Careerforce Operational Guidelines 2012

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Background

In 2012 Careerforce will continue to implement processes to enable us to meet our obligations to the Tertiary Education Commission (TEC).

A key objective of the government is to improve value for money within industry training. To achieve this objective, TEC has developed operational frameworks that all Industry Training Organisations (ITOs) are required to meet.

The key foci for all ITOs are:

- Reporting unit standard (credit) achievement for every enrolled trainee in each calendar year;
- Ensuring the average completion time of all trainees equals the designated timeframe for that qualification;
- Ensuring that trainees complete more than 20 credits* per 12 month period;
- Avoiding trainees being enrolled for more than 70 credits per year (unless an exception has been granted)

*Please note that the credit values and average duration timeframes designated to most Careerforce qualifications require the trainee to complete significantly more than 20 credits per 12 month period. A Training and Assessment Plan will enable you to meet these requirements.

This document contains information relevant to you and your employees/trainees.

Please refer to the Careerforce website www.careerforce.org.nz or call 0800 277 486 for information about:

- New qualification prices for 2012
- Eligibility details for the Credit Achievement Payment (level 3 qualifications)
- Literacy funding/programme 2012 (Refer also to Appendix 1)

Throughout the year Careerforce communicates updates and changes to operational processes via our website and e-newsletter, eChat.

Sign up for eChat via our website.

Training Agreements

Key points

- The Careerforce Training Agreement can be downloaded from the Careerforce website.
- You must use the 2012 Training Agreement and refer to explanatory notes.
- Fully completed Training Agreements must be received for all enrolments.
- Incomplete Training Agreements will be returned and must be re-submitted with additional information as requested by Careerforce.
- A trainee must have a new Training Agreement when enrolling onto a second or subsequent qualification.
- A trainee must have a new Training Agreement when they start working for a new employer.
- Employers need to ensure that when completing a Training Agreement, they accurately state and validate the trainee's full legal name, date of birth, gender and citizenship or residency status. For more information on Types of Trainee Identification and Verifying Trainee Identification refer to Appendix 2.
- A trainee on a work permit must ensure that their work permit remains valid for the duration of their qualification/training (refer below for information about trainees on Work Permits).
- Training Agreements must be completed and sent to Careerforce before credits for completed unit standards can be reported. **Training Agreement dates are crucial to the TEC. Refer below for information about Training Agreement dates**.

Trainees on Work Permits

- Workplaces are responsible for forwarding verified copies of all updated Work Permits to Careerforce.
- Three months prior to the Work Permit expiry date: Careerforce will send an email to both the trainee and training coordinator reminding them that the expiry date is pending.
- The week of the permit expiry (if no new permit has been received) – the Training Agreement is put On Hold (Expired Work Permit) by Careerforce and another email is sent reminding the trainee and training coordinator that they have two months to submit the new permit or the Training Agreement will be terminated.
- A re-engagement fee will need to be paid if a Training Agreement has been terminated and the trainee wishes to re-start training with a new valid Work Permit.
- Copies of all new Work Permits must be verified by the employer.

Training Agreements incorporate the following:

- Important dates (refer below).
- Training Milestones (refer below).
- Employer and trainee responsibilities.
- Employer confirmation that they have verified the trainee's identification documents. Refer to Appendix 2.
- Designated qualification timeframes – these are the average duration completion timeframes for the qualifications.

Training Agreement dates

Dates on the Training Agreement are crucial to TEC funding rules.

Training Agreement Sign Date:
This is the date that the trainee and the employer sign the Training Agreement.
If they sign on different dates then it is the later of the two dates.

Training Start Date (aka Participation Start Date):
This is the day that the trainee commences their training.
This must come **after** the latest Training Agreement Sign Date.

First Assessment Date:
This is the date that the first unit standard is assessed.
This must come **after the Training Start Date and within 30 days** of the Training Start Date.

Training Milestones

The following details must be completed on the Training Agreement:

- Training Start Date
    - This date **must not be prior to the latest date that the Training Agreement was signed.**
- Number of the first Unit Standard to be completed by the trainee
- Date of the first assessment
    - This date **must not be prior to the Training Start Date**.
    - The first assessment **must be completed within 30 days after the Training Start Date.**
- Completion date – the date the trainee will complete the qualification. **This should align with the designated average qualification timeframe.**
- Integrated Assessment: The first assessment date is the date the first set of integrated assessments will be assessed and the credit reported; this date must be within 3 months of the Training Start Date and **not before** the Training Start Date.

Please use the Training Milestones to set an **Individual Training and Assessment Plan** for your trainee(s). Your Careerforce Workplace Advisor can assist you to develop this plan.

Monitoring your trainees

Employers will be sent a Training Report each month via e-mail. This will assist you to monitor the progress of your trainees.

The report identifies trainees who are progressing well and highlights those who have not reported credit as expected as well as trainees who have been placed on hold or who have expired work permits.

Employers and assessors are able to access the Careerforce database directly via the **iPortal** to download reports, report credits and communicate with Careerforce Client Services. Please contact our Client Services Team on **0800 277 486** to set up iPortal access.

Key points to remember:

ALL trainees enrolled in a calendar year must report credit in the calendar year.

- If the credit associated with the trainee's first assessment is not reported within **30 days** of the Training Start date (or within 3 months for Integrated Assessment) your Careerforce Workplace Advisor will contact you to discuss this.
- If credit for the first unit standard has not been reported within 6 months of the Training Start Date the Training Agreement for that trainee will be terminated.
- If a trainee has completed an assessment(s) and then becomes inactive (no credits reported within a 6 month timeframe) then the Training Agreement for that trainee will be automatically put on hold.
- After being placed on hold for inactivity the Training Agreement will automatically be terminated if:
    - Credit is not reported within a further 5 months or
    - The end of year is reached without credit being reported.

For more information see the sections below on Terminating Trainees, the On Hold Option and Re-engaging back into training.

Reporting credits

Careerforce require that all credits are reported to Careerforce within **5 working days** of the assessment having taken place.

Credits can be reported to Careerforce in the following ways:

- Via the iPortal: To be set up with iPortal access and information please contact the Client Services Team on **0800 277 486**.
- Alternatively, the Assessment Record Sheet, located at the back of the Trainee's Assessment, must be completed and sent to Careerforce.
- Marking templates will be phased out in 2012 as developments are made to the iPortal.

Dual enrolments

Generally Careerforce will not accept enrolments for trainees in more than one qualification at the same time. However there are some exceptions particularly where the trainee can demonstrate they can achieve both qualifications within the designated qualification timeframes. A structured and detailed Training Plan will be required, ensuring the reporting of credits for both of the qualifications.

A trainee cannot enrol in a Limited Credit Programme and a National Certificate that contains the same unit standards at the same time.

Withdrawing and Refund of Qualification Fee

Qualification fees will only be refunded if the following conditions are met:

- If Careerforce is notified that a trainee's programme is to be terminated within 10 working days of the Training Start Date, then a 75% refund of the fee will be made. If the trainee has paid by automatic payment, there will be no refund of the first instalment.
- The request for a refund needs to be made in writing, e-mail is acceptable.

The Training Agreement and programme fee are not transferable to another trainee.

Certificates

Certificates are awarded to trainees upon completion of their qualification. These are sent to the workplace and it is the employer's responsibility to update Careerforce with changes to the following details:

- Change of workplace address.
- Change of trainee's name.

Replacement certificates

Careerforce couriers the NZQA certificate to the workplace with deliveries being tracked and traced. If a certificate goes missing (after being signed for upon delivery to the workplace) or if the trainee's name has changed (without Careerforce being informed) then the cost to replace the certificate must be met by the employer or trainee.

On Hold Status

A trainee's Training Agreement may be placed on hold:

- A trainee or their employer can request in writing that the trainee's Training Agreement be put on hold (refer process below).
- A trainee has reported an initial credit but has not reported any further credits for 6 months. In this situation the Training Agreement is automatically put on hold.
- The trainee's work permit has expired.

On hold process

- At any point, a trainee or their employer can request that the trainee's Training Agreement be put on hold for a minimum of 60 days and a maximum of 6 months.
- The trainee or employer must specify the reason and effective date that they are applying to place the Training Agreement on hold. The date the trainee wishes to re-start their training must also be included.
- An On Hold Request can be made via the iPortal. This request will be actioned on or shortly after the effective date and the status of the trainee will change to show "on hold".
- An On Hold request can also be made by completing and returning a "Request to Place Trainees On Hold" form. Careerforce will confirm acceptance of placing the trainee on hold by return e-mail.
- The trainee will come off of hold when they report credit to Careerforce.
- Your Careerforce Workplace Advisor will make contact when a trainee has been on hold for a period of 6 months to discuss the individual situation.

Terminating Trainees

A trainee’s Training Agreement will be terminated for the following reasons:

- A trainee or their employer requests in writing that the Training Agreement is terminated (refer to process below).
- The employment/voluntary work agreement between the employer and the trainee has ended, i.e. the trainee is no longer employed by the employer.
- A trainee has not reported any credit within 6 months of the Training Start Date.
- A trainee has not reported credit for 5 months after being placed on hold for inactivity or the end of year is reached without reporting credit after being placed on hold for inactivity.
- Work permit has been expired for more than two months.

Process for Terminating a Training Agreement

This must be done within 28 days of a trainee stopping training.

All assessment results must be reported to Careerforce prior to requesting a termination of a training agreement.

The following information is required:

- The reason for the termination.
- The date that the termination took effect e.g. the date the trainee notified they had stopped training, or the date they left employment.

How to terminate a Training Agreement:

- A termination request can be made via the iPortal. This request will be actioned on or shortly after the effective date and the status of the trainee will change to show “Terminated”.
- A termination request can also be made by completing and returning a “Request to Terminate a Training Agreement” form. Careerforce will confirm acceptance of the termination by return e-mail.

Re-engaging back into training

If a trainee is terminated for any reason, they can re-engage in training.

Key things to remember:

- A new Training Agreement and associated training milestones must be completed, with the milestones showing a completion date acceptable to Careerforce.
- A credit must be reported within 30 days of the new Training Start Date.
- There is an administration cost of $75.00 (incl GST) if the trainee is re-engaging back into the same version of the qualification.
- If the qualification version has changed the trainee will need to complete a new Training Agreement, pay the re-engagement fee and also pay any difference in qualification fee between previous and new version.
- If the trainee is enrolling into a different qualification then the fee for the new qualification applies.
- If the trainee ends their employment with one employer and terminates their Training Agreement but then starts with a new employer and completes a new Training Agreement within 6 weeks of the original date of termination, then there is no charge.
- The cost to re-engage after having been terminated will be reviewed annually by Careerforce.
- Resources and assessments are purchased separately from the Careerforce online shop.
- Assessments can be downloaded for free from the Careerforce website under the Qualifications tab ‘Trainee Assessments’.

Enrolment into Additional Unit Standards

In response to employer feedback, Careerforce has opened up the opportunity for trainees to access up to three additional unit standards to a maximum of 12 credits within agreed timeframes.

Enrolment into additional unit standards: for trainees with current training agreements

- Trainees can enrol in up to three additional unit standards to a maximum of 12 credits in each calendar year while enrolled in a qualification.
- The unit standards can be at the same level or one level higher than the qualification they are enrolled in.
- Careerforce must be the standard setting body for these unit standards.
- The unit standards must be completed within the enrolled qualification timeframe.
- The cost is $30 GST inclusive for up to three units or 12 credits.
- If the additional units will complete a qualification and the trainee wants to be recognised for that qualification with a badge and certificate, then the cost is $100.
- Assessments and workbooks are purchased separately.
- Assessments can be downloaded from the Careerforce website via the Qualifications tab.
- Trainees/employers are responsible for supporting learning and assessment.

Enrolment into additional unit standards: no current training agreement

- Trainees can enrol in up to three additional unit standards to a maximum of 12 credits in each calendar year.
- Careerforce must be the standard setting body for these unit standards.
- The unit standards must be completed within 12 months.
- The cost will be $85 GST inclusive for each application.
- If the additional unit standards will complete a qualification and the trainee wants to be recognised for that qualification with a badge and certificate, then the cost is $155.
- Assessments and workbooks are purchased separately.
- Assessments can be downloaded from the website via the Qualifications tab.
- Trainees/employers are responsible for supporting learning and assessment.

How to enrol in additional unit standards

- The forms are available from the Careerforce website.via the Workplace Support tab.

Credit Achievement Payment

In 2012, all new enrolments to employer-led level 3 National Certificates will attract an $8 per credit payment for new level 3 credits that are registered in 2012.

- Results must be registered through Careerforce.
- The Credit Achievement Payment does not apply to credits that trainees have achieved as part of other qualifications or through tertiary education providers.
- This payment replaces the Assessment Rebate Programme.
- The Credit Achievement Payment support to employers will be reviewed in mid 2012 following employer surveys and may not be available in 2013.

Credit Achievement Payment process

- Payment period is quarterly. March, June, September, December.
- Workplaces will be emailed the details of their payment: number of credits, trainees name and amount.
- Payment will be direct credited to the workplace by the 20th of the month, following the quarters end.

Assessment Rebate Programme

- The Assessment Rebate Programme will not be available for new enrolments in any programmes after 1/1/2012.
- All existing enrolments that are part of the Assessment Rebate Programme will be honoured in line with the original conditions, i.e. that the qualification is completed within the stated timeframe.

For more information on any of the information contained within this document, please contact your assigned Field Team member directly or call Careerforce on 0800 277 486

Appendix 1 - Literacy 2012

Careerforce has secured Tertiary Education Commission (TEC) Embedded Literacy and Numeracy funding for 2012. The funding from TEC is significantly less than in 2011, which has resulted in a reduced rate for 2012.

Careerforce is offering a number of supports to assist you to enhance workplace training and increase the confidence levels of your trainees to undertake national qualifications.

Employers are required to complete an Implementation Plan & Employer Agreement. This is located on the Careerforce website www.careerforce.org.nz

Funding

For 2012, $100 (GST inclusive) is available for each trainee who completes both a pre and a progress (post) literacy assessment. This is paid on a monthly basis, once Careerforce has received confirmation of the completed progress assessment. Please note this funding is limited.

Professional development workshops

A one day workshop is available to enhance your training team's knowledge of:

- Adult education principles and techniques
- How to administer the National Literacy and Numeracy Assessment tool

Please note if you attended a workshop in 2011 there is no need to attend a further workshop.

Workbooks

Many resources that are now available from Careerforce have literacy embedded or are designed with literacy and learning principles applied.

Reports

Literacy reports will be available for the workplaces through the Careerforce IPortal. To find out more, or to register on the iportal, please contact Careerforce on 0800 277 486.

Eligibility

Trainees must have a training start date in 2012.
Trainees who participated in the literacy programme in 2011 are not eligible in 2012.

Trainees can be enrolled or enrolling in any of the following:

- National Certificate in Health, Disability, and Aged Support, (Foundation Skills) (Level 2) version 3
- National Certificate in Health, Disability, and Aged Support, (Core Competencies) (Level 3) version 5.

Trainees must have completed less than 3 Foundation Skills unit standards or less than 4 Core Competencies unit standards prior to completing the pre assessment.

The expectation is that the trainee will have neared completion of the qualification before completing the progress assessment.

Progress assessment must be completed by 15th December 2012.

Recognition of Current Competency (RCC) trainees will not be eligible for literacy funding.

More information will be posted on the Careerforce website in January.

Appendix 2 - Verifying Trainee Identification

From 1 May 2011 Careerforce requires identification to be verified for all trainees each time they enrol in a qualification or programme.

The Tertiary Education Commission (TEC) have introduced rule ENR028. This rule requires that Careerforce must verify the identity of trainees (domestic and foreign students).

Careerforce is also responsible for requesting National Student Numbers (previously called NZQA Numbers or Hook on Numbers) directly from the National Student Index. For this process Careerforce is expected to verify a trainee's identity.

For further details of acceptable forms of Identification see Trainee Identification.

To verify a trainee's identity Careerforce must validate the trainee's:

- full legal name
- date of birth
- gender
- citizenship or residency status

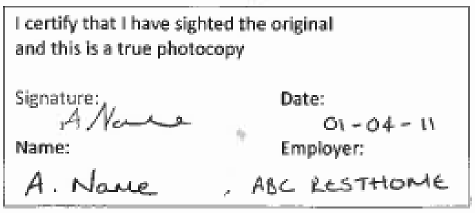
Rather than have trainees send their original documents i.e. passports or birth certificates to Careerforce along with their Training Agreement, Careerforce is asking employers to:

- Confirm that the original documents belong to the trainee;
- Make a photocopy of them;
- Verify on the photocopied version that it is accurate; and
- Send the photocopies to Careerforce along with the Training Agreement.

How to verify a document

- The original document must be sighted by the employer.
- A photocopy of this original document must state the following: "I certify that I have sighted the original and this is a true photocopy".
- The photocopy must state the workplace and it must be signed and dated by the employer who verified the document.

Stamps can be used to simplify this process, for example:



Stamps can be sourced from office suppliers such as Rubber Stamp www.rubberstamp.co.nz