



Tertiary Education Commission
Te Amorangi Mātauranga Matua

Modern Apprenticeships Programme

Manual for Co-ordinators

February 2008

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1.0 INTRODUCTION

Modern Apprenticeships combine the strength of the apprenticeship tradition with the best of modern workplace learning.

Key messages

The purpose of the Modern Apprenticeships Programme is to provide a means for young people to access high quality, mentored, employment-based education and training towards national qualifications at levels 3 or 4 on the National Qualifications Framework.

Modern Apprenticeships co-ordination is a mechanism for young people to access Modern Apprenticeships and for encouraging employers to take on young people as Modern Apprentices.

Key features

- High value, quality workplace learning.
- Targeted primarily at 16 – 21 year olds.
- Based on an industry training agreement and an individualised training plan, signed by the employer, apprentice and Co-ordinator.
- Leads to national qualifications in a wide range of industries at levels 3 and 4 of the National Qualifications Framework.
- Covers both industry-specific and generic skills.
- Grows the apprenticeship concept beyond the traditional industries.
- Complements existing tertiary education and industry training options.
- Supported by Modern Apprenticeships Co-ordinators.

Modern Apprenticeships Co-ordinators have a key role to play in the Modern Apprenticeships Programme. They provide recruitment and screening services to assist young people to access Modern Apprenticeships (where requested), and support and mentoring services to ensure the training and employment is successful for both the Modern Apprentice and the employer.

The Modern Apprenticeships Programme is administered by the Tertiary Education Commission Te Amorangi Mātauranga Matua (TEC).

2.0 ROLE OF INDIVIDUAL MODERN APPRENTICESHIPS CO-ORDINATORS

The Modern Apprenticeships Co-ordinator is vital to the success of the Modern Apprenticeships Programme.

2.1 Key responsibilities for individual Modern Apprenticeships Co-ordinators

All Modern Apprenticeships Co-ordinators (Co-ordinators) are required to facilitate the Modern Apprenticeships process, *specifically* by providing the services listed below:

- Undertake local **marketing and promotion** eg. to schools, employers and apprentices.
- Assist employers with **recruiting and screening** potential Modern Apprentices if requested.
- **Support the training activity** leading to credit and National Certificate achievement, through developing and monitoring training plans, liaison with employers, Industry Training Organisations (ITOs) and training providers and supporting integration of on and off-job training and assessment.
- **Visit each employer and Modern Apprentice**, *at least* once every quarter (at approximately three monthly intervals) and more often if required.
- Provide **mentoring** for Modern Apprentices **and problem-solving** for employers and Modern Apprentices.
- **Work collaboratively** with other parties involved, particularly other Co-ordinators.
- Address individual Modern Apprentice's **key skills** requirements if required.
- Facilitate **opportunities for under-represented groups**.

2.1.1 Marketing and promotion

Key message

The purpose of the Modern Apprenticeships Programme is to provide a means for young people to access high quality, mentored, employment-based education and training towards national qualifications at levels 3 or 4 on the National Qualifications Framework.

Modern Apprenticeships co-ordination is a mechanism for young people to access Modern Apprenticeships and for encouraging employers to take on young people as Modern Apprentices.

It is important that each Co-ordinator understands this key message and is contributing to the national profile of the Modern Apprenticeships Programme.

Co-ordinators are required to promote Modern Apprenticeships in the industry(ies) and region(s) within which they are contracted to provide co-ordination services. Target audiences should include potential Modern Apprentices, local schools, employers and their associations and the general community.

TEC support

The TEC supports this promotional work through:

- the provision of a dedicated website for Modern Apprenticeships – www.modern-apprenticeships.co.nz aimed at providing information on the Programme and Co-ordinator contact details to potential Modern Apprentices and employers
- the provision of a dedicated phone line – **0800 4 APPRENTICE (0800 4 27773)** and mail box – modappsinfo@tec.govt.nz for potential Modern Apprentices and employers with questions about the Programme
- the production of the following general communication materials:
 - a dual purpose leaflet for employers and young people, and
 - Modern Apprenticeships folders.

Co-ordinators can order these materials from the TEC by contacting orders@tec.govt.nz.

Media releases

The TEC Communications Team can assist with advice on media releases, stories etc that Co-ordinators wish to promote locally. To access this advice, Co-ordinators should contact a Senior Communications Adviser in the TEC Communications Team on 04 462 5200.

To avoid any issues with photograph copyright, Co-ordinators wanting to use a photograph(s) of their Modern Apprentice(s) should ask them to sign a permission form. A sample *Permission to use photograph* form is included as Appendix 1 and is also available electronically.

Good news stories – promoting Modern Apprenticeships

If Co-ordinators have a good photograph of a Modern Apprentice or an interesting success story that may be appropriate for the Modern Apprenticeships website or a publication, they should contact the TEC Communications Team on 04 462 5200 who will be happy to assist.

Approaches from journalists

If Co-ordinators are approached by a journalist for comment, they should take the journalist's contact details and call a Senior Communications Advisor in the TEC Communications Team on 04 462 5200 with that information.

The Senior Communications Advisor will liaise with the journalist and the Co-ordinator to develop a response to the journalist's enquiry. Co-ordinators should not attempt to answer any of the journalist's questions themselves, even if the questions appear simple or the Co-ordinator thinks they know the answer.

2.1.2 Recruitment and screening

Co-ordinators are expected to establish links with schools and other institutions relevant to young people and their parents, and with suitable employers. This is to establish credibility for Modern Apprenticeships and to provide a point of contact for young people seeking Modern Apprenticeships and employers seeking a Modern Apprentice.

In cases where an employer seeks assistance, Co-ordinators are expected to work with the employer to screen potential Modern Apprentices and refer appropriate young people to them.

2.1.3 Supporting the training activity

The Individual Training Plan and how it works

Co-ordinators are required to work with the employer and Modern Apprentice to produce an Individual Training Plan (Plan) for the Modern Apprentice. Plans are established to achieve the following:

- To formally identify the parties involved and detail responsibilities.
- To define the when, where and how of what is going to be achieved, ie. mapping process.
- To establish a baseline and targets to enable forward planning, reviewing and monitoring to occur.
- To provide the employer with a framework to understand and manage the training and to secure commitment for the provision of opportunities and resources.
- To support the Modern Apprentice's completion of their apprenticeship within the expected time frame.

Individual Training Plan quality

For the Plan to be of value to all parties it should:

- be clear, simple and user friendly – written in plain language and meaningful
- clearly define the responsibilities of all parties
- achieve buy-in from all parties
- contain all the information needed by the Co-ordinator in one central point
- be flexible and adjustable
- record facts and capture progress
- integrate on- and off-job learning, ie. work experience is planned to reinforce the off-job learning
- enable the review of a Modern Apprentice's progress at regular intervals
- provide SMART goals to focus on for a defined period (specific, measurable, achievable, relevant and timely)
- act as a motivational tool, providing a map for the Modern Apprentice and employer
- provide opportunities for self-assessment.

Individual Training Plan structure

The following table (page 10) describes the three sections of the Plan, explains the purpose of each and sets out the TEC's expectations of Co-ordinators regarding each section.

An *Individual Training Plan template*, along with a *Sample Individual Training Plan* which includes guiding notes for completion of each section is included as Appendix 2. The Individual Training Plan template is also available electronically.

Sections	Description, purpose and expectations
Section 1: Agreement	<p>This section sets out the parties to the Modern Apprenticeship, identifies what is in the Plan, and records the agreement.</p> <p>While the employer (or their delegated agent) is required to sign section 1, it is acknowledged that section 3 may be signed by some other suitably authorised person.</p>
Section 2: Modern Apprenticeship content	<p>This section sets out in detail what will be covered in the course of the Modern Apprenticeship. It also records the Modern Apprentice's progress and what changes, if any, have been made to the Plan during the course of the Modern Apprenticeship.</p> <p>It is effectively the management tool for Co-ordinators to manage the Modern Apprenticeship at a strategic level. As such, it forms an integral part of the co-ordination process, and is reviewed (and updated when and where required) in association with each Activity plan/Quarterly review.</p> <p>In addition to the National Certificate(s), section 2 may also include:</p> <ul style="list-style-type: none"> • additional Unit Standards • key skills • additional requirements. <p>It is expected that most Plans will contain the details of the National Certificate(s) plus a mixture of the above. Key skill needs and other requirements should be considered when the Plan is being developed, and should be reviewed on a regular basis throughout the Modern Apprenticeship.</p>
Section 3: Activity plan/Quarterly review	<p>This section is the business end of the Plan for all parties. It:</p> <ul style="list-style-type: none"> • sets out the planned activity/training for each quarter • identifies any follow-up activities required • records progress made during the period and comments relating to progress against the Plan as a whole (section 2). <p><i>All parties</i> are involved in the establishment and review of each quarterly Activity plan, and sign as confirmation of commitment to, and inclusion in the process.</p> <p>A separate section 3 is completed each quarter. When completed, each section 3 should be appended to sections 1 and 2 to maintain a complete record of the Modern Apprenticeship (Master Document).</p>

When developing a Plan remember these rules:

The Co-ordinator must fully explain to the employer and Modern Apprentice:



- What the Plan is.
- What the Plan's purpose is.
- Their individual roles and responsibilities, eg. completion, review, and reporting commitments.
- On- and off-job training and assessment expectations.

The Co-ordinator must provide both the employer and Modern Apprentice with a copy of the *Code of Practice* (refer below for an explanation of the *Code of Practice*).



In order to ensure ownership of the Plan, it is important that the employer and Modern Apprentice play a key role in its development, with the Co-ordinator *facilitating* the process.



Once the Plan has been developed, the Co-ordinator must provide signed copies to the Modern Apprentice and employer, and retain a copy (with original signatures) for audit purposes.



Key point

Prior to signing the Plan, it is essential to check that employers fully understand their role and have the commitment required.

When monitoring a Plan remember these rules:

All parties must be involved in the establishment and review of each Quarterly Activity Plan, and sign as confirmation of commitment to, and inclusion in the process.



It is desirable that the employer and the Modern Apprentice always hold (or have ready access to) a current version of sections 2 and 3 of the Plan, as this provides the opportunity for them to take ownership of the training.



The Code of Practice

Parties to a Modern Apprenticeship must comply with all relevant duties set out in the Modern Apprenticeship Training Act 2000, and with all legally binding agreements they have signed in relation to Modern Apprenticeships.

The *Code of Practice* provides a guide to good practice in carrying out these contractual obligations, including guidance for the relationships between employers and Modern Apprentices, Co-ordinators and Modern Apprentices, and Co-ordinators and employers.

It offers guidance about implementing the Industry Training Agreement attached to a Modern Apprentice's employment agreement. It is not intended to offer guidance regarding employment agreements between Modern Apprentices and their employers. Modern Apprentices are employees with duties and protections provided for under the relevant employment legislation.

The Modern Apprenticeship Training Act 2000 requires that the information contained in the *Code of Practice* be available to every Modern Apprentice. The TEC requires a copy of the *Code of Practice* to be provided to both the Modern Apprentice and his/her employer at the time they sign their Individual Training Plan.

The role of the Industry Training Agreement

Industry Training Agreements link Modern Apprentices and their employers to government funding for the management of the training arrangements, and assessment and moderation systems involved in achieving the National Certificate(s) identified in their Plans.

Funding is activated when an Industry Training Agreement is registered with the respective Industry Training Organisation (ITO).

The Modern Apprentice's Individual Training Plan links to the respective ITO's Industry Training Agreement and must be consistent with that agreement. While the Plan is a statement of commitment by the parties involved, it is not a legally binding agreement. The Industry Training Agreement however, is a legal document and forms part of the employment agreement between the Modern Apprentice and his/her employer.

Key point

Both the Individual Training Plan *and* the ITO Industry Training Agreement *must* be completed and signed before the Modern Apprenticeship can commence.

ITOs also register Industry Training Agreements for other forms of industry training, so when the Co-ordinator is managing the signing of this document on the ITO's behalf, it is important that it is flagged as a Modern Apprenticeship when it is sent to the ITO for registration.

A *Sample Letter Template for ITO Notification* is included in Appendix 3 and is also available electronically.

Liaising with employers, ITOs and training providers

Co-ordinators are required to liaise with other parties involved in the Modern Apprenticeship, to ensure that high quality training is maintained and that all necessary training arrangements are in place, including:

- assisting the employer and Modern Apprentice to register an Industry Training agreement with the relevant ITO
- assisting the employer in the use of workbooks, training manuals and assessment guides, as required
- liaising with the relevant ITO when a Modern Apprentice is ready for assessment
- where necessary, arranging for any required training or support in key skills
- ensuring successful integration of on- and off-job training.

Liaising with ITOs

ITOs are unique in terms of:

- the systems they use to register and update trainees/Modern Apprentices about their training
- their approaches to training provision, and
- the particular requirements they may have for Modern Apprentices.

It is expected that each Co-ordinator will establish and maintain close working relationships with each ITO at a local level and look to the ITO for advice and guidance on training provision for the Modern Apprentice.

A list of ITOs, information regarding their coverage, and the National Certificates applicable to them can be found on the TEC website www.tec.govt.nz under the Industry Training section.

Liaising with training providers

The Co-ordinator's relationship with training providers will vary according to the ITO's training arrangements. Co-ordinators may provide feedback to ITOs from employers and Modern Apprentices regarding the training provided.

Co-ordinators may make recommendations to the relevant ITO regarding other options for the provision of training as the Modern Apprentice progresses through their Plan.

The roles and responsibilities of employers, ITOs and training providers in relation to Modern Apprenticeships are set out in section 2.4.

2.1.4 Visiting each Modern Apprentice and their employer

Co-ordinators are required to **visit** each Modern Apprentice and their employer¹ **at least once per quarter** – at around three monthly intervals.

However, it is expected that more contact will be required in the early stages of the apprenticeship to successfully establish the relationship between the Co-ordinator and the Modern Apprentice and to ensure planned activities are underway.

Each quarterly visit **must** include a formal review of progress against the Plan. Progress should be discussed with both the employer and the Modern Apprentice during this visit and planned activities agreed (by both parties) for the next quarterly period.

The Co-ordinator is responsible for updating the Plan and ensuring the Modern Apprentice (as a minimum requirement) has an up to date copy of their progress against the Plan, together with the planned activities for the next quarter.

¹ In many businesses, the training and or supervision of the Modern Apprentice is delegated by the employer to a senior staff member (supervisor). In these cases, the Co-ordinator would meet with the delegated supervisor to carry out the formal review of progress.

2.1.5 Providing mentoring for Modern Apprentices, and problem solving for employers and Modern Apprentices

Mentoring and problem solving services include:

- providing employers and Modern Apprentices with timely and helpful information which will allow them to obtain authoritative advice on industrial relations arrangements from an appropriate source
- if necessary (for example in the case of an employer ceasing business), assisting with arrangements for the Modern Apprentice to complete their Modern Apprenticeship with another employer
- if necessary, assisting to arrange a temporary placement with another employer should the Modern Apprentice's usual employer be unable to offer some of the training needed
- identifying issues which could affect the Modern Apprentice's achievement of their Modern Apprenticeship and providing advice and resolving problems as they arise.

2.1.6 Working collaboratively

The TEC's aim is to provide both Modern Apprentices and employers with a choice of delivery models wherever possible. As a result, there will be some regions where there is more than one Co-ordinator operating within an industry. Collaboration and communication is particularly important in these regions.

In these situations, Co-ordinators are required to work collaboratively, to achieve common understandings about each other's intentions and delivery strategies.

The TEC will be monitoring the relationships between Co-ordinators to ensure that collaborative relationships are developed and maintained.

Ensure enquiries are referred to the appropriate Co-ordinator

Some Co-ordinators may be operating within the same region, but focusing on different industries or on different parts of an industry. Employers, schools, parents and potential Modern Apprentices will need advice on who best to contact.

A list of Co-ordinators is available on the Modern Apprenticeships website www.modern-apprenticeships.govt.nz

2.1.7 Addressing key skills needs/opportunities

Key skills are an essential part of the Modern Apprenticeships Programme. They can be described as generic or transferable skills that apply to the world of work generally, rather than to one workplace or industry. Key skills enable people to be adaptable and multi-skilled in a changing environment.

Ideally, they should be gained alongside other learning in the Individual Training Plan. This provides a meaningful context and ensures that the Modern Apprentice (and their employer) can see their relevance to the workplace. Employers and

Modern Apprentices should be encouraged to recognise opportunities that occur naturally in the workplace to practise key skills.

Co-ordinators can also support this learning by encouraging Modern Apprentices to understand the big picture, eg. "why is it done like this? what might be the risks and implications of doing it this way? is there another way?" etc.

Key point

Co-ordinators have a key role in promoting the acquisition of key skills by actioning any concerns they may have, or needs they may identify.

Key skills have been broken into two distinct types:

- **Literacy and numeracy skills:** These needs typically emerge when a Modern Apprentice struggles to complete the theory based requirements of their programme. This may be due to gaps in their prior learning and could create a barrier to completing their training.
- **Advanced/Life skills:** These needs may emerge at any time during the Modern Apprenticeship and may include: oral communication, information technology (IT), planning and organising skills, problem solving skills, learning skills and working in the workplace skills.

Literacy and numeracy key skills

Co-ordinators are responsible for actioning any concerns they may have regarding the literacy and/or numeracy abilities of their Modern Apprentices. These concerns can emerge and be addressed at any time during the duration of the Modern Apprenticeship.

The TEC has contracted with Literacy Aotearoa to deliver literacy and numeracy support directly to Modern Apprentices. Any Modern Apprentice that is referred to Literacy Aotearoa and who is assessed as having a literacy and/or numeracy need, will receive up to a maximum of 30 hours of support.

Further support may be available, subject to the overall demand for the service.

The process for accessing literacy and numeracy support is set out in Section 4.8 of this manual.

Advanced/Life skills

Co-ordinators are responsible for actioning any opportunity they identify to address the Advanced/Life skill needs of their Modern Apprentices, with the agreement and support of the Modern Apprentice's employer. These opportunities can emerge and be addressed at any time during the duration of the Modern Apprenticeship.

Examples of Advanced/Life skills are set out below:

Skill	Explanation
Oral communication	Skills that ensure a Modern Apprentice listens well, follows instructions, responds to information received and communicates for a range of different purposes.
Information technology	Information technology skill needs vary between industries. Some Modern Apprentices may need to gain a basic level of computing skills to enable them to achieve particular Unit Standards in their qualification.
Planning and organising Skills	Skills that enable a Modern Apprentice to find, organise and interpret information, manage time and resources, set and achieve goals and evaluate their own performance.
Working in the workplace and with others skills	Skills that enable a Modern Apprentice to function in a workplace environment. For example, they need to be able to display individual responsibility, develop a range of co-operative relationships and work in a team.
Problem solving skills	Skills that are considered vital in some industries. They enable a Modern Apprentice to identify and analyse problems, explore and develop ideas, apply and evaluate solutions, use creative and critical thinking skills, and make informed decisions.
Learning skills	Skills that enable a Modern Apprentice to take responsibility for their own learning, plan and review learning, and improve performance, and learn and apply new knowledge.

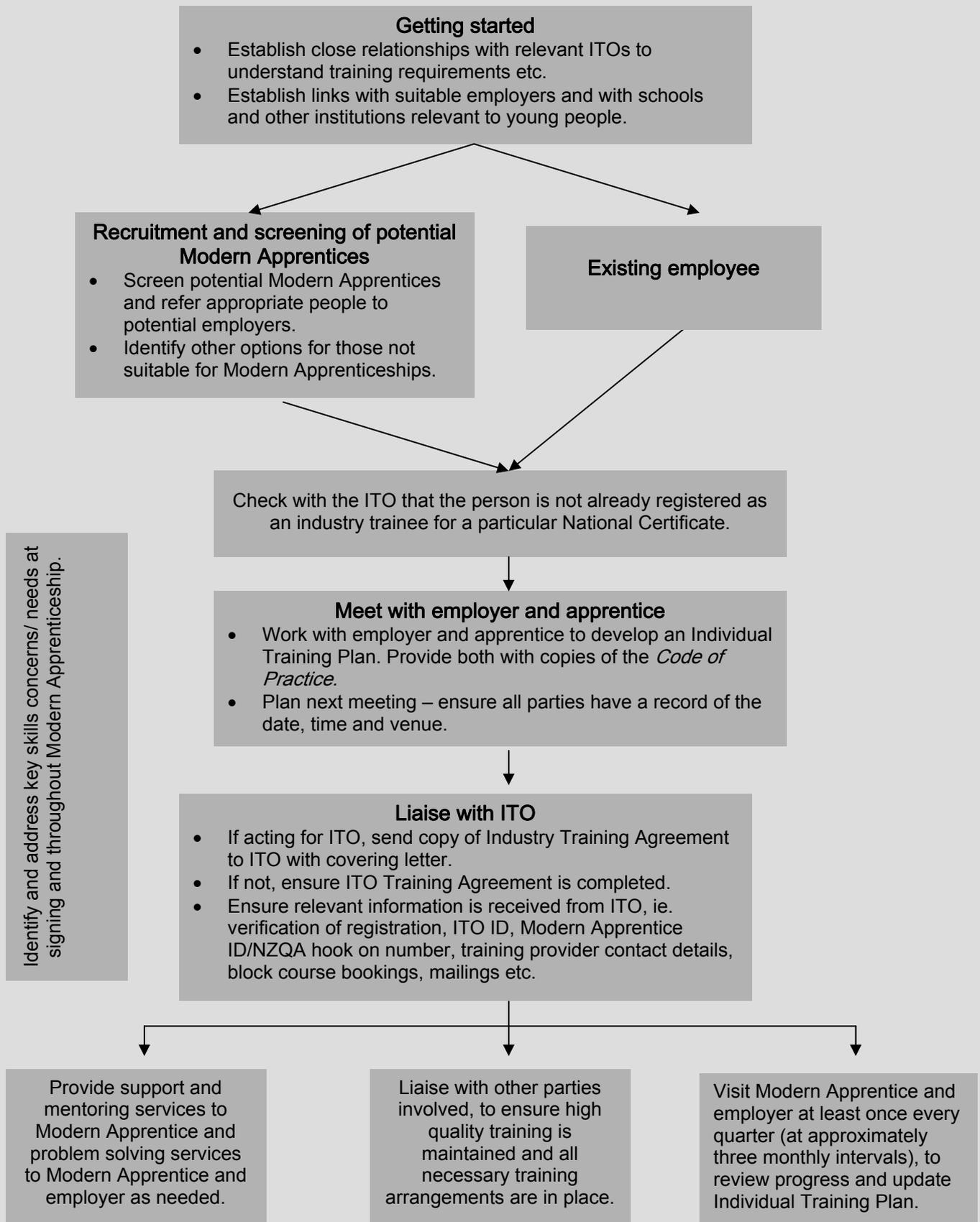
The process for accessing funding for Advanced/Life Skills is set out in Section 4.8 of this manual.

2.1.8 Facilitating opportunities for under-represented groups

Co-ordinators should ensure that groups disadvantaged in the labour market, which could include women, people with disabilities, and Māori and Pacific peoples, are aware of Modern Apprenticeships.

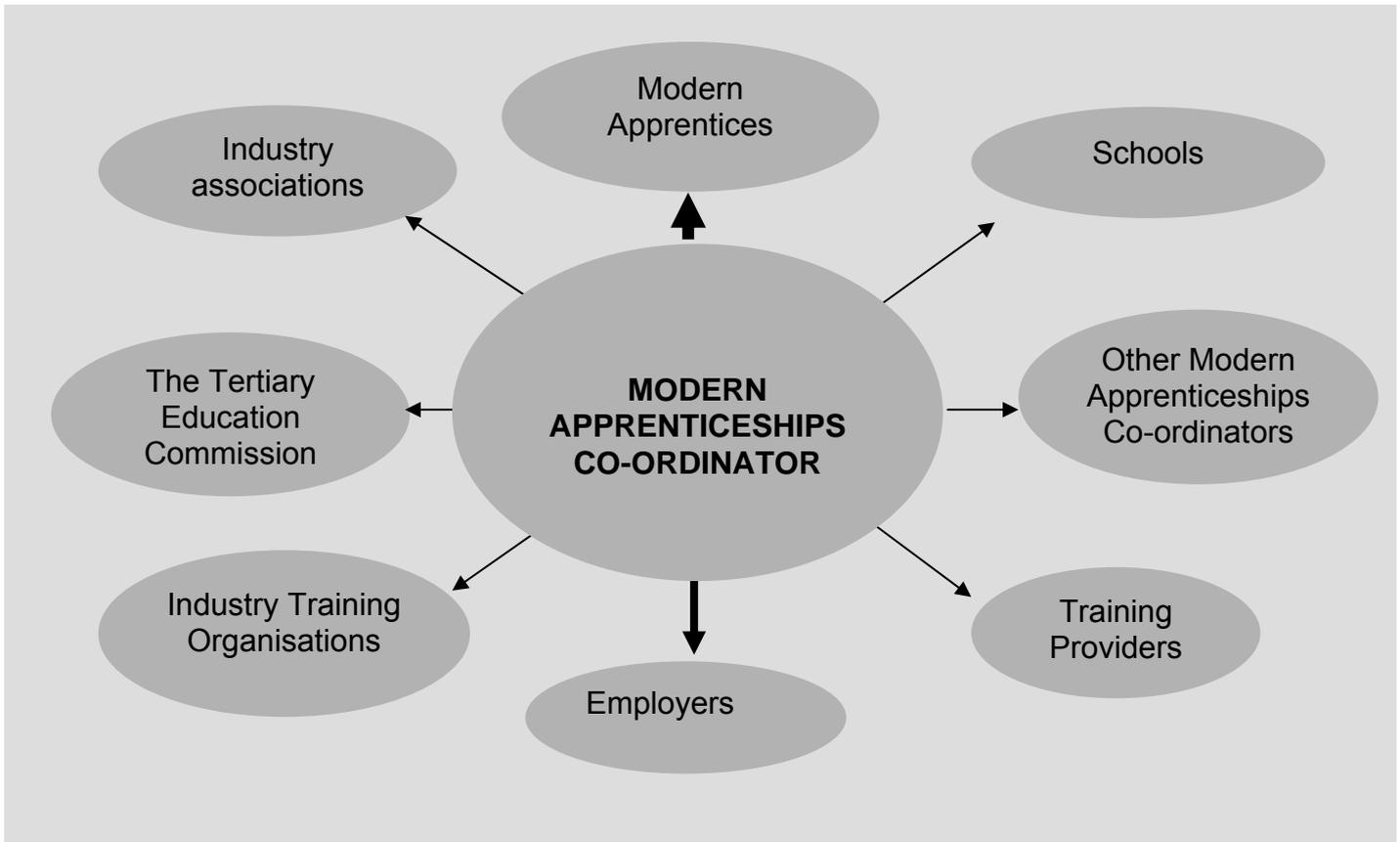
Co-ordinators should promote and support an increase in the representation of these groups in Modern Apprenticeships, particularly in industries where there is clear under-representation.

2.2 Modern Apprenticeships process diagram



2.3 Key relationships for individual Modern Apprenticeships Co-ordinators

Co-ordinators need to develop and maintain positive and collaborative relationships with the following parties (stakeholders)



It is important that Co-ordinators have a consistent approach to managing these relationships and delivering the services, taking account of:

- each Modern Apprentice's individual learning needs, their strengths, goals and personal and employment circumstances
- the employer's role of managing the employment relationship
- the community's expectations for the Modern Apprenticeships Programme
- local and regional demand for Modern Apprenticeships
- local, regional and national support from government agencies which affect the outcome of the apprenticeship relationship
- as appropriate, whānau (Aiga [Samoan], Anau [Cook Island]), hapu and iwi groups.

2.4 Individual roles and responsibilities for each stakeholder

2.4.1 Modern Apprentices

The responsibilities of Modern Apprentices include:

- fulfilling their employment requirements according to their employment contract
- signing an Individual Training Plan as agreed with their employer, and facilitated by their Co-ordinator
- committing to completing their Individual Training Plan
- signing an ITO Industry Training Agreement with their employer
- contributing toward the training costs where appropriate/required
- contacting and working with the Co-ordinator if they have problems with their training.

2.4.2 Employers

The responsibilities of employers include:

- fulfilling their requirements according to the employment contract
- committing to assist the Modern Apprentice to complete his/her Individual Training Plan
- undertaking the on-job training elements as agreed in the Industry Training Agreement and the Individual Training Plan
- ensuring the Modern Apprentice is released for required off-job training
- contributing toward the training costs where appropriate.

2.4.3 Industry Training Organisations (ITOs)

The responsibilities of ITOs include:

- ensuring that the appropriate industry training is available
- managing the training arrangement, and assessment and moderation systems to enable the Modern Apprentice to complete his/her training
- subsidising the training activity costs associated with on- and off-job training and assessment
- facilitating on and off-job training and assessment for the Modern Apprentice.

2.4.4 Other Modern Apprenticeships Co-ordinators

The responsibilities of other Co-ordinators include:

- working collaboratively to achieve common understandings about each other's intentions and delivery strategies
- ensuring enquiries from potential Modern Apprentices, employers, schools, parents, etc are referred to the appropriate Co-ordinator.
Note: Some Co-ordinators may be operating within the same region, but focusing

on different industries or on different parts of an industry. The community may not easily identify who to contact.

2.4.5 Training providers

The responsibilities of training providers include:

- liaising with Co-ordinators and ITOs to facilitate the timely and effective completion of off-job training required by the Industry Training Agreement
- providing effective and timely off-job training, as required
- providing effective and timely assessment as part of the off-job training, as required.

Co-ordinators may be training providers themselves. However, in terms of the Co-ordinator role, different services are being supplied.

Co-ordinators may be approached by training providers seeking to supply training to Modern Apprentices. In these situations, the training provider should generally be referred to the relevant ITO.

2.4.6 The Tertiary Education Commission (TEC)

The responsibilities of the TEC include:

- the overall administration of the Modern Apprenticeships Programme, and advising the Minister for Tertiary Education on the administration of the Programme
- administering Modern Apprenticeships industry training funding to ITOs
- contracting Modern Apprenticeships Co-ordinating Organisations, including management of performance
- evaluating the Modern Apprenticeships Programme to inform ongoing improvements.

TEC Service Centre as the primary point of contact

The TEC Service Centre is the primary point of contact for external stakeholders including Co-ordinators wishing to contact the TEC.

The team at the Service Centre have a great deal of knowledge and experience. It is their role to take enquiries and manage them through to resolution. The Service Centre also has a significant role in the administration of various matters including the processing of applications, contract monitoring and payments.

Co-ordinators are encouraged to refer queries to the Service Centre.

The contact details are:

1 Ash Road, Wiri
Private Bag 76928
South Auckland Mail Centre
Manukau 2240
Freephone: 0800 4 27773
Fax: 09 262 2150
Email: servicecentre@tec.govt.co.nz

3.0 THE ROLE OF THE MODERN APPRENTICESHIPS CO-ORDINATING ORGANISATIONS

3.1 Key responsibilities for Modern Apprenticeships Co-ordinating Organisations

All Modern Apprenticeships Co-ordinating Organisations (Co-ordinating Organisations) are required to manage the delivery of co-ordination services and to meet their contractual requirements with the TEC. In particular, they should be:

- supporting their Co-ordinators in local **marketing and promotion** eg. to schools, employers and apprentices
- monitoring the quality and review processes of **Individual Training Plans**
- ensuring the level of **service provided by their Co-ordinators** is of a high quality and consistent
- ensuring achievement against **performance measures**
- meeting the TEC's **quarterly reporting** requirements
- meeting the TEC's **audit** requirements.

3.1.1 Marketing and promotion

Key messages

The purpose of the Modern Apprenticeships Programme is to provide a means for young people to access high quality, mentored, employment-based education and training towards national qualifications at levels 3 or 4 on the National Qualifications Framework.

Modern Apprenticeships co-ordination is a mechanism for young people to access Modern Apprenticeships and for encouraging employers to take on young people as Modern Apprentices.

It is important that each Co-ordinator understands this key message and is contributing to the national profile of the Modern Apprenticeships Programme by consistently and clearly conveying the message to key audiences around the country.

Co-ordinating Organisations are responsible for their own promotional activities to employers and potential Modern Apprentices in the location(s) and industry(ies) they have coverage for. Any costs associated with these activities are the responsibility of the Co-ordinating Organisation.

To support this promotional work, the TEC provides:

- a dedicated website for Modern Apprenticeships – www.modern-apprenticeships.co.nz aimed at providing information on the Programme and Co-ordinator contact details to potential Modern Apprentices and employers
- a dedicated phone line – **0800 4 APPRENTICE (0800 4 27773)** and mail box – modappsinfo@tec.govt.nz for potential Modern Apprentices and employers with questions about the Programme
- the following general communication materials:
 - a dual purpose leaflet for employers and young people
 - Modern Apprenticeships folders.

These materials can be ordered from the TEC by contacting orders@tec.govt.nz.

Modern Apprenticeships logo and branding (visual identity)

The Modern Apprenticeships logo must appear on all communications associated with Modern Apprenticeships used by Co-ordinating Organisations. The aim is to ensure consistency of branding across the country in order to maintain the profile and value of the Modern Apprenticeships Programme.

It is acknowledged that Co-ordinating Organisations may have their own brands, which have a resonance among sections of the target audiences. The brands of Co-ordinating Organisations may therefore be used as sub-brands of the overarching brand of Modern Apprenticeships.

Detailed guidelines for use of the Programme's visual identity are included in *Visual Identity – Guidelines for Use* in Appendix 4 and are also available electronically.

For further clarification and assistance about Modern Apprenticeships branding and an electronic copy of the logo, contact a Senior Communications Advisor in the TEC Communications Team on 04 462 5200.

Good news stories, media releases and approaches from journalists

The TEC Communications Team has provided Co-ordinators with guidance on these subjects, including contact details for accessing advice, under section 2.1.1.

3.1.2 Monitoring the quality and review processes of individual training plans

There are three main objectives for monitoring the quality and review processes of Individual Training Plans. They are:

- **Accountability** – Each Co-ordinator is required to facilitate the development and review of their Modern Apprentice's Plans.
- **Continued added value** – Given the importance of the Plan to the outcomes of a Modern Apprenticeship, it is vital that its quality and the Co-ordinator's review processes are of a high standard.
- **Continuous development of Co-ordinators** – It is important that the quality of Plans and review processes are consistent across all Co-ordinators within each Co-ordinating Organisation.

Co-ordinating Organisations are required to either use the standard Plan format in Appendix 2 or, if they wish to design their own format, ensure that it is approved by the TEC before being implemented. Any redesigned Plan must, as a minimum:

- set out the names and contact details for the four parties involved – the Modern Apprentice, employer, Co-ordinator and ITO
- be signed by the Modern Apprentice, employer and Co-ordinator
- identify the National Certificate(s) to be achieved
- set out the required unit standards to achieve the National Certificate(s)
- identify any key skills that the Modern Apprentice may require
- outline the training process (for example, on-job and off-job training and assessment)
- set out the milestones and achievement targets during the training period
- provide for setting of goals on a quarterly basis as well as review and reporting on both quarterly progress and progress against the Modern Apprenticeship as a whole.

Key point

Co-ordinating Organisations wishing to design their own Individual Training Plan format must ensure it is approved by the TEC before being implemented.

Processes for developing and reviewing Plans

The processes the TEC expects Co-ordinators to follow when developing and reviewing Plans are set out in sections 2.1.3 and 2.1.4 of this manual.

Additional optional form

In addition to the Individual Training Plan template, the TEC provides the *Statistical Data Sheet* form which brings together all the statistical data required for quarterly returns to the TEC.

While completion of this form at the time of signing a Modern Apprentice may greatly assist the person responsible for completing returns for the TEC, its use is optional. Co-ordinating Organisations may operate their own systems for the collection of this data.

For those Co-ordinating Organisations wishing to use the *Statistical Data Sheet* form, it is included as Appendix 5 and is also available electronically.

3.1.3 Ensuring the level of service provided by Co-ordinators is of a high quality and consistent

The Co-ordinating Organisation should ensure that the level of service their Co-ordinators are providing is of a high quality and consistent.

The following areas have been specifically identified as areas (over and above the management of the Individual Training Plan and associated services) where poor and/or inconsistent services present a high risk to an individual Modern Apprenticeship and/or to the national profile of the Modern Apprenticeships Programme:

- **Marketing and promotion** – It is important that each Co-ordinator understands the key message and is contributing to the national profile of the Modern Apprenticeships Programme.
- **Liaison with Employers, ITOs and training providers** - Co-ordinators are required to liaise with other parties involved in the Modern Apprenticeship, to ensure that high quality training is maintained, and that all necessary training arrangements are in place.
- **Relationship with ITOs** – Co-ordinators need to establish and maintain close working relationships with each ITO at a local level and look to the ITO for advice and guidance on training provision for their Modern Apprentices.
- **Mentoring and problem solving** – Co-ordinators are required to provide mentoring to Modern Apprentices and problem solving for employers and Modern Apprentices.
- **Working collaboratively** – Co-ordinators are required to work collaboratively with other parties, particularly ITOs and Co-ordinators from other Co-ordinating Organisations (at a local level) to achieve common understandings about each other's intentions and delivery strategies.
- **Opportunities for under-represented groups** – Co-ordinators should ensure that these groups which could include women, people with disabilities, and Māori and Pacific peoples, are aware of Modern Apprenticeships and should promote and support an increase in the representation of these groups in Modern Apprenticeships. Particularly in industries where there is clear under-representation.

3.1.4 Ensuring achievement against performance measures

Performance against the contracted performance measures and levels is monitored by the TEC through the quarterly reports and audit programme. The agreed performance measures and levels are set out below:

Performance measure	Performance level
1. The number of Modern Apprentices who sign Training Agreements.	The number of Modern Apprentices who, at the end of the relevant quarterly period, have signed training agreements is equal to or greater than the Contracted Apprentice Volume specified in respect of that quarterly period in paragraph 2 of the Funding Appendix.
2. The Co-ordinator has an effective system/process in place to capture referrals of potential Apprentices to potential employers.	Records of referrals of potential Apprentices to potential employers are maintained and kept up to date by the Co-ordinator in accordance with clause 2.3 of the Funding Agreement.
3. Quarterly reports submitted by the Co-ordinator to the TEC satisfy the quarterly report requirements.	Each Quarterly Report submitted by the Co-ordinator satisfies the quarterly report requirements.

Performance measure	Performance level
4. The Co-ordinator has an effective system/process in place to capture visits and Individual Training Plan updates.	The Co-ordinator visits each Modern Apprentice at least once every quarter at approximately three monthly intervals and updates each Individual Training Plan accordingly in accordance with paragraph 6(a) of the Services Appendix.
5. The Co-ordinator demonstrates effective management of Modern Apprentices towards the timely completion of their Individual Training Plans.	Each Individual Training Plan is complete and has been updated in the previous quarterly period in accordance with paragraph 5(a)(ix) of the Services Appendix.
6. The Co-ordinator ensures effective systems/processes are developed to monitor completions and terminations and manage TEC approval processes.	The Co-ordinator participates in TEC capability building workshops and has systems/processes for monitoring completions and terminations and managing TEC approval processes in place by 30 June 2008.

3.1.5 Meeting quarterly reporting requirements

Co-ordinating Organisations are required to report to the TEC on a quarterly basis, ie. one report per organisation received once per quarter. Quarters end on the last day in March, June, September and December and *reports are due within two weeks of the end of the quarter.*

Each Modern Apprentice should be reported on each quarter, ie. any Modern Apprentice who is active at any stage should be reported on along with the relevant status code.

Modern Apprentice data should not be archived, but retained and shown from quarter to quarter. Any change in status or similar updates in information about the Modern Apprentice should be shown in the appropriate data record.

Payments will be made from the TEC to the Co-ordinating Organisation on a quarterly basis, provided that the following have been satisfactorily completed:

- Accurate numbers of actual Modern Apprentices enrolled with the Co-ordinating Organisation are achieved as agreed in the Modern Apprenticeships Co-ordinator Funding Agreement.
- Timely reports are received by the TEC within two weeks of the end of each quarter.
- Reports to the TEC are internally consistent and accurate.
- Reports to the TEC are consistent with earlier reports.
- Satisfactory progress has been made towards achievement of contracted targets.
- Audit requirements are met.

Preparation of reports

The *File Specifications for Modern Apprenticeship Reporting* are included as Appendix 6 and are also available electronically.

When Co-ordinating Organisations are preparing reports, the following checks should be carried out:

- Check for accuracy of data supplied.
- Ensure all columns are completed for each apprentice.
- Ensure all necessary programme and ID numbers have been obtained and are included.
- Ensure default settings have not been changed.

3.1.6 Meeting audit requirements

Co-ordinating Organisations need to ensure that they and their Co-ordinators maintain a workable paper trail that supports the organisation's reporting to the TEC. Such a trail may include:

Individual Co-ordinators:

- Daily diary (employers visited, prospective apprenticeship interviews, quarterly Plan review visits, mentoring visits/phone calls, talks/presentations given, etc).
- Individual Training Plan masters with all sections (including each quarterly plan/review) and relevant notes and information – these may be retained by the Co-ordinating Organisation.
- List of places and dates which accepted advertising/editorial text for publication. Such places may include: newspapers, community newsletters, industry journals/magazines, radio interviews, local TV interviews, Māori networks (marae gatherings etc), community notice boards, etc.

Co-ordinating Organisations:

- Copies kept of publicity material produced (shows that wording, branding etc is consistent with the Modern Apprenticeships visual identity requirements).
- Individual Training Plan masters with all sections (including each quarterly plan/review) – these may be retained by each Co-ordinator.
- Documented internal management systems used by the Co-ordinating Organisation to manage their Modern Apprenticeships.

Records that support the quarterly and other reports must be kept and made available for audit on request.

The TEC requires organisations that it contracts with to retain copies of all documents that contribute to the services provided as part of the contractual relationship, for a minimum of seven years.

4.0 POLICIES AND PROCEDURES

4.1 Criteria for Modern Apprentices

Employees between 16 and 21 years of age (on entry) who:

- a) have a signed industry training agreement with their employer that leads to the achievement of a unit standards based National Certificate at level 3 or 4 of the National Qualifications Framework which has been approved for Modern Apprenticeships purposes, and who
- b) have the industry training agreement registered with the relevant ITO and have an assigned NZQA Hook-on number, and
- c) are enrolled with the Co-ordinator, and
- d) have an Individual Training Plan signed by the employer, apprentice and Co-ordinator, and
- e) have *not*, in the last six months prior to starting their Modern Apprenticeship, been signed into another Industry Training Agreement for a National Certificate that is part of their Modern Apprenticeships Programme, and
- f) have not completed 50 percent or more of the total credit value of their Modern Apprenticeship programme.

Note: The TEC will fund only those Modern Apprentices enrolled with the Co-ordinator who fall within the Co-ordinator's specified industry and geographic coverage and who meet the eligibility requirements as set out above.

4.2 Modern Apprenticeships programme definition

4.2.1 The policy

Modern Apprenticeship programmes must meet the following criteria:

- **Have a nominated level 3 National Certificate entry point* as a minimum.**
- **Have a nominated level 3 or 4 National Certificate as an exit point.**
- **Meet the requirements of the Programme, ie. it will produce a well-rounded individual, ready to: specialise within their chosen industry; move into a management role; or work towards owning their own business.**
- **Be supported by credible comprehensive training arrangements.**
- **Have specific approval from the TEC.**

*The allowable exception to this criteria (considered on a case by case basis) is where a level 3 National Certificate has a pre-requisite level 2 National Certificate, and there is no facility for potential Modern Apprentices to gain the level 2 outside of the Modern Apprenticeships Programme. Prior achievement of level 1 and/or 2 National Certificates should be viewed as evidence of commitment and motivation by the young person, and count towards their acceptance into a Modern Apprenticeships programme.

4.2.2 Programme structures

One qualification = one Modern Apprenticeship programme

There are a number of ITOs with individual National Certificates of high credit and duration value, that fit well within the Modern Apprenticeship programme criteria, eg. the National Certificate in Carpentry (level 4) (294 credits and 48 months duration) and the National Certificate in Electrical Engineering (level 4) at (257 credits and 44 months duration).

In these cases, the name of the approved Modern Apprenticeship programme will align with the name of the National Certificate and the credit and duration values will match.

Multi qualifications –one Modern Apprenticeships programme

However for many ITOs, their trainees naturally move through "pathways" of training, from level to level in the same discipline, or across two or more disciplines as part of the attainment of a broad knowledge base within their chosen industry. When all of the qualifications are grouped together they, as a whole, may fully meet the criteria.

In these cases, the name of the approved Modern Apprenticeship programme will reflect the pathway and the credits and duration values will equate to the nett values of the combined qualifications.

4.2.3 List of approved Modern Apprenticeships programmes

The list of approved Modern Apprenticeship programmes for each industry is available electronically.

Key point

Co-ordinators can *only* sign Modern Apprentices into *approved* Modern Apprenticeship programmes within their contracted industry and geographical coverage.

4.2.4 The Process for adding/deleting/changing approved programmes

To add a new programme

To add a new programme, the relevant ITO must complete the *Application Form for a New Modern Apprenticeship Programme*. The form should be sent to the TEC Service Centre who will arrange for the application to be processed. A copy of the form is included as Appendix 7 and is also available electronically.

If approved, a new programme number will be generated and issued to the ITO, the *Approved Programme List* will be updated and advice sent to all Co-ordinators.

The contact details for the Service Centre are included as Appendix 14.

To change the credit or duration values for an existing programme

The TEC must be **advised** when the credit or duration values of a Modern Apprenticeship programme change as a result of a qualification review process.

The relevant ITO should complete the *Notification of Change to Approved Modern Apprenticeship Programme* and send it to the TEC Service Centre. The *Approved Programme List* will be updated and both the ITO and all Co-ordinators will be advised.

A copy of this Form is included as Appendix 8 and is also available electronically. The contact details for the Service Centre are included as Appendix 14.

To replace an existing programme

The TEC must be **advised** when a Modern Apprenticeship programme has been replaced as a result of a qualification review process.

The relevant ITO should complete the *Notification of Change to Approved Modern Apprenticeships Programme* and send it to the TEC Service Centre for processing. The *Approved Programme List* will be updated and both the ITO and all Co-ordinators will be advised.

A copy of this Form is included as Appendix 8 and is also available electronically. The contact details for the Service Centre are included as Appendix 14.

Key points

The TEC's approval for the new qualification must be obtained before the *Notification of Change to Approved Modern Apprenticeship Programme* form can be completed and sent to the TEC.

While the replaced programme will no longer be available for Co-ordinators to offer to new Modern Apprentices, programme details will remain on the TEC database to allow existing Modern Apprentices to complete their Modern Apprenticeship.

4.3 People under 16 years of age

4.3.1 The policy

People under 16 years of age can become Modern Apprentices if they meet the following conditions:

- They meet all criteria for Modern Apprenticeships (other than age).
- They have a formal exemption from attending school from the Ministry of Education.

Students are required by law to stay at school until at least 16 years of age unless there are exceptional circumstances and the Ministry of Education grants a certificate of exemption. The criteria for an exemption is set out in section 22(1) of the Education Act 1989. The Act requires that:

- an application for exemption has been made by the parent/guardian
- the person to be exempted must have turned 15 years of age
- the Secretary of Education is satisfied that it is sensible to do so on the basis of:
 - the person's educational problems, and
 - the person's conduct, and
 - the benefit (if any) the person is likely to get from available schools.

4.3.2 The Process for Signing People Under 16

The potential Modern Apprentice's parent/guardian must initiate the application for exemption by contacting their local Ministry of Education office.

Following a discussion with Ministry of Education staff, an application form will be sent out. It is the parent/guardian's responsibility to ensure that all sections of the application form are completed before it is submitted to the Ministry of Education for consideration.

The following four parties are required to complete specific sections of the application:

- Parent/guardian.
- School Principal.
- Person assisting with the application (may be the Co-ordinator).
- Proposed employer.

4.4 People over 21 years of age

4.4.1 The policy

As Modern Apprenticeships are primarily designed for young people, the number of people aged 22 years or older on entry participating in Modern Apprenticeships is limited to a maximum of 10 percent per individual Co-ordinating Organisation and up to a maximum of 10 percent of the total number of Modern Apprentices.

Applications for over 21 status must show clear evidence that achievement of the National Certificate(s) is dependent on the services of a Modern Apprenticeships Co-ordinator.

The over 21 Policy allows access to the Modern Apprenticeships Programme for people of all ages, not just those young people just outside the age criteria.

4.4.2 The process for applying for over 21 status

The approval process is managed by Co-ordinating Organisations.

All Co-ordinators within an Organisation are required to:

- complete an application form for each applicant. Note: The application form may be the *Sample Form* included as Appendix 9, or a form designed by the Co-ordinating Organisation. Any forms designed and used by Co-ordinating Organisation must collect as a minimum the information required in the Sample Form. The Sample Form is available electronically for those wishing to use it

All Co-ordinating Organisations are required to:

- operate a structured decision making process which includes assessing each application against the approval criteria, ie. **"Applications must show clear evidence that achievement of the National Certificate(s) is dependent on the services of a Modern Apprenticeship Co-ordinator"**, and document all decisions
- maintain a paper trail which is auditable by the TEC and includes copies of all approvals processed.

Examples of situations where a person may meet the criteria for over 21 status include (but are not limited to):

- A person has decided to change careers.
- A person has just returned to the workforce after a long absence (or is entering the workforce for the first time).
- A person has a history of unemployment.
- A person has no tertiary qualifications but has the skills required for apprenticeship training.
- A person has been taken on where an industry new to a region requires trained staff, and there are not enough eligible 16-21 year olds to fill the available apprenticeship place.
- A person is part of a group that has not traditionally participated in training in that industry, eg. Māori, Pacific peoples, women and people with disabilities.

4.5 The six month policy

4.5.1 The policy

A person being signed as a Modern Apprentice must not, in the six months prior to starting their Modern Apprenticeship, have been signed into another Industry Training Agreement for a National Certificate that is part of their Modern Apprenticeship programme.

The intent of this policy is to prohibit the direct transfer of large numbers of industry trainees across to the Modern Apprenticeships Programme for no valid purpose.

However, there are some situations where it is appropriate that an individual industry trainee be transferred to a Modern Apprenticeship. For example:

- where an industry trainee is not achieving as expected with their training and would benefit from the mentoring and support available under the Modern Apprenticeships Programme
- where an industry trainee moves to a new employer who already has a number of Modern Apprentices on staff and an established relationship with a Co-ordinator and wishes (for consistency) for their new employee to become a Modern Apprentice.

In these situations, the Co-ordinator is able to apply for an exemption from this policy.

4.5.2 The process for applying for an exemption

The Co-ordinator must apply to the TEC using the *6 Month Policy Exemption Application* form. A copy of this form is included as Appendix 10 and is also available electronically.

The application must include written confirmation from both the employer and the relevant ITO (if the Co-ordinator is not also the ITO) that they support the transfer to a Modern Apprenticeship.

The application and supporting documentation should be sent to the TEC Service Centre for processing. Approval or rejection will be provided in writing – the individual Co-ordinator should retain any record of approval on their Modern Apprentices' file.

The contact details for the Service Centre are included as Appendix 14.

4.6 The 50 percent completion policy

4.6.1 The policy

A Person being signed as a Modern Apprentice must not have already completed 50 percent or more of the total credit value of their Modern Apprenticeship programme.

The intent of this policy is to ensure that people who clearly **would not** benefit from the additional support and services provided by the Modern Apprenticeships Programme are not signed as Modern Apprentices in place of those young people that clearly **would** benefit.

For the purposes of identifying a benchmark for the application of this policy, it has been determined that those people who have already completed 50 percent or more of the total credit value of a Modern Apprenticeship programme without the support and services of a Co-ordinator would not benefit from receiving this support over the remainder of their programme.

However, there are some situations where a person may have completed more than 50 percent of a proposed Modern Apprenticeship programme, but be at risk of not completing the full programme without the support and services provided by a Co-ordinator. For example:

- Where a person has completed the theory component of a qualification through full time study and that component equates to more than 50 percent of the total credit value of the associated Modern Apprenticeship, however there is a high risk that they will not complete the practical component of their training without the support of a Co-ordinator.
- Where an industry trainee has taken an excessively long period of time to complete their Unit Standards to date, and their employer and/or their ITO feels there is a high possibility of them not completing without the support of a Co-ordinator.
- Where a Modern Apprentice has terminated their original Modern Apprenticeship, but is now with another employer who wishes them to complete with the support of a Co-ordinator.

In these types of situations, the Co-ordinator is able to apply for an exemption from this policy.

4.6.2 The process for applying for an exemption

The Co-ordinator must apply to the TEC using the *50% Completion Policy Exemption Application* Form. A copy of this form is included as Appendix 11 and is also available electronically.

The application must include written confirmation from the employer that they support the person becoming a Modern Apprentice. Further support may also be provided by the relevant ITO (if the Co-ordinator is not also the ITO).

The application and supporting documentation should be sent to the TEC Service Centre for processing. Approval or rejection will be provided in writing – the individual Co-ordinator should retain any record of approval on their Modern Apprentices' file.

The contact details for the Service Centre are included as Appendix 14.

4.7 Change of employer

4.7.1 The policy

Co-ordinators need to ensure their Modern Apprentices are with employers that support the achievement of the Modern Apprenticeship. In some situations, Co-ordinators will be required to:

- assist in arranging for the Modern Apprentice to complete their Modern Apprenticeship with another employer (in the case of an employer ceasing business for example), or
- assist in arranging a temporary placement with another employer should the Modern Apprentice's usual employer be unable to offer some of the training needed.

4.7.2 The process

Where there is a change of employer, the Individual Training Plan must be reviewed and the quarterly report updated with the new employer's details.

There are two options for managing the review of the Individual Training Plan:

- If the **new employer wishes to continue** under the existing Plan, it can be simply transferred to the new employer by the completion and signing of an *Employer Transfer Form* included as Appendix 12 and also available electronically.

The details of the new employer are entered in the transfer form, which is then signed and dated by the existing (where possible) and new employer. The signed form is then appended to the Individual Training Plan (master copy).

- Alternatively, **if the content of the Individual Training Plan will change significantly** with the transfer to a new employer, the parties may wish to prepare a new Plan. In this case, the start date should be the same as that recorded on the original Plan. A narrative is required setting out the date that the change of employer occurred, and the original Plan should be kept with the new Plan, as a complete record of the Modern Apprenticeship.

4.8 Key skills

4.8.1 The policy

Key skills are an essential part of the Modern Apprenticeships Programme. They can be described as generic or transferable skills that apply to the world of work generally rather than to one workplace or industry. Key skills enable people to be adaptable and multi-skilled in a changing environment.

Key skills have been broken into two distinct types:

- **Literacy and numeracy skills:** These needs typically emerge when a Modern Apprentice struggles to complete the theory based requirements of their programme. This may be due to gaps in their prior learning and could create a barrier to completing their training.
- **Advanced/Life skills:** These needs may emerge at any time during the Modern Apprenticeship and may include: oral communication, information technology (IT), planning and organising skills, problem solving skills, learning skills and working in the workplace skills.

4.8.2 The process

The process for accessing literacy and numeracy key skills funding

Once a concern regarding literacy and/or numeracy has been identified, the Co-ordinator should:

1. Discuss this concern with the Modern Apprentice (and employer) and gain their commitment to work with Literacy Aotearoa if a need is assessed.
2. Contact the Literacy Aotearoa National Office to refer the Modern Apprentice. The National Office will then allocate the Modern Apprentice to the nearest Literacy Aotearoa provider who will contact the Co-ordinator to arrange an assessment.
3. Liaise with Literacy Aotearoa to support the learning process (eg. provide clarification on course requirements and or materials), always being aware of and sensitive to the confidential nature of the relationship between the provider and the Modern Apprentice.
4. Ensure that the Modern Apprentice remains committed to working with Literacy Aotearoa to address the identified need.
5. Record the key skills support received and the Modern Apprentice's learning gains in their Individual Training Plan.

On-job Advanced/Life skills (not funded)

The Co-ordinator, employer and/or Modern Apprentice may identify opportunities for the Modern Apprentice to develop Advanced/Life skills as part of their standard work and training in the workplace (for example, presenting information learned on block courses to colleagues). In these cases, where no funding is required, the Co-ordinator will simply record this activity in the Individual Training Plan.

The process for applying for Advanced/Life skills funding

Co-ordinators can apply to the TEC for funding for specific Advanced/Life skills training (up to \$500.00 GST inclusive per Modern Apprentice), under the following conditions:

- The application must be for training in an Advanced/Life skills area, and contribute to the development of the Modern Apprentice as a well-rounded individual ready to specialise in their chosen industry.
- The application must be endorsed by the Modern Apprentice's employer.

The TEC will reimburse the Co-ordinator for the cost of the training, up to \$500.00 GST inclusive, provided that the TEC receives the Co-ordinator's invoice and a copy of the supplier's invoice within three months of the date of funding approval.

Key points

The Co-ordinator must receive TEC approval for the training *before* the Modern Apprentice starts the training.

Funding approval will be valid for *three months* from the date of TEC approval.

Once an opportunity for the Modern Apprentice to develop Advanced/Life skills has been identified, the Co-ordinator should:

1. Discuss the need for Advanced/Life skills training with the Modern Apprentice and employer.
2. Source a supplier to provide the training and obtain a quote.
3. Apply to the TEC for Advanced/Life skills funding using the application form provided (with a copy of the provider's quote attached). The application and supporting documentation should be sent to the TEC Service Centre for processing.
4. Send an invoice to the TEC Service Centre once the training has been delivered (with a copy of the provider's invoice attached).
5. Record the Advanced/Life skills training and the Modern Apprentice's learning gains in their Individual Training Plan.

The *Advanced/Life skills funding application form* is included as Appendix 13 and is also available electronically.

The contact details for the Service Centre are included as Appendix 14.

4.9 Audit

4.9.1 The policy

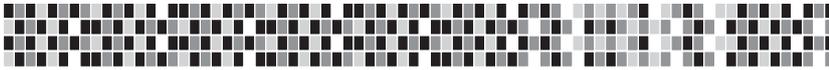
Compliance and results focussed audits will be undertaken by the TEC from time to time, to verify quarterly reports and/or any other information supplied by the Co-ordinating Organisation and to assess the performance of the contracted services.

4.9.2 The process

Co-ordinating Organisations will be advised of the focus, structure and composition of each audit within a reasonable time frame of the audit taking place.

5.0 APPENDICES

Appendix 1	Permission to use photograph form
Appendix 2	Individual Training Plan (template and sample)
Appendix 3	Sample letter template for ITO notification
Appendix 4	Visual identity – Guidelines for use
Appendix 5	Statistical data sheet
Appendix 6	File specifications for Modern Apprenticeships Co-ordinator reporting
Appendix 7	Application for a New Modern Apprenticeship programme
Appendix 8	Notification of change to approved Modern Apprenticeship programme
Appendix 9	Application for approval of an over 21 Modern Apprentice (sample)
Appendix 10	6 Month Policy Exemption Application Form
Appendix 11	50% Completion Policy Application Form
Appendix 12	Employer Transfer Form
Appendix 13	Advance / Life Skills Funding Application Form
Appendix 14The TEC Service Centre Contact Details



Permission to use photograph

This note is to confirm I give my permission for the use of a photograph(s) of myself

Name:

in publicity material for Modern Apprenticeships produced by my Modern Apprenticeships Co-ordinator or the Tertiary Education Commission. This may include brochures, articles, advertisements and website material.

If my photo is captioned, I want my name to appear exactly like this:

First Name (s):

.....

Family Name:

.....

Please note any conditions you want put on the use of your photograph here:
(eg. named in caption, not named?)

.....

My Co-ordinator's name and phone number is

.....

Signature: Date

Once completed, this form should be sent to the TEC Communications Team:

FAX 04 462 5400, or P O Box 27048 Wellington.



Modern Apprenticeships Individual Training Plan

For:

Start date _____ / _____ / _____

Projected completion date _____ / _____ / _____

Actual completion date _____ / _____ / _____

This Individual Training Plan sets out the expectations and a plan for the successful completion of the Modern Apprenticeship and is linked to the Industry Training Organisation's Training Agreement.

The Plan includes the National Certificate(s) in :

(names and levels)

This Plan is in 3 sections:

Section 1: Agreement

This section sets out the parties to the Modern Apprenticeship, identifies what is in the Individual Training Plan, and records the agreement.

Section 2: Modern Apprenticeship content

This section sets out in detail what will be covered in the course of the Modern Apprenticeship. It also identifies how progress can be measured and what changes, if any, have been made to the Plan during the course of the apprenticeship.

In addition to the National Certificate, the content of the Individual Training Plan may also include:

- additional Unit Standards
- key skills
- additional requirements.

Section 3: Activity Plan/Quarterly Review

This section sets out the planned activity/training for each quarter and records' progress made during the period against the Plan.



Section 1: The agreement

Signing this Plan means :

- You as the Modern Apprentice agree to learn the skills in this Plan.
- You as the Employer agree to provide opportunities and resources for your Modern Apprentice to learn the skills in this Plan.
- You as Co-ordinator agree to support both the Modern Apprentice and Employer to reach the goals described in this Plan.
- Consent is given to use the information contained in this Plan for statistical reporting and evaluation purposes.

Apprentice's details

Name _____
(First name) (Middle name) (Family name)

Date of birth _____ / _____ / _____

Phone number: ()

Mobile number:

Residential address:

Email:

Signed by Modern Apprentice: _____ Date _____

Employer's details (principal employer)

Name: Phone number: ()

Business address: Fax number: ()

Mobile number:

Main training site address:

Email:

Supervisor/trainer/contact person:

Supervisor's mobile:

Signed by employer _____ Date _____

Modern Apprenticeships Co-ordinator's details

Name: Phone number: ()

Address: Fax number: ()

Mobile number:

Email:

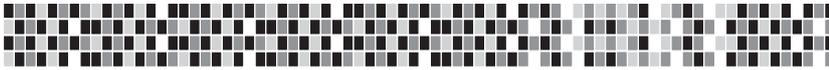
Signed by Modern Apprenticeships Co-ordinator _____ Date _____

Industry Training Organisation (ITO) details

Name of ITO: Phone number: ()

ITO contact person: Fax number: ()

Email: Mobile number:



Additional requirements

(eg. pre-requisite Unit Standards, drivers licence, specialist training)

Description of requirement	Unit Standard (if applicable)	Date achieved

Key skills

Key skill needs should be considered as part of the **initial development and ongoing review of the Plan**. Identify any key skills that require further development and indicate how these needs will be met. Key Skills may or may not be included within the National Certificate. Examples of key skills are: listening, reading, writing, numeracy (maths), information technology (computers etc), learning strategies (study skills) and workplace skills.

Description of key skill need	Date Identified	How need will be met (refer to section 3 for details) eg. Unit Standards, personal tutoring, employer training, mentoring, etc	Date achieved

Notes:



Modern Apprenticeships Individual Training Plan

For:

Start date _____ / _____ / _____
Projected completion date _____ / _____ / _____
Actual completion date _____ / _____ / _____

Name of Modern Apprentice

Expected duration of Modern Apprenticeship

Date entered when Modern Apprenticeship completed

This Individual Training Plan (the Plan) sets out the expectations and a plan for the successful completion of the Modern Apprenticeship and is linked to the Industry Training Organisation's Training Agreement.

The Plan includes the National Certificate(s) in :
(names and levels)

Official Name of National Certificate, including version and level

This Plan is in three sections:

Section 1: Agreement

This section sets out the parties to the Modern Apprenticeship, identifies what is in the Individual Training Plan, and records the agreement.

Section 2: Modern Apprenticeship content

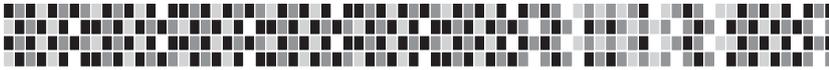
This section sets out in detail what will be covered in the course of the Modern Apprenticeship. It also identifies how progress can be measured and what changes, if any, have been made to the plan during the course of the apprenticeship.

In addition to the National Certificate, the content of the Individual Training Plan may also include:

- additional Unit Standards
- key skills
- additional requirements.

Section 3: Activity plan/Quarterly review

This section sets out the planned activity/training for each quarter and records' progress made during the period against the Plan.



Section 1: The agreement

Signing this Plan means :

- You as the Modern Apprentice agree to learn the skills in this Plan.
- You as the Employer agree to provide opportunities and resources for your Modern Apprentice to learn the skills in this Plan.
- You as Co-ordinator agree to support both the Modern Apprentice and Employer to reach the goals described in this Plan.
- Consent is given to use the information contained in this Plan for statistical reporting and evaluation purposes.

Apprentice's details

Name _____
(First name) (Middle name) (Family name)

Date of birth _____ / _____ / _____

Phone number: ()

Mobile:

Residential address:

Email:

Signed by Modern Apprentice: _____ Date _____

Employer's details (principal employer)

Name: _____
Employer's name and company

Phone number: ()

Business address:

Where the apprentice will spend most of their training time

Fax number: ()

Mobile number:

Main training site address:

Email:

Supervisor/trainer/contact person:

Supervisor's mobile:

Signed by employer _____ Date _____

Modern Apprenticeships Co-ordinator's details

Name: _____
Co-ordinator's name and co-ordinating organisation

Phone number: ()

Address:

Fax number: ()

Mobile number:

Email:

Signed by Modern Apprenticeships Co-ordinator _____ Date _____

Industry Training Organisation Details

Name of ITO: _____

Phone number: ()

ITO contact person:

Fax number: ()

Email:

Mobile number:



Additional requirements

(eg. pre-requisite Unit Standards, drivers licence, specialist training)

Enter date when assessed as competent

Description of requirement	Unit Standard (if applicable)	Date achieved

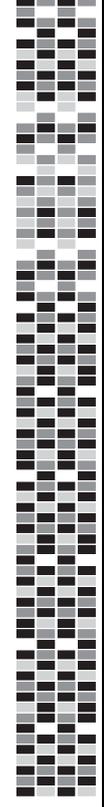
Key skills

Key skill needs should be considered as part of the **initial development and ongoing review of the Plan**. Identify any key skills that require further development and indicate how these needs will be met. Key skills may or may not be included within the National Certificate. Examples of key skills are: listening, reading, writing, numeracy (maths), information technology (computers etc), learning strategies (study skills) and workplace skills.

Description of key skill need	Date identified	How need will be met (refer to section 3 for details) eg. Unit Standards, personal tutoring, employer training, mentoring, etc	Date achieved
Clear description of the key skill need, eg. workplace skills: understanding the need for teamwork, clear communication and timeliness.		Brief description of strategy only, eg. Employer workshop. Details contained in section 3.	Enter date when strategy is completed

More than one strategy may be required to meet need, and some strategies may be of a long duration, or ongoing

Notes:



Section 3: Activity plan/Quarterly review for:

(Modern Apprentice)

Quarter ending:

1st Quarter Planned Activity/Training could include Induction, Health and Safety and receiving and reading workbooks

Planned activity/training

eg Unit Standards, key skills, block courses, supervised placements, workplace assessments, off-job assessments, other

Details need to be as specific and measurable as possible, and should include the practical/theory based **activity or training** expected to take place during the quarter, eg.

- On-job training for chainsaw use and maintenance (module 1.06, including Units 6916, 6917 and 43).
- Attend employer run workshop on team building – Units 1277 and 9677 (key skills example).

Person and/or organisation arranging

Person/organisation responsible for arranging the activity/training. It is helpful for the apprentice to know who they can go to for help.

Review of quarterly progress

Supported by evidence as to why decisions/actions were taken eg records and documentation, comments from assessors etc.

Confirm the outcomes of planned activities/training, and record additional achievements. Update section 2 with completions, and carry forward any outstanding activities/training in this section.
Include any other useful information, eg. relationship and/or administration issues.

Progress against Individual training plan (section 2)

Statement of overall progress towards completion of the Modern Apprenticeship, eg. "Jamie's training is slightly behind schedule. This has been discussed with the employer and Jamie, and is being addressed. It is not seen as a problem at this time. Both are pleased with Jamie's progress on the job."

Planned activities agreed and signed:

Modern Apprentice

Employer/supervisor

Co-ordinator date:

Planned activities reviewed and signed:

Modern Apprentice

Employer/supervisor

Co-ordinator date:

Date to review this quarterly plan:

Number of variations made to section 2 of the Plan this quarter:

A Variation is when you either add, delete or amend any of the unit standards or training components set out in Section 2

Date

(ITO Address)

Dear (ITO contact)

REGISTRATION OF ITO TRAINING AGREEMENT FOR A MODERN APPRENTICE

Modern Apprentice name: _____

Employer organisation: _____

Please find attached the signed ITO Industry Training Agreement for the above Modern Apprentice. As their Modern Apprenticeship Co-ordinator, I will be managing their Individual Training Plan for the duration of their apprenticeship.

Following registration of the Training Agreement, could you please confirm:

- the registration date (of the Training Agreement), and
- the Modern Apprentice's NSN, and
- the ITO ID number for the Modern Apprentice.

My contact details are:

Co-ordinator name:

Address:

Email:

Phone: Mobile:

Please note: For funding purposes, Modern Apprentices registered with your ITO must be identified separately in all reporting to the Tertiary Education Commission, as per the specified reporting requirements.

Thank you for your assistance.

Sincerely

Modern Apprenticeships Co-ordinator



PROMOTING MODERN APPRENTICESHIPS

The concept of Modern Apprenticeships as a high value, prestigious education pathway is promoted by the Tertiary Education Commission (TEC).

The Modern Apprenticeships communications strategy uses a range of media and communications tools to reach employers, young people and other target audiences.

Its key messages are that Modern Apprenticeships is a quality tertiary pathway for young people that gives employers first choice of a new generation of workers.

A distinctive Modern Apprenticeships logo has been designed and this must appear on all communications associated with Modern Apprenticeships. The aim is to ensure consistency of branding across the country in order to build the profile and value of the Modern Apprenticeships concept.

It is acknowledged that Modern Apprenticeships Co-ordinators may have their own valuable brands, which have a resonance among sections of the target

audiences. The brands of Co-ordinators may therefore be used as sub-brands of the over-arching brand of Modern Apprenticeships.

Guidelines follow for the use of the brand and logo on Modern Apprenticeships materials. There is sufficient flexibility so that the Modern Apprenticeships brand can be used in a range of print and electronic formats. The aim is to achieve a result that is practical and workable.

Electronic files containing the Modern Apprenticeships logo and branding are available upon request from the TEC.

Further Information

If you require further clarification about Modern Apprenticeships branding please contact the communications section at the Tertiary Education Commission National Office, PO Box 27 048, tel 04 462 5200, email: info@tec.govt.nz

THE NEED FOR A CONSISTENT VISUAL IDENTITY

In order to maximise the impact of the MODERN APPRENTICESHIPS concept its image in the marketplace must be carefully planned and maintained. We have developed some guidelines to ensure that every aspect of Modern Apprenticeships appearance projects a consistent and distinctive look. This system is called our visual identity.

OUR VISUAL IDENTITY

The creative tools we can use to ensure that our communications contribute to enhancing our new look are: our logo, imagery, typography and colours. By following these few simple guidelines, you will be helping to build the profile and value of Modern Apprenticeships. Everyone with an interest in promoting Modern Apprenticeships stands to benefit from this approach.

THE LOGO IS AN INTEGRAL WHOLE

The size and position of the symbol and the name "Modern Apprenticeships - Ngā Pā Onāianei"^{*} have been designed to achieve a harmonious balance. These proportions should therefore never be altered. The Modern Apprenticeships logo must always be used as an integral whole, and its components should never be used separately, i.e. – the symbol should never appear without the wordmark and the wordmark should always be accompanied by the symbol.



^{*} Ngā Pā Onāianei = The Apprentices of Today

COLOUR SPECIFICATIONS

THESE ARE THE ONLY COLOUR VARIATIONS ALLOWED



CMYK VERSION

The CMYK version is made up of two mixes

DARK GREEN = 27c 0m 100y 36k

LIGHT GREEN = 30c 0m 100y 0k

SPOT COLOUR VERSION

The logo is comprised of a Light Green which is Pantone 390 and Dark Green which is Light Green + 45% Black.



BLACK AND WHITE

Prints one colour – Black (no tints) . For people printing in one colour, the Modern Apprenticeships logo can be reversed out. It can also be reversed out of dark colours for flexibility, see examples on page 3.

PROTECTION SPACE



ACHIEVING OPTIMUM VISIBILITY FOR THE LOGO

To achieve optimum visibility, a clear space has been created around the Modern Apprenticeships logo. Half the diameter of the logo mark has been used as a unit of measurement to establish the minimum clear space requirements.

MINIMUM SIZE

Do not use the logo any smaller than the logo depicted here:



THE NAME

The words "Modern Apprenticeships" should always be spelt out in full, never abbreviated, (as used throughout this guide).



TYPOGRAPHY & IDENTITY

Utopia
Semibold
or similar
weight of
another
serif, e.g.
Times

By adopting a distinctive typography, we make it easy for the public to immediately identify all Modern Apprenticeships communications. We have chosen Isonorm and Utopia. These typefaces are clear and readable, and will lend a consistent family look to all our communications.

USING ISONORM REGULAR

Isonorm is used for: titles, headings, call-outs, sidebars. The consistent use of Isonorm will make this typeface instantly identifiable with Modern Apprenticeships.

USING A SERIF FONT

Utopia (or similar serif font, eg. Times) is used for: body copy, any small print copy, footnotes, introduction paragraphs.

Utopia or similar serif font e.g. Times

Isonorm Regular

Utopia Italic or similar serif, e.g. Times

These Fonts can be obtained from Littlejohns, 170 Victoria St. P.O. Box 2960 Wellington. Phone 04 385 2099, Fax 04 385 2090. FREEFAX 0800 1616 38.

If possible these fonts should be used in all Modern Apprenticeships communications. Isonorm provides the strongest visual link to Modern Apprenticeships communications, whereas the Utopia font is less distinctive and can be replaced with other serif fonts. However your budget may not allow for purchase of fonts, or you may already have fonts which are associated with your brand. In that case it is acceptable to use other fonts.

If you do not have the recommended fonts, an alternative is Arial (in place of Isonorm) and Times (in place of Utopia).

PROTECTING THE MODERN APPRENTICESHIPS TRADEMARK

The Modern Apprenticeships brand has been registered by the Tertiary Education Commission as a trademark to protect the integrity of the Modern Apprenticeships concept. To maintain exclusive rights to the Modern Apprenticeships trademark, it is essential that the written or graphic form of the Modern Apprenticeships trademark is never altered.

THE BRANDING STRIP

A branding strip has been developed as a means of distinguishing the brand across a wide range of materials likely to be produced by Modern Apprenticeships Co-ordinators. The brand strip incorporates the Modern Apprenticeships logo and a pattern strip. These must always be used together and appear at the top of the front page.

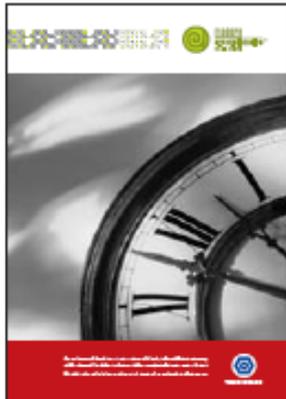


ensure a line separates squares – at least a 1 point or 0.35mm line for a strip this size



PUBLICATION EXAMPLES

Here are a few examples of how the Modern Apprenticeships branding strip could be used in either full colour, 2 colour or single colour.



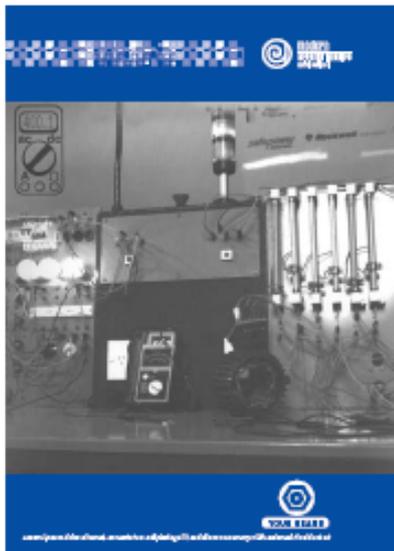
Full Colour A5



One Colour DLE



Two Colour A4



One Colour A4



Two Colours A4

Your Brand etc., (bottom right-hand side)

STATIONERY EXAMPLES

Here are some examples of how the Modern Apprenticeships branding should appear on stationery. You can add your own branding and address details on the stationery in the space provided.



LETTERHEAD
Full Colour/Two Colour -
using Modern Apprenticeships Green



LETTERHEAD
One/Two Colour A4 (your brand colour)



REVERSE OF BUSINESS CARD
Prints in one colour (your brand colour)

LOGO SUPPLY

The Modern Apprenticeships logo and branding strip are available in various digital formats. Please contact the communications section at The Tertiary Education Commission National Office, PO Box 27 048, tel 04 462 5200, email: info@tec.govt.nz.

Statistical data sheet

Co-ordinator name and organisation:	
--------------------------------------------	--

Local ID:	
NZQA ID:	
ITOs Local ID:	
ITO ID:	

First name(s):	
Last name:	

Date of birth:	
-----------------------	--

Gender (M/F):	
----------------------	--

Ethnicity:	European	Māori	Pacific Island	Other	Not Stated
-------------------	----------	-------	----------------	-------	------------

Programme:	Number	Level	Credits

Start date:	
Proposed end date:	

Prior activity:	Tertiary course	School	Employed	Unemployed
------------------------	-----------------	--------	----------	------------

Employment arranged (Y/N):	
-----------------------------------	--

Primary employer:	
--------------------------	--

Location of apprenticeship (by Local Authority Area Code):	
-------------------------------------------------------------------	--



Tertiary Education Commission
Te Amorangi Mātauranga Matua

**File specification for
Modern Apprenticeships
Co-ordinator reporting**

Version 1.3.0
19 September 2005

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Document history

Version	Author	Circulation Date	Amendment Description
V1.0.0	Dani Sunko	01/06/2001	Final Version
V1.1.0	Unknown	00/12/2003	Re-branded for TEC
V1.2.0	Belinda Allen	11/10/04	First review
V1.3.0	Belinda Allen	19/09/05	Second review

Document objectives

This document describes the format for the electronic transfer of data between Modern Apprenticeships Co-ordinators and Tertiary Education Commission Te Amorangi Mātauranga Matua (TEC)

This document does not cover the extraction of data from the Modern Apprenticeships Co-ordinators information systems or the exact mechanism for loading data into the TEC system.

The data specifications in these file specifications took effect from 1 July 2001.

Data extracts that are not in the correct format (as specified by the TEC) will not be accepted by the TEC.

What's new

This is the second version of this specification, and has replaced previous versions.

System purpose

The Modern Apprenticeships Co-ordinators reporting system will provide efficient transfer of Modern Apprentice and co-ordinator information between organisations. It will attempt to reduce compliance costs for all parties through the use of electronic based information management systems.

This information will be used to support TEC performance measures, payments and other reporting requirements.

File transfer issues

Glossary of terms and definitions

Refer to Appendix B for clarification on terms and definitions used in this document.

Reporting periods

Reporting periods are:

quarter ending 31 March

quarter ending 30 June

quarter ending 30 September

quarter ending 31 December.

Modern Apprentice records included

For the period commencing 1 January 2002 details for all Modern Apprentices starting before 1 April 2001 should be sent to the TEC (whatever exit date they have).

Subsequently Modern Apprentice records that meet the following criteria will be transferred quarterly:

Modern Apprentice's start date is a date on or before the report period end date (end of quarter) **AND**

EITHER

The Modern Apprenticeship has no ACTUAL_END_DATE

OR

The Modern Apprenticeship end date is a date in the quarter you are reporting.

Note: The end date must not be earlier than the start date.

Modern Apprentices Training Programme

Modern Apprentices must only be reported against one TEC-approved Modern Apprenticeship programme. This may be a single National Certificate or a Modern Apprenticeship pathway (this is where two or more National Certificates have been combined to create a single programme).

Note: this is different to how ITOs report Industry Trainees.

Programme number

Due to historic problems with reporting programme names the programme number assigned by the TEC will be used in reporting.

All Training Programmes that are given approval by the TEC are entered into the TEC database and issued a number. The TEC provides ITOs with a list of their programmes (and the corresponding number) that are approved for funding purposes. Modern Apprenticeships Co-ordinators should obtain the appropriate numbers from either the TEC or the relevant ITO.

MODERN APPRENTICESHIPS CO-ORDINATOR INTERFACE FILE SPECIFICATION

Overview of file transfer

The transfer will be achieved with one file only with the co-ordinator statistics as a single record and then all Modern Apprentice details appended.

File structure

File names

The file name will be:

- the institution identifier assigned by the Ministry of Education (this number will be confirmed by the TEC) followed by
- the reporting year (eg. 02)
- and the first letter of the month the quarter ends with (eg. M, J, S or D)
- and the suffix ".IMP"

Example: 123402M.IMP for Institution 1234 reporting for 2002 quarter ending 31 March.

Record types

The available types of records are as follows:

Record type	Code	Description
File header	HEADER	This is the first data row of the file. It identifies the period being reported.
File footer	FOOTER	This is the last data row of the file. It contains summary details about the data reported.
Modern Apprenticeships Co-ordinator statistical information record	MAC_STAT	This row follows the header and provides information about the Modern Apprenticeships Co-ordinator and the work that they perform.
Modern Apprentice details records	MAC_APP	These rows follow the MAC_STAT Record. They provide information about the Modern Apprentices and their apprenticeships.
Comments	#	These lines improve readability of the file but will be ignored by the system when the file is loaded. Record type headers are standard comments. They include a line to describe the record and a line specifying the format. Other comment lines that may be used for any purpose you wish can be added if you desire.

The first field on each record identifies the record type; this is the code shown in the table above.

Record type headers

Each section of records begins with a header description defining each field label for that record.

This should be continuous with no line breaks and enables data fields to be identified using standard text editors.

Eg. 1 File Header Record

```
#####  
##File Header  
##Format: HEADER|REPORT_PERIOD_END_DATE|  
#####
```

Eg. 2 Modern Apprenticeships Co-ordinator Statistics Record

```
#####  
## Modern Apprenticeships Co-ordinator Statistics  
##Format: RECORD_TYPE|MAC_ID|NO_ENQ_FROM_EMPLOYERS|NO_ENQ_FROM_APPRENTICES|  
NO_ENQ_FROM_SCHOOLS|NO_ENQ_FROM_OTHER|EMP_WITH_APPRENTICES|  
#####
```

Eg. 3 Modern Apprentice Details Record

```
#####  
##Modern Apprentice Details  
##Format:  
RECORD_TYPE|LOCAL_ID|NZQA_ID|ITOS_LOCAL_ID|ITO_ID|FIRST_NAME|LAST_NAME|DATE_OF  
_BIRTH|GENDER|ETHNIC_CODE|PROGRAMME_NUMBER|PROGRAMME_LEVEL|PROGRAMME_CREDITS|S  
TART_DATE|PROPOSED_END_DATE|ACTUAL_END_DATE|EXIT_INDICATOR|PRIOR_ACTIVITY|QTRL  
Y_PROGRESS|NUM_VARIATIONS|NUM_SITE_VISITS|RESERVED|EMPLOYMENT_ARRANGED|PRIMARY  
_EMPLOYER|LOCATION_OF_APPRENTICESHIP|  
#####
```

Eg. 4 File Footer Record

```
#####  
##File Footer details  
##Format: RECORD_TYPE|TOTAL_RECORDS|  
##  
##Other Details as comments like file checksum, software used, date produced  
#####
```

Field delimiters

Files are standard ASCII text and are field delimited by "|" (pipe) characters. The last field in each record will have the "|" as the last character.

Date format

All date transfers will be in 4-digit date century format DD/MM/YYYY

Where:

- DD is the day (eg. 01, 10, 29)
- MM is the month (eg. 01, 02, 10, 12)
- YYYY year (eg. 1998, 1999, 2000, 2001)

Therefore:

- 01/01/1999 is a valid date format
- 01/01/99 is NOT a valid date format

Null fields

All fields that contain NULL value will represent empty fields in the file.

Null fields may only, under special circumstances, apply to MAC_APP record's fields: (Refer Data Records, MAC_APP)

- NZQA_ID or ITOS_LOCAL_ID (one MUST be supplied)
- ACTUAL_EXIT_DATE
- EXIT_INDICATOR
- RESERVED.

Example file

```
#####
##File Header
##Format: HEADER|REPORT_PERIOD_END_DATE|
#####
HEADER|31/03/2002|
#####
## Modern Apprenticeships Co-Ordinator Statistics
##Format: RECORD_TYPE|MAC_ID|NO_ENQ_FROM_EMPLOYERS|NO_ENQ_FROM_APPRENTICES|
NO_ENQ_FROM_SCHOOLS|NO_ENQ_FROM_OTHER|EMP_WITH_APPRENTICES|
#####
MAC_STAT|0192|112|209|87|48|3|
#####
##Modern Apprentice Details
##Format:
RECORD_TYPE|LOCAL_ID|NZQA_ID|ITOS_LOCAL_ID|ITO_ID|FIRST_NAME|LAST_NAME|DATE_OF_BIRT
H|GENDER|ETHNIC_CODE|PROGRAMME_NUMBER|PROGRAMME_LEVEL|PROGRAMME_CREDITS|START_DATE|
PROPOSED_END_DATE|ACTUAL_END_DATE|EXIT_INDICATOR|PRIOR_ACTIVITY|QTRLY_PROGRESS|NUM_
VARIATIONS|NUM_SITE_VISITS|RESERVED|EMPLOYMENT_ARRANGED|PRIMARY_EMPLOYER|LOCATION_O
F_APPRENTICESHIP|
#####
MAC_APP|86|1234567890|156789|8137|Jo|Smith|01/01/1984|M|01|1367|4|170|01/02/01|
31/01/04|||OFT|S|0|1||N|Briscoes|14|
MAC_APP|87|1122334455|156790|8137|John|Black|19/11/1983|M|20|1367|4|170|09/02/01|09
/03/04|29/3/01|T|AS|NA|0|1||Y|Briscoes|43|
MAC_APP|88|1231235678|122123|8137|Sarah|Jones|04/07/1984|F|01|1234|3|200|09/02/01|0
9/03/04|||AS|X|0|2||N|Briscoes|43|
#####
##File Footer details
##Format: RECORD_TYPE|TOTAL_RECORDS|
#####
FOOTER|3|
```

Data records

These records will appear in the import file after the appropriate record type header record.

The data may be either text, number or date format.

- **Text** is alphanumeric and may contain any combination of letters and numbers, and some special characters such as hyphen or underscore. **Do not include** quotation marks ("), apostrophe (') the pipe symbol (|), Enter (↵) or Tab (→).
- **Number** must be numeric only (allows numbers and decimal point).
- **Date** must be DD/MM/YYYY format is as set out on page 60.

The data may be either mandatory or optional or have other rules.

- **Mandatory:** a valid value is always required – this may not be left blank.
- **Optional:** a blank (null) value is allowed.
- Some data items may be optional but are treated as mandatory if other items have particular values.

HEADER

Field	Properties	Descriptions
RECORD_TYPE	Description:	Record type identifier
	Properties:	Mandatory Text
	Length:	6
	Permitted Values:	The string HEADER
REPORT_PERIOD_END_DATE	Description:	The date of the end of the quarter for which cumulative data is being reported.
	Properties:	Mandatory date (dd/mm/yyyy)
	Length:	10
	Permitted Values:	The last date of the quarter being reported.

MAC_STAT

Field	Properties	Descriptions
RECORD_TYPE	Description:	Record type identifier
	Properties:	Mandatory Text
	Length:	8
	Permitted Values:	The string MAC_STAT
MAC_ID	Description:	Modern Apprenticeships Co-Ordinator identifier
	Properties:	Mandatory number
	Length:	4
	Permitted Values:	The unique numeric identifier for the Modern Apprenticeships Co-Ordinator assigned by the TEC.
NO_ENQ_FROM_EMPLOYERS	Description:	Number of enquiries from employers within the quarter.
	Properties:	Mandatory Number
	Length:	As required

	Permitted Values:	Zero or any positive whole number
NO_ENQ_FROM_APPRENTICES	Description:	Number of enquiries from apprentices or their parents, guardians or immediate family within the quarter.
	Properties:	Mandatory Number
	Length:	As required
	Permitted Values:	Zero or any positive whole number
NO_ENQ_FROM_SCHOOLS	Description:	Number of enquiries from schools within the quarter.
	Properties:	Mandatory Number
	Length:	As required
	Permitted Values:	Zero or any positive whole number
NO_ENQ_FROM_OTHER	Description:	Number of enquiries from others within the quarter.
	Properties:	Mandatory Number
	Length:	As required
	Permitted Values:	Zero or any positive whole number
NO_EMP_WITH_APPRENTICES	Description:	Number of employers with Apprentices that are or have been active within the Quarter.
	Properties:	Mandatory Number
	Length:	As required
	Permitted Values:	Distinct count of the employers that have Apprentices with records in the data file.

MAC_APP

Field	Properties	Descriptions
RECORD_TYPE	Description:	Record type identifier
	Properties:	Mandatory Text
	Length:	7
	Permitted Values:	The string MAC_APP
LOCAL_ID	Description:	The Modern Apprenticeships Co-ordinator's reference number for the Modern Apprentice.
	Properties:	Mandatory Text
	Length:	50
	Permitted Values:	Alphanumeric or numeric string used to identify the Modern Apprentice. NOT the line count of the record.
NZQA_ID	Description:	The NZQA ID for the Modern Apprentice.
	Properties:	Optional Text
	Length:	10
	Permitted Values:	This is validated through a check sum procedure. This MUST be provided if you know it, if it is not available use the ITO's local id number.

Field	Properties	Descriptions
ITOS_LOCAL_ID	Description:	The ITO's reference number for the Modern Apprentice.
	Properties:	Optional Text
	Length:	50
	Permitted Values:	Alphanumeric or numeric string used by the ITO to identify the Modern Apprentice. If the NZQA id is not supplied this must be supplied.
ITO_ID	Description:	ITO identifier
	Properties:	Mandatory Number
	Length:	4
	Permitted Values:	The unique numeric identifier for the ITO assigned by the Ministry of Education.
FIRST_NAME	Description:	The Modern Apprentices First Name.
	Properties:	Mandatory Text
	Length:	40
	Permitted Values:	
LAST_NAME	Description:	The Modern Apprentices Last Name.
	Properties:	Mandatory Text
	Length:	32
	Permitted Values:	
DATE_OF_BIRTH	Description:	The date of birth of the Modern Apprentice.
	Properties:	Mandatory date (dd/mm/yyyy)
	Length:	10
	Permitted Values:	Valid date before the start date.
GENDER	Description:	The gender of the Modern Apprentice.
	Properties:	Mandatory Text
	Length:	1
	Permitted Values:	M = Male F = Female
ETHNIC_CODE	Description:	The ethnicity of the Modern Apprentice.
	Properties:	Mandatory Text
	Length:	2
	Permitted Values:	01 = European 20 = Maori 30 = Pacific Island 89 = Other 00 = Not Stated
PROGRAMME_NUMBER	Description:	The number of the training programme proposed for this Modern Apprenticeship.
	Properties:	Mandatory Number
	Length:	A maximum of 5 digits
	Permitted Values:	This is the number allocated to the programme by the TEC. It should be obtained from the TEC.

Field	Properties	Descriptions
PROGRAMME_LEVEL	Description:	The level of this training programme.
	Properties:	Mandatory Number
	Length:	1
	Permitted Values:	This must be the same as the level for the programme recorded by the TEC.
PROGRAMME_CREDITS	Description:	The number of credits available in this programme.
	Properties:	Mandatory Number
	Length:	3
	Permitted Values:	This must be the same as the credits for the programme recorded by the TEC.
START_DATE	Description:	This is the date the Individual Training Plan is signed by the employer, Modern Apprentice and endorsed by the Co-ordinator
	Properties:	Mandatory Date (dd/mm/yyyy)
	Length:	10
	Permitted Values:	A valid date after the date of birth and on or before the quarter end date and any exit date.
PROPOSED_END_DATE	Description:	This is the indicative date that the parties propose that the Modern Apprentice would have completed the Individual Training Plan
	Properties:	Mandatory Date (dd/mm/yyyy)
	Length:	10
	Permitted Values:	A valid date after the start date.
ACTUAL_END_DATE	Description:	The actual date the Modern Apprentice exits this training programme.
	Properties:	Optional Date(dd/mm/yyyy)
	Length:	10
	Permitted Values:	A valid date on or after the start date and on or before the quarter end date.

Field	Properties	Descriptions
EXIT_INDICATOR	Description:	This indicates the reason for exiting the Modern Apprenticeship.
	Properties:	Optional Text
	Length:	2
	Permitted Values:	<p>Valid codes are:</p> <p>C = Completed - the Apprentice's intended training was completed as per Training Plan</p> <p>T = Terminated - the Apprentice's intended training was terminated before the requirements of the Modern Apprenticeship were completed</p> <p>E = Expired - the Apprentice has completed the 3 year term of the apprenticeship without achieving their qualification and has transferred to the ITO under the ITO's Training Agreement.</p> <p>R = Transferred - the Apprentice's intended training was transferred from one Modern Apprenticeship Co-ordinator to another Modern Apprenticeship Co-ordinator before the requirements of the Modern Apprenticeship were completed.</p> <p>This field is required if the ACTUAL_EXIT_DATE is provided.</p>
PRIOR_ACTIVITY	Description:	The previous primary activity of the Modern Apprentice.
	Properties:	Mandatory Text
	Length:	3
	Permitted Values:	<p>OFT = Tertiary Course</p> <p>AS = School</p> <p>EMP = Employed</p> <p>UE = Unemployed</p>
QTRLY_PROGRESS	Description:	The quarterly progress review.
	Properties:	Mandatory Text
	Length:	2
	Permitted Values:	<p>S = Satisfactory</p> <p>X = Unsatisfactory</p> <p>N = Not known</p> <p>NA = Not Applicable</p> <p>NA should be used for records with an exit date.</p> <p>Note: if the value entered is "N" then a narrative is required. This would be submitted as a separate document.</p>
NUM_VARIATIONS	Description:	The number of variations made to the Individual Training Plan this quarter.
	Properties:	Mandatory Number
	Length:	3
	Permitted Values:	Any number including zero

Field	Properties	Descriptions
NUM_SITE_VISITS	Description:	The number of times the Modern Apprenticeships Co-ordinator has visited the Modern Apprentice and their employer in their workplace in the quarter being reported.
	Properties:	Mandatory Number
	Length:	3
	Permitted Values:	Any number including zero Note: if the value entered is "0" then a narrative is required. This would be submitted as a separate document.
Reserved	Description:	This field is reserved for the TEC use.
	Properties:	Optional Text
	Length:	1
	Permitted Values:	Null
EMPLOYMENT_ARRANGED	Description:	Indicates if the Modern Apprentice's employment was arranged by the Modern Apprenticeships Co-ordinator.
	Properties:	Mandatory Text
	Length:	1
	Permitted Values:	Y = Yes N = No Note: if the Co-ordinator was responsible for introducing the two parties then the answer is "Yes".
PRIMARY_EMPLOYER	Description:	Name of Primary Employer
	Properties:	Mandatory text
	Length:	100
	Permitted Values:	Any text – Co-ordinators should be consistent in the spelling.
LOCATION_OF_APPRENTICESHIP	Description:	Location of Apprenticeship
	Properties:	Mandatory Number
	Length:	3
	Permitted Values:	Valid Location codes are from the list of Local Authority Area Codes listed in Appendix A of this Document (This can be provided via email if needed)

FOOTER

Field	Properties	Descriptions
RECORD_TYPE	Description:	Record type identifier
	Properties:	Mandatory Text
	Length:	6
	Permitted Values:	The string FOOTER
TOTAL_RECORDS	Description:	Total Modern Apprentice records
	Properties:	Mandatory Number
	Length:	6
	Permitted Values:	The count of MAC_APP records in the file.

Appendix A

Local authority codes

Introduction

A list of valid codes to represent the location of the Modern Apprenticeship is set out below.

Location code	Description	TEC region
1	Far North District	Northland
2	Whangarei District	Northland
3	Kaipara District	Northland
4	Rodney District	Tamaki Makaurau
5	North Shore City	Tamaki Makaurau
6	Waitakere City	Tamaki Makaurau
7	Auckland City	Tamaki Makaurau
8	Manukau City	Manukau
9	Papakura District	Manukau
10	Franklin District	Manukau
11	Thames-Coromandel District	Waikato
12	Hauraki District	Waikato
13	Waikato District	Waikato
14	Hamilton City	Waikato
15	Matamata-Piako District	Waikato
16	Waipa District	Waikato
17	South Waikato District	Waikato
18	Otorohanga District	Waikato
19	Waitomo District	Waikato
20	Western Bay of Plenty District	Bay of Plenty
21	Tauranga District	Bay of Plenty
22	Rotorua District	Bay of Plenty
23	Kawerau District	Bay of Plenty
24	Whakatane District	Bay of Plenty
25	Opotiki District	Bay of Plenty
26	Taupo District	Bay of Plenty
27	Gisborne District	Eastern Coast
28	Wairoa District	Eastern Coast
29	Hastings District	Eastern Coast
30	Napier City	Eastern Coast
31	Central Hawkes Bay District	Eastern Coast
32	New Plymouth District	Central
33	Stratford District	Central
34	South Taranaki District	Central
35	Ruapehu District	Central

Location code	Description	TEC region
36	Wanganui District	Central
37	Rangitikei District	Central
38	Manawatu District	Central
39	Palmerston North City	Central
40	Horowhenua District	Central
41	Tararua District	Central
42	Kapiti Coast North District	Central
43	Masterton District	Wellington
44	Kapiti Coast South District	Wellington
45	Upper Hutt City	Wellington
46	Porirua City	Wellington
47	Wellington City	Wellington
48	Hutt City	Wellington
49	South Wairarapa District	Wellington
50	Carterton District	Wellington
51	Tasman District	Nelson/Marlborough/West Coast
52	Nelson City	Nelson/Marlborough/West Coast
53	Malborough District	Nelson/Marlborough/West Coast
55	Buller District	Nelson/Marlborough/West Coast
56	Grey District	Nelson/Marlborough/West Coast
57	Westland District	Nelson/Marlborough/West Coast
58	Kaikoura District	Canterbury
59	Hurunui District	Canterbury
60	Selwyn District	Canterbury
61	Waimakariri District	Canterbury
62	Christchurch City	Canterbury
63	Banks Peninsula District	Canterbury
64	Ashburton District	Canterbury
76	Chatham Islands County Council	Canterbury
65	Timaru District	Southern
66	Waimate District	Southern
67	Mackenzie District	Southern
68	Waitaki District	Southern
69	Queenstown-Lakes District	Southern
70	Central Otago District	Southern
71	Dunedin City	Southern
72	Southland District	Southern
73	Gore District	Southern
74	Clutha District	Southern
75	Invercargill District	Southern

Appendix B

Glossary of terms and definitions

The following definitions apply to the terms used in this document.

Completion

Completion is when all the requirements in the Modern Apprentice's Individual Training Plan have been fulfilled. For example, the Modern Apprentice has achieved the National Certificate that they were signed into. No further activity is expected to take place in relation to the Modern Apprentice's Individual Training Plan.

Refer to exit indicators.

Employer

An employer is a corporate body or natural person that has the legal responsibility for making employment related decisions. In other words, the body or person is legally liable for employment obligations under various Acts such as the Employment Contracts Act, Annual Holidays Act, Health and Safety Act etc.

A good test is the corporate body or natural person who would be cited should a dispute arise between employer and employee.

End date

- Proposed end date.

This is the indicative date that the parties propose that the Modern Apprentice will have completed the Individual Training Plan. Note, the proposed end date may be greater than three years after the start date.

- Actual end date.

This is the date on which the Individual Training Plan ceases, either by the Modern Apprentice completing the requirements of the training programme, ceasing the training activity or exceeding the maximum period, ie. three years from their enrolment as a Modern Apprentice. **The Actual end date does not include expected end dates.**

Ethnicity

Ethnicity is as defined by the Modern Apprentice in terms of ethnic groups as defined by the department of Statistics.

Exit indicators

Modern Apprentices who end training are explicitly defined by an EXIT_INDICATOR which shows that the Modern Apprentice has exited their training programme, either by transferring to an ITO Training Agreement ("expired"), termination, completion or transferring to another Modern Apprenticeship Co-ordinator.

The Exit Indicator codes are:

- C = Completed
- T= Terminated
- E = Expired
- R = Transferred to another Co-ordinator

Refer to the definitions for each of the above.

Expired

Modern Apprenticeships Co-ordinators are eligible to receive funding for an individual Modern Apprentice up to a maximum of three years. If your organisation has received funding for the Modern Apprentice for three years and the Modern Apprentice will be continuing their training programme under the ITO Training Agreement then this code should be used.

Refer to exit indicators.

Gender

Gender is as defined by the Modern Apprentice as:

- Female.
- Male.

ID numbers

- Local ID.

This is the ID for the apprentice assigned by the Modern Apprenticeship Co-ordinator.

- ITOs local ID.

This is the ID for the apprentice assigned by the ITO.

Note: For Modern Apprenticeship Co-ordinators who are also an ITO, then it is possible that the two numbers above will be the same.

Level

Level is the level of the training programme approved for the Modern Apprentice.

Location of Apprenticeship

The location where the apprentice is employed and is undertaking on-job training.

For the Group Training Model this means the location of the employer with whom the apprentice is training as at the quarter end date. This may mean the apprentice has a different location each quarter.

Modern Apprentice

Refer to the Modern Apprenticeships Co-ordination Services Agreement for the qualifying criteria for Modern Apprentices.

National Certificates (NC)

A National Certificate is a unit standards based qualification registered on the National Qualifications Framework.

Termination

Termination is when the Modern Apprentice's Individual Training Plan ceases without them completing all of the requirements of the Plan. Examples include ceased employment, unable to continue with training due to other circumstances, etc.

The objective of this measure is to record and report the drop out rate from Modern Apprenticeships. The intention is to capture Modern Apprentices who cease being apprentices before completing the training they agreed to undertake.

It is not intended to include Modern Apprentices who have transferred from one employer to another within a six-week time frame and who are continuing with the same training programme. Co-ordinators need to ensure that the necessary paper trail exists to verify that the transfer of the training programme has occurred within the prescribed time frame.

Refer to exit indicators.

Training_programme

The specific programme a Modern Apprentice is undertaking which leads to the achievement of a level 3 or a level 4 Unit Standards based National Certificate registered on the NQF. The highest level National Certificate to be completed is recorded.

Transferring between Co-ordinators

When a Modern Apprentice transfers from one Modern Apprenticeship Co-ordinator to another they should be treated in the following way:

- Original Co-ordinator.

The exit date you will enter for the Modern Apprentices is the date that they transferred to the new Co-ordinator. An exit indicator of "R" should be used.

- New Co-ordinator.

The start date you will enter for the Modern Apprentice is the date that they transferred to you from the original Co-ordinator. Note, the proposed end date may be greater than three years after the original start date.

APPLICATION FORM FOR A NEW MODERN APPRENTICESHIP PROGRAMME



modern
APPRENTICESHIPS™
NGĀ PIA ONĀIANEI

ITO Name:

Application Date:

1. Please provide details of the industry sector that this new Modern Apprenticeship programme is intended for.

2. List each of the programmes being applied for, including the full details of any qualifications and/or unit standards contained within the programmes (Where your application/s for this programme includes additional unit standards please provide separate details, including the unit's source (national certificate).
3. Please attach a copy of the qualification(s) that make up the programme content.

Programme No.	NC, MA*	Programme Name	NQF Level	Credits	Months

*NC = National Certificate / MA = Modern Apprenticeship

Confirm that the ITO has Section 10 approval for the individual National Certificates contained within each programme.

YES / NO

4. Confirm that the new programme meets the criteria for a Modern Apprenticeships Programme.

YES / NO

5. Does the addition of this programme affect the existing industry definition for Modern Apprenticeships? If yes, please attach revised definition to this application.

YES / NO

6. Provide evidence that there is a strong need for the programme in the industry:

**NOTIFICATION OF CHANGE TO APPROVED
MODERN APPRENTICESHIP PROGRAMME**



ITO Name:

Notification Date:

- Enter **amended programmes** in the table below with their new details and highlight the changes, eg.
 - if the credits have changed, highlight the Credits column.
 - if the version number and duration has changed, highlight the Name and Duration columns.

Prog No#	NC, MA	Name	NQF Level	Credits	Duration

- Enter **new programmes replacing existing programmes** in the table below. Include full details for both programmes and identify the status of each:

Prog No#	NC, MA	Name	NQF Level	Credits	Duration	Status – New/Old

- Confirm that the ITO has Section 10 approval for any new programme(s)

YES / NO
YES / NO

- Does the above change(s) affect the existing industry definition for Modern Apprenticeships? If yes, please attach revised definition to this Notification form.

<i>FOR OFFICE USE ONLY</i>	<i>Initial & Date</i>
1. Changes have been discussed with the ITO and signed off by the ITO Advisor	
2. Changes made to Approved MA Programme Master	
3. Letter sent to ITO confirming changes made	
4. Email sent to all Co-ordinators advising changes to programme(s) details	
5. For definition changes only - Master list of industry definitions and website updated	
6. For new programmes – programmes linked to Modern Apprenticeships Co-ordinators operating within the ITO coverage in ILU.	
7. Notification form filed on the Section 10 file.	

[Co-ordinating Organisation's Name]



APPLICATION FOR APPROVAL OF AN "OVER 21" MODERN APPRENTICE (SAMPLE)

Modern Apprentice:					
Age:		Gender:		Ethnicity:	
Co-ordinator Name:					
MA Programme:					
Employer:					
Industry:					

Evidence that achievement of the Modern Apprenticeship is dependant on the services of a Co-ordinator (*this section must be completed*):

--

What issues or problems have been identified that would impede achievement of the Modern Apprenticeship?

--

What action is proposed to overcome these issues or problems?

--

Approved / Declined	Signed:
Date:	Title:

6 MONTH POLICY EXEMPTION APPLICATION

Modern Apprentice:					
Age:		Gender:		Ethnicity:	
Co-ordinator (name and organisation)					
Current ITO Training Programme					
Proposed MA Programme:					
Employer:					
Industry:					

Evidence of applicant's need for this exemption:

Confirmation of employer's support attached:	YES
-----------------------------------------------------	------------

Confirmation of ITO's support attached:	YES
------------------------------------------------	------------

To be completed by the Tertiary Education Commission:

Date Approved / Declined: (delete one):	
Signed:	

50% COMPLETION POLICY EXEMPTION APPLICATION

Modern Apprentice:					
Age:		Gender:		Ethnicity:	
Co-ordinator (name and organisation)					
Proposed MA Programme:					
Employer:					
Industry:					
Percentage of total credit value completed to date:					

How were the credits completed to date achieved?

--

Evidence of applicant's need for this exemption:

--

Confirmation of employer's support attached:	YES
-----------------------------------------------------	------------

To be completed by the Tertiary Education Commission:

Date Approved / Declined: (delete one):	
Signed:	



EMPLOYER TRANSFER FORM

Modern Apprentice:	
MA Programme:	

Current Employer:	
Current Company Name:	
Transfer Date:	
Signature(and date):	

New Employer:			
Company Name:			
Start Date with New Employer:			
Business Address:			
Main training site address:			
Phone no.:		Fax no.:	
Email:			
Supervisor/Contact Person:		Mobile:	
Signature and date:			

ADVANCED / LIFE SKILLS FUNDING APPLICATION

Modern Apprentice:	
Co-ordinating Organisation:	
Co-ordinator:	
Employer:	

Describe Advanced/Life Skills required:

--

Explain how the gaining of the above skills will contribute to the development of the Modern Apprentice:

--

Explain how the identified skills will be achieved (include name of Provider):

--

Cost of Training (GST inclusive) (Attach a copy of the quote):

--

Confirmation of employer's support attached:

YES

TEC Service Centre contact details

1 Ash Road, Wiri
Private Bag 76928
South Auckland Mail Centre
Manukau 2240

Freephone: [0800 4 27773](tel:0800427773)

Fax: [09 262 2150](tel:092622150)

Email: servicecentre@tec.govt.nz
