CONNEXIS
INFRASTRUCTURE TRAINING

International Learner Handbook









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www.connexis.org.nz

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KIA ORA AND WELCOME TO CONNEXIS

Thank you for considering New Zealand as the place to build your skills and career. At Connexis, we're excited to support learners from around the world as they train and work within New Zealand's infrastructure sectors.

Because we are a work-based learning (WBL) organisation, your learning mostly happens on the job, supported by a three-way partnership between:

1 **You - the learner**



2 **Your employer**



3 **Connexis**



This handbook is designed to help you make an informed decision before training with Connexis. It outlines what life and work-based study in New Zealand is like, what support you'll receive, and what expectations come with being an international learner.

1. ABOUT CONNEXIS

Connexis specialises in programmes and training for New Zealand's Civil, Energy, Telecommunications, and Water infrastructure sectors. Instead of classrooms, you learn directly in the workplace, guided by your employer and supported by our team of Account Managers - Learner and Workforce Development (AMs) , Assessors, and Learner Support advisors.

What you can expect from us:

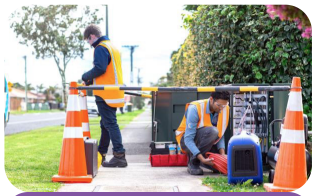
- Friendly, personalised support
- Clear goals and regular progress check-ins
- Help navigating the New Zealand workplace learning culture
- Guidance on assessments and evidence-gathering
- Compliance with the New Zealand Qualification Authority's (NZQA) Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 .



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2. HOW WORK BASED LEARNING WORKS

Work-based learning will be new for many international learners, so here is how it works in New Zealand:



1 You must...

- Already have a job in one of the sectors.
- Have an employer who agrees to support your training and assessment.
- Meet all entry requirements for the programme of study.



2 Your employer...

- Provides real work tasks that align with your programme of study.
- Allows evidence gathering, training visits, and assessment.
- Ensures you have a safe and supportive workplace.



3 Connexis...

- Enrols you and ensures you and your employer understand the programme.
- Supports you through assessments, setting goals, and getting any extra support you need.
- Helps resolve training problems.

3. LIFE IN NEW ZEALAND

New Zealand is known for being safe, friendly, and inclusive. Below are some things to understand before moving.



Kiwi culture - what to expect

- First names are used everywhere — even with managers
- Most Kiwis have a down-to-earth approach and are friendly to strangers
- People queue and wait their turn
- Politeness is expected, but informality is normal
- “No worries”, “sweet as”, and “all good” are very common positive phrases
- Tipping is not expected in New Zealand
- Outdoor sport and activities are a big part of Kiwi culture

Find out more about life in New Zealand by visiting the New Zealand Government tourism website: www.newzealand.com

Māori culture - te ao Māori

- Māori are the indigenous people of Aotearoa New Zealand, and have a rich and visual culture.
- Te ao Māori translates to "the Māori world" and brings together the knowledge, understandings, and practices of Maori.
- Te ao Māori includes te reo Māori (the Māori language) and tikanga Māori (Maori customs and protocols) emphasising how people and nature are connected.
- Te Tiriti o Waitangi (The Treaty of Waitangi) is New Zealand's founding national document, signed between Māori and the New Zealand government in 1840. Further information on the treaty can be found at: https://nzhistory.govt.nz/politics/treaty-of-waitangi

There are many te reo Māori words that both Māori and non-Māori people use in everyday language. These are some that you may hear:

Aotearoa	New Zealand
Aroha	Love, compassion
Haere mai	Welcome
Hangi	Earth oven
Kai	Food
Karakia	Prayer
Kaumātua	Elder
Kia ora	Hello, thank you
Kōrero	Talk, speak, conversation
Mana	Prestige, influence
Tikanga	Custom, protocol
Waiata	Song, chant
Waka	Canoe
Whānau	Family, extended family
Whenua	Land



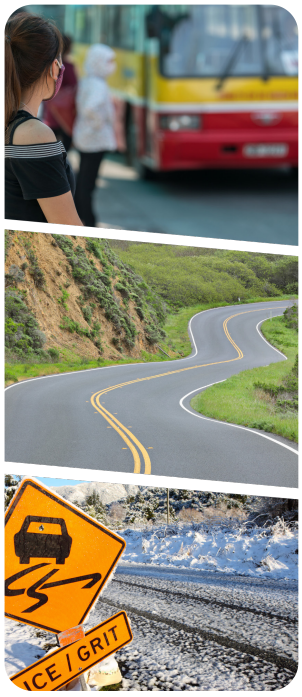
Cost of living and accommodation

Costs in New Zealand will vary by location and lifestyle. Key expenses include rent, transport, health, food, and insurance.

- Here are some helpful links on living costs in New Zealand:
  - Renting costs and tenancy information
  - Setting up your NZ life
- You will be responsible for finding your own place to live, and will have a number of options to choose from. You may choose:
  - Short-term accommodation (hostels, budget hotels)
  - Private rentals
  - Shared flats (flatmates)
- The following New Zealand Government site explains what to expect if you do choose to live with flatmates:
  - Flatting 101

Transport and getting around

- Public transport is available in most cities, often with discounts for multiple trips.
- You can drive for a short time on your home license, but must get a New Zealand license once that timeframe ends.
- New Zealand drives on the left-hand side of the road. This is often a new experience for international visitors, so requires more care to be taken. Allow yourself time to adapt to driving on New Zealand roads.
- You will need to remember that cars are driving on the left hand side, even when walking and crossing roads.
- Before driving in New Zealand and for your safety, we recommend you read the New Zealand Transport Agency's (NZTA) leaflet:
  NZTA's Driving in New Zealand.
- The New Zealand 'Road Code' contains the New Zealand road rules. It can be obtained from the NZTA website. It is important that you learn the rules before you drive.



Staying safe and understanding your rights

- It is important to keep yourself safe and know your rights, when moving to a new country. Although New Zealand is thought of as a safe country to live in, it is still a good idea to know who to call and where to go should you ever be at risk.
- Staying safe also includes being aware of New Zealand's natural environment. That means knowing how to minimise personal risk when making the most of New Zealand's great outdoors.

- Immigration NZ and other Government websites have great information and guidelines available. These will help you to know about New Zealand's laws, emergency services, and how to keep yourself safe.
- Here are some useful links for more information:
  - Your rights in New Zealand - understand both your human and legal rights.
  - Police and emergency services - know who to call and what to do.
  - Keeping yourself safe - protect yourself, family, and property.
  - Get ready for the outdoors - plan a safe and successful NZ adventure.
  - Be safe in the water - know how to be safe at New Zealand's beaches and pools.
  - Online safety for New Zealand - have safe and positive online experiences.

4. VISA, WORK RIGHTS AND INSURANCE

It is essential that you have the right visa and insurance in place before you come to New Zealand.

This will mean your work and study experience in New Zealand will be a positive one right from the start.



Visa and immigration requirements

- Connexis is approved under the Tertiary and International Learners Code of Practice to enrol work-based non-domestic trainees. This applies to trainees working in New Zealand on an Accredited Employer Work Visa (AEWV), which is an employer-sponsored visa.
- You may also be able to enrol using other types of international work visas which are not sponsored by an accredited employer. Using one of the other visas, will mean paying full international fees for your course.
- Immigration New Zealand holds full information on visa and permit requirements, and your rights to work and study in New Zealand.
- We recommend you carefully read the information provided on their website at: www.immigration.co.nz

Insurance requirements

- Depending on your visa type, you will have insurance requirements. This means it is important to carefully check what you need before you travel.
- The New Zealand heath system generally does not provide cover for international learners which is why having personal insurance is important for you.
- Immigration New Zealand's website provides useful information on eligibility for publicly funded health services in New Zealand at: Immigration NZ.

- Immigration NZ recommends that you check the conditions of the visa you are applying for to see if you are eligible.
- As an international learner and temporary visitor to New Zealand, you may be covered for an accident that happens while you're working, through New Zealand's Accident Compensation Corporation (ACC). You may still however, be liable for other related costs and medical expenses which is why personal insurance cover is essential. We recommend you visit ACC's website for further information on what they do cover: www.acc.co.nz.

5. SUPPORT SERVICES

Connexis wants you to feel confident, safe, and supported right through your training journey. Our people will be there to enable you to succeed in your study through structured support and guidance and advisory services.

The Code of Pastoral Care for International Learners

- The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 was been put in place by the New Zealand Qualifications Authority (NZQA). Its purpose is to ensure that all tertiary and international learners are safe and supported.
- Connexis as a New Zealand education provider, must ensure that it abides by this Code in looking after its learners' wellbeing and safety.
- Learners are at the heart of everything we do at Connexis so you can feel confident that your wellbeing, safety, and success is built into our values and practice.
- You can check out NZQA's website for further information on the Code here: Code of Pastoral Care for international learners.

Your learning support - what to expect

- Connexis provides a team of Account Managers - Learner and Workforce Development (AMs) whose role is to support and guide all learners to successfully achieve their qualification.
- Our team will support you to...
    - Set clear and reasonable goals to tick off assessments
    - Monitor your progress and keep you on track to complete on time.
    - Gain the on-job experience required by liaising with your employer or training manager.
    - Find ways around obstacles to your progression
    - Stay motivated.
    - Celebrate your success!





- Our AMs, Assessors and specialist Learner Support team, all work together with your employer to ensure your safety and wellbeing while you learn within the workplace.
- This support may include:
    - Recognising when you need additional learning support and setting this up for you.
    - Recognising when your mental or physical health has become an obstacle to your learning success and working with your employer to find the best way to support you on your learning journey.
    - Referring you to our support partner, Vitae, who offers free, independent and confidential advice and support for our learners. Vitae follows the NZAC Code of Ethics, you can see more information at: nzac.org.nz/site/ethics-concerns/code-of-ethics

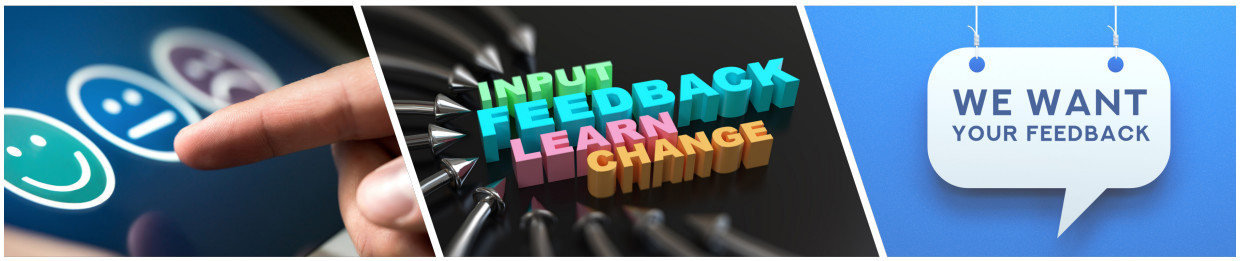


Questions and feedback

Connexis ensures quality and consistent outcomes for its learners through monitoring and regular improvement of its systems and processes. We want you to gain the required skills, at that right level, so that you can be safe and productive in your role.

Should you have a question or you need an issue sorted, we have people and processes to enable that including:

- Our askus@connexis.org.nz email that you can use to contact Connexis for any general inquiries, or if you are unsure of who to talk with.
- A 'Feedback form' on our website where you can provide feedback and suggestions on the service, processes, and people at Connexis so that we can continually improve what we do for our learners.
- Your allocated Account Manager - Learner and Workforce Development (AM) who can support, guide, and help remove obstacles for you throughout your learning journey.
- A structured formal complaints procedure that gives you the option of lodging a formal complaint that you know will be investigated fairly and efficiently.
- A learner assessment appeal process should you wish to appeal an assessment decision, with guidance from your AM.



6. YOUR LEARNING JOURNEY

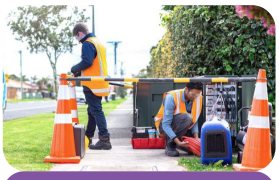
Your learning success is at the core of how we operate at Connexis so we build good process and support into your learning journey. This shows you the training pathway:

You will be working in one of our industries

- To start a Connexis qualification you must first have a job in an industry that relates to our qualifications. This is because we mostly offer work-based (practical on-the-job) learning and training.
- That means you need to be in a job in one of the following New Zealand industries:


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- You can find information on all of the career pathways available to you on the Connexis website. Check this out to find qualification (programme) options.
- You also need your employer's support to study through Connexis so talk over options with them first.

You will sign up to a qualification that supports your career pathway

- You have gained the support of your employer to sign-up to a qualification.
- Before signing-up, your AM will work with you to make sure you meet the entry requirements for that qualification.
- Signing up for a qualification is a three-way partnership between you as the learner, your employer, and your AM as the Connexis representative. This is why it is essential that your employer agrees to support you in your learning journey.
- At sign-up you will:
    - Get an overview of your training pathway
    - Learn how you will become qualified
    - Choose electives and complete your Training Agreement (enrolment form)

You will train on the job and while you learn

- Training on the job provides a practical way of building on your current skills and filling gaps to gain further industry knowledge while working and earning.
- Your AM will check your progress and provide support and guidance right through your learning journey.
- Learning can sometimes include off-the-job methods such as attending night classes or block courses.

You will be assessed by an industry expert

- You will complete assessments throughout your training journey, with an assessor who is an industry expert. You can feel confident that anyone assessing your skills and knowledge will be highly thought of by industry.
- Assessment may include being observed doing a task in the workplace. This is a very practical way of assessing your knowledge and skills without you having to take time away from your workplace.

You will gain a nationally recognised qualification and celebrate

- Once you have completed all of the assessments, you will officially gain your qualification. You will receive an official certificate as proof of your achievement and success in studying with Connexis.



