

V2.0 | 2024/03/13



# 2024 Te Ākonga (Trainee) Handbook

# 10 things that take **Zero Talent** but will give you **100% Respect**

1. Being on time
2. Being prepared
3. Attitude
4. Energy
5. Effort
6. Work ethic
7. Passion
8. Being coachable
9. Body language
10. Doing extra



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# Congratulations on taking a brave step onto a new pathway to learning with Etco!

## Etco's Values

At Etco our mission is to develop and educate people to be the best in the industry. To achieve this, we apply the following values to everything we do:



## Partnership Agreement

Ākonga (trainees) who enrol on programmes with Etco are entering into a partnership. Our Partnership Agreement involves a commitment from you, the learner, to engage positively with your studies and a commitment from Etco to provide appropriate support to you throughout your programme. Working in partnership, we hope to create an excellent experience for all involved.

## Year Planning

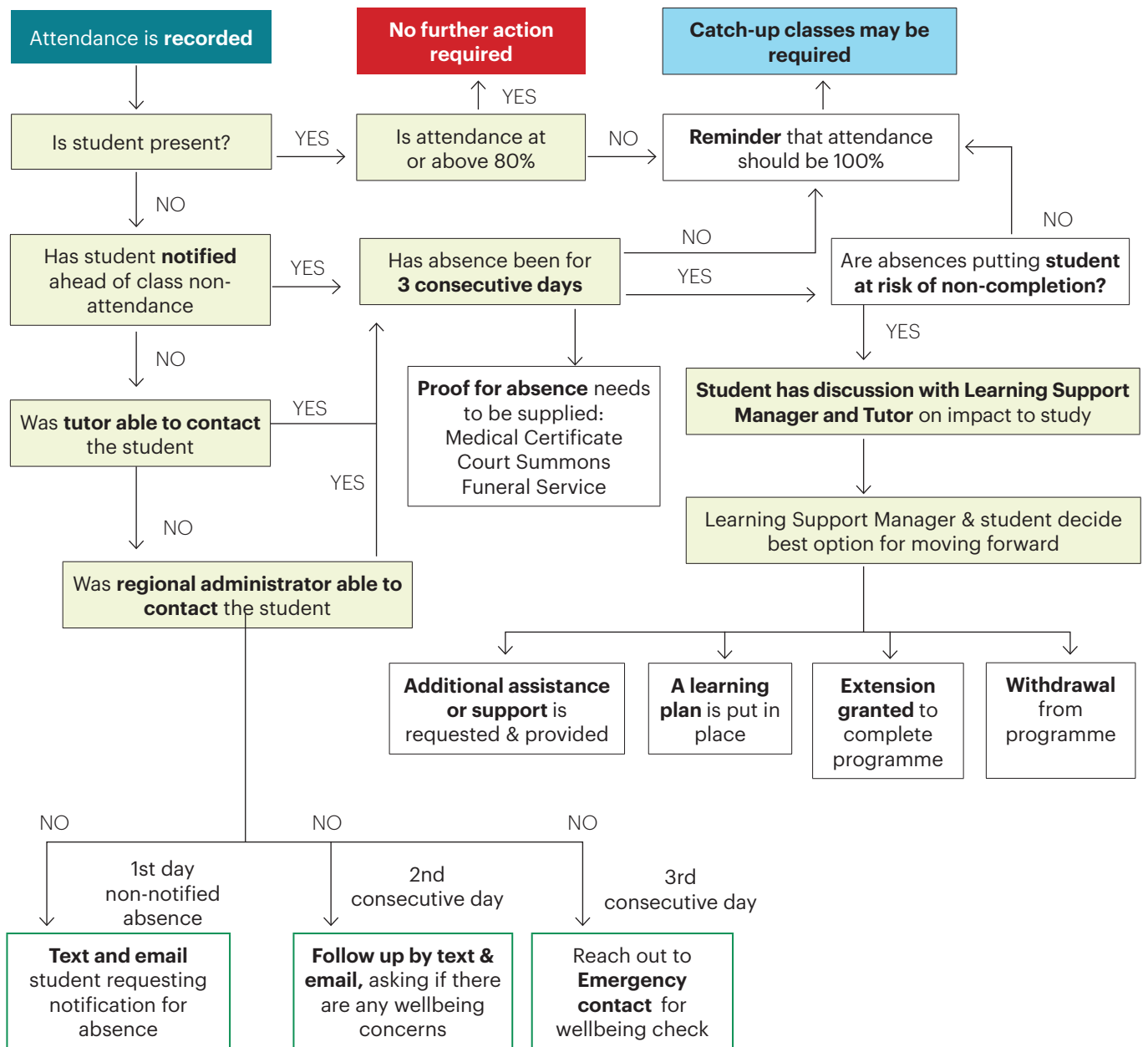
It's important that you plan ahead to help you achieve success in your programme. An assessment schedule will be provided at the start of the year. The full academic calendar for the session will help you identify when holidays are, for example, and can be found on the Learning Management System (LMS).

## Course Work

It is important for your own development that you become a responsible learner. This includes learning to manage your own time, as well as seeking information beyond what you are given in class. **You will need to allocate at least 8 to 10 hours per week of self-directed, personal study** and make a habit of doing this every week. We recommend you use a diary to plan and prioritise your learning. Poor time management can increase the pressure you experience when assessments are due. Falling behind on your assessments puts you at risk of not completing the programme. Being well organised and setting time aside for personal study will increase your chances of success!

You should always read over a piece of work before you submit it and, check for spelling and grammatical mistakes. For each assignment or project, you will be given more specific guidelines. It is essential that you follow these guidelines, as they are there to help you. Please ask questions if you are unsure.

## Attendance



Your success as an ākonga (trainees) depends on full and regular attendance of **all** classes. You should inform your kaiako (tutor) as soon as possible if you have problems with attendance and follow the Attendance Procedure shown above. In our experience, ākonga who do not attend all their classes have a very high risk of non-completion. Although we recognise that you may need to undertake part-time or over-time work, you are expected to attend **all** scheduled classes.

As part of The Partnership Agreement above,

you commit to attending **all** classes on time. Attendance at class is imperative; if you do not attend, you are unlikely to successfully complete coursework, or be able to sit and pass assessments. We'll do everything we can to support your success, but you have to be here to enable us to help you to complete your qualification.



# Programme Withdrawal

If you wish to withdraw from your programme of study you must do so in writing by completing the Withdrawal Form. This can be emailed to the Regional Administrator or the Learning Support Manager.

Etco will provide support services to help you complete your studies with us however, Etco may withdraw you from a programme if:

- You do not continue to meet the programme requirements including but not limited to:
  - Poor attendance
  - Failure to pay any fees or costs by the due date
  - On-going non completion of course work and assessments
  - Serious disciplinary concerns

Etco will make every reasonable effort to enable you to complete your qualification but if your attendance puts you at risk of not being able to complete the course content, then Etco shall:

- Offer support to identify any exceptional circumstances or barriers to good attendance and seek a solution for the remainder of the programme duration
- Contact you each day you are absent **without notice from you**
- Contact you after three consecutive days of absence **without notice** and warn you of impending withdrawal

If you know that you will be absent for an extended period (with reasonable cause) you must contact your Learning Support Manager to arrange a Learning Support Plan or put your study on hold.

If the absences continue then Etco may withdraw you from the programme when you have:

- Four (4) consecutive class days of absence **without notification** OR
- Repeated absences over time **without approval** equating to 20% or more of total required attendance (intermittent attendance)

Upon receipt of your written notification of withdrawal, you may appeal in writing to the GM Academic Quality to assess whether re-enrolment is possible. Such an appeal must be made promptly and shall only be granted in exceptional circumstances.

If a withdrawal is due to an impairment impacting on the trainee's ability to continue to study, they can apply for withdrawal on compassionate grounds so as to not incur withdrawal fees (if applicable).



# Etco E-Learning System (Moodle)

Make sure to acquaint yourself with the various areas of the Etco E-Learning environment (Etco uses the Moodle platform). This system is designed to be used on a PC, Mac, laptop or tablet. You can either head to the website on your device's Internet browser or download the Moodle app from your app store and log in from there. It is not recommended to use a mobile phone, as parts of the site may not work as effectively.

## Purpose

The purpose of the Etco E-learning system is to supplement the off-job training and the training delivered by your kaiako (tutor) during class. In addition, it provides course-related information about the course content to go alongside the training you will receive from your kaiako. New content will be made available at the beginning of each topic before your class, so you can go into the session(s) equipped with an understanding of the topic. Your kaiako will expect you to come prepared with questions about what you have read, which they will assist you with or can be discussed in class.

It also offers the opportunity to get involved in discussion with other course members on topics outside of the classroom. The system offers forums, discussions and a messaging service to contact your kaiako or your classmates with questions or ideas.

Please note that the Etco E-learning system is **NOT** a substitute for training sessions in the classroom. Your kaiako will provide a deeper understanding and additional resource in the classroom sessions.

**It is a requirement to attend all class sessions.**

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## Content

The content of each topic within the Etco E-Learning system will run alongside the classroom training syllabus. On the E-Learning system you will find quizzes, pictures, videos and other content relevant to your studies, as well as additional content and information related to our industry that may assist in understanding some of the other concepts introduced in future training.



Books are the main method of delivery of information on the Etco E-learning system. They provide an easy means of navigating a particular topic, and include a variety of media, such as text, illustrations and diagrams, and videos. They are often broken up into chapters that divide each area into easily digestible chunks. Follow the links at the end of each chapter to navigate.



The quizzes featured in each topic are available to redo at any time for further study. These quizzes are graded and results are available for you to see at any time. Within each topic, you must achieve a passing grade in each quiz to unlock the assessment. Etco also uses the grading results to review and fine-tune the content, so we can offer the best learning experience for you.



Pages and files are supplementary information to the subject at hand. It may be an auxiliary document or appendix containing charts, complex diagrams or further related information. Files are PDF format and can be downloaded or printed. Bear in mind that, although these pages and files may be external to the books and lessons, their viewing can be a requirement to completing a unit.



This icon is a prompt to think about something you have just read. It may be a question directly relating to what you have just read, or something about the activities you do in your on-job work experience. See if you can answer the question, as it will strengthen your understanding of the topic at hand.

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## Progress

Your progress is recorded and logged in the Etco E-learning system, so that your Kaiako (tutors) and administrators can monitor where you are within the training syllabus. The system is designed so that you can complete learning prior to your classes and assessments. You can see your progress in the Course overview section on your Dashboard. As you complete each activity, your progress will be updated on the Course Navigation page with a tick in the box to the right-hand side of the activity.



This symbol indicates you have completed the activity.



This symbol indicates you are yet to complete it.

More content will be unlocked as you progress through your training. There are two methods in which this will happen:

- Assessments will be unlocked when you achieve a passing grade in the associated quizzes for that topic.
- New topics will be unlocked chronologically as you begin each new subject of the curriculum in your course.

Additionally, some content is optional and compliments the main body of the material. This is available once you have completed all the other tasks.



# Assessment

In order to become a qualified electrician, you must gain a number of unit standards through both on-job and off-job learning and assessment. Throughout the course, your work will be assessed in a number of different ways, depending on the different criteria for individual units.

All off-job courses delivered by Etco are assessed at the end of each topic. To achieve off-job unit standards throughout your training, you must be assessed to prove you are competent with regards to the subject matter. You are assessed by completing the assessments as they become available to you in each topic within the E-Learning system. In some cases, there may also be a practical assessment of your skills.

The E-Learning assessments are a formal assessment in which achievement will award the associated New Zealand Qualifications Authority (NZQA) unit standard. NZQA is a government agency that holds records of all the units and qualifications achieved by students. You must complete all questions and they must all be correct. In other words, a 100% grade is required. Assessment is mainly online within the E-Learning system, and can consist of multi-choice, short answer, calculations, missing words, matching, and in some cases you will be required to upload a drawing, diagram or image. Practical assessment may include demonstration and observation of your ability to complete certain tasks and apply your theoretical knowledge.

Don't fret though, the information needed to complete the assessments is available on the E-Learning system and from your kaiako (tutors). You also have the opportunity to attempt the assessments three (3) times, so you don't have to get 100% on your first try.

Each assessment attempt is recorded and your kaiako can see your progress. This information is also available to Etco Regional Managers, Learning Support Managers, Learning Centre Managers, Coordinators, Industry Engagement Managers, and Regional Administrators as required. Once you complete the assessment satisfactorily, your achievement will be reported to NZQA so that you can be deemed competent in that unit standard.

Internal assessment is not just about judging whether you have passed or failed. It also provides both you and your kaiako with important information about what you're doing well and where you may need assistance in developing your knowledge, understanding or skills. Assessment is closely linked to the learning process in the sense that the feedback you will receive from your kaiako will help you improve your work in the future.



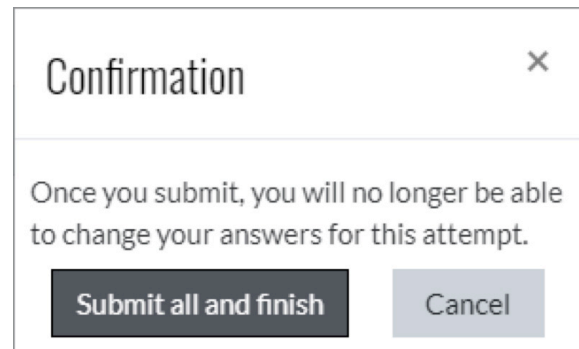
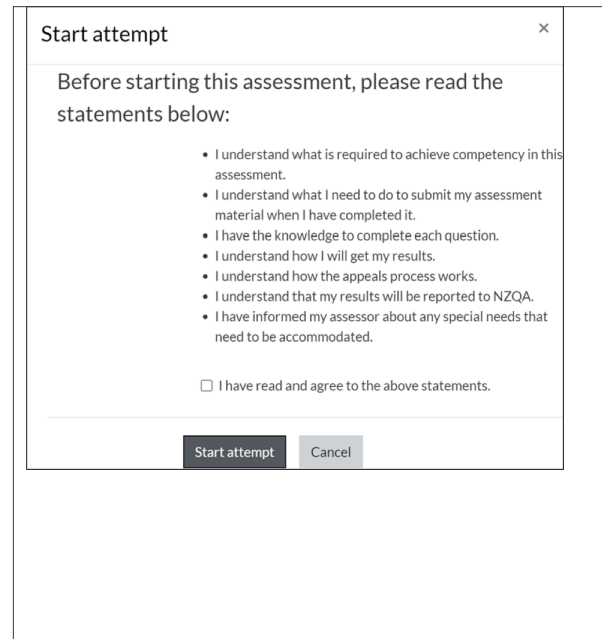
## Assessment Guidelines

1. You will be asked to confirm that you have read and understood these guidelines before undertaking any assessments.

2. You must submit your assessment material once you have completed it.

To submit your assessment, once completed, on the last page of the online assessment you will find the following button.

Clicking this will take you to a review page where you will be prompted to check that you have answered all the questions, from here you can go back and make changes or click **“submit all and finish”** to continue.



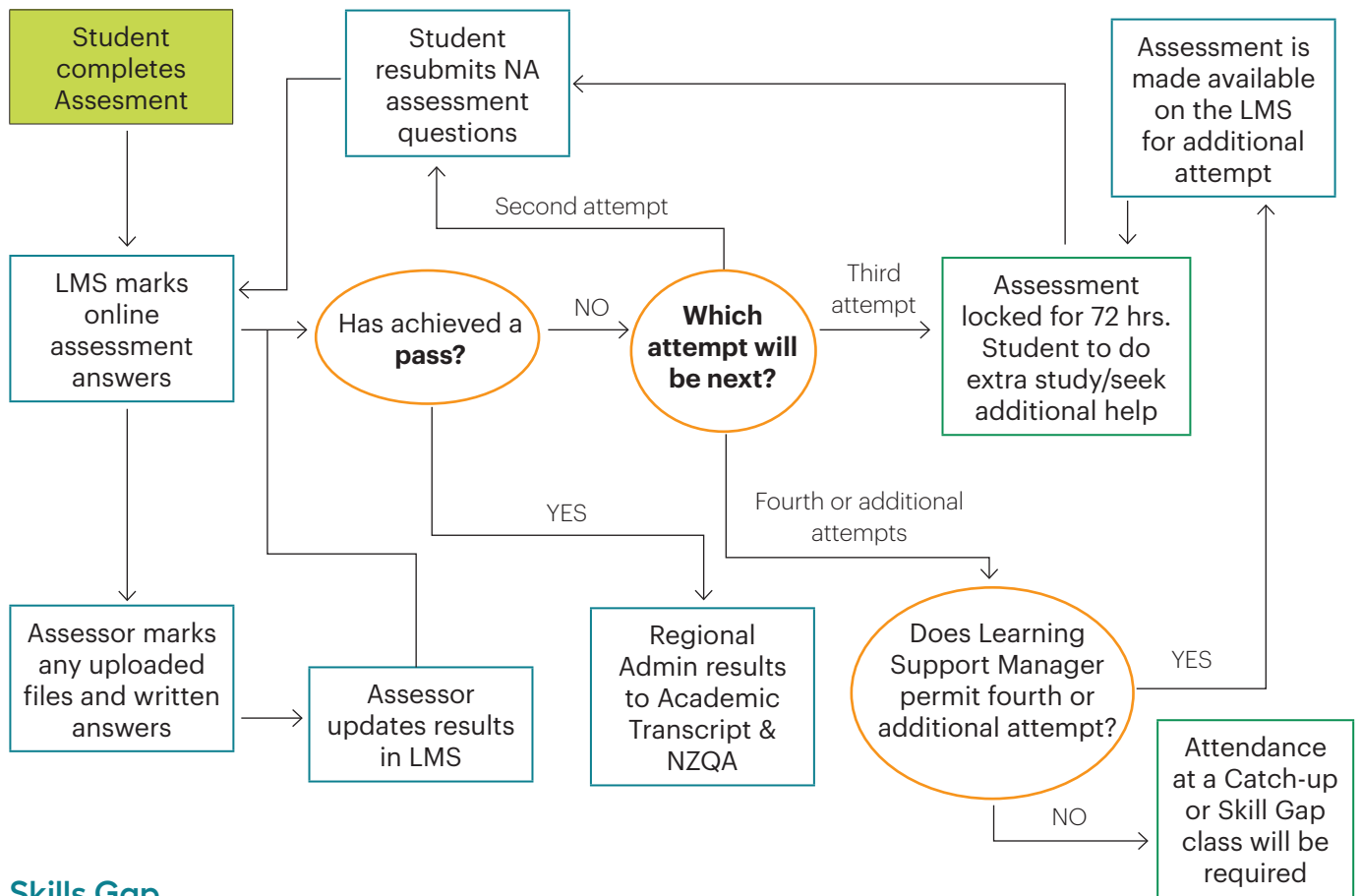
## Assessment Attempts

You will have three (3) attempts to gain 100% in each assessment. After your second attempt, there is a stand down period of 72 hours before you will be able to start your third attempt. At this stage, it is recommended that you thoroughly review the topic and speak to your kaiako to discuss where you may need additional guidance.

If you do not gain competency after your third attempt, you will need to discuss this with your

kaiako. Any further attempts will have to be requested via your kaiako and approved by the Learning Support Manager. You may be required to complete some further learning before being able to make any additional attempt. If you still do not achieve competency after this fourth attempt you may be required to attend a Catch Up class and there may be a fee associated with this.

The Assessment Management Process is shown in the following diagram:



### Skills Gap

If you are enrolled in units for the year and don't finish a unit that year you will need to do a Skills Gap for that unit. If you are in a February intake you have until December to complete all units, you are enrolled for that year. If you are in a July intake you will have until June to complete all units, you are enrolled for that year. There will

be a charge of \$345 per unit from July 2023, as funding is no longer available for this. We encourage you to complete work in the allocated year, so you don't incur any additional charges. If you need any assistance, please contact your tutor, and talk to your mentor.

### Assessment Results

You can access your results at any time via the E-Learning site by clicking on "Grades" in the menu on the left-hand side of the course page. You can also request a copy of your

academic transcript by contacting your Regional Administrator. All of your results will be reported to NZQA and will remain on your record of learning.

### Assessment Extensions

If for any reason you are unable to complete any assessment or examination within the given timeframe, you must notify the Learning Support Manager before the due date (this can be done

via your kaiako and supply an appropriate reason and supporting evidence. Submitting a request does not automatically guarantee that it will be accepted.

# Assessment Appeals

You have the right to appeal an assessment decision.

The Assessment Appeals process is shown in the flow chart to the right. Full details of the Assessment Appeals process can be found in the Assessment Appeals Guidelines.

Trainees are welcome to bring a support person to any meeting.

The appeals process is split into stages:

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## Stage One – Initial Review:

In the first instance please talk to your kaiako, within **five (5) business days** of the assessment decision, to discuss the reasons for your appeal of the assessment decision.

If you and your kaiako are unable to satisfactorily resolve the issue, your kaiako will download a copy of the Assessment Appeal Form and will explain the appeal process to you.

Your kaiako will record a summary of the discussion and the outcome in Stage One of the Assessment Appeal Form.

You will review what has been written in Stage One of the Assessment Appeal Form and sign and date the form (after any amendments have been made, if necessary).

The kaiako will also sign and date Stage One of the form.

The appeal will then proceed to Stage Two

## Stage Two – Formal Appeal:

The Assessment Appeal Form will be passed onto the Learning Support Manager within **five (5) business days**.

All your assessment materials will be reviewed and evaluated by the Learning Support Manager and the Stage Two section of the Assessment Appeal form will be completed.

You will be informed of the outcome within **five (5) business days**.

If you remain unhappy with the assessment decision, the appeal will proceed to Stage Three.

## Stage Three – Appeal Panel:

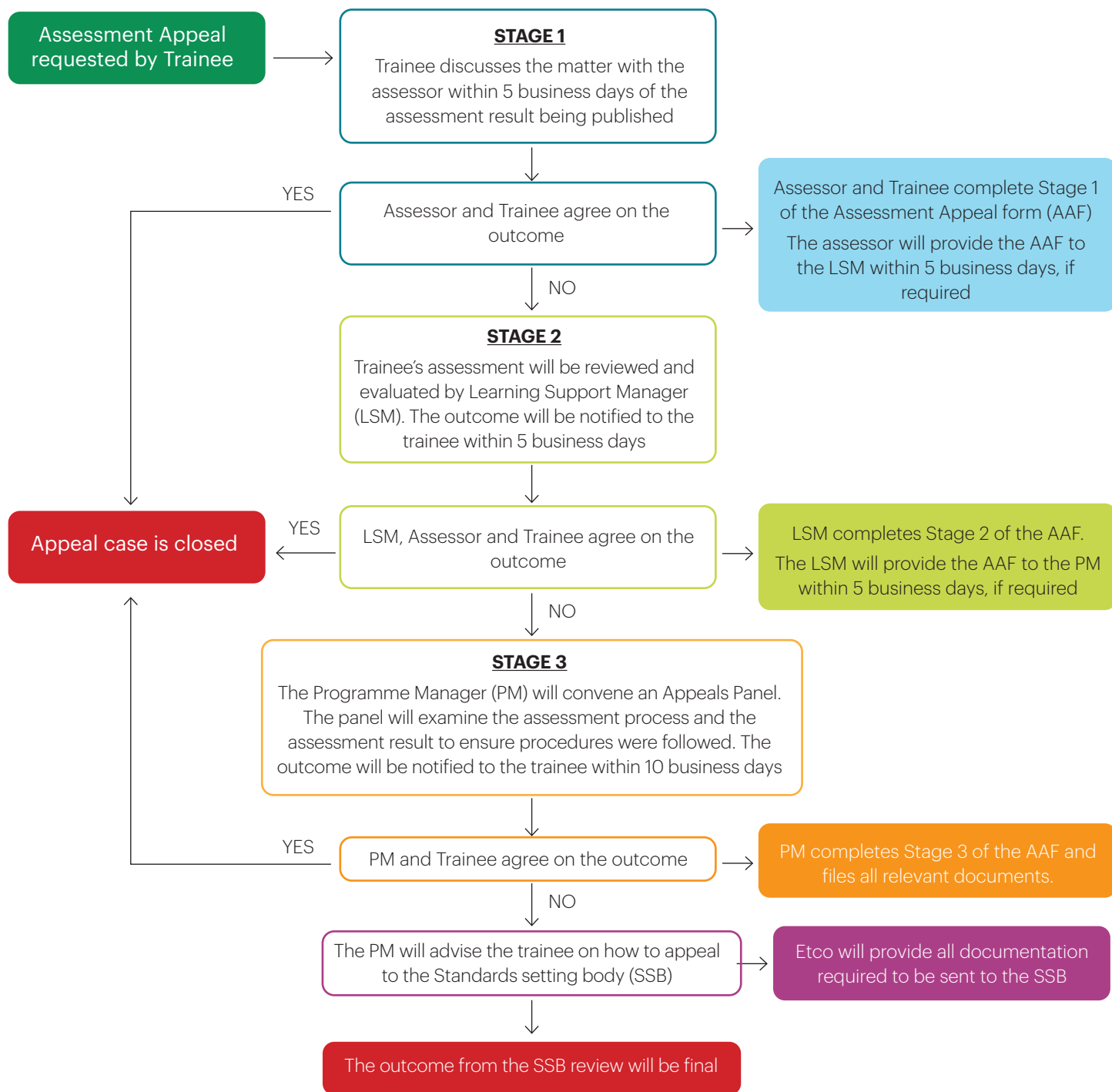
The Learning Support Manager will pass the Assessment Appeal Form onto the Programme Manager within **five business days**.

The Programme Manager will convene a meeting of the Appeals Panel. The Appeals Panel will examine the assessment process and the assessment result to ensure correct procedures have been followed, and that the assessment judgements were current, relevant, authentic, valid, equitable, and sufficient. The Programme Manager will complete Stage Three of the Appeals Form.

The outcome of the Appeals Panel review will be reported to you within **ten business days** of receiving the request for appeal.

If you are still dissatisfied with the outcome of your appeal, then you have the right to send your appeal to the relevant Standards Setting Body (SSB). Etco will provide you with information about how to do this.

The outcome from the SSB will be final and binding.



## Plagiarism

Intellectual Property (IP) rights protect someone's ideas in something that they have made or created. This includes copyright materials. Copyright is created automatically for any original work.

Ākonga (trainees) using copyright materials must acknowledge the original creator of the information by referencing the copyright holder

in their assignments. This includes information obtained from a book or a website. Any copyright information used should be paraphrased – summarised and expressed in your own words. Copying the information directly, without acknowledgement or paraphrasing, is regarded as plagiarism and will be deemed assessment misconduct.



# Assessment Misconduct

Your qualification is to be accredited by an Awarding Body, the New Zealand Qualifications Authority (NZQA). It is important that any work you produce is **your own work**. Awarding Bodies have regulations in place about this; and what to do if we think someone is not following the requirements.

## Assessment Misconduct – definition

Assessment misconduct is termed academic fraud by NZQA and carries serious consequences, including cancellation of results and revoking unit standards or qualifications. Assessment misconduct means any act, default, or practice (whether deliberate or resulting from neglect or default) which is a breach of assessment requirements including any act, default or practice which:

- compromises, attempts to compromise, or may compromise the process of assessment, the integrity of any NZQA qualification, or the validity of a result or certificate; and/ or
- damages the authority, reputation, or credibility of NZQA or any officer, employee, or agent of NZQA.

*Assessment misconduct can occur in, but is not limited to:*

- the preparation and authentication of coursework
- the presentation of practical work
- the compilation of portfolios of candidate/ assessment evidence
- conduct during an internal assessment

Allegations of assessment misconduct will be investigated by the Regional Manager and

documented against your permanent record. Etco will follow a fair and just process when investigating any allegations. If you are found to have committed assessment misconduct, you will be given a first and final warning and provided with academic integrity coaching.

Trainees are welcome to bring a support person to any meeting.

Any further assessment misconduct will result in your removal from the programme.

## Reporting Requirements

Ākonga (trainees) should report any suspected case of assessment misconduct:

- by ākonga to the delivering kaiako, or other member of kaimahi (staff)
- by members of kaimahi to the delivering kaiako, or other members of kaimahi.

## Appeals Against Assessment Misconduct

Ākonga have the right to appeal any assessment misconduct decision made against them using the Assessment Appeals Form, detailed above.

# Complaints

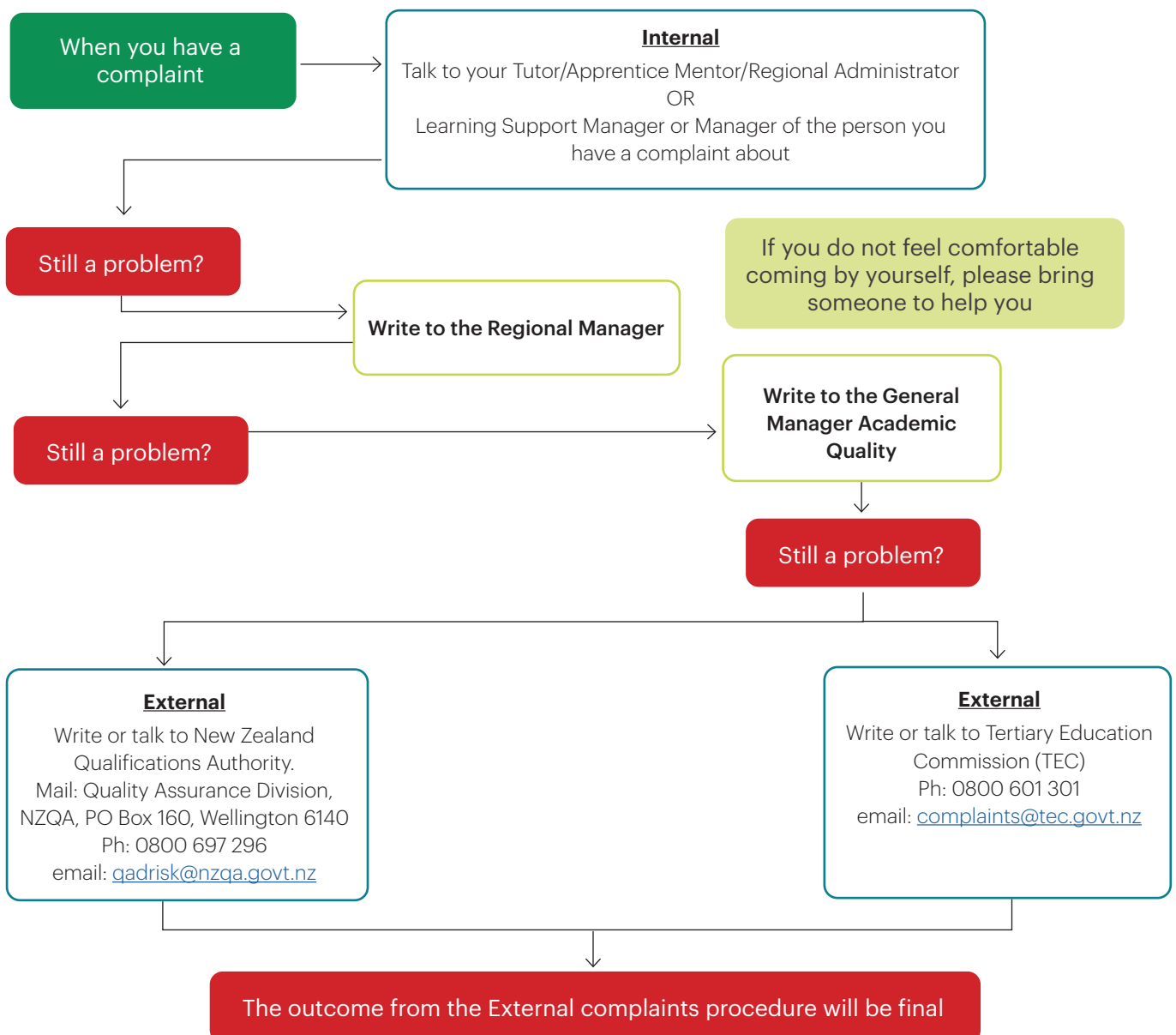
For any issues outside of assessment judgments, Etco provides two opportunities to resolve complaints internally:

- Resolution for non-complex issues can be dealt with directly between the ākonga and their kaiako.
- For more complex issues an investigation may be required.

Trainees are welcome to bring a support person to any meeting.

As mentioned in previous sections, Etco has an internal Assessment Appeal process which can be used for this purpose (see Assessment Appeals section).

## Complaints Process



## Step 1: - Internal Informal Resolution

You can discuss your complaint with any member of our kaimahi (staff), by phone, in person or, in writing. If you are unable to resolve the issue, then the complaint process will move to Step 2.

## Step 2: - Internal Formal Complaint Resolution

If the matter is not resolved satisfactorily at an informal level, or you don't feel that the informal resolution process is adequate, you may approach the Regional Manager (RM).

A formal complaint must be made in writing and clearly outline the trainee's concerns, as this will form the basis of the investigation into the complaint.

The receipt of the complaint will be acknowledged to the complainant no later than 2 working days.

If we can, we hope to resolve all complaints in 5 working days. If your complaint is more complex,

we may need to take longer in order to investigate it thoroughly. This can take up to 20 working days, if we need any longer, you will be notified of the expected timeframe. Complaints may also be escalated to the GM Academic Quality by the Regional Manager or if the trainee feels the issue is not resolved at this step.

## Step 3: Internal Formal Complaint Resolution Escalation

If the Regional Manager refers the matter to the GM Academic Quality; or the complaint is dismissed by the Regional Manager, and the trainee is unhappy with this, the trainee can approach the GM Academic Quality to have it reconsidered.

The GM Academic Quality will consider the case, whether escalated by the RM or requested by the trainee, and make a final judgement within 10 working days.

Serious complaints will be summarised and displayed on the Etco website.

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## External Complaint Escalation

If you are not satisfied with the outcome of any complaint you have made, you have the right to escalate the complaint to the New Zealand Qualifications Authority (NZQA). You can contact them here: <https://www2.nzqa.govt.nz/tertiary/the-code/the-code-for-learners/learner-complaints/>

If the complaint is about the not receiving the correct number of teaching hours, ākonga have the right to complain to the Tertiary Education Commission (TEC) here: <https://tec.govt.nz/funding/funding-and-performance/monitoring-tertiary-education-sector/make-a-complaint/>

## Complaints about the E-Learning System

If your question or complaint is regarding the Etco E-learning platform, for example: missing resources, access, problems with online assessments etc. Please contact the Development Team directly at [development@etco.co.nz](mailto:development@etco.co.nz).

# Support

We understand that through the course of your learning journey you may experience personal difficulties or life events which make studying more challenging. Our aim is to offer the care, support and guidance required to help you achieve your goal of successfully completing your studies.

Your kaiako should be **your first point of contact** for any support needs, queries or concerns you may have. We recommend you contact your kaiako by email and can then discuss from there the best means of communication.

Please see Appendix A for a list of support services.



# Fees Free Eligibility

Fees Free is a fund for first-time tertiary learners. It covers fees for one year’s study or two years’ work-based training – up to \$12,000 and it’s paid directly to your training provider.

- i. Provider-based study refers to courses where a learner is studying on campus, or online.[NZ Certificate in Electrical Pre-Trade (Level 3)]
- ii. Work-based learning refers to programmes where a learner is training in a workplace or doing ‘on the job’ learning. [NZ Certificate in Electrical Engineering Theory and Practice (Trade) (Level 4) Apprenticeship Programme

To receive Fees Free, you must meet the learner eligibility criteria and enrol in an eligible course or training programme. To confirm eligibility status, you go to <https://www.feesfree.govt.nz/> and enter their National Student Number (NSN) and study type.

## NZ Certificate in Electrical Pre-Trade (Level 3)

Once you checked your eligibility for fees free, at <https://www.feesfree.govt.nz/> below is how to proceed with your Etco pre-trade application.

Eligible	Started Consumption	Maybe	Not Eligible
Include your confirmation with your application.	Submit a review on the Fees Free site to confirm your remaining credits. Once you have received confirmation, include this with your application.	Follow the steps on the Fees Free site to complete a statutory declaration. Once you have received confirmation, include this with your application.	You will need to pay for your fees up front or apply for a student loan through study link.



## NZ Certificate in Electrical Engineering Theory and Practice (Trade) (Level 4) Apprenticeship Programme

Once you checked your own eligibility for Fees Free at <https://www.feesfree.govt.nz/> below is how to proceed with your Etco Apprentice programme application.

Eligible	Started Consumption	Maybe	Not Eligible
Include your confirmation email with your application.	Submit a review on the Fees Free site to confirm your remaining credits.  Once you have received confirmation of the review from TEC, include this with your application.	Follow the steps on the Fees Free site to complete a statutory declaration. Once you have received confirmation from TEC, include this with your application.  If you know that you do not meet the criteria, then please send an email to <a href="mailto:ffstatus@etco.ac.nz">ffstatus@etco.ac.nz</a> to inform us of this and the reason why you don't meet the criteria.	You need to sign up to <a href="#">Debit Success</a> to pay the weekly training fee or ask your employer if they will pay the training fee for you.  If your employer has agreed to pay, please clearly indicate this on your documents.

### Eligibility

Eligibility for Fees Free is based on a number of criteria, see <https://www.feesfree.govt.nz/eligibility-criteria>.

Below are the key eligibility criteria that will ensure a trainee is eligible or at least can access some of the Fees free funding.

**Residency Criteria:** A New Zealand citizen **OR** holder of a residence class visa

**Prior study and training:** either enrolled in a school in or after 2020 **OR** have not undertaken more than half a year of full-time tertiary education at level 3 or above.

# Wellbeing, Safety & Health

If you have any wellbeing concerns about yourself or another ākonga, please contact your kaiako, Learning Support Manager, Apprentice Coordinator, or Account Manager.

## Safety and Health

At Etco we have a 'Zero Tolerance' policy towards unsafe practices, and we expect you to follow safe work practices at all times.

We will take all practicable steps to ensure that we:

- Provide and maintain a safe work and study environment for all our kaimahi (staff) and ākonga
- Provide and maintain, for kaimahi and ākonga while they are at our premises, facilities for their safety and health; and
- Ensure that equipment, tools and machinery used by any kaimahi or ākonga is so arranged, designed, made and maintained that it is safe for the kaimahi or ākonga to use; and
- Ensure that while at our facilities, kaimahi and ākonga are not exposed to hazards arising out of the use of any equipment, tools and machinery required for any assessment or exercise.
- Ensure that whilst working with any energised equipment, tools and machinery ākonga will be supervised at all times.

You are encouraged to report any hazards or risks you may identify whilst at Etco. This will enable us to keep your learning environment safe and healthy for you, other ākonga and kaimahi.

If you suffer any injury whilst on Etco premises, you must notify your kaiako immediately. An entry will be made in the Training Centre accident register. You may think that your injury is insignificant, but you must report any occurrence immediately in order for Etco to reduce any hazard or risk.

First aid facilities are available at every Etco training centre and training venue.

## Dress Code

Appropriate clothing must be worn by all ākonga at Etco training centres and any other facilities. There are some additional requirements in terms of PPE when attending block course.

When attending classes in a classroom environment your clothing should be neat and tidy, long hair should be tied back, and hats, caps, hoods, and muscle shirts are not to be worn in the lecture rooms.

When attending class in a workshop environment the above applies and you are also required to wear enclosed shoes or boots (no jandals or sandals). Clothing should be 100% cotton without metal zips or buttons and not loose fitting (to avoid fire and electric shock danger and catching loose sleeves etc on moving machinery). Safety glasses must be worn while soldering, using power tools or while live testing and also while observing any of these tasks or as directed by your kaiako.

A 100% cotton long sleeve shirt, jumper or over-shirt must also be worn while live testing, if you do not have this available you may be asked to wear a long sleeve dust coat while testing live equipment.

Jewellery should be discreet and professional in appearance, provided the jewellery does not pose a safety risk. In the workshop the wearing of bracelets, rings and necklaces is not permitted. These items are not permitted because they may conduct electricity or become caught in tools or equipment. Bulky piercings (i.e. large

nose rings or ear-rings and eyebrow rings etc) are also not permitted. The wearing of one item of discreet facial piercing jewellery, such as a 'stud' is acceptable, but 'hoop' style piercings are not acceptable. Watches can also be a potential hazard with some work activities. Hence, watches may need to be removed prior to commencing a work activity if the watch could be a hazard.

**For Day Release and Level 3 Pre-Trade Foundation ākonga you should make sure that you always have appropriate clothing available for both classroom and workshop study.**

### Drugs & Alcohol

Etco is committed to responsibly meeting its occupational wellbeing, safety and health obligations by taking all reasonably practicable steps to ensure a safe training environment, free from the effects of drugs and alcohol.

Ākonga are strictly prohibited from possessing, consuming, or distributing alcohol or drugs at any of Etco's training centres or night classes.

### Smoke Free

Etco is committed to a Smoke Free environment as part of our core values of providing an energized, caring, and grounded environment that is healthy and safe for ākonga, kaimahi, and visitors.

No person, whether kaimahi, ākonga or visitor shall smoke on or in Etco grounds, including building exit areas and the carpark. All Etco occupied buildings, training facilities or vehicles are smoke-free, which includes vaping and the use of e-cigarettes or similar devices.

For more information about where you are permitted to smoke or vape, please check with your kaiako or any other Etco kaimahi (staff) member.



# Te Ākonga (Student) Conduct

The Ākonga Code of Conduct forms part of Etco's core values to create a positive learning environment. Please make yourself familiar with the information below to make sure you are aware of our expectations around your conduct.

Etco asks all ākonga:

- To work together collaboratively; and
- To develop respectful relationships with each other and with kaimahi (staff).

In the event that respectful behaviours break down and incidents occur then you should discuss this with your kaiako/kaimahi to make them aware of any emerging issues or conflicts, which you have become aware of. This will then be dealt with appropriately by your Learning Support Manager.

Ākonga under the influence of alcohol or any other substance will be asked to leave the premises and a record of this behaviour will be noted on their ākonga file.



If your behaviour is deemed to be a safety risk to yourself or others you will be asked to leave the classroom or workshop.

If deemed necessary, your employer, or mentor may be notified of your conduct. For ākonga under the age of 18 your parent or guardian may also be notified.

For continued breaches of unacceptable behaviour, you will be at risk of being withdrawn from the programme.

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## Feedback

One of the best ways we can improve our support, service and systems is to get your feedback. If there is something you think could be done better or needs improvement, please let us know via [learning@etco.co.nz](mailto:learning@etco.co.nz). The first port of call is your kaiako, but our Learning Support Managers and Regional Administrators are always happy to take feedback.

You will be expected to fill out a feedback survey at the end of each term, block course, and after graduation. This is a short, anonymous, survey designed to help us improve the service we provide to you, it's a good chance for you to let us know what we're doing well, or not so well and also allows you to share your ideas and suggestions.

# Remote Learning

Learning remotely can be very different from sitting in a classroom or a workshop. We recognise the new challenges which remote learning brings for both ākongā and for their kaiako. Here are some ways you can still learn effectively and maintain a healthy work-study-life balance. It is important that you have the right working space, mindset and routine in place before you start trying to learn and study successfully.

Here are some great tips that will have you ready for remote learning.

## 1. Have a routine

As well as waking up on time and attending classes online, it's important to schedule in time to go over notes, some sort of exercise and time for hobbies and interests. Writing down tasks first thing in the morning will allow you to set your intentions for the day and feel motivated to fulfil them – a simple list will suffice. Write every task, big and small, that you want to complete and highlight your top three priorities for the day.

## 2. Communicate with your kaiako and classmates

Remember that it is important to communicate with both your classmates and kaiako. We would encourage you to ask questions during classes, discuss topics in forums with others in your class and reach out via email to keep the contact with others. Although your kaiako can't be there physically with you, your education is still a priority and they're there to help. It can feel very isolating if you try to study without the support of your kaiako and your classmates.

## 3. Practice mindfulness and be kind to yourself

Set aside some time each day for some time out. It could be as little as five minutes or as much as you feel you can carve out of your busy day. This can be to do whatever you feel will help you to switch off from the busy day. There are some excellent apps you can subscribe to, which provide 10 minute sessions on mindfulness, for example, Calm or Headspace. A lot of ākongā find these useful in giving some structure when having a bit of time out and it helps in refocussing.

## 4. Create a work environment

Make a space dedicated to studying, as it will help you to concentrate better. To create a productive workspace, try to keep your study area clutter free and have all your study resources close at hand. Ideally don't use your bed as a place to study – it's important to keep this as a place of rest.

We suggest studying at a comfortable workstation. If you don't have a desk you may need to get creative! For some tips and ideas on setting up your workstation check out these resources.

- [TBI Health workstation setup guide](#)
- [Joy Workz workstation setup](#)
- [Working Health top 10 tips for Computer Ergonomics](#)
- [WorkSafe guidelines for using computers](#)

It's also recommended to work by a source of natural light if you possibly can.



### 5. **Get out of your pyjamas and have breakfast**

It's important to get up, have breakfast, and be ready for the day; as if you were heading out to the training centre.

Wearing something other than your pyjamas will make you feel ready to take on any tasks you have. As they say, look good, feel good! Some kaiako have been known to ask their class to stand up, so watch out if you're in PJs!

### 6. **Make sure you've planned your lunch in advance**

Having a proper break for lunch is important, this gives you a boost and also helps break up tasks. If you've got a busy day, you might want to plan ahead so you don't have to start making lunch from scratch.

### 7. **Cancel out distractions**

When you're studying from home, it can be quite easy to become distracted.

The easiest way to achieve focus and productivity is to distance yourself from things that might cause a distraction. You could put your phone in another room, in a drawer or switch it to 'Airplane mode'. Another way is to download '[Cold Turkey Blocker](#)' on your laptop or phone (applies to Windows and macOS systems only), to prevent yourself from logging into social media while you're studying. The app lets you temporarily freeze pages you know you might compulsively visit when studying. A great tip for anyone who struggles to stay focussed!

### 8. **Adjusting to online classes**

It's important to remember that online classes are like your normal ones; just delivered in a different way. We have worked hard to replicate the same learning experience as you would have in the training centre. We encourage you to listen to your kaiako as you would do in a normal class. If watching a recording, try to watch these at normal speed for the first viewing and give it your full attention. Then return to sections or areas which you may need extra clarification and rewatch.

If watching a recorded class, find a time that is best for you. For some this may be first thing in the morning, for others this may be in the evening. This all comes down to you planning your day / week well.

### 9. **Tips on how to get over an energy slump**

Channelling your focus elsewhere can help you get over a dip in energy. A day can seem long if you are sitting at home without social interaction. If you find yourself feeling restless and unfocused at any time during the day and you still have study to do, you might want to take a break and do something else for half an hour. Tidy your surroundings, walk around the house for a bit, try some [desk yoga](#) or grab a snack break. When you sit back down, you'll have a clearer mind and be ready to focus.

### 10. **Have other activities planned**

Plan out activities that will help you take your mind off studying, rest, and recharge. Everyone will be different in what they like to do, but some of our favourites include gaming, cooking, watching a movie, going for a walk/run/bike ride, or calling friends and family for a catch up.

**Remember these tips are also useful for your weekly 10 hours of self-directed learning**

# Privacy

Information is collected and stored in accordance with the Privacy Act 2020. Your personal information will be treated in the strictest confidence and is collected for the purpose of processing your course enrolment through to your programme completion and graduation. Information will only be disclosed to Etco kaimahi on a need-to-know basis. It will not be disclosed to a third party without consent. You have the right to access your personal information at any time.

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## Contacts

### Nationwide:

- [www.etco.co.nz](http://www.etco.co.nz)
- 0800 ASK ETCO - 0800 275 3826
- Specialist Trades Director:  
Ben Stevens - [ben.stevens@scgnz.org](mailto:ben.stevens@scgnz.org)

### Northern Region:

- Upper North Training Centre - (09) 527 6165
- Learning Support Manager (night classes):  
Marcos Roa - [marcos.roa@etco.ac.nz](mailto:marcos.roa@etco.ac.nz)
- Learning Support Manager (Pre-trade and day release): Allan Palmer -  
[allan.palmer@etco.ac.nz](mailto:allan.palmer@etco.ac.nz)
- Learning Support Manager (Block courses and Industry courses): Yana Shumangan -  
[yana.shumangan@etco.ac.nz](mailto:yana.shumangan@etco.ac.nz)
- Regional Admin: [northern\\_admin@scgnz.org](mailto:northern_admin@scgnz.org)
- Regional Manager: Bill Sole -  
[bill.sole@etco.ac.nz](mailto:bill.sole@etco.ac.nz)

### Central North Region:

- Central North Training Centre - (07) 349 6379
- Learning Support Manager (Tauranga, Rotorua and Napier): Andrew Healey -  
[andrew.healey@etco.ac.nz](mailto:andrew.healey@etco.ac.nz)
- Learning Support Manager (Hamilton):  
David Sanft - [david.sanft@etco.ac.nz](mailto:david.sanft@etco.ac.nz)
- Regional Admin:  
[centralnorth\\_admin@scgnz.org](mailto:centralnorth_admin@scgnz.org)
- Regional Manager: Lindsay John -  
[lindsay.john@etco.ac.nz](mailto:lindsay.john@etco.ac.nz)
- Regional Support Manager: Steve Gardner -  
[steve.gardner@etco.ac.nz](mailto:steve.gardner@etco.ac.nz)

### Lower North Region:

- Lower North Training Centre - (04) 472 8751
- Regional Admin:  
[lowernorth\\_admin@scgnz.org](mailto:lowernorth_admin@scgnz.org)
- Regional Manager: Steve Strawbridge -  
[steve.strawbridge@etco.ac.nz](mailto:steve.strawbridge@etco.ac.nz)
- Learning Support Manager: Mark Webster -  
[mark.webster@etco.ac.nz](mailto:mark.webster@etco.ac.nz)

### Upper South Island Region:

- South Island Training Centre - (03) 379 8102
- Learning Support Manager: Steve Price -  
[steve.price@etco.ac.nz](mailto:steve.price@etco.ac.nz)
- Regional Admin:  
[uppersouth\\_admin@scgnz.org](mailto:uppersouth_admin@scgnz.org)
- Regional Manager: Nick Burrow -  
[nick.burrow@etco.ac.nz](mailto:nick.burrow@etco.ac.nz)

### Lower South Island Region:

- South Island Training Centre - (03) 474 5284
- Learning Support Manager: Alistair Gibbs -  
[alistair.gibbs@etco.ac.nz](mailto:alistair.gibbs@etco.ac.nz)
- Regional Admin:  
[lowersouth\\_admin@scgnz.org](mailto:lowersouth_admin@scgnz.org)
- Regional Manager: Nick Burrow -  
[nick.burrow@etco.ac.nz](mailto:nick.burrow@etco.ac.nz)

# New Zealand Certificate in Electrical Pre-Trade (Level 3)

## Aims of the Programme

This is a theory-and practical based programme. Graduates of this programme will be able to:

- ✓ Apply safe working procedures and practices to electrical tasks, including first aid and CPR as needed.
- ✓ Operate within legal limitations of electrical and relevant non-electrical legislation.
- ✓ Select and use products, tools, and equipment suitable for use in the electrical industry.
- ✓ Install cables and electrical equipment.
- ✓ Use testing techniques to test for electrical safety, and to identify and diagnose electrical faults.
- ✓ Demonstrate behaviour suitable for the workplace, follow instructions, and complete basic workplace documentation.

## New Zealand Certificate in Electrical Pre-Trade (Level 3) [4316]

The purpose of this qualification is to equip people with underpinning electrical knowledge and basic practical skills to enter further training or entry-level employment, such as an apprenticeship, within the electrical industry and related electrical field.

## Structure of the Programme

Each half year is divided into courses. The units you will study are as follows:

Off-Job Unit Standard	Unit Description
<b>Course 1</b>	
15847	Demonstrate knowledge of mathematics and mechanics for electrical trades
25070	Explain the properties of conductors, insulators, and semiconductors and their effect on electrical circuits
25071	Demonstrate knowledge of electromotive force (e.m.f.) production
25072	Apply electromagnetic theory to a range of problems
29470	Demonstrate knowledge of electric motor and generator construction and operation
15848	Demonstrate and apply knowledge of safeguards for use with portable electrical appliances
29465	Apply knowledge of electrical safety and safe working practices for electrical workers
750	Demonstrate knowledge of electrical test instruments and take measurements

Off-Job Unit Standard	Unit Description
15852	Isolate and test low-voltage electrical subcircuits
29466	Demonstrate knowledge of legislation and Standards governing electrical workers
29467	Demonstrate knowledge of the electrical industry ethical work practices
29468	Demonstrate and apply knowledge of safe plant isolation, re-commissioning, and associated electrical testing procedures
29469	Select and install flexible cords and cables
29474	Demonstrate and apply knowledge of electrical fittings and components and their installation
15855	Demonstrate knowledge of circuit protection
15849	Perform manual soldering and de-soldering procedures for electrotechnology work
30645	Demonstrate practical application of theory and legislation for electrical appliance servicepersons (endorsed)
<b>Course 2</b>	
29477	Demonstrate knowledge of the New Zealand national electricity grid and associated electrical protection
1204	Demonstrate knowledge of earthing
29476	Demonstrate and apply knowledge of capacitance, inductance, power factor, and power factor correction
29480	Demonstrate knowledge of electric circuit design, control, and protection
29479	Draw and explain electrical diagrams
6705	Test electrical appliances for safety
30658	Demonstrate knowledge of fundamental electrical safety in the workplace
30657	Isolate low-voltage electrical subcircuits and perform basic checks and tests to confirm isolation
15866	Demonstrate and apply knowledge of and the procedures for the examination of and testing of electrical installations
29471	Demonstrate knowledge of electric switchboards and lighting and power circuits
29557	Apply fundamental techniques for identifying and locating faults in electrical fittings or systems
29481	Apply knowledge of lighting installation, testing, repair, and disposal
29473	Demonstrate knowledge of single-phase and three-phase transformers
29483	Demonstrate and apply knowledge of single-phase and three-phase rotating machines
29749	Demonstrate and apply knowledge of theory and practice for registration of electrical workers (stage 1)
29753	Demonstrate and apply knowledge of theory and practice for registration of electrical workers (stage 2)
31831	Apply knowledge of theory and legislation for electrical service technicians (EST)
29484	Demonstrate knowledge of theory and practice for electrical workers
6401	Provide first aid
6402	Provide basic life support

# New Zealand Certificate in Electrical Engineering Theory and Practice (Trade) (Level 4) Apprenticeship Programme

## Aims of the Programme

This programme involves both theory and practical training (off-job) and on-job work experience. Graduates of this programme will be able to :

- ✓ Install, commission, and maintain electrical systems and equipment, including electrical protection
- ✓ Carry out fault diagnosis and testing of electrical systems and equipment
- ✓ Monitor and maintain safe working; procedures, practices, and environment, and identify and control hazards in the workplace
- ✓ Apply electrical and relevant non-electrical legislation governing the work of electricians
- ✓ Install and maintain electrical machines and control systems
- ✓ Install and maintain electrical equipment in special electrical situations
- ✓ Work ethically and professionally within the electrical industry, as a commercially competent registered electrician, including maintaining current competency and communicating with stakeholders on electrical and related matters

The New Zealand Certificate in Electrical Engineering Theory and Practice (Trade) (Level 4) [2388] will equip you with the skills, knowledge, and attributes to work independently as commercially competent electricians in the electrical industry, in the field of your choice. Once registered and licensed, you can supervise other electrical workers up to and including your licence class. This qualification includes the EWRB electrical theory and regulations examinations that are required for registration as an electrician.

## Structure of the Programme

The qualification is made up of a series of courses that are incorporate Unit Standard assessments. These assessments are online for classroom-based learning (off-job) and paper-based for on-job work experience. You will also complete the EWRB online electrical theory and regulation examinations.

The units you will study are as follows:

Off-job Unit Standard	Unit Description
<b>Tradestart</b>	
6401	Provide first aid
6402	Provide basic life support
30657	Isolate low-voltage electrical subcircuits and perform basic checks and tests to confirm isolation
30658	Demonstrate knowledge of fundamental electrical safety in the workplace
30692	Perform basic calculations used in a given trade situation
<b>Course 1</b>	
29465	Apply knowledge of electrical safety and safe working practices for electrical workers
15852	Isolate and test low-voltage electrical subcircuits
750	Demonstrate knowledge of electrical test instruments and take measurements
25070	Explain the properties of conductors, insulators, and semiconductors and their effect on electrical circuits
29469	Select and install flexible cords and cables
29474	Demonstrate and apply knowledge of electrical fittings and components and their installation
25071	Demonstrate knowledge of electromotive force (e.m.f.) production
29466	Demonstrate knowledge of legislation and Standards governing electrical workers
25072	Apply electromagnetic theory to a range of problems
29467	Demonstrate knowledge of the electrical industry ethical work practices
29470	Demonstrate knowledge of electric motor and generator construction and operation
29479	Draw and explain electrical diagrams
29468	Demonstrate and apply knowledge of safe plant isolation, re-commissioning, and associated electrical testing procedures
15848	Demonstrate and apply knowledge of safeguards for use with portable electrical appliances
<b>Course 2</b>	
29477	Demonstrate knowledge of the New Zealand national electricity grid and associated electrical protection
1204	Demonstrate knowledge of earthing
29471	Demonstrate knowledge of electric switchboards and lighting and power circuits
15855	Demonstrate knowledge of circuit protection
29478	Demonstrate knowledge of electrical installations in special situations



Off-job Unit Standard	Unit Description
29476	Demonstrate and apply knowledge of capacitance, inductance, power factor, and power factor correction
29472	Demonstrate knowledge of electric lighting systems
29481	Apply knowledge of lighting installation, testing, repair, and disposal
29557	Apply fundamental techniques for identifying and locating faults in electrical fittings or systems
29482	Demonstrate and apply knowledge of special power supplies
29473	Demonstrate knowledge of single-phase and three-phase transformers
29483	Demonstrate and apply knowledge of single-phase and three-phase rotating machines
29475	Demonstrate and apply knowledge of electronics
5932	Demonstrate knowledge of protection of circuits from static electricity and magnetic interference
29484	Demonstrate knowledge of theory and practice for electrical workers
<b>Course 3</b>	
29445	Demonstrate and apply knowledge of single-phase and three-phase transformers
29443	Demonstrate and apply knowledge of a.c. motors
29444	Demonstrate and apply knowledge of a.c. electric motor control and installation
15862	Demonstrate knowledge of industrial process control
29440	Demonstrate knowledge of electric switchboards
29442	Demonstrate and apply knowledge of renewable energy electricity generation systems
29441	Demonstrate and apply knowledge of cable coding, colours, characters, applications, and capacity
27352	Demonstrate knowledge of supervision of trainees undertaking prescribed electrical work
5926	Demonstrate knowledge of programmable logic controllers (PLCs)
15866	Demonstrate and apply knowledge of and the procedures for the examination of and testing of electrical installations
29480	Demonstrate knowledge of electric circuit design, control, and protection
21766	Demonstrate knowledge of theory for registration of electricians
1702	Demonstrate knowledge of, and apply electrical legislation, New Zealand Codes of Practice, and Standards

## On-job work experience

Discipline	On-job Unit	Description
<b>Core</b>	11095	Write business correspondence to convey complex ideas and information
	15844	Select and install flexible cords
	15869	Install electrical equipment in damp situations
	15870	Inspect and test an electrical installation for compliance with AS/NZS
	16407	Use and maintain hand and power tools for electrical work
	16415	Install and commission extra-low voltage equipment
	30265	Apply health and safety risk assessments to a job role
	2016	Install earthing systems for multiple-earthed neutral installations
	2020	Plan and install cable support systems
	29419	Prepare for, install, test, and commission new electrical installations
	29420	Fault-find, test, and commission electric motors
	29421	Inspect, test, fault-find, and repair fixed-wired electrical appliances, portable electrical appliances
	29422	Install, wire, test and fault-find, and repair power outlets and electric lighting systems in existing installations
	29424	Install, commission, and maintain emergency lighting systems
	29425	Write electrical industry service reports
	29427	Install, test, and commission electrical appliances
	29429	Demonstrate and apply knowledge of safe practices in an electrical workplace
376	Employ customer service techniques to accommodate customer behavioural styles in a workplace	
<b>Domestic and Commercial</b>	2021	Plan, install, and commission a power supply on a construction or demolition site
	29435	Install computer networking infrastructure systems
	29436	Wire and connect control devices used in the electrical environment
	29437	Analyse building and plant energy efficiency
	29438	Install, commission, and maintain a power quality protection system
	29439	Schedule and manage preventative maintenance for domestic or commercial electrical equipment
	29446	Demonstrate knowledge of computer networking infrastructure principles
5931	Select and install domestic or commercial electric switchboards	

<b>Industrial</b>	10787	Install and test transducers
	2030	Schedule and manage preventative maintenance for electrical equipment
	29423	Carry out planned maintenance of electrical equipment
	29426	Follow control drawing and install, wire, and commission a control panel
	29428	Install, test, and commission a.c. rotating machines
	29430	Select and install industrial electric switchboards
	29431	Select and install electric motor starters
	29432	Select, install, and commission a variable frequency drive
	29433	Install, wire to, and connect a machine safety device
	29434	Install and programme a PLC

Note: Trainees **must** select at least one of the options (Domestic/Commercial or Industrial) however, trainees **can**, opt to do both specialties if they prefer.

# Appendix

## Support Services' Contact Details

Youthline	0800 376 633 - 24 hrs
Lifeline	0800 543 354 - 24 hrs
SwitchedOn (for Etco employed apprentices)	0800 478 902 - 24 hrs
Outline (LGBTQI+)	0800 688 5463 - 6pm to 9pm
Pregnancy Counselling	0800 773 462 - 24 hrs
Quitline	0800 778 778 - 24 hrs
Alcohol & Drug Helpline	0800 787 797 - 24 hrs
Gambling Helpline	0800 654 655 - 24 hrs
Are you OK?	0800 456 450 - 9am to 11pm
Shine	0508 744 633 - 9am to 11pm
Women's Refuge	0800 733 843 - 24 hrs
Safe to Talk	0800 044 334 - 24 hrs
Victims Support	0800 842 846 - 24 hrs
Oranga Tamariki	0508 326 459 - 24 hrs
Te Kupenga Whakaoti Mahi Patunga for family violence support services in your region	<a href="https://nnfvs.org.nz/">https://nnfvs.org.nz/</a>
Kaupapa Maori Services	<a href="https://healthpages.co.nz/directory/categories/kaupapa-maori-services">https://healthpages.co.nz/directory/categories/kaupapa-maori-services</a>

## Government Agencies' Details

Fees Free	<a href="https://www.feesfree.govt.nz/">https://www.feesfree.govt.nz/</a>
Study Link	<a href="https://www.studylink.govt.nz/">https://www.studylink.govt.nz/</a>
Free Trades Training	<a href="https://www.careers.govt.nz/courses/funding-study-and-training/ttaf/">https://www.careers.govt.nz/courses/funding-study-and-training/ttaf/</a>
Real Me	<a href="https://www.realme.govt.nz/how-apply/">https://www.realme.govt.nz/how-apply/</a>
IRD	<a href="https://www.ird.govt.nz/">https://www.ird.govt.nz/</a>
NZQA	<a href="https://www.nzqa.govt.nz/">https://www.nzqa.govt.nz/</a>
EWRB	<a href="https://www.ewrb.govt.nz/">https://www.ewrb.govt.nz/</a>



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