will apply for higher roles and actively inquire about other development opportunities available to them.

Competenz Account Manager Bill Fisher has worked with Griffin's for over ten years. He has been impressed by the manufacturer's commitment to continuous improvement of their inhouse training.

"The Griffin's Snacks workplace assessor and training team have an incredible assessment scope across many qualifications and have written training and assessment material closely aligned to the business."

"The training team is very focused and over the past five years has added a framework around their

internal training to produce many successful outcomes for their learners," said Bill.

With 54 active enrolments from a wide range of ages and nationalities, Bill says he and Griffin's Snacks training communicate almost daily to process enrolments and completions, and to provide ongoing technical support. During the COVID-19 period, when no visitors were allowed on-site at Griffin's, Bill and Training Team developed an excellent online working relationship. They both found it so efficient that online meetings have continued.

Olga's background has been working with large companies specialising in quality assurance and lean manufacturing, underpinned with training programmes. In her current role, Olga says she enjoys being part of a team where the company culture is focused on supporting the development of their people.

"It is so rewarding to be part of people's learning journeys."

Interested in an apprenticeship or investing in skills development? We can help you to get started.



# Why train with us?

- ✓ **Nationally-recognised qualifications**
- ✓ **Deliver learning outcomes**
- ✓ **Tailored training plans**
- ✓ **Flexible pathways**
- ✓ **Literacy and numeracy support**

**We've developed our qualifications and programmes with industry input so that 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 on-campus or online training, if required
- Assessing (or arranging assessments)
- Moderating assessments (so they are fair, valid and consistent nationwide)
- Registering learner success with the NZQA.

## **Tailored training plans**

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

## **Flexible pathways**

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

## **Literacy and numeracy support**

Support is available for employees who may need help with reading, writing, numeracy or measurement skills.

When these challenges go unaddressed, they can impact both employees and businesses – leading to increased accident risks, missed deadlines, errors, wastage, and higher staff turnover. Supporting your people to build these skills helps create a safer, more capable and productive workforce.

Identifying literacy and numeracy gaps can sometimes be difficult. With the right guidance, however, these needs can be recognised and addressed early.

Your Competenz training advisor or account manager can help you understand the support options available.

Where literacy, language and numeracy (LLN) assessment is needed, we can connect you with appropriate training providers – including government-funded options – to ensure employees receive the support they need to succeed.

# Traineeships learning guide

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

# 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 team will develop their in-store operations skills 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.

An on-the-job distribution qualification delivers increased productivity and health and safety awareness while complementing and maintaining your people's core skills.



## Learning outcomes

### Level and qualification

### New Zealand Certificate in Distribution Optional strand in Mechanised Goods Handling (Level 3)

### Overview

Gain the knowledge and operational skills required to safely operate as a distribution operator in warehousing, distribution and supply.

Able to operate at an entry-level under limited supervision.

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.

### Learning outcomes

- 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.

Graduates of the Mechanised Goods Handling strand will also be able to:

- Use mechanised goods handling machinery and equipment in a distribution environment
- Safely and efficiently use a forklift.

### Approximate duration

9-13 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 work-based, your people learn exactly what's needed to fulfil their functions expertly, within your business.

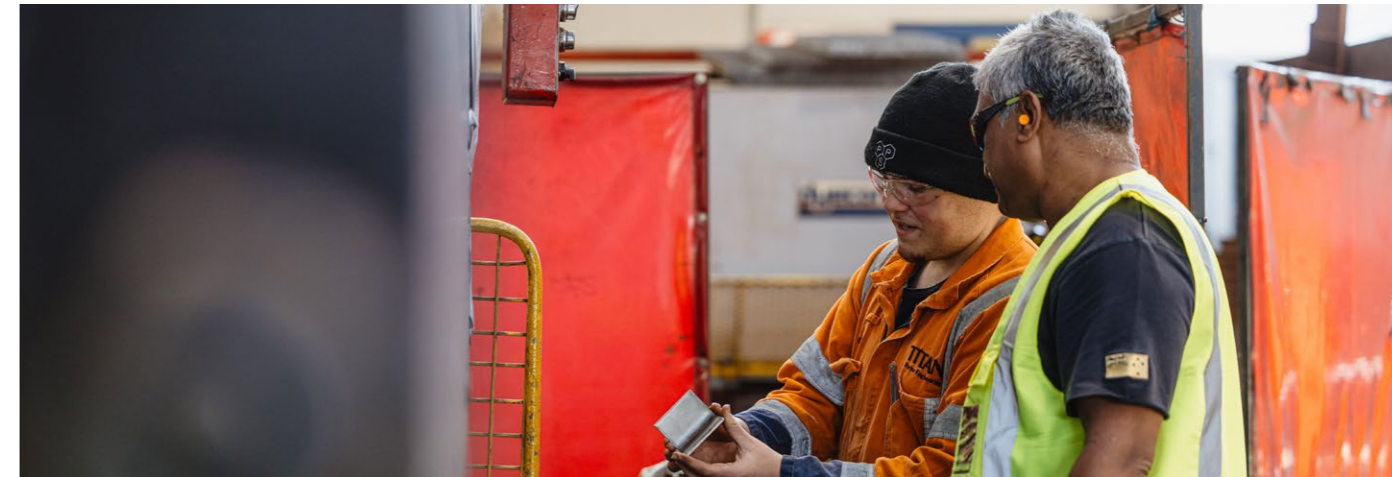
On-the-job food and beverage processing qualifications provide increased quality and productivity while complementing and maintaining your people's core skills.



## Learning outcomes

Level and qualification	Overview	Learning outcomes	Approximate duration
<p><b>New Zealand Certificate in Food or Beverage Processing</b></p> <p><b>(Level 2)</b></p>	<p>For entry-level workers; meet the standards required to perform the function of their role.</p>	<ul style="list-style-type: none"> <li>Apply awareness of workplace processes</li> <li>Meet basic workplace health and safety requirements</li> <li>Apply quality standards</li> <li>Carry out entry-level tasks in a manufacturing operation.</li> </ul>	<p>5-12 months</p>
<p><b>New Zealand Certificate in Food or Beverage Processing</b></p> <p><b>(Level 3)</b></p>	<p>For experienced workers; ensure product quality and meet expected standards.</p>	<ul style="list-style-type: none"> <li>Assess and manage health, safety, and hygiene risks</li> <li>Ensure product quality</li> <li>Meet organisational and customer requirements.</li> </ul>	<p>6-12 months</p>

# General manufacturing



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

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 while also 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 their capability, from technical support to operations management, to deliver sustainable growth for your business.

On-the-job 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
<b>New Zealand Certificate in Manufacturing</b>  <b>(Level 2)</b>	For entry-level workers; meet the standards required to perform the function of their role.	<ul style="list-style-type: none"> <li>Apply awareness of workplace processes</li> <li>Meet basic workplace health and safety requirements</li> <li>Carry out entry-level tasks in a manufacturing operation.</li> </ul>	6-12 months
<b>New Zealand Certificate in Manufacturing</b> <b>Optional strand in Productivity Improvement</b>  <b>(Level 3)</b>	For experienced workers; ensure product quality (potentially including productivity improvements).	<ul style="list-style-type: none"> <li>Understand and contribute to a safe working environment</li> <li>Ensure product quality</li> <li>Meet organisational and customer requirements.</li> </ul> <p>Graduates who complete the optional strand will be able to:</p> <ul style="list-style-type: none"> <li>Contribute to productivity improvement in a manufacturing environment.</li> </ul>	6-12 months
<b>New Zealand Certificate in Manufacturing</b>  <b>(Level 4)</b>	For skilled individuals in senior operational roles; more effectively manage operational issues.	<ul style="list-style-type: none"> <li>Effectively handle operational issues</li> <li>Coordinate stages of a manufacturing operation</li> <li>Expertly work with equipment in a manufacturing environment.</li> </ul>	12-18 months
<b>New Zealand Certificate in Manufacturing</b>  <b>(Level 5)</b>	For experienced individuals in leadership roles; identify and manage key performance indicators (KPIs), improve productivity and quality outcomes.	<ul style="list-style-type: none"> <li>Manage adherence to compliance standards</li> <li>Apply quality assurance to improve end-product quality</li> <li>Achieve and improve KPIs</li> <li>Troubleshoot and resolve production issues at the process level</li> <li>Deliver measurable improvement to productivity and quality.</li> </ul>	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, including current and future team leaders, as well as managers who may have had little or no formal training in the past.

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.

On-the-job 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

## New Zealand 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

## New Zealand 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

# 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.

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 accidents and injuries in your workplace.

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

On-the-job 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.



## Learning outcomes

Level and qualification	Overview	Learning outcome	Approximate duration
<p><b>New Zealand Certificate in Workplace Health and Safety Practice</b></p> <p><b>(Level 3)</b></p>	<p>Provides foundation health and safety skills and knowledge to meet workplace health and safety requirements.</p> <p>Graduates may also be able to apply these skills under limited supervision in roles across a wide range of fields.</p> <p>This qualification is intended for people who are intending to work, or working within a New Zealand workplace.</p>	<ul style="list-style-type: none"> <li>Apply knowledge of legislative requirements, duties and obligations of health and safety to a job role in the workplace.</li> <li>Apply workplace health and safety practices to contribute to health and safety in the workplace.</li> <li>Communicate workplace health and safety practices and their wider benefits to the New Zealand workplace.</li> <li>Apply the principles of health and safety risk assessment, including hazard identification and mitigation measures, to a job role.</li> </ul>	5-12 months
<p><b>New Zealand Certificate in Workplace Health and Safety Practice</b></p> <p><b>(Level 4)</b></p>	<p>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.</p> <p>For those who have a workplace health and safety function as part of their primary job role.</p>	<ul style="list-style-type: none"> <li>Implement, supervise, monitor, and communicate legislative, industry, organisational and job specific health and safety requirements and systems, within a team in the workplace.</li> <li>Utilise leadership and communication skills to promote a proactive health and safety culture within a team in the New Zealand workplace.</li> <li>Implement health and safety risk management processes, including hazard identification and mitigation measures, for a team in the workplace.</li> <li>Explain the impact of work-related ill health and injuries on a specific business operation and the wider industry, and recommend improvements for a team in the workplace.</li> </ul>	7-12 months



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We help Kiwi industry grow skills, careers and businesses.

For more information  
[competenz.org.nz/contact-us](https://competenz.org.nz/contact-us)