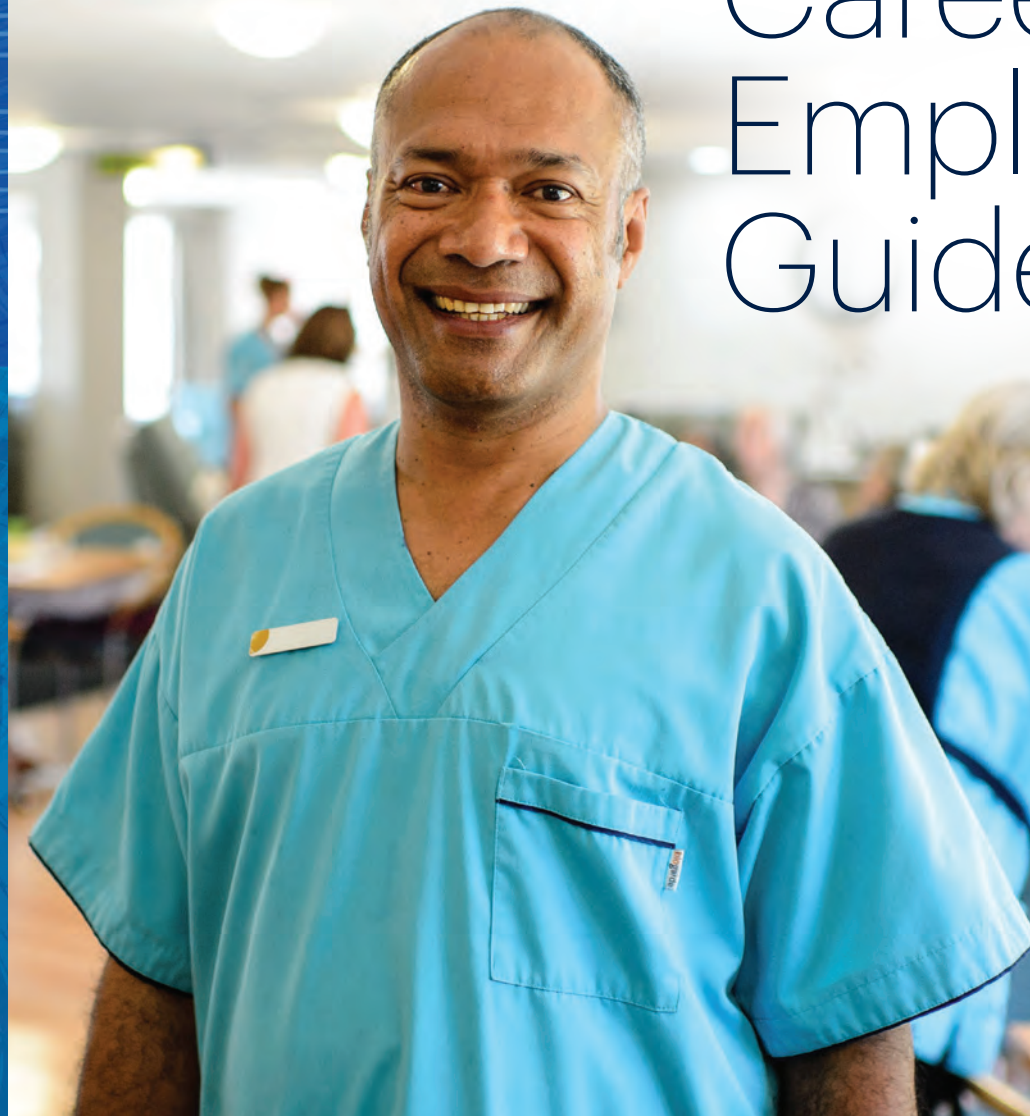




Careerforce Employer Guide





Careerforce Employer Guide

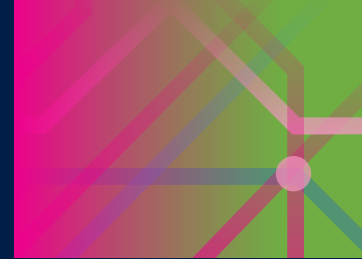
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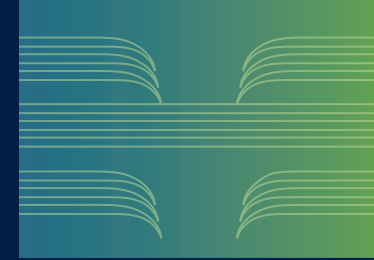
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Welcome

Kia ora

You've made a great choice partnering with Careerforce for work-based learning. Our programmes build skills and knowledge directly in the workplace, aligned with your organisation's policies and procedures, while helping develop future leaders.

We've been delivering work-based learning in the health and wellbeing sectors for well over three decades. And we've supported thousands of learners to achieve life-changing, nationally recognised NZQA qualifications.

Work-based learning is a partnership between Careerforce, you as the employer, and your staff member. Learning is embedded in everyday work, with assessment carried out in the workplace using Careerforce resources and tools.

By working alongside Careerforce, you'll help keep your staff motivated and successful. We're here to support you every step of the way.

This guide outlines how Careerforce work-based learning works and how we can help you support your staff through their learning journey.

Ngā mihi

The team at Careerforce

Why choose work-based learning for your staff?

It's great for their morale and motivation as they feel you're invested in their career. You're able to strengthen their skills, experience, and confidence as well as support them to achieve nationally recognised qualifications.

With Careerforce, your training programme is shaped around your workplace context, ensuring it reflects what your organisation needs while still meeting the required learning outcomes.

Training is important for our sectors

Qualified and competent employees help to improve the health and wellbeing of the people being supported, and the people being supported in our sectors are some of our most vulnerable New Zealanders.



Skilled and competent workers make a real difference every day to the people they support.

How Careerforce workplace training works

All training programmes are workplace-based, and fully achieved on-job with assessment happening in the workplace.

We design customised work-based training programmes alongside employers, linking training to policies and workplace practices. We then provide the tools, resources and the support employers need to train your staff.

As an employer, you will sign up your staff to Careerforce training programmes (via training agreements), leading to the awarding of nationally recognised NZQA qualifications.

Our training programmes are made up of a number of unit standards, each with different credit values, and which make up the overall credit value of the programme. This overall credit value determines the expected duration of the training programme. Workplace-based training is self-paced, which means learners can complete earlier or later than the expected duration. However, it is important that learners pace their studies in such a way that they fully understand the materials, retain the information and have time to practice and apply what they have learnt.

Work-based training is also unique in that it is not 'pass/fail' like traditional classroom-based learning. Learners complete assessments, which are then marked by their assessor. If the assessment has met the requirements, then the unit standard will be awarded (and reflected in the learners NZQA Record of Achievement). If not met, the learner can attempt the part that didn't meet the requirement again, using feedback provided by their assessor.



Programmes and qualifications

A **programme** consists of the learning and assessments required in the workplace to achieve a formal NZQA approved qualification. To see the full list of Careerforce programmes, visit our website www.careerforce.org.nz/qualifications or contact your Regional Workplace Advisor.

A **qualification** is awarded upon the successful completion of a training programme, and:

is made up of graduate outcomes for a person who is competent in the role

is designed around job roles in industry

provides guidance for programme developers to make up their programme of training or study

How Careerforce workplace training is delivered

Employer-led enrolments using a workplace assessor

With Employer-led enrolments, you have your own workplace assessor. Careerforce will support you to train and register an assessor in your workplace. The assessor receives assessor training and achieves unit standard 4098 and has scope to assess. They will receive ongoing support from the Careerforce Employer Capability Development Team (Assessment Operations team and Workplace Capability Advisors).

Full service enrolments using an assessor arranged by Careerforce

With Full-service enrolments, Careerforce will provide an assessor for any workplace training programmes. The assessor delivers full assessment services to the learner for the duration of the training programme (marking assessments, providing feedback, and registering assessment results).



Apprenticeship or Traineeship Programme

As an employer, you can enrol your staff in either traineeships or apprenticeships, and they each have programmes that lead to the awarding of qualifications.

Apprenticeship

Careerforce offers a range of Level 4 apprenticeships. Learners and employers receive regular and additional support during the learning journey from Careerforce. Each apprentice is assigned an Apprenticeship Advisor that provides assessment and pastoral care support.

Traineeship

Learners receive support during their learning journey predominantly from their employer. Programmes range from Level 2 to Level 5.

To determine the best programmes for your staff, contact your Regional Workplace Advisor:

www.careerforce.org.nz/rwa



Online learning or paper-based

Programmes can be completed via the Aka Toi online learning platform, or paper-based learning.

Online learning (Aka Toi)

Aka Toi is our online learning and assessment platform, accessible exclusively by enrolled Careerforce learners. Aka Toi features a user-friendly dashboard with interactive videos, learning resources, a training progression tracker, and instant alerts for marked assessments. It also provides 'how-to' guides, FAQs, coaching sessions, and ongoing learner support.

To access Aka Toi, learners receive their login details via email within three working days of enrolment. Once a login has been received, the learner can access Aka Toi from the home page on the Careerforce website, or from this web address:

<https://akatoi.careerforce.org.nz>

Paper-based learning

Paper-based learning resources are free and can be accessed through the Careerforce Resource Library on iportal, available to enrolled learners. Iportal also enables learners to track their training progress, view their Record of Learning, update profile details, download resources, and more.

Iportal lets you download reports and monitor trainee progress, while assessors can manage learners, submit results, and access the latest assessor guides.

Learners not using online learning are encouraged to register for iportal via the Careerforce website.

<https://iportal.careerforce.org.nz>



Responsibilities of Careerforce, the employer and learner

Industry training is unique in that it is a partnership agreement between Careerforce, the employer and the learner. Via training agreements (enrolment), each party is agreeing to the expectations and responsibilities that fall upon each of them:

Expectations and responsibilities on:		
Careerforce	The employer	The learner
Provide the training programme, together with learning and assessment resources.	Enrol their staff in Careerforce programmes via training agreements.	Be truly committed to completing their training programme.
Create a training plan/schedule for each learner.	Encourage and motivate their staff in their learning journeys.	Commit time and create a plan.
Provide regular reporting and communications to employers and learners.	Create a strong training culture within the workplace, and where training success is celebrated.	Maintain momentum through the learning journey, regularly completing assessments.
For apprentices, full-service and level 5 learners, provide pastoral care and assessment support.	Allow time and maintain in-house assessment capability (for 'employer-led' enrolments).	Ask for help, either via their employer, assessor, or from Careerforce.
Provide a broad range of learner supports including study hubs, but also specific supports for our Māori, Pasifika and disabled learners.	Provide dedicated training/study time (lack of time is the single largest barrier to training success).	Complete their assessments using their own words, not plagiarised or using AI generated work.
Report credits to NZQA for completed assessments, and provide certificates upon completion of training programmes.	Closely monitor learner training progress, and intervene where necessary.	Engage in the learning supports offered by Careerforce, such as onboarding sessions and Achieve Study Hubs.

**Careerforce
has over
30 years
experience
supporting
work-based
learning.
Here are our
key tips:**

- **Time** – your staff are often juggling work, family and training, and we know that lack of time is the single biggest barrier to learner success. Consider providing your staff with dedicated study time. Additionally, assessors and observers generally have their own work responsibilities alongside assessing and observing learners. Ensure they have sufficient dedicated time to capture, attest and mark learners' assessments effectively.
- **Buddies/Mentors** – set your learners up with buddies or mentors, who can provide encouragement and support, and ensure that they don't feel alone on their learning journey. We also know that lack of confidence can be a significant barrier to success.
- **Track progress** – we know that learners who achieve early progress, and who regularly complete assessments, are much more likely to be successful in completing their programme. Actively track the learning progress of your staff and discuss this with them.
- **Celebrate** – recognise the learning achievements of your staff and celebrate their success. This not only supports a strong training culture in your organisation, but also inspires all staff to achieve.

For more tips visit: www.careerforce.org.nz/top-tips



Enrolling a learner

Unlike traditional classroom-based learning, you can enrol a new learner at any time that best suits you and your staff. For the most up-to-date information and a wide range of resources, covering training agreements, form completion, visa requirements, and guidance for learners, workplaces, and assessors, we encourage you to visit our website. If you are unsure about anything or need assistance, our support team is always ready to help.

How to enrol a trainee or apprentice

To enrol in a Careerforce programme, a learner needs to be working in one of our nine sectors and be supported by their workplace. The learner will be required to complete a training agreement in conjunction with their employer. This agreement outlines both employer and employee responsibilities.

www.careerforce.org.nz/our_sectors

A copy of the training agreement can be found on our website. This gets updated regularly, so it is important you download a new copy each time you enrol a learner.

www.careerforce.org.nz/forms

A training agreement will need to be completed when:

- enrolling a learner into a new programme
- a learner has left an employer, and is restarting their training programme with a new one.

The preferred methods of submitting training agreements are;

1. Via iportal (Your workplace will need to have iportal access to do this.) <https://iportal.careerforce.org.nz>
2. Email to info@careerforce.org.nz

Before submitting training agreements to Careerforce, please ensure all sections are filled correctly and identification evidence is verified.

An incomplete training agreement will be returned to the workplace if further information and verified identification is not provided as requested.

Completing the training agreement correctly will save any delays in enrolments being processed.

A guide to assist with filling out the training agreement is on our website:

www.careerforce.org.nz/forms

Please note enrolments can take up to 5 working days to be processed.

Contact your Regional Workplace Advisor:

www.careerforce.org.nz/RWA

They will help you:

- identify the appropriate learning programmes for your staff
- choose the topics relevant to your workplace needs
- create a training pathway
- support you in setting up a robust internal training framework
- help with the enrolment process and other support required



Enrolment eligibility criteria

Your staff will either be classed as a domestic or international enrolment depending on residency status:

www.careerforce.org.nz/enrolment-eligibility-criteria

Domestic enrolment eligibility

Your staff are eligible for domestic enrolment if they are:

- A New Zealand citizen or resident (including those on resident visas)
- An Australian citizen or permanent resident
- A learner on an Accredited Employer Work Visa (AEWV)

Domestic learners are eligible for domestic enrolment fees.

International enrolment eligibility

If your staff are on any visa other than an Accredited Employer Work Visa (AEWV), they are considered an international learner and are subject to international fees. To be eligible, their visa must be valid for the full duration of the training programme they are enrolling in.

Proof of identity and residency

The Tertiary Education Commission (TEC) sets the requirements for proof of identity. A certified copy of an accepted form of identification must be provided to confirm the learner's citizenship or residency status.

Name changes

If the learner's current name differs from the one shown on their identification, certified evidence of their name change must be provided.

For more information, contact your Regional Workplace Advisor:

www.careerforce.org.nz/RWA

How we support workplaces

Careerforce is committed to providing the support your organisation requires to achieve positive training outcomes for your staff.

We distribute a monthly newsletter to workplaces: *Skills for Good*, to keep you updated on important developments. Let us know if you do not receive this, or you can subscribe yourself via: www.careerforce.org.nz/skills-for-good-subscription

**We are here
every step
of the way.**



Your support team

Our **Regional Workplace Advisors** are here to support your organisation at a local level. They work alongside you to understand your workforce needs, identify skill gaps, and recommend the right training solutions. By guiding you through programme options, enrolments, and ongoing learner support, they help you build a stronger, more skilled team and prepare for future sector demands.

Our **Workplace Capability Advisors** equip employers and assessors with the tools, knowledge and confidence to deliver high-quality inclusive training in the workplace. They strengthen workplace based training and assessment capability, ensuring robust and consistent assessment practices that support learner progress and qualification completion.

Our **Apprenticeship Advisors** work closely with your apprentices to help them succeed. They build strong relationships, support wellbeing, and guide learners through each stage of their programme. By coordinating assessments, tracking progress, and addressing issues early, they help boost completion rates, strengthening your workforce capability and reducing disruption for your organisation.

Our **Health & Wellbeing Trainee Advisors** support your learners from Level 2–5 with personalised coaching, guidance, and assessment. Whether your staff are full-service or employer-led learners, they help keep them engaged, progressing, and on track to complete their qualifications. This means more confident, capable staff contributing to higher-quality care.

Our **Leadership & Management Trainee Advisors** guide your emerging leaders through the Level 5 qualification, offering tailored coaching and support. They monitor learner progress, manage assessments, and step in early when challenges arise. This ensures your staff stay motivated and have the best chance of completing, helping you grow strong, future-ready leaders within your organisation.

Our **Assessor Operations support team** provides guidance with registrations, renewals, assessments, system support, and any questions you might have.

Our **E-learning support team** provides coaching and support, for our assessors and learners using our Aka Toi online learning platform.

Our **Support Centre** is available via 0800 277 486, or at info@careerforce.org.nz and are responsible for processing enrolments, and providing general first line support for both employers and learners.



How we support learners

Learner communications and resources

From the moment learners enrol, they receive ongoing support to help them succeed. They receive a welcome email with key information about their training, access to resources, helpful tips, and an invitation to attend an online orientation session. Throughout their programme, learners get regular communications, including progress updates, motivational messages, and newsletters with important news and developments. Learners can also track their own progress online, giving them greater control and confidence in their training journey.



How you can support learner success

Creating a thriving learning environment starts with a few simple, high-impact actions. Here are our top tips to help your learners succeed via work-based learning:



Create a training plan with clear goals

Set expectations early with a structured plan and measurable milestones to track progress.



Provide study time

Allocate dedicated time during work hours for learners to focus on their training without distractions. We know that lack of time is the single biggest barrier to success.

Set up buddy or mentor networks

Pair learners with colleagues who can offer guidance and encouragement. Many of your staff will have achieved the same qualifications, and will have nuggets of wisdom to share.



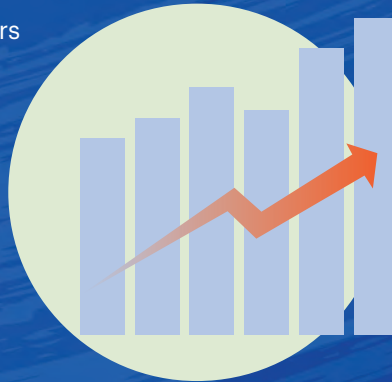
Offer coaching & encouragement

Regular check-ins and positive reinforcement go a long way in keeping learners engaged and confident. Many of our learners are 'second chance' learners, and just need some additional encouragement, that 'they can do this'.



Encourage early momentum

Help learners get off to a strong start, early wins build confidence and commitment. We know that learners who achieve early learning success are much more likely to go on and complete their qualification.



Start study groups

Encourage collaboration and peer learning by forming small study groups—great for motivation and shared problem-solving. Plus, encourage your staff to attend Careerforce facilitated face-to-face and online learning sessions.



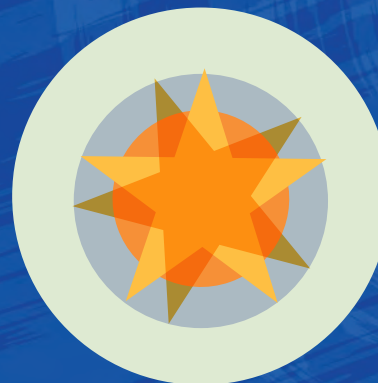
Track learning progress

Use Careerforce's regular training progress reports to monitor your staff's progress, and identify staff who may just need a little extra support or encouragement. We all want the same outcome, for your staff member to be awarded with their NZQA certificate.



Celebrate success!

Recognise achievements, big or small. Acknowledgement boosts morale and reinforces a culture of learning within your organisation. For many learners, this may be their first formal qualification.



Equity and Learner Support at Careerforce

At Careerforce, dedicated support is available for learners from diverse backgrounds, particularly Māori, Pacific, Disability, ESOL, neurodiverse and those with literacy and numeracy needs to succeed in their studies.

We offer culturally responsive, inclusive, and tailored learning support that removes barriers, builds learner confidence, and promotes equitable outcomes. We also support learner wellbeing.



Support for Disabled Learners and Learners with Additional Needs

We offer proactive, individualised support for learners with neurodiverse profiles (e.g., ADHD, dyslexia, ASD), physical/sensory disabilities, mental health challenges, and Language, Literacy and Numeracy (LLN) needs. We use appropriate screening tools, develop support plans, and facilitate access to assistive technologies and interventions. We can also identify and support the use of assistive technologies (such as C-Pen screen readers) and alternative assessment methods (e.g. oral assessments, recordings) to meet diverse learner needs.

Support for Māori Learners – Succeeding as Māori

Careerforce honours Te Tiriti o Waitangi and is committed to Māori achieving success as Māori. We deliver noho marae, wānanga ako, and culturally grounded learning experiences that support Māori learners to engage deeply with their learning and complete their assessments. These settings, alongside one-to-one support are used to surface and address barriers to learner success - cultural, academic, digital, or pastoral.

Support for Pacific Learners – Grounded in Values and Relationships

We provide proactive, tailored support for Pacific learners, including the development of culturally responsive, strengths-based support plans that reflect Pacific values, identities, and learning preferences. These include talanoa (support sessions) and fono (workshops) designed to empower, engage and support Pacific learners. We also work to strengthen connections with Pacific communities and providers.

Contact your Regional Workplace Advisor to discuss how we can support any learners you feel would benefit from additional assistance.

www.careerforce.org.nz/RWA



Literacy, numeracy and learning support

The Tertiary Education Commission (TEC) requires some learners to complete a short literacy and numeracy assessment.

This assessment is not a test but a tool to identify those who may benefit from additional support, helping to boost engagement and achievement. Learners required to complete the assessment include those who:

- Have no NZQA Level 3 or higher qualification,
- Lack a university qualification, or
- Hold an overseas tertiary qualification delivered in a non-English language.

Further information is also on the Careerforce website.

www.careerforce.org.nz/literacy-numeracy



Observation and assessment

Observation and assessment is the formal process for determining the skills and competence of learners against national standards. It is usually carried out in the workplace and is supported by evidence created through normal workplace activities.

How observation works and the role of observers

Observers play a key role in the assessment process by working closely with learners to capture and verify their skills and competencies. They are often referred to as the 'assessor's eyes and ears,' collecting evidence of a learner's performance and ensuring it meets the required standards. Observers focus on identifying and documenting "naturally occurring evidence" during practical tasks and complete the observation form included in assessments.

How assessment works and the role of assessors

An assessor is a critical part of the training cycle. They oversee the formal marking process and provide mentoring, either within their own workplace or independently. They are a vital part of maintaining the quality of Careerforce qualifications and programmes.

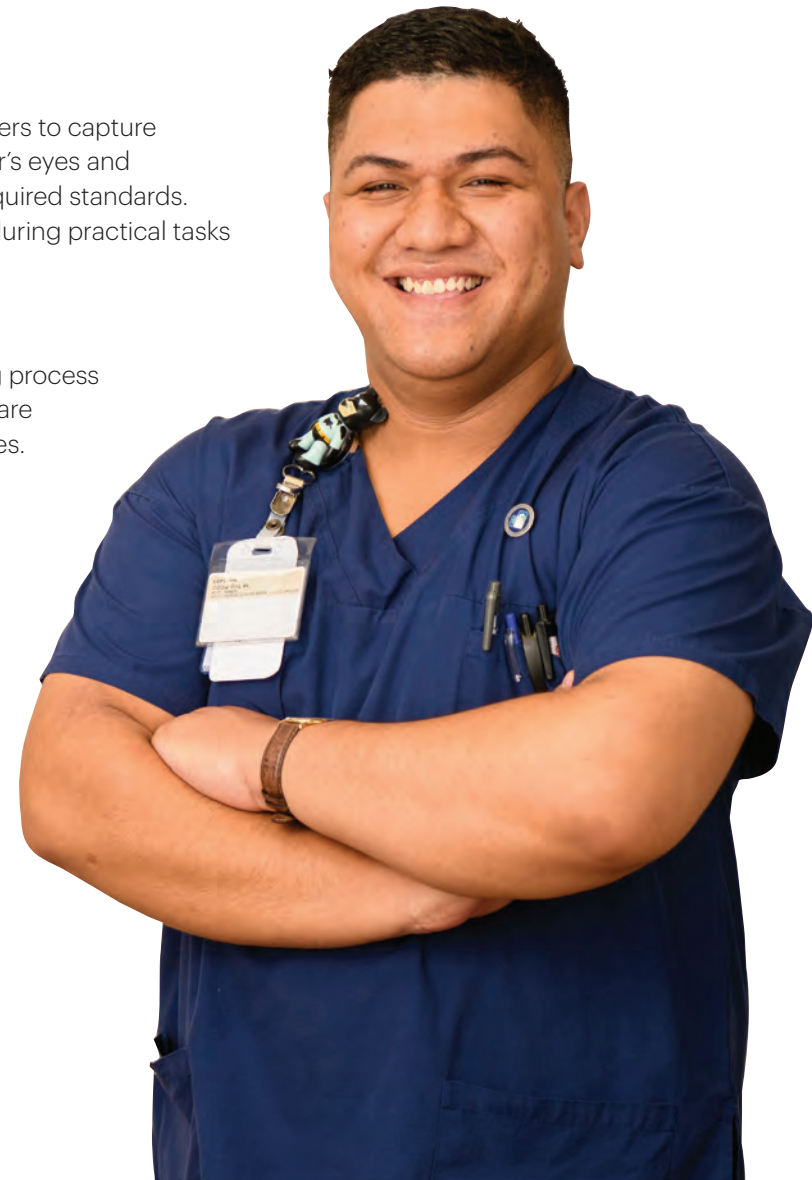
By having your own workplace assessor, your trainees are supported by a person who knows your business. Your learners also have a mentor in the workplace to help support them to become better at their jobs and achieve their qualifications. Careerforce can also connect employers with a range of literacy organisations across New Zealand, who can support staff with literacy challenges.

The assessor will be responsible for encouraging the learner to:

- Complete work independently in their own words
- Avoid buying, copying, or using others' answers
- Acknowledge any sources they reference

Contact your Regional Workplace Advisor for more information:

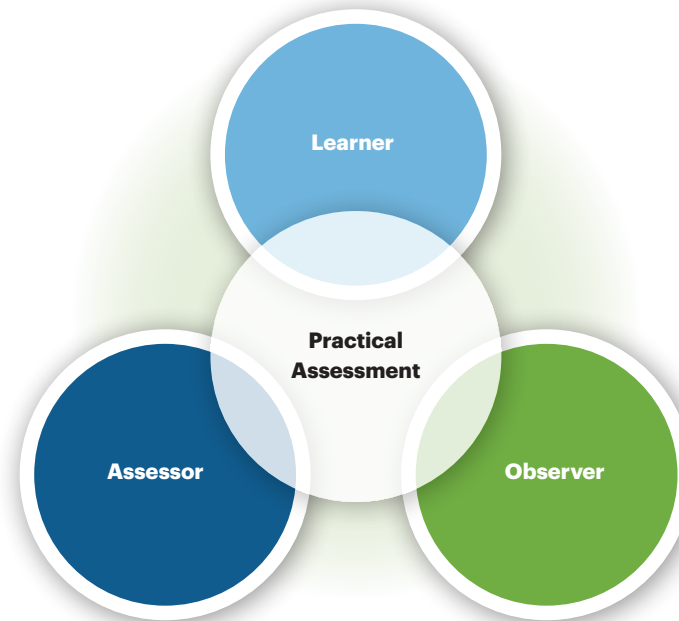
www.careerforce.org.nz/RWA



What are the three key roles in practical assessment?

- 1. Learner** – Demonstrates their skills through hands-on tasks or evidence of past work.
- 2. Observer** – Observes the performance of the learner, records and/or reviews the evidence the learner provides.
- 3. Assessor** – Makes the final decision on whether the learner is competent.

More information on the observer role is available here:
www.careerforce.org.nz/observer



Academic misconduct

Being enrolled with Careerforce means that the learner is bound by the terms and policies in the training agreement they completed and signed.

Careerforce requires all assessment work to be the learner's own. AI tools like ChatGPT, Copilot, Bard, and BingAI cannot be used to answer assessment questions. They can, however, be used for idea generation, translations, or images, but learners should be aware AI may be inaccurate or outdated.

The best way for learners to demonstrate competence is to use real workplace examples in their own words. They are assessed on understanding and practical application, not their writing ability.

Careerforce takes academic misconduct seriously and when detected, there are consequences.

More information is available here:

www.careerforce.org.nz/academic-misconduct



Managing learner on-holds and withdrawals

How to place a learner 'on hold'

You are able to place a learner on hold for a period of time. To request a learner to be placed on hold (e.g. overseas travel, maternity leave, health reasons etc) you can fill out the online training on hold submission form at the Careerforce website.

www.careerforce.org.nz/training-on-hold

Or if you are an iportal registered user, you can submit this request through your iportal access. At the menu, click on **Place a learner on hold** and fill in the required mandatory fields.





How to withdraw a learner from their programme

To request a learner to be withdrawn from training (e.g. they have left your employment) you can fill out the online Training Agreement Termination submission form at the Careerforce website.

www.careerforce.org.nz/training-agreement-termination

If you are an iportal registered user, you can submit onhold/withdrawal requests through your iportal access. At the menu, click on Terminate a Training Agreement and fill in the required mandatory fields.

Programme completion

Reporting of learner credits (results)

All credited unit standards and qualifications awarded are recorded against the learner's National Student Number (NSN).

When a result has been entered via iportal or Aka Toi, Careerforce submits these to NZQA for credit registration. This process is scheduled weekly.

All results show on the learner's NZQA Record of Achievement (ROA).

Certificates

Certificates are awarded when the learner has completed their training programme. The certificates are produced in the learner's full legal name. The workplace will normally receive these by courier within 3 to 4 weeks from the date the learner's last assessment result was submitted.

Celebrate Success

Now is the time to celebrate your staff success. You may wish to organise a small graduation to recognise your staff and show your appreciation for their hard work.



Glossary

Aka Toi

Careerforce's online learning and assessment platform.

Assessor

The assessor carries out the formal assessment marking process and provides mentoring. Depending on the programme, the assessor might also provide pastoral care support. They can be workplace assessors, contracted assessors, or Careerforce assessors.

Apprenticeship Advisor (AA)

Provides support, guidance, and assessment for apprentices and works across the sectors that Careerforce supports to promote apprenticeships.

Careerforce Library

The Library contains paper-based learning resources that can also be accessed from iportal. It is used to log results, access, and download training reports. iportal can be accessed by workplaces and learners.

Credits

Each programme has a credit value (that determines its expected duration), with each credit representing ten notional learning hours.

iportal

Careerforce's secure platform that provides access to trainee information stored in the internal trainee management system.

Regional Workplace Advisor (RWA)

Works alongside the employer to develop training plans that best meet the needs of the workplace. They also provide support to employers and learners throughout the training journey. RWAs are based throughout the country.

Glossary continued on next page ...



Learner

The person enrolled and being supported to achieve a qualification. Depending on the programme, a learner might also be referred to as an apprentice or trainee.

Learning Support Advisor (LSA)

The LSA liaises with you to promote literacy and numeracy skill development, and provides support, coaching, and mentoring for learners and educators who may need extra support.

Module

A grouping of learning and assessments relating to a specific topic.

NZQA (New Zealand Qualifications Authority)

The New Zealand Qualifications Authority is a New Zealand Government crown entity that administers educational assessment and qualifications. They are responsible for accrediting tertiary education providers in New Zealand, including universities, polytechnics, private training establishments, and other providers of tertiary education.

Observer

These people work alongside learners and are able to capture and attest to their skills and competencies. They complete the observation forms that are part of practical assessments.

TEC (Tertiary Education Commission)

The Tertiary Education Commission is a crown entity that leads the government’s relationship with the tertiary education sector, invests government funding in tertiary education organisations, and provides career services from education to employment.

Unit Standard

A nationally registered, coherent set of learning outcomes and associated evidence requirements, together with technical and management information that supports delivery and assessment. All unit standards are registered on the Directory of Assessment Standards, assigned a level and a credit value, and may contribute to the award of a qualification.

Workplace Capability Advisor (WCA)

The WCA trains and supports the assessor and observer workforce. Initial assessor training for new assessors is run by the WCAs and followed up with wrap-around support. WCAs help workplaces by providing observer training to support established assessors gather evidence for their learners. WCAs work closely with other teams to support assessors, workplaces, and best practice assessment.



Contacts

We have a shared commitment to supporting your staff successfully to complete their training programmes, resulting in the awarding of their NZQA qualifications.

Regional Workplace Advisor (RWA)

Careerforce has RWAs located across the country, and they are your main contact for support, and are only an email or phone call away.

www.careerforce.org.nz/rwa

Support Centre

Our Support Centre can offer support with enrolments and general enquiries.

Phone: 0800 277 486

Email: info@careerforce.org.nz







0800 277 486
info@careerforce.org.nz
careerforce.org.nz

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