

LEARNER GUIDE





Details

Learner
Name:
Training advisor/account manager
Name:
Mobile:
Email:
Supervisor/verifier
Name:
Mobile:
Email:
Qualification
Date start:
Expected end date:
Programme
Name:
Duration:
Credit:
Notes



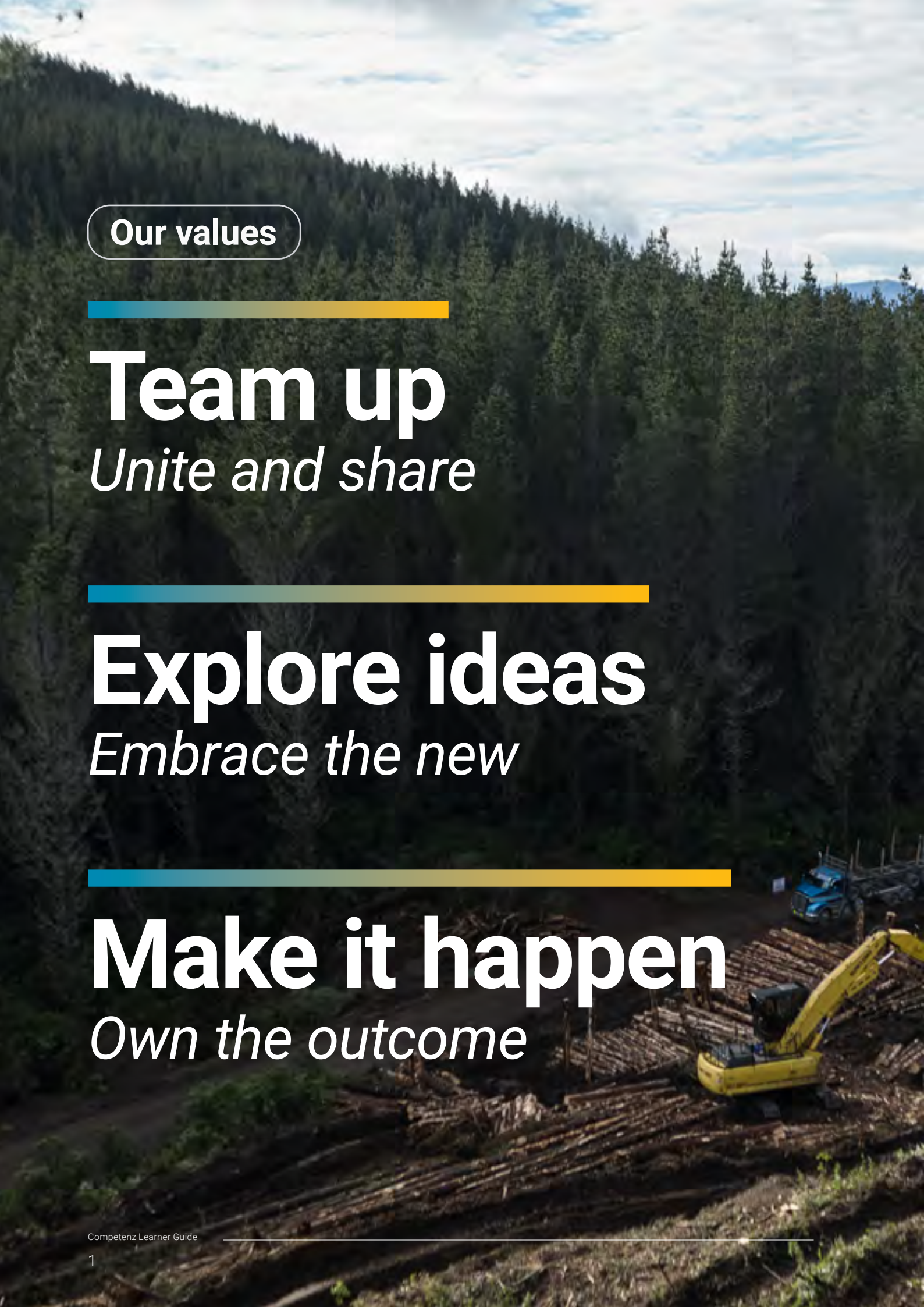
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A black and white photograph of two people wearing hard hats and safety gear, looking upwards in a forest. The person in the foreground is a man, and the person in the background is a woman. They are both looking towards the upper right. The background is a dense forest with sunlight filtering through the trees.

WORLD CLASS SKILLS FOR NEW ZEALAND INDUSTRY

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



Our values

Team up
Unite and share

Explore ideas
Embrace the new

Make it happen
Own the outcome

Welcome

Congratulations on starting your training with Competenz!

By enrolling in your training programme, you're launching a career in an exciting and dynamic industry. As workplaces continue to evolve with new technologies and practices, your skills and ideas will shape how we operate in the future.

Your training programme ensures you have access to all the assistance you need. Our job is to help you learn and succeed.

This guide provides useful tips on how and where to access the right information to support you through your qualification. Please read it carefully before you begin completing your assessments.

Welcome aboard! We wish you well in your studies and encourage you to make the most of this opportunity.

From the team at Competenz.

A man wearing safety glasses and a work jacket stands in a workshop, pointing towards a large, complex industrial machine. The machine features a large circular component with various markings, including "447 Down", "180°", "135°", and "15". The background shows a typical industrial setting with a clock, a fan, and a door labeled "OFFICE".

GENERAL INFORMATION

Who are Competenz

Competenz is one of New Zealand's industry training organisations, dedicated to building skills, careers, and businesses across the country.

Each year, we collaborate with over 3,500 companies and 6,500 learners across 30+ industries nationwide. Most learning happens on-the-job, in partnership with employers, apprentices, schools, training providers and assessors.

We work with...

3,500

Employer partners

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

6,500

Active learners

Competenz works with more than 6,500 learners throughout New Zealand

Follow us here...

Stay in the loop with the latest news and updates from Competenz by following us on social media. It's a great way to find helpful resources, see stories from fellow apprentices, and keep up with what's happening in your industry.

Scan or click the QR below.



Facebook



Instagram



LinkedIn

What you can expect as a Competenz learner

Most of your learning will happen on the job, allowing you to gain hands-on experience while working alongside skilled industry professionals.

You'll complete assessments using workbooks, either in printed or online format, through our learning platform Canvas or via printed assessments. To stay on track, you'll need to set aside regular time throughout the year to complete unit standards.

Your Competenz training advisor or account manager will support you throughout your training. They'll work closely with your supervisor to help you build the skills you need and keep your training progressing smoothly. Where applicable, they may also guide you through an initial onboarding process to help you understand your training plan, assessment requirements, learning resources, and available support services.

If you have questions or need support, help is always available — whether from your employer or your Competenz contact.



Getting qualified

Your training plan has been put together by you, your Competenz training advisor or account manager and employer. It's the roadmap for your training programme and is designed using a blended learning model – this means there's a variety of learning resources and assessment methods.

Your training plan shows the compulsory and elective units chosen to match your work environment.

The order you do your learning in is essential as it ensures you build the right knowledge and skills at the right time.

You'll need to understand the basics before attempting more advanced assessments. This also ensures you have the appropriate health and safety knowledge before completing practical units.

Make sure to follow your training plan to stay on track. If you're ever unsure which assessments you need to complete or when they're due, reach out for guidance.

Entry requirements

You must be employed or engaged in a structured workplace environment that supports you to achieve the programme outcomes.

You need a sufficient level of literacy, numeracy and English language skills to read and understand workplace documents, carry out required calculations, and complete assessment tasks.

Your programme may also have additional entry requirements, which will be explained by your Competenz training advisor or account manager.



A photograph of two men in a factory or industrial setting. The man on the left is wearing a dark baseball cap and a light-colored work jacket. The man on the right is wearing glasses, large black headphones, and a dark long-sleeved shirt with 'PAOT' and 'POWER' visible on it. They are both looking down at a document or set of plans they are holding together. The background shows industrial machinery, including a large machine with the number '6518' and a 'MAC DIE' label. The image has a yellow and blue color overlay.

YOUR TRAINING AGREEMENT

What is a Training Agreement?

A training agreement is a formal three-way agreement between you (the learner), your employer, and Competenz. It outlines the roles, responsibilities, and expectations of each party when starting a training programme that leads to a recognised qualification.

Your status as a learner

To continue to learn through on-the-job training with Competenz, you must stay employed in the industry you're training in.

- **Tell us if your role changes**, your employer changes, or you leave your job. We will work with you to support the transition and make any changes to your enrolment as smooth as possible.
- **Let us know** if you start training with another provider or receive other government funding for training, as this may affect your eligibility to train through Competenz.
- **If you are a self-employed contractor**, you must have an arrangement with an organisation that functions like an employment relationship and can provide the training and assessment required for your programme.

Keeping your contact details updated

It's important to keep your workplace and personal contact details up to date.

Let your training advisor or account manager know of any changes or call **0800 526 1800** to update your information.



Recognition of prior learning (RPL)

If you've already gained relevant skills or knowledge through work or past study, you may be able to have that learning formally recognised. This could mean you don't need to complete some parts of your training again. The RPL process is not funded and is offered as a user-pays service.



Work visa

If you're working in New Zealand on a work visa, your visa must be valid for the full length of your training programme. If your visa does not cover the entire duration, you will not be able to enrol.

If you hold an Accredited Employer Work Visa (AEWV), you must be employed by an accredited employer, and your visa must remain valid for the duration of your training. Any changes to your visa or employment must be reported to Competenz so we can support your training and ensure your enrolment and funding remain valid.

Your training advisor or account manager will check that your visa meets these requirements when you sign your training agreement, and Competenz will continue to monitor its validity while you're in training.

If your visa is due to expire during your programme, talk to your employer and training advisor or account manager early so you can plan ahead and avoid any disruptions.



FEES



What your fees cover

You are not required to pay fees directly for programmes or micro-credentials. Any costs associated with training are arranged with and covered by your employer.

These costs may include:

- Training delivery
- Assessments
- Courses
- Learning materials

If there are any changes to this arrangement in the future, you will be informed with updated guidance.

If you withdraw from a programme or micro-credential, Competenz will liaise with your employer in regards to any refund of costs, where applicable.

A photograph of two technicians in safety vests working on a large, grey outdoor HVAC unit. One technician is kneeling and working on the internal wiring, while the other stands nearby. The unit has a control panel with a gauge and various labels. The background shows a cloudy sky and a building.

UNDERSTANDING YOUR TRAINING AND ASSESSMENT PROCESS

Understanding your training and assessment process

On-the-job learning has a practical focus, supported by study to back it up. Theory components of the programme are delivered and assessed either online or through printed materials

Your Competenz training advisor or account manager is your support person and may also act as your on-job assessor.

Some programmes may also include off-job training, such as block courses or classroom based training delivered by a training provider. These sessions support the development of knowledge and skills required to achieve the programme outcomes.

Your employer or supervisor is your trainer

If a verifier is needed for an assessment, your training advisor or account manager will organise someone suitable. This person will have the right skills and knowledge to confirm your work and may observe you completing tasks on the job. They will provide verification to the assessor, and the assessor will make the final decision about your overall competency.

Ongoing support during your training

Throughout your training, you'll receive regular support from Competenz. Depending on your programme, you'll work with a Competenz training advisor or account manager, who will support both you and your employer and help keep your training on track through regular workplace visits.

During these visits, they will:

- Review your goals and progress since the last visit
- Help set goals for the next stage of your training
- Discuss evidence needed for upcoming standards
- Answer any questions you may have
- Share important information or updates
- Provide a visit report for you and your employer so everyone is aligned.

Your training advisor or account manager is also available by phone or email during business hours to provide guidance and support.

On-job assessment

An assessor is the overall decision-maker about whether you are competent at the tasks required for your training. They will work closely with your employer/verifier to plan how the assessment process will work (who, what, where, when) and the quality, type and amount of evidence that will be required for assessment).

Many of the on-job units will require that you gather supporting evidence as well as complete an observation or task sheet. This is to show that you have the skills necessary to be assessed as competent for that unit standard.

Your assessor may be a Competenz assessor, a workplace assessor, or an assessor at a training provider delivering off-job learning. All assessors are trained for their role and registered with Competenz.



ASSESSMENTS

Assessments

Some assessments test your knowledge through a series of questions, similar to a quiz. Others require you to complete or be observed doing a task. Sometimes they're a combination of both. To find out what you need to do, read your assessment instructions and questions carefully. If you're required to complete a task or be observed doing practical work, it will need to be checked by someone in your workplace who has the authority to confirm you've finished it according to the assessment instructions.

This is called verification. These assessments have clear instructions about what you need to do and the evidence that must be recorded to prove you have passed successfully. There is also a form that must be signed too.

Assessment feedback

The assessor will clearly state which questions were not answered correctly, will provide feedback and guidance and direct you where to go for more information. Please read all feedback carefully and only address the questions indicated by the assessor. **You do not need to change the entire assessment.**

Online Learning

For programmes that use our eLearning platform Canvas - you will receive an initial email explaining how to log in. Assessments for your Units will be released gradually as you progress through the qualification. Once the unit is achieved, it will be archived. This means it's still there when you need it, but it won't get in the way of your outstanding units.

If your programme does not use Canvas, assessments will be provided through printed resources or other learning materials specific to your programme.



**We have a 'Getting Started with Canvas' course available.
Click or scan the QR code to access Canvas Help.**

If you have any questions about using Canvas, please contact your training advisor or account manager first. If they are unavailable, you can email canvas.lms@competenz.org.nz

Standard pre-requisites and co-requisite

A pre-requisite is a standard that must be completed before you can start another standard. This ensures you have the necessary knowledge and skills to succeed to your next standards.

Example:

If standard A is a pre-requisite for standard B, you must complete standard A before you can begin standard B.

A co-requisite is a standard that must be completed at the same time as another standard. Co-requisite standards are designed to be studied together because they complement each other.

Example:

If standard C is a co-requisite for standard D, you must complete both standards together.

Submitting an assessment

Submitting an online assessment

Before you submit an assessment, make sure you've attempted to answer all the questions. Where an assessment is made up of both machine and assessor marked questions you will receive your computer-scored responses first. Assessments will be marked within ten working days.

All questions must be answered correctly before you are marked 'competent' and therefore pass that unit standard.

Submitting a paper-based assessment

Once you have completed your on-job assessment, you will need to send it to your training advisor or account manager. Please contact them to discuss the best way to submit it, such as during a workplace visit, by email, or by sending a scanned copy.

The assessment will be sent to the assessor for marking. Any feedback will be shared with you through your training advisor or account manager.

Assessment resubmissions

After you submit an assessment, your assessor will review your work and provide feedback. Based on this feedback, you may be asked to resubmit your assessment to address the points raised.

Resubmissions may involve a few or several changes, depending on the feedback. You will use the same assessment task and make the corrections identified by the assessor. Feedback is general guidance, so your work remains your own. Resubmissions must be completed within the timeframe given to ensure the evidence is genuine.

A photograph of two men in a printing plant. The man on the left is smiling and looking at a printed strip held by the man on the right. The man on the right is wearing glasses and a Brisbane Broncos t-shirt. In the background, there is a large Heidelberg Speedmaster printing press. The image has a blue and yellow color gradient overlay.

**COMPLETING
YOUR PROGRAMME**

How long will your programme take?

Every training programme has a set duration, measured in months. This duration represents the time you are enrolled in the programme, and it's important to complete your training within this period. Your training advisor or account manager will go over these details with you.

On completion, your qualification will be registered with NZQA and you will receive your certificate.

Progression through your programme

To achieve your qualification, you will need to plan and consider your work and learning requirements. When you first get your learning material and assessment evidence requirements, use a calendar to get a good study plan in place.

Include in your plan:

- Your programme and course start and end dates
- The assessment due dates. If you can't find them, contact your training advisor or account manager
- Dates for any workshops (if your course has them)
- Also include events that are important to you, such as time off work, birthdays, school holidays, and family or community commitments.

Stick to your plan, because if you let your study and assessment evidence pile up, it can become overwhelming.

If something comes up or you fall behind during your course, let your training advisor or account manager know. They're here to help and are likely to have ideas on what you could do to help you catch up.

You will need to show progress to stay enrolled

When you enrol into a programme, you are expected to complete unit standards on a regular basis. If you are not progressing as required, your training advisor or account manager will discuss this with you and your employer. Clear goals will be set for you to continue in the programme.

Support to help you succeed

If you are not progressing as expected or are identified as being off track in your studies, we are here to support you. You may be placed on a tailored intervention plan designed to help you get back on track and achieve your learning goals.

This plan will be developed collaboratively between you, your employer, and Competenz to ensure the right support is in place. It may include additional academic support, wellbeing support, regular check-ins, and agreed actions to address any challenges you may be facing.

You will be actively involved in shaping the plan, and we will work together to ensure it is practical, achievable, and supports your success. Our focus is to provide early support and guidance to help you re-engage with your learning and successfully complete your programme.

Certificates

You will receive a printed certificate once you complete your qualification. It may be given to you directly or couriered to your workplace.

How do I get a reprint of my certificate?

If your certificate is lost or damaged you can apply for a reprint, please send us an email at support@competenz.org.nz.

Please note that there is a cost involved for certificate reprints.

Scan or click the QR below.



Certificate FAQs

Withdrawals and transfers

How to withdraw

You can withdraw from your programme if your personal circumstances change. Please speak with your training advisor or account manager to discuss your reasons for withdrawing. Withdrawing is considered a last resort, there may be ways we can support you to continue, such as providing extra help or temporarily putting your training on hold.

Arranging a transfer between programmes

A transfer may be considered if your circumstances change or if there are changes to the programme. Your training advisor or account manager will discuss the available options with you and your employer and advise on what may be possible based on the circumstances.





YOUR LEARNING



Looking after our learners

At Competenz, we follow the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, which is a set of rules designed to ensure that all students, both domestic and non-domestic, receive proper support and care throughout their studies.

This means we make sure you have access to the help you need, that you feel safe, and that your rights are protected while you learn with us. By following this Code we make sure you get the best possible experience, with high standards of care and support every step of the way.

Scan or click the QR below.



The Code for learners: NZQA

Wellbeing support services available:

- Mental Health Services
- Financial Literacy
- Whānau Engagement
- Vitae Counselling

Finding support

Our team is here to support you through your learning journey. If you have a question or are unsure of something, just ask. No question is too small, and nothing is a bother - helping you is what we're here to do!

Who to go to for help

- Manager/supervisor
- Competenz training advisor or account manager
- Competenz Canvas support - canvaslms@competenz.org.nz
- Competenz phone support - **0800 526 1800** (choose option 3 for customer support)
- Competenz Learner support - learnersupport@competenz.org.nz



Language, literacy, and numeracy support

We're here to make sure learning is accessible to everyone. Whether you need help with reading, writing, maths, or English as a second language (ESOL), we've got you covered through partnerships with expert tutors and providers.

How we can support you:

- Assessments to identify the support you need
- Tailored learning solutions designed for you
- One-on-one or group support to fit your schedule.

If you're new to the workforce, struggling to keep up, or finding it hard to manage reading, writing, maths, or learning challenges like dyslexia, we're here to help.

We also offer a range of online tools—just talk to your training advisor or account manager to get started.

Email learnersupport@competenz.org.nz, or call **0800 526 1800**.

ESOL support

We have partnered with Literacy Aotearoa to offer 1:1 or group ESOL support online or in person. Support includes

- Assessment to determine language English competency and gaps
- Conversational English and grammar
- Digital literacy
- Reading, writing, and numeracy.

Literacy and Numeracy Assessment (LNAAT)

You may be asked to complete a short online or paper-based literacy and numeracy assessment at the start of your programme. This helps us understand your skills and offer extra support if needed.

Dyslexia support

Dyslexia can make reading, writing, and interpreting symbols more challenging. We offer free online screening to help identify areas where you may need support. Our dyslexia support includes:

- C-Pen reader devices, available to support learners with dyslexia. These devices help with reading, understanding, and learning more independently.
- Learning resources to assist with reading and writing.

Financial literacy support

We offer five financial literacy support sessions throughout the year, each lasting one hour. The sessions cover practical topics such as wise spending, managing debt, and effective savings strategies. They are delivered by experienced facilitators and feature regularly updated content.

Need a computer for your studies?

If you don't have access to a computer, we can provide you with a Chromebook to borrow so you can complete your studies. Just talk to your training advisor or account manager to arrange one. This is subject to criteria and **availability**.

Mental health support

As part of our ongoing commitment to supporting healthy learning environments, we are ensuring that all learners have access to mental health and wellbeing resources.

Competenz now offers learners access to free counselling through our provider Vitae. Through this service, learners are able to access free confidential counselling, with your choice of counsellor. A 24/7 contact centre and duty counsellor is also available for emergencies.

Online study groups

For some programmes, online study groups are available to support you throughout your training. These sessions provide an opportunity to ask questions, get additional learning support, and connect with other learners.

If study groups are available for your programme, your training advisor or account manager can provide further details.





OTHER

RESPONSIBILITIES



Academic Integrity

Being honest in your assessments means completing all assessment activities in an honest and ethical way. This includes not cheating, copying, making up information, using Generative AI, or working with others unless you have permission. Any form of assessment dishonesty is not allowed.

All work you submit must be your own and show your knowledge, skills, and understanding. If you use information from other sources, you must acknowledge where it came from. Any workplace evidence you provide must be a true reflection of your own work.

Use of generative artificial intelligence

Your assessments must be your own work and not written by another person or generated using artificial intelligence (AI). Competenz may use AI detection software to check your work is genuine.



Scan or click the QR to learn more.

Conduct

Participation in training requires learners to maintain appropriate and respectful behaviour. Discrimination, bullying, harassment, or attending training while under the influence of drugs or alcohol is not acceptable and may result in you being removed from training.

All learners are required to comply with the standards of behaviour and responsibilities outlined in the Training Agreement Terms and Conditions, which form part of your enrolment and set out the expectations for conduct while participating in Competenz training and assessment.

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.



PRIVACY

Data collection and use

Competenz is required by law to collect and store personal information from your signed training agreement. This is done in line with the Privacy Act 2020 and the Education Act 2020.

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

- Tertiary Education Commission (TEC) for statistical and reporting purposes
- The New Zealand Qualifications Authority (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 behalf of Competenz
- Industry Skills Board (who develop sector qualifications)
- Manufacturing and Engineering Industry Skills Board trading as Competenz
- Industry partners for the purpose of demonstrating involvement in industry training
- Evidence portfolios, workbooks, photos of your workplace and any other learner work or evidence provided for assessment will be used only for the purpose of assessment and moderation
- Industry partners organising industry events such as graduations, awards, scholarships
- Publications, marketing campaigns and surveys.

Data storage

Competenz securely stores your personal data for seven years in the learner management system. This will include your programme enrolment, and records. Assessment results are kept permanently.

All completed assessment work is held for moderation purposes (checking the quality and consistency of marking) for 12 months after the end of the qualification. The assessment material may be stored longer if it is involved in an appeal or disciplinary procedure and stored for 7 years if it is used for moderation.

Results – record of achievement

If you have access to Competenz Central you can see your record of achievement by logging in to Competenz Central. Click on the 'Achievement' tab.

If you do not have access to Kompetenz Central you can visit the NZQA website and login to the NZQA learner log-in.

If you're still having difficulty, please call our Customer Services Team on **0800 526 1800** or email support@competenz.org.nz. We can send you a copy of your record of achievement.

Hello LMS!

Welcome to Competenz Central

Canvas Online Learning

Training Plan Achievement

NZA in Passive Fire Protection Systems, Level 4, strand in Construction Monitoring

Unit Standard ↕	Credits ↕	Date Achieved ▼
33300 - Demonstrate knowledge of passive fire protection safety documentation and potential conflicts	10	05/07/2025
33301 - Demonstrate knowledge of substrate specifications for passive fire protection	10	05/07/2025
33302 - Demonstrate knowledge of fire principles and the impact fire and smoke have on people	5	05/07/2025

[Download PDF](#) [Download Excel](#)

A photograph of two people, a woman on the left and a man on the right, standing in a large industrial workshop or factory. They are both wearing safety glasses and dark-colored short-sleeved work shirts. The woman is smiling at the camera, while the man is looking towards her and smiling. The background is filled with various pieces of industrial machinery, including what appears to be a lathe on the right and other equipment on the left. A sign with the word 'EXIT' is visible in the background. The image has a color gradient overlay, transitioning from a teal/blue on the left to a yellow/orange on the right.

FEEDBACK

How to give feedback

For feedback on your training materials (evidence guides, learner guides, assessments), email: resource.help@competenz.org.nz

Surveys

You can expect to be asked to take part in confidential Competenz surveys during your enrolment, and 6-12 months after you have graduated. Some of those surveys are required by NZQA, and other surveys are for feedback and improvement purposes.

Concerns and complaints

If you have a complaint or concern about your training, please talk first to your training advisor or account manager. If they are not available, or it is not appropriate to speak with them, **please call 0800 526 1800 or fill in the form on our website.**

Scan or click the QR below to learn more.



Make a complaint

Concerns and complaints policy and process

This policy is guided by principles that ensure concerns and complaints are handled in a consistent, fair, and transparent way.

All written complaints are maintained in a register, with any personal information included subject to the rights contained in the Privacy Act 2020 (such as your right to access and request a correction of personal information).

Appealing an assessment competency outcome

You can appeal an overall assessment competency decision if you believe it was not accurate. You must first talk to your assessor about the matter, and if you wish to take it further after that conversation, you can ask Competenz to investigate by email QA@competenz.org.nz.

Useful Links

Scan or click the QR below to learn more.



Recognition of Prior Learning



General FAQ



How to find our offices

Disclaimer

This learner guide is accurate at the time of publication. For the most up-to-date information, please refer to the latest information on our website.





Scan the QR code for a digital
version of this Learner Guide

We help Kiwi industry grow skills, careers and businesses.

For more information
competenz.org.nz/contact-us