

# TRAINEE HANDBOOK

Welcome to the NZ Equine Education Trust



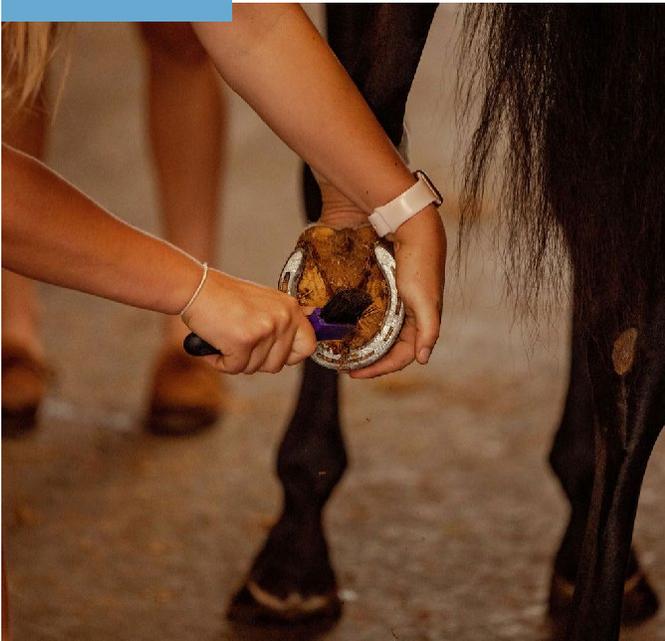
# Welcome to the NZ Equine Education Trust (NZEET)

Congratulations on beginning your NZEET training programme. We trust you'll find it enjoyable, relevant, and beneficial to your role and career. The NZEET team wishes you success as you pursue your goals.

This handbook details our policies and services and provides insights into learning and assessment within a workplace setting. We hope you find it valuable.



# Who we are



New Zealand Equine Education Trust (NZEET) is the racing and breeding industries Private Training Establishment.

## Workplace learning

Learning in the workplace differs from traditional full-time classroom courses. Your workplace becomes your classroom, with your employer as your primary instructor. Most training will involve attending a few sessions away from your workplace, working with subject matter experts.

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## When does training start?

Once NZEET has confirmed your enrolment, you are officially enrolled. You will gain access to assessments and can begin training.

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## How is a training done in the workplace

Your training is based around your daily tasks, guided by your employer or supervisor. NZEET supports you by providing learner guides that cover terminology, industry best practices, regulations, and essential knowledge. Your skills and knowledge will be verified by your workplace and assessed by your NZEET Training Advisor or Riding Mentor.

# Your enrolment form

The enrolment form is a legal document signed by three parties: your employer, the NZEET Training Advisor and yourself.



You have agreed to acquiring the necessary job skills and actively participating in the programme's training and assessment to the best of your ability.

Your employer has agreed to provide on-the-job training and to accommodate your attendance at off-site training or distance learning. They have also agreed to allocate time for formal assessment of your skills.

Your Training Advisor is responsible for managing your enrolment, providing support to both you and your employer. They are dedicated to assisting you in achieving success.



## Your trainee status

To participate in training through NZEET, you must be actively engaged in the racing, breeding, or related industries, and hold a relevant work visa if required.

If English is your second language and you wish to become an apprentice jockey you will need to complete an 'IELTs General Training test' and are required to achieve an overall band result of at least 5. For all other courses you will need to achieve an overall band result of 3 or demonstrate equivalent equine industry skills and knowledge.

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## Your workplace and personal contact details

Always keep your contact details, including your workplace, up to date.

Let your Training Advisor know about changes or email [nzeetoffice@gmail.com](mailto:nzeetoffice@gmail.com) to update your information.

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## How long will it take

Every programme has a credit value that indicates how much learning is involved and the duration (in months). The duration is how long you are enrolled for and you must complete all the assessments in this time.

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## Programme completion

Once you fulfill the training requirements and achieve the graduate outcomes, your programme will be finished. Upon completion, you will receive your New Zealand Certificate, which will be sent to you at no extra charge.

# What it costs

Your programme enrolment states the training fees. Depending on the programme chosen, your fees cover:

- Learning resources/workbooks
- Mentoring
- Assessments
- Workplace visits
- Progress reporting

## How to pay

Bank payment details will be included on the invoice.

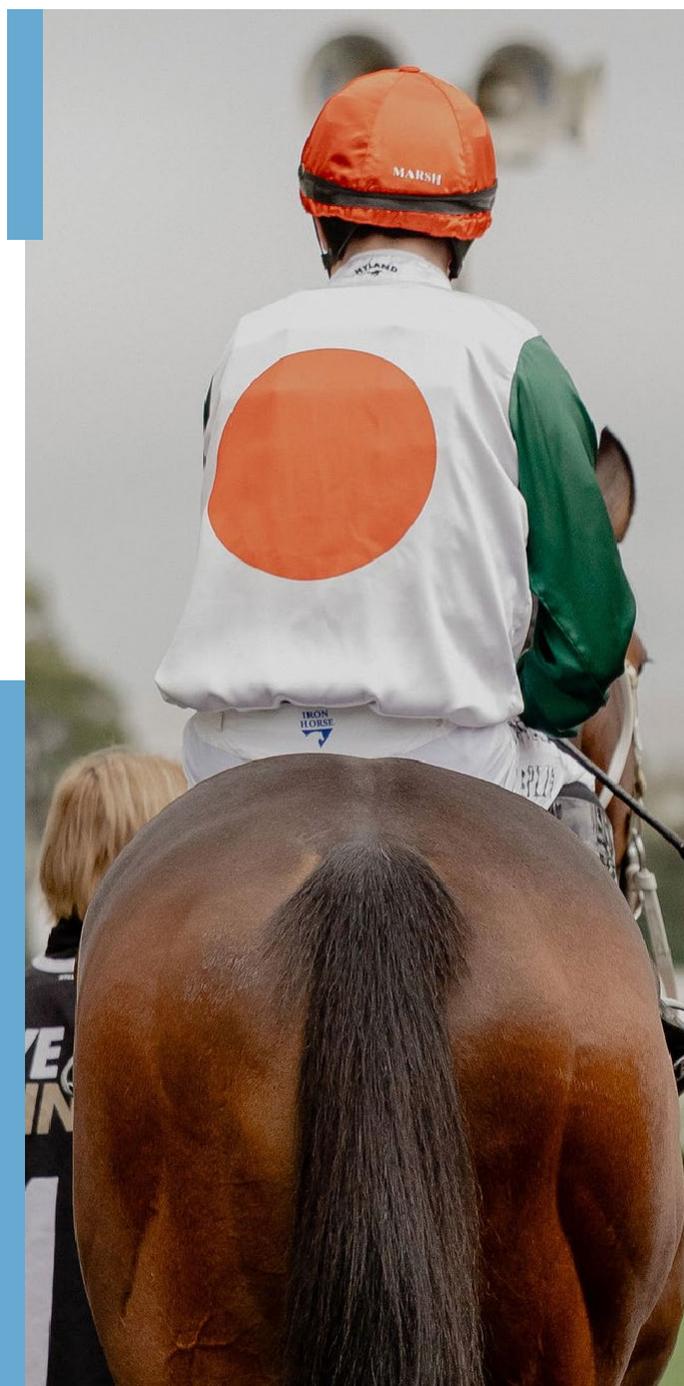
If you wish to make arrangements to pay your invoice over an agreed period please contact NZEET to discuss options.

[nzeetoffice@gmail.com](mailto:nzeetoffice@gmail.com)

## Fee payment

There are fees payable on some courses. Whilst some employers will pay all or a portion of the fees; others will expect you to pay the fees yourself; the programme enrolment form records the agreement.

Invoices are issued to the person who has agreed to be invoiced for the training on the programme enrolment form



## Student Fee Protection

As a registered PTE with NZQA, NZEET meets NZQA SFP Rules 2022 by using the services of the Public Trust to protect required fees from unforeseen closure or discontinuation of the course or delivery of unit standards. Any fees paid to NZEET which meet the criteria for SFP will be deposited into an account with Public Trust.

# Completing your programme



## How long will your programme take?

Every training programme has a duration (in months). The duration is how long you are enrolled for, and you must complete in this time. Your Training Advisor will discuss this with you. On completion, you will receive your qualification, and your certificate will be sent to you at no additional cost.

# 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. Dates for any workshops, mark in busy times at work such as summer carnival, foaling, sales etc. Also include events that are important to your such as time off work, birthdays, school holidays and family or community commitments.

Stick to your plan, because if you let all the study and gather of assessment evidence pile up it can be difficult. If something comes up or you fall behind during your course, let your Training Advisor know. They're here to help and are likely to have ideas for what you could do to 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, we will follow the process below:

- 1** If you have not completed any unit standards within the previous three months, we will send you a reminder letter to contact us to talk through support you may need to help you.
- 2** If you have still not completed any unit standards after five months you will get another letter. This will advise you that if you do not complete some within the next four weeks you may be withdrawn from your programme.
- 3** If, after six months you have still not completed any unit standards you will get a letter advising you that you have been withdrawn from your programme.



## Certificates

Once your final result and qualification has been approved by NZQA, it will take two to four weeks for you to receive your printed certificate.

It is important that you have notified your Training Advisor or workplace training coordinator of the address you want your certificate sent to, especially if you are leaving your workplace before you will receive your certificate.

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## Withdrawals

You can withdraw from your programme if your personal circumstances change. Please talk to your Training Advisor about your reasons. There may be a way we can help you continue or we can put your training on hold for a while.

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## Transfers

Your Training Advisor may recommend that you transfer from one programme to another. Fees may be transferred for approved programme transfers.

## Refunds

If you withdraw during the first 60 days of your programme, a refund will be made to the person who paid the invoice:

Within 30 days of enrolment: *100%, less \$50 administrative fee and cost of resources (if applicable).*

Between 31 and 60 days of enrolment: *50%, less \$50 administrative fee & cost of resources (if applicable).*

Over 60 days from date of enrolment: *no refund.*

# Additional support



## Learning 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.

Our Training Advisors have a strong knowledge of the equine industry and they will offer support and provide study opportunities including working one-on-one with you to help you complete your written work.

## Is English your second language?

We have access to other communities who could help as cultural mentors, and help you improve your English, learn the workplace culture and language to progress towards your individual learning goals.

## Disabilities

If you have a disability and require support or help please reach out to your Training Advisor and they will help with providing or arranging support for you.



## Learning challenges

If you have learning challenges, it is absolutely fine to ask for help. Talk to your Training Advisor who can help navigate your learning path. Our Training Advisors can help navigate your learning path. They can help with industry knowledge, reader/writer support, organisation and focus. They can help you succeed in your career.

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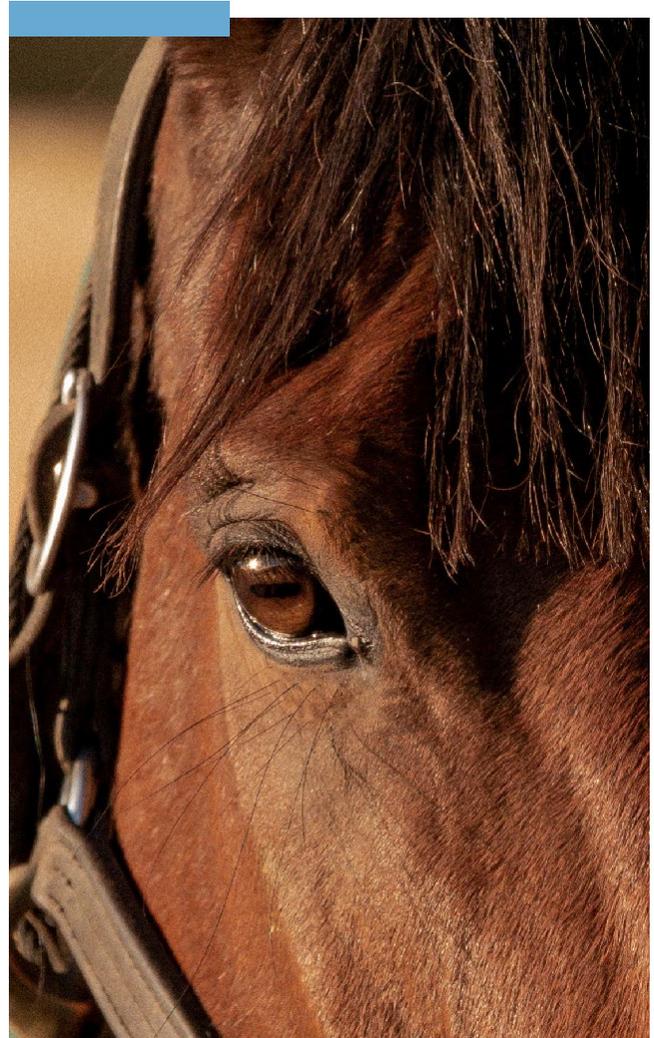
## Neurodiversity

We provide support and guidance for our neurodiverse ākonga to thrive in their learning environment. If you are neurodivergent, have a chat to your Training Advisor for additional support.

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## Reader/writer support

We can provide reader/writer support to help you in class or working on your assessments in your own time.



## Initial Literacy and Numeracy Assessment

(also known as ALNAT)

You may be asked to complete a literacy and numeracy assessment at the start of your programme. This is a simple online or paper based assessment where we can look at your literacy and numeracy skill levels and offer extra support if you need it. We may also ask you to do a literacy and numeracy assessment if you haven't already completed one. This helps us to provide some early support in your training journey if you need it.



## Health and wellbeing

Maintaining a good level of wellbeing can be challenging and sometimes you need support and guidance from health professionals to help get you through.

NZEET has access to a wide range of health and wellbeing support available, chat to your Training Advisor or visit the NZEET website for further information.

[www.nzeet.co.nz](http://www.nzeet.co.nz)

# Roles



## Your employer/supervisor is your teacher and mentor

The majority of your training will occur on-site at your workplace. Your employer or supervisor will instruct and demonstrate the necessary skills, ensure your work meets standards, and help you become proficient in the skills required for your training programme.

Industry training emphasizes practical application with supporting studies. Some programs include an evidence portfolio that you must complete, along with worksheets or assessment materials specific to your program.

## Verifier

Your employer or supervisor acts as your verifier, assisting in assessing your skills and behaviour. This involves questioning and observing you as you perform tasks, aligning these activities with programme requirements.

Working alongside the NZEET Assessor, your employer or supervisor ensures an accurate assessment of your skills and behaviour over time. Assessors do not oversee your daily tasks, so your verifier's input is crucial for accurate evaluation.

# Assessment



## On-job assessment

An Assessor is responsible for determining whether you have successfully completed an assessment. They collaborate closely with your verifier to plan the assessment process including who will be involved, what tasks will be assessed, where and when it will take place and specify the quality, type, and quantity of evidence needed for assessment. Your on-the-job Assessor will be either an NZEET Training Advisor or a subject specialist from NZEET who conducts your assessments.

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## Off-job training & assessment

Most programmes also have off-job training. This could be day courses or night classes, industry events or seminars. If your programme has off-job assessment it will be facilitated by NZEET.

*Please note: Assessments will be held by NZEET for moderation purposes for two years following completion or withdrawal of your course before secure disposal.*

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## Off-job training & assessment

Be clear before beginning on what you have to complete in an assessment, and do not undertake an assessment if you feel you need further knowledge or training in the topic. If you are found to be not yet competent in any aspect of an assessment, either on-job or off-job, you will be given an opportunity to learn or practice further, and then attempt the knowledge or skill again.

# Other responsibilities

## Academic honesty

Being honest means your assessment must be your own work and not copied from a book, website, study guide, or from another learner's work. This includes not helping another learner complete their assessment, for example sharing what you wrote or telling someone else the answer.

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## Welfare, Rules & Regulations

As a trainee working in an equine environment there are legal and ethical responsibilities including following the Code of Welfare: Horses and Donkeys (2018) to ensure the well-being of horses in our care. In racing contexts you are also bound by the rules of each codes including the NZ Rules of Racing, NZTR Code of conduct, New Zealand Rules of Harness Racing, and HRNZ Code of Conduct Regulations which can be found on each relevant codes websites, [nztr.co.nz](http://nztr.co.nz) and [hrnz.co.nz](http://hrnz.co.nz).

## Health and Safety

NZEET encourages workplace 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.

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## Conduct

Participating in training requires acceptable conduct in the workplace and at any off-job training event. Discrimination, bullying, harassment or being under the influence of drugs or alcohol will result in you being removed from the programme.

## Data collection and use

NZEET collects and stores information from the Training Agreement in accordance with the Privacy Act 2020 and the Education Act 2020.

The information collected on the Training Agreement/Enrolment form is disclosed to government agencies and outside organisations as follows:

- TEC for statistical and reporting purposes
- NZQA for recording achievement & moderation
- Ministry of Education for the National Student Index
- Primary ITO for enrolment, credit reporting, moderation
- Immigration NZ for the Visa View database
- Industry bodies for statistical and reporting purposes
- Research companies acting on NZEET's behalf.



## Our team

NZEET staff are selected based on specialist industry knowledge, educational qualifications and mentoring skills. NZEET staff are here to motivate and support you throughout your training journey. So make sure to grab the opportunity with both hands, as our team is dedicated to helping you achieve your goal of completing your qualification.

## Data storage

NZEET holds your personal data securely in the trainee management system; this will include your programme enrolment, finance records and assessment results.

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## Results

NZEET shares your assessment results and information about your progress with your employer. Your unit standard results are sent to NZQA to be formally approved and added to your NZQA Record of Achievement.

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## Marketing

Your personal details may be used in industry publications to celebrate graduation and other successes.

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## Trainee work

Evidence portfolios, workbooks, photos of your workplace and any other trainee work or evidence provided for assessment will be used only for the purpose of assessment and moderation.

Samples of trainee work will be held by the NZEET for moderation purposes for two years before secure disposal.

# Feedback



## Surveys

You can expect to be asked to take part in confidential NZEET surveys during your enrolment, and following your graduation. Some of these surveys are required by NZQA, and other surveys are for feedback and improvement purposes.

## How to give feedback

We encourage any feedback you may have on your training materials (evidence guides, learner guides, assessments). Please email us if you have any suggestions that you feel would be useful. [nzeetoffice@gmail.com](mailto:nzeetoffice@gmail.com)

## Issues or complaints

If you have a complaint or concern about your training, please talk to your Training Advisor in the first instance. If they are not available or it is not appropriate to speak with them, the next line of contact is the code's Education & Training Manager – their phone numbers are available on the relevant code's websites or NZEET Executive Officer [nzeetoffice@gmail.com](mailto:nzeetoffice@gmail.com).

If the issue has not been resolved via the above process your next step is to submit a formal complaint by completing form on NZEET website [nzeet.co.nz/traineeinformation](http://nzeet.co.nz/traineeinformation).

NZEET will ensure that complaints are resolved in a fair, simple, fast, and efficient way.

All written complaints are maintained in a Register, with any personal information included subject to the rights contained in the Privacy Act 1993 (such as your right to access and request a correction of personal information).



# Your rights as a learner

## To receive clear communications:

Your assessor, employer and NZEET have a responsibility to communicate with you during your training.

## To be informed:

You have the right to be informed of all forms of support available to you, your training progress and your assessment results.

## To be provided with resources:

NZEET provides learning and assessment resources. Your employers are encouraged to supplement your learning with workplace





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