



**TE
MAHI
AKO**

**ĀKONGA
HANDBOOK**

**Ka kaha ake mā te tu ngātahi
We are stronger together**

Contact



0508 475 455



info@temahiako.org.nz



www.temahiako.org.nz

We deliver qualifications nationwide, with our head office located in Wellington.

14 Sages Lane
Te Aro
Wellington, 6011
New Zealand

PO Box 2183
Pipitea
Wellington, 6140
New Zealand

Note: Te Mahi Ako reserves the right to make changes to information contained within this handbook, including policies and processes, if required. If you have a printed or downloaded copy of this handbook you are advised to ensure it is the most recent version. You can view and download a copy of the latest version from our website where you can also find full versions of the policies and procedures summarised here.



Contents

Welcome	5
1. The Te Mahi Ako approach	6
Components of the Te Mahi Ako Ākonga support system	6
Your learner journey	7
2. Workplace learning and safety	9
Safety at work	9
3. Equal education opportunities	10
4. Te reo Māori	11
5. Education policies and academic information	12
Te Mahi Ako policies and procedures	12
Assessments	12
Competency-based assessments	12
Attendance	13
Cheating	13
Impaired performance	14
Aegrotat	14
Academic appeals	14
Recognition of knowledge and skills	15
Complaints and grievances	15
Withdrawal and refunds	16
Student information and records	16
Learner evaluation of courses and programmes	16

6. Support and guidance	17
Wellbeing and support systems	18
Te Whare Tapa Whā	18
Help with language, reading, writing and maths	20
Learner voice: natural justice and procedural fairness	20
Procedural fairness	21
Safe and inclusive communities	21
7. Your rights and responsibilities	22
Your rights at Te Mahi Ako	22
Your responsibilities as a learner with Te Mahi Ako	23
Illegal drugs and alcohol	24
8. Who we are	26
Our vision	26
Ngā uara Our values	26
Ngā kaupapa Our guiding principles	26
Te Tiriti o Waitangi	28
Our mission	28
Our team	29



**TE
MAHI
AKO**

Tēnā koe, nau mai, welcome to Te Mahi Ako

Te Mahi Ako helps talented professionals working in te ahumahi ā-rēhia – the active recreation, leisure, and entertainment sectors. The mahi that you do is vital to the wellbeing of New Zealanders, and we are proud to play a part in that.

We specialise in supporting people who are learning while they work – usually referred to as work-based learning.

Work-based learners are able to demonstrate and apply their technical knowledge and skills in a work context. Through this process, we will support you to grow your skills and knowledge, get your hands-on experience recognised, and thrive in your career.

We'll do this with help from your employer, and the other staff at your workplace, who also play a vital role in supporting your learning.

This handbook is designed to guide you while you are studying with Te Mahi Ako. It tells you more about us, points you in the right direction to get help when you need it, and gives you an overview of all the policies and procedures that might be relevant to your study.

It's great to have you onboard with us – nau mai ano!

“All employers, organisations, iwi and their ākonga will be uplifted by a stronger, broader and more integrated foundation for their work-based learning, while still having access to an empathic, responsive provider that is willing to get stuck in, side-by-side with industry.”

**Ka kaha ake mā te tu ngātahi
We are stronger together**

We wish you all the best on your journey with Te Mahi Ako.

Maren Frerichs
Chief executive

Your learner journey

A number of people on our team will support you and the workplace throughout your learning journey



Regional learner advisor

Your regional learner advisor is the key contact person at Te Mahi Ako for both you and your workplace. They will help set up your enrolment, and have regular catch-ups (whether in person, online or over the phone) to make sure you're progressing. They will be there to help you navigate the work-based learning process and connect you with help when you need it.

Your **learner advisor** coordinates with your Assessor and other key Te Mahi Ako staff such as the **learning facilitators** and **learner support coordinators**.



Learning facilitator

In some cases, we may arrange some learning outside of the workplace, led by our learning facilitators, to supplement the skills and knowledge you are developing on the job.



Assessor

Your assessor may be someone at your work or an external person. Your assessor is a qualified subject matter expert in your field of practice, and they will manage the assessment process and determine when you are competent. They will help you understand the assessment requirements and can talk to you about the content of your programme.



Learner support coordinator

Everyone's learning journey is different, and sometimes obstacles can get in the way. These might be related to your programme or may be other things that are happening in your life. The learner support coordinators are there to listen, talk things through, and connect you with the right help.

Who else might you see or hear about?

The Te Mahi Ako **Chief Executive** is responsible for the strategic direction of the organisation, as well as overseeing an engaged, capable workforce that is focused on the success of our learners.

Among other things the **GM Education** is responsible for ensuring the provision of educational excellence for all learners. They are responsible for oversight of creation of fit for purpose programmes of learning and high-quality moderation, evaluation, assessment and learning facilitation of these programmes

Programme Managers have oversight of a group of industry programmes and ensure all resources are in place for your programme.

Among other things the **GM Engagement** is responsible for the learner experience. They are responsible for oversight of pastoral care and management of the regional and national relationship managers.

Te Mahi Ako National Learner Engagement advisors have sector responsibilities which includes specific Māori and Pacific support.

Within all of the positions described here there are numerous staff with a specialised responsibility. Te Mahi Ako provides specific expertise in Mātauranga Māori and Te Ao Māori and have a Kaihautu and a Kaitohutohu Tikanga Rua – two positions within the organisation dedicated to kaupapa Maori.

The [Our People](#) section of the Te Mahi Ako website provides more information related to Te Mahi Ako staff.

Please see the following sections for more information relevant to your learner journey:

- [Workplace learning and safety](#)
- [Equal education opportunities](#)
- [Te reo Māori](#)
- [Education policies and academic information](#)
- [Your rights and responsibilities](#)

2. Workplace learning and safety

Te Mahi Ako provides work-based learning, so we partner with your workplace to make sure your educational, safety and wellbeing needs are understood and responded to. We do this through an agreement between Te Mahi Ako, your Workplace/Employer and you. This arrangement is described in detail in the Te Mahi Ako Workplace Learning Policy.



You can find the Workplace Learning policy in the Policy Manual section of our [Learner support](#) page.

This ensures Te Mahi Ako supports you to achieve your learning outcomes in three ways:

- Talking with you directly.
- Supporting your workplace trainers and assessors.
- Providing you with learning resources and assessments.

It also ensures that while you are on your learning journey the safety policies and procedures of your workplace align with those of Te Mahi Ako

Safety at work

The Workplace Relationship Agreement between Te Mahi Ako and your workplace / employer is signed make sure workplace activities are aligned with Te Mahi Ako policies and procedures. This includes prioritised your safety, health and wellbeing when learning in the workplace.

All learning and assessment material also list any relevant statutory and legislative requirements that are specific to the skill sets being developed within the programme of study.



You can find the Health and Safety – Commitments and Responsibilities policy in the Policy Manual section of our [Learner support](#) page.

3. Equal education opportunities

Te Mahi Ako is committed to providing equal educational opportunities. This commitment requires that we will continually work towards ensuring:

- equal access to our courses and facilities by removing or minimising barriers; racism (including systemic racism) and discrimination of any kind is recognised, called out and effectively responded to
- provision of equitable learning environments which recognise ākonga individual differences and address and support their particular needs.

Te Mahi Ako environment is enhanced by increasing awareness and sensitivity to the diversity of the ākonga community.

Our Equal Education Opportunity Policy reflects our values and stated philosophy of ākonga support and ākonga centric learning. We aim to address any inequity and improve the learning experience of any disadvantaged groups in courses across Te Mahi Ako.

Equal education opportunities will be achieved when factors irrelevant to course requirements no longer act as barriers to learning opportunities at Te Mahi Ako. Such factors could include:

- cultural identity
- gender
- belief
- age
- family responsibility marital status
- religion
- political affiliation
- disability
- sexual orientation
- financial circumstances
- health status.



You can find the Equal Education Opportunities [EEoO] policy in the Policy Manual section of our [Learner support](#) page.

4. Te reo Māori

Te Mahi Ako fully supports the right of any learners to use Te Reo Māori in summative assessments.

This means that you may complete any course work or assessment that counts toward the successful completion of the programme in Te Reo Māori. It must be noted however, that many external examinations such as those required by professional registration boards may only be completed in English.

If you intend to complete your programme and/or assessment in Te Reo Māori, we ask that you talk with your Learner Advisor or Learning Facilitator when you begin so we can ensure the right level of support.

Te Mahi Ako will implement procedures to ensure that provision is made for any domestic learner wishing to undertake a controlled assessment in Te Reo Māori. This will apply to any student for whom Te Reo Māori is their first language. The only exceptions to this are when:

- the assessment requires learners to demonstrate an ability in English
- the skills being tested are required in a particular language other than English.
- the candidate is an international student.

Translators who are appropriate and competent in Te Reo Māori, in the dialect being used will be supplied by Te Mahi Ako. The translator must not be a friend, partner or member of the student's family.

5. Education policies and academic information

Te Mahi Ako policies and procedures



Te Mahi Ako has policies and procedures in place relating to all academic standards and information. These can be found in the Policy Manual section of our [Learner support](#) page.

The policies most relevant to learners are:

- Assessment Policy 3.
- Cheating Policy 4.
- Impaired Performance/Aegrotat Policy 5.
- Academic Appeals Process Policy 6.
- Recognition of Prior Learning (RPL) Policy 21.
- Ākonga Complaints/Grievances Policy 22.
- Withdrawal and Refund Policy 28.

Assessments

Assessment at Te Mahi Ako is an integral part of learning and is used as a tool to guide you to gain knowledge and skills.

Assessment conditions will be clearly stated in the course information you are given at the start of your programme. You will be able to discuss this in detail with your **Learner Advisor** at the start of each module or task.

You will be involved early on in planning your assessment and the processes Te Mahi Ako has in place ensures all assessments are fair, valid, reliable and consistent.

Competency-based assessments

Many of your assessments will be competency-based, which means you are deemed 'competent' or 'not yet competent' for specific skills and knowledge requirements set out within your programme. In general, you will have the opportunity to re-sit competency-based assessments if needed, and your **assessor/learning facilitator** will guide you through this process.

Your privacy will be maintained at all times. Your assessor will discuss your assessment results directly with you and then enter the result in the Te Mahi Ako learner management system. During this discussion they will provide feedback. The feedback should focus on your key strengths and on how you can work towards continuous improvement.



You can find the Assessment policy in the Policy Manual section of our [Learner support](#) page.

Attendance

In the main, assessment at Te Mahi Ako is based on the achievement of stated learning outcomes and not by attendance for a specified number of days or sessions. Most of the delivery and assessment of your programme will take place on the job.

In some cases, there may be off-job or online activities which you are required to attend. This will take place when experiential learning or participation in specified activities is essential to meet the outcomes of your course – for example, practical demonstrations, or to meet the requirements of an external body.

Cheating

Te Mahi Ako is committed to principles of academic integrity and we trust that you will undertake all assessment tasks with honesty, fairness and respect.

Cheating is a serious matter and, where proven, will result in disciplinary action. Cheating can take many forms. This may include plagiarising (copying), completing an assessment for someone else, using notes during closed-book assessment activities, purchasing a completed assessment, receiving notes by cell phone, or inventing case studies.

Where cheating is established, the ākonga may be instructed to resubmit their work. Other actions can include awarding a Not Yet Achieved mark/grade, or in the case of a graded unit standard, a reduced grade.



You can find the Cheating policy in the Policy Manual section of our [Learner support](#) page.

Impaired performance

This term applies where a learner considers that their performance in completing an assessment has been impaired through critical circumstances beyond their control (e.g. illness, injury, bereavement, family crisis), and wishes to apply for reassessment.

In the case of workplace learning and competency-based assessment, the assessor will ensure the learner agrees they are ready to be assessed before commencing any assessment task.

Aegrotat

Aegrotat is a term that applies when an ākonga is unable to undertake an assessment activity through critical circumstances beyond their control (e.g. illness, injury, bereavement, family crisis). An aegrotat pass is the granting of credit for a course in which the required assessment was not taken.

Note: An aegrotat pass cannot be applied to a 'pass completed' result for a unit standard, but only to an assessment task within the programme.



You can find the Impaired Performance/Aegrotat policy in the Policy Manual section of our [Learner support](#) page.

Academic appeals

This policy outlines the standard appeal process for ākonga who wish to appeal against an assessment process, and/or decisions involving:

- assessment results
- academic progression
- impaired performance
- aegrotat processes.

While this process is available in the event of disagreements, we encourage parties to try to resolve issues through a collaborative approach – via communication, problem-solving, support, coaching and mentoring.



The Academic Appeals Process and associated forms can be found on our [Forms and documents](#) page.

You can find the Academic Appeals Process policy in the Policy Manual section of our [Learner support](#) page.

Recognition of knowledge and skills

Recognition of knowledge and skills is a process that allows credit to be granted towards a programme of study, where a ākonga has already acquired and can demonstrate current relevant skills and /or knowledge.

The amount of credit depends on the evidence provided (submission of certificates, signed work log attestations, and so on) and how closely it maps to the requirements of the programme.



The recognition of knowledge and skills application process and associated forms can be found on our [Forms and documents](#) page.

For further details on recognition of knowledge and skills, please speak to your learner advisor, or you can find the Recognition of Prior Learning policy in the Policy Manual section of our [Learner support](#) page.

Complaints and grievances

Te Mahi Ako is responsible for handling formal complaints promptly and with fairness and consistency. We have a process to deal with any concerns about any aspect of your learning experience. The Learner Complaints/Grievances Policy not only applies to you, but also extends to staff, visitors, contractors, and members of the public who wish to lay a formal complaint about any activity of the organisation.



The Complaints and Grievances Process and associated forms can be found on our [Forms and documents](#) page.

You can find the Ākonga Complaints/Grievances policy in the Policy Manual section of our [Learner support](#) page.

Note: This policy aligns with [NZQA guidelines](#) for ākonga who wish to make a complaint.

If you feel you need external mediation or advice, or if you are not satisfied with the outcome of a complaint, domestic and non-domestic learners can escalate the matter to [NZQA](#) for complaints about support services, pastoral care, quality of your programme or the management of Te Mahi Ako, or, [Study Complaints](#) for financial or contractual disputes.

Withdrawal and refunds

You can withdraw from a programme at any time. Your eligibility for a refund of your tuition fees will depend on the length of the programme and when you withdraw from it.

- For programmes that are less than three months long, a full refund is available if you withdraw within five working days of the start date.
- For programmes that are more the three months long, a full refund is available if you withdraw within ten working days of the start date.



The Refund and Withdrawal Process and associated forms can be found on our [Forms and documents](#) page.

You can find the Withdrawal and Refunds policy in the Policy Manual section of our [Learner support](#) page.

Student information and records

Te Mahi Ako is required to keep up-to-date records, for our own purposes and to meet the compliance requirements of the Ministry of Education, Tertiary Education Commission and New Zealand Qualifications Agency. These are stored and processed in adherence with the Privacy Act 2020.

To be able to contact you in an emergency you are required to keep the contact details (name, phone number and email address) you provided to us up to date. If you need to change your contact details, you can do this by emailing us either via [contact us](#) on the website or through your learner portal.

After you have completed your programme with us, we will contact you to ask about the usefulness of the course and whether it has helped you with your career pathway. When you finish your studies with us, we will ask you to provide us with updated contact details, so that we can contact you in the future.

You may apply for a formal copy of your academic records at any time – please request this through your Te Mahi Ako **learner advisor**.

Learner evaluation of courses and programmes

Te Mahi Ako uses ākonga evaluation techniques to determine the efficiency and effectiveness of the programmes that are delivered. We analyse the information gathered from this process to improve course design and delivery.

6. Support and guidance

It's important to Te Mahi Ako that all ākonga are supported in a way that recognises and upholds their identity, values and aspirations. This includes ensuring all delivery methods, (instructional design and teaching practice, course content and delivery) meet your needs.

Each course is supported by generic academic regulations and requirements for completion of the course. **Learning Facilitators and Learner Advisors** will work with you to align with best practice and ensure your needs are being met.



Our dedicated Learner Support team are your go-to people for help and advice. They will guide you through problems or issues that might be impacting your learning. Part of their job is also to ensure Te Mahi Ako provides you with support that meets the requirements of the [Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice](#).

NZQA has developed some easy to understand videos that clearly explain your rights under the code. You can view these here [Know the Code](#).

We are in this together, so we encourage you to join us in creating an inclusive learning environment. There may be others in your workplace who are learning through Te Mahi Ako, or other learners throughout Aotearoa who are doing the same courses as you. We will provide opportunities for you to engage with learning communities and connect with other learners on similar pathways.

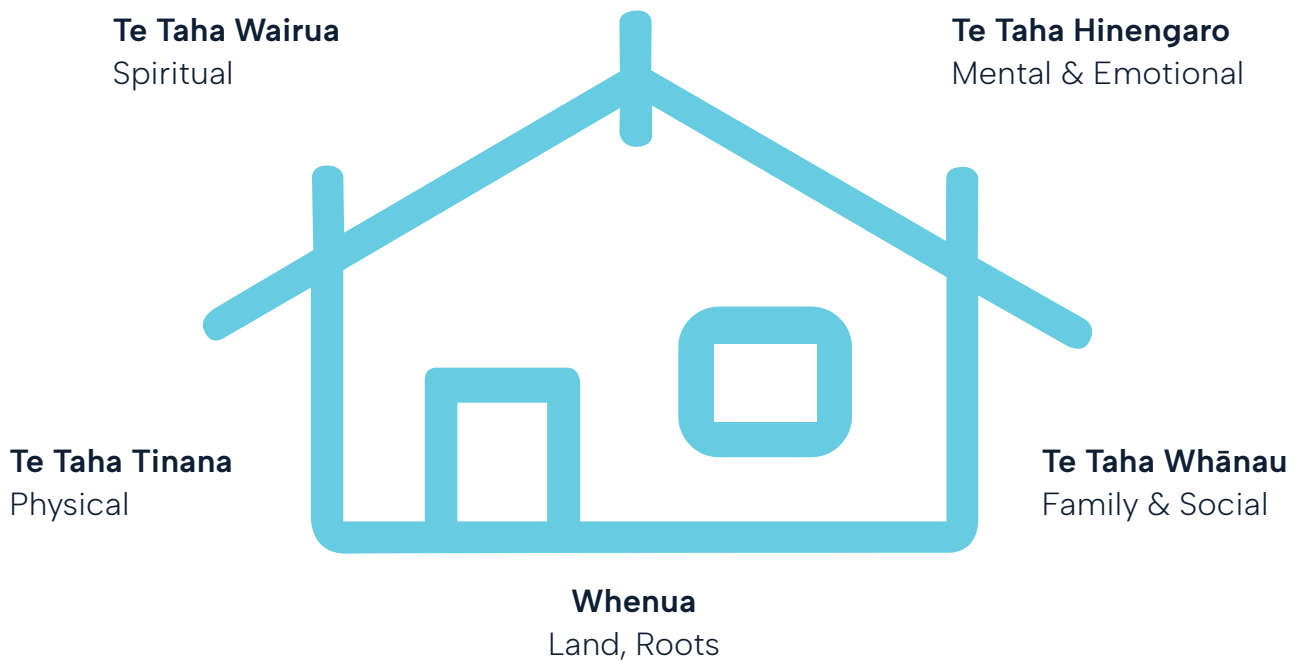
Wellbeing and support systems

All interaction with our learners is founded on our values and our [five guiding principles](#).



In addition [Te Whare Tapa Whā](#) model developed by Sir Mason Durie guides Te Mahi Ako's approach to support for Akonga health and wellbeing.

Te Whare Tapa Whā



The dimensions of, Te Taha Wairua (Spiritual), Te Taha Hinengaro (Mental and Emotional), Te Taha Tinana (Physical) and Te Taha whānau (Family and Social) represent the walls and roof of the Whareniui and connect to the Whenua (Land, Roots) which forms the foundation. When all these components are in balance, we thrive. When one or more of these is out of balance it impacts our wellbeing.

Te Mahi Ako has used the dimensions of this model as the framework to ensure our learner support systems cover all aspects of wellbeing. The Te Mahi Ako website is our primary way of communicating learner support information on it you will find strategies and sources of support relating to the following:

- Nutrition, sleep and keeping active.
- Top tips on staying healthy.
- What to do when unwell including who to contact.
- Issues such as smoking, drugs, alcohol.
- How you can make positive choices that enhance your wellbeing.
- What is meant by mental wellbeing with links to self-assessment tools.
- Access to specialist counselling services.
- Budgeting.
- Parenting.
- Family violence.
- How to report health and safety concerns you have for their peers.
- How to respond to an emergency and engage with relevant government agencies



Te Mahi Ako has partnered with [Puawaitanga New Zealand Telehealth Services](#) to provide independent and confidential counselling services, free for our learners. Puawaitanga offers phone or video based counselling in multiple languages including te reo Māori.

Puawaitanga is designed to support you over a brief period of time to strengthen your hinengaro (mental and emotional wellbeing). You will have the opportunity to choose the counsellor you'd like to do sessions with and book in for a time that works around your schedule. Puawaitanga offers sessions throughout the week (including weekends) from 9am to 9pm.

In your first session, you can share with your counsellor what is happening for you and together you will decide what you'd like to work through in further sessions. You may want to access Puawaitanga for support around things like anxiety, low mood, relationships, grief, low self esteem or stress.

If you want to be referred to Puawaitanga contact one of our Learner Support team members as a first step.

Your workplace may also have arrangements with workplace schemes such as [EAP](#) to ensure that they provide access to counselling support.

The **Learning Support** team is also there to help you in any way they can so reach out if you need to.

If you need help dealing with any kind of difficulty that's affecting your ability to learn, get in touch with our Learner Support team. They are there to understand what's going on for you, and where appropriate they can help you to connect with the services best suited to your needs.



For more information, take a look at the [Skills Active Te Mahi Ako Charter](#) on our website.

Help with language, reading, writing and maths

As part of your student enrolment you will need to let us know the highest-level qualification you have completed. If your highest qualification is at level 3 or below, a Learner Advisor will be in touch and will guide you through an online Language, Literacy and Numeracy (LLN) test. This test provides robust and reliable information that can be used to understand your current skills and measure your progress.

We will use the results of the test to determine if you need support in this area and if so, tailor a plan to help you gain the skills you will need to do well in your programme.

The LLN Assessment Tool will help your Learning Facilitator, Learner Advisor and your colleagues to support your literacy and numeracy skills.

Any non-domestic learners enrolling into a Level 3 or above qualification who do not originate from either Australia, Canada, the Republic of Ireland, South Africa, the United Kingdom, or the United States, may need to provide evidence of meeting English language proficiency requirements.

Learner voice: natural justice and procedural fairness

Te Mahi Ako is committed to understanding and responding to our diverse learner voices and to maximise opportunities for success and to safeguard the wellbeing and safety of all our ākonga.

Evaluation from learners at Te Mahi Ako is one of the techniques used for determining the efficiency and effectiveness of the delivered programmes. The information gathered from this process is used to improve course design and delivery.

Our goals are to ensure that all learners are able to participate and succeed in their learning. Our commitment to learner success includes enhanced learner support and resources that are informed by the learner voice. We therefore encourage you to contribute to our regular review and on-going development of these goals:

- during your regular catch ups with your Te Mahi Ako support team
- through written and verbal feedback opportunities in the form of surveys, online feedback tools and post course review
- by submitting a formal complaint/grievance or appeal.

Procedural fairness

Any ākonga, Te Mahi Ako staff member or assessor who suspects that all or part of an ākonga work (workbook, online work, essay, assignment, presentation, test/examination or project) is the result of plagiarism, cheating or other academic misconduct is expected to report this to the **General Manager Education** who will initiate a preliminary investigation and proceed to ensure the appropriate steps in the procedures to handle the matter are followed, and actions taken to bring the incident to a close are recorded.



You can find the Cheating policy in the Policy Manual section of our [Learner support](#) page.

Safe and inclusive communities

Te Mahi Ako is committed to safe and inclusive working and learning environments (physical and digital) free from discrimination, harassment and bullying. Te Mahi Ako is committed to upholding the cultural needs and aspirations of all groups throughout the learning environment. This commitment requires that we will continually work towards ensuring:

- racism (including systemic racism) and discrimination of any kind is recognised, called out and effectively responded to
- bullying, harassment and abuse of any kind is recognised, called out and effectively responded to.



You can find the Ākonga Complaints/Grievances policy in the Policy Manual section of our [Learner support](#) page.

Note: the policy is linked to the [NZQA site](#) that sets guidelines to direct ākonga who wish to make a complaint.



Other sources of help

The Ministry of Employment provides advice on how to raise bullying and harassment with the person responsible, if that's safe and appropriate in your situation. [Check it out here.](#)

[NetSafe](#) provides free and confidential advice and support if you think you have been exposed to harmful digital communication. They also provide [easy to read](#) information to assist you to protect yourself from cyber harassment and bullying.

7. Your rights and responsibilities



You can find the Ākonga Charter policy in the Policy Manual section of our [Learner support](#) page.

Your rights at Te Mahi Ako

- To be treated as a mature, responsible individual, regardless of age, gender, culture, ethnic origin, sexual orientation, political or religious beliefs.
- To have access to information and resources required to enable you to complete your studies.
- To receive, before enrolment, information about the course including course objectives, duration, costs, and assessment procedures.
- For all forms of assessment to be valid, reliable, and authentic.
- To have access to accurate formative assessments and/or feedback during your course.
- To have the workload for any course or courses:
 - indicated prior to study
 - appropriate to the level of the course
 - comparable with workloads in other parts of the course
 - achievable while still meeting approval or registration requirements.
- To be given in writing, within two weeks of enrolment, in respect of all courses, the following information:
 - Subject outline, objectives and assessment criteria.
 - Assessment overview, and required resources or equipment and other course requirements.
 - All policies and procedures relating to ākonga, including complaints and appeal procedures.
- To have assessments marked and feedback provided within a specified period, as described by the academic regulations, and to have access to all assessments after marking.
- To have adequate revision/study time to prepare for assessments and prescribed course work.
- To be free from harassment, victimisation, and abuse by all members of the Te Mahi Ako community, including physical, sexual, race- or disability-based harassment, online bullying or verbal abuse.
- To have access to your personal information held by Te Mahi Ako.
- To have ākonga representation on, and input into, bodies which make Te Mahi Ako policy decisions affecting ākonga. Ākonga evaluations of courses will be analysed by the Education general manager or the evaluator, who will invite representatives to attend forums and participate in consultations to discuss concerns and contribute ideas for continuous improvements related to course delivery.

- To be engaged in ākonga evaluation of courses, including content and delivery, and to receive feedback on actions taken by Te Mahi Ako in response to ākonga evaluation.
- To receive effective learning support and assessment from competent Te Mahi Ako and workplace staff.
- To be treated in a culturally sensitive and respectful manner by all members of the Te Mahi Ako community.
- To have input into all rules and regulations governing the conduct of ākonga within the Te Mahi Ako learning environment.
- To have access to ākonga support services which complement the learning experience offered by Te Mahi Ako including:
 - learning assistance and counselling
 - learning resources and website access.
 - administration and digital technology advice and support.
- To have provided, within available resources, support for ākonga with disabilities to enable full participation in learning at Te Mahi Ako.
- To have ownership of your work unless otherwise specified by Te Mahi Ako prior to the commencement of the work.
- To lodge complaints within approved procedures without being subject to subsequent harassment or victimisation.

Your responsibilities as a learner with Te Mahi Ako

- To be mature, self-directing and responsible.
- To abide by the rules and regulations governing your conduct while enrolled with Te Mahi Ako.
- To contribute to a dynamic learning environment while enrolled with Te Mahi Ako.
- To afford respect and consideration for the rights and cultural differences of others in the Te Mahi Ako community.
- To respect the environment and property on associated Te Mahi Ako workplace learning sites.
- To refrain from harassment of other members of the Te Mahi Ako community, including physical or sexual harassment, race or disability-based harassment, victimisation, online bullying or verbal abuse.
- To refrain from making unjustifiable allegations against other members of the Te Mahi Ako community.
- To be responsible for your own safety and the safety of those around you.
- To comply with all Te Mahi Ako safety and regulatory requirements.
- To operate within workplace policies and procedures and your employment contract.



As a workplace learner your place of work is also your place of learning and as such your health and safety are covered in two sets of legislation (among others). The [Health and Safety at Work Act](#) and the [Education Pastoral Care of Tertiary and International Learners Code of Practice](#).

This means that both your workplace and Te Mahi Ako have a responsibility to ensure your health and wellbeing, and it is sometimes difficult to sort out who to go to when issues arise. The best way to think about it is:

- anything related to health and safety required for your job is the responsibility of your workplace. For example, making sure you have access to and wear the right protective gear, and that you use equipment correctly
- anything that is impacting your learning experience is the responsibility of Te Mahi Ako. For example, not being provided with a workplace mentor/trainer, not having access to your resources, not understanding a learning activity.



There may be situations where the responsibility is unclear and you are unsure who to approach. If this occurs feel free to contact a Te Mahi Ako [learner support coordinator](#) for guidance.

Illegal drugs and alcohol

You must also comply with all illegal drugs and alcohol policies and procedures in your workplace. The use of illegal drugs will not be tolerated in any circumstances. Nor will the use or effects of alcohol while engaged in Te Mahi Ako learning activities be tolerated under any circumstances.

Suspicion of illegal drug use

An ākonga under suspicion of using illegal drugs may be suspended from a programme while investigation into the matter occurs, and the police may be informed.

Use of illegal drugs confirmed by a member of staff including in the workplace

The evidence will be investigated. The ākonga will be suspended from the programme while under investigation and may subsequently be dismissed, and the police may be informed.

Caught in possession of illegal drugs by a staff member including in the workplace

The police will be informed; the ākonga will be suspended from the programme and will be dismissed if the evidence is substantiated. All incidents will be treated as a 'separate case' in the evaluation of evidence by the management and staff involved.

There will be an opportunity for the ākonga to respond. Information about any decisions will be given orally and in writing.

Alcohol

The use and/or effects of alcohol during programme time while engaged in Te Mahi Ako learning activities will not be tolerated under any circumstances.

The use and/or effects of alcohol while on Te Mahi Ako associated premises will not be tolerated under any circumstances.

All incidents will be treated as a 'separate case' in the evaluation of evidence by the management and staff (both Te Mahi Ako and workplace) involved. There will be opportunity for the ākonga to respond.

Information about any decisions will be given orally and in writing.

8. Who we are

Te Mahi Ako is registered and accredited by NZQA as a private training provider (PTE). We are a not for profit wholly owned subsidiary of Skills Active Aotearoa, a charitable limited liability company.

Our vision



Māuri oho, Mauri tū, Mauri ora
Strengthen, Step-up, Flourish

Everyone in our sectors is empowered with the skills to thrive

We are working towards a future where every person and organisation in te ahumahi ā rēhia has the opportunity to unlock their potential and gain the skills and knowledge they need to realise the ambitions they have for themselves, their whānau, their customers and communities.

Ngā uara | Our values



Tika – We do what is right
Pono – We are true to ourselves
Aroha – We demonstrate care and respect

Ngā kaupapa here | Our guiding principles



Kaitiakitanga

- Protecting the mana of the organisation, our staff, our stakeholders, clients and learners.
- Protecting, guarding and taking care of places, resources, things considered of value, and of people and their wellbeing
- Guarding and taking care of our organisational commitments.
- Ensuring the revival, retention and maintenance of tikanga practices within the organisation.
- Promoting the achievement of wellness and wellbeing for the staff, clients, learners and the organisation.
- Creating a clean, safe and healthy environment by promoting sustainable management and growth of the organisation.



Manaakitanga

- Fostering the wellbeing and status of our people within the organisation, our stakeholders, clients and learners and in our cultural practices.
- Ensuring that a course of action or a process set down, enhances, maintains or encourages the work, tikanga practices and people within Te Mahi Ako.
- Preserving, maintaining, enhancing and encouraging the wellbeing of staff, stakeholders, clients and learners, and of those things considered of value, intangible or intangible.
- Assisting in the improvement and development of the values of Te Mahi Ako.



Wairuatanga

- Encouraging, maintaining and promoting a physical, intellectual, social and spiritual identity with each other and our work.
- Respecting the values of our staff, stakeholders, clients and learners and of the organisation.
- Recognising and acknowledging the values and beliefs of each other and guests within the workplace and all related gatherings.



Kotahitanga

- Breaking down secular and non-secular divisions and promoting a unified approach to the values and our guiding principles.
- Building unity through consultation and collaboration: making decisions together, speaking with one voice and moving in unison.



Rangatiratanga

- Weaving people together, managing our responsibilities, and leading by example.
- Demonstrating personal integrity in all aspects of our work and tikanga-related practices.
- Staff determining their actions in the cultural preservation and guardianship of their tikanga practices that maintain, enhance and encourage the wellbeing of those things considered of value within the organisation and to our staff, stakeholders, clients and learners.

Te Tiriti o Waitangi

Kotahi te kohao o te ngira e kuhuna ai te miro ma, te miro pango, te miro whero

Through the eye of the needle pass the white thread, the black thread, and the red thread (Lit).

Whakatauki form Ngāti Maniapoto, associated with the Kingitanga/Māori King.

Te Mahi Ako – Te Tiriti o Waitangi commitment

Te Tiriti o Waitangi is a founding document of Aotearoa, a contract of respect between the Crown Representatives and Māori Chiefs. A key intent of Te Tiriti o Waitangi was to uphold relationships of mutual benefit between the indigenous peoples of Aotearoa and all those who had come, and were to come, to settle here.

Te Mahi Ako is committed to honouring Te Tiriti o Waitangi and is on a treaty voyage of discovery. We will demonstrate an organisation-wide bicultural approach in the conduct of our business with our staff, learners, clients, sectors and communities. Our organisational values tika, pono, aroha, and our kaupapa here – guiding principles – underpin our voyage.

As a private training establishment operating in New Zealand, Te Mahi Ako will uphold te Tiriti, and respect pre-existing rights and responsibilities over mātauranga Māori. Te Mahi Ako will support the goals and aspirations of mātauranga Māori from an indigenous perspective, as well as the Ministry of Education's overall aim of building an education system that equips all New Zealanders with the knowledge, skills, and values to be successful citizens in the 21st century.

Te Mahi Ako recognises mātauranga Māori as an evolving ancestral inheritance and a taonga protected under the Treaty of Waitangi; and is committed to the extension of its definition, in its role as an education provider.

Our mission



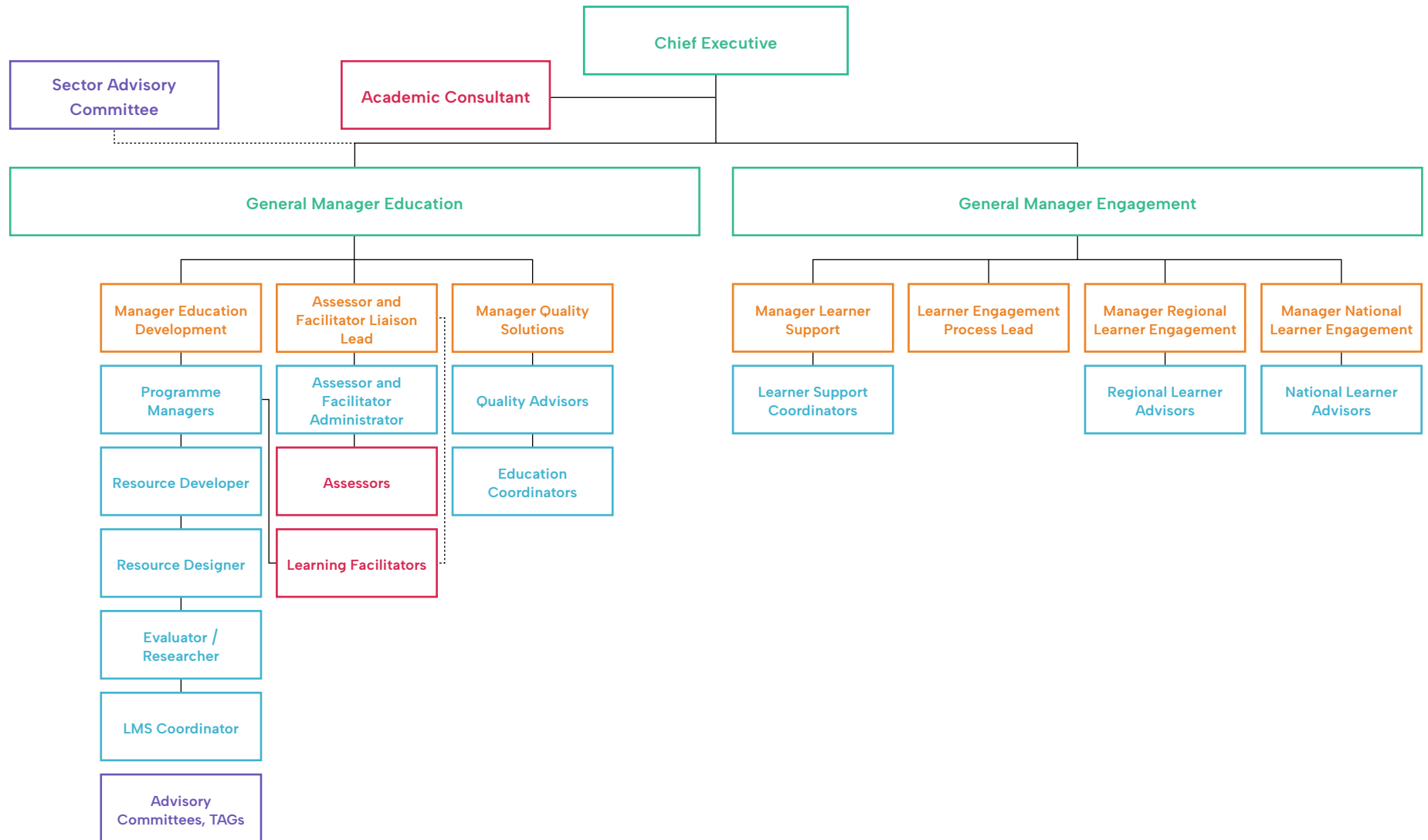
Kohia te ahi i roto Fuel the fire within

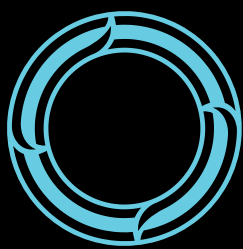
Weaving together work, learning and skills to support learner and workforce success

Our goal is to provide work-based learning to grow confident, capable, connected people and organisations across our sectors. We will deliver vocational education that upholds the mana of te Tiriti o Waitangi, fuels a passion for lifelong learning, and supports ākonga and workforce success through flexible and tailored provision – where, when and how they need it.

Our team

This organisational chart shows you the roles and teams that make up Te Mahi Ako. Key people who you will be working with are discussed in more detail on page 7.





**TE
MAHI
AKO**

www.temahiako.org.nz