



# FAQs



# Is my Account Manager changing?

Some Skills Account Managers are transferring to the Receiving Organisations (ROs) and some aren't. If your Account Manager does change, Skills will transfer your training to the RO and work with them to ensure that all Account Managers are trained and ready to support you.

# What is 'read only' and when does it start?

From 26 - 31 August 2022, we'll set a 'read only' setting to My Skills and Skillsbank. This means no changes can be made to these systems during that period. Learners will not be able to access their learning materials or assessments.

If you are an employer, we will send you an email so you can remind your learner(s) before 25 August 2022.

# Will employers still be able to see their learner(s) progress in My Skills?

Yes, but only up until 25 August 2022. After that, progress will not be updated as we change the systems to support the transition.

## What do learner(s) do if they need copies of their learning materials, assessments, certificates and or progress reports during the read-only period?

Skills will be able to help you with this. Please contact your Account Manager, who will arrange for this to be emailed to you during this period. If you can't get hold of them, please contact our Customer Support team on 0508 754 557 or [support@skills.org.nz](mailto:support@skills.org.nz), and the team will email your learner(s) copies.

# Will learner(s) be able to submit their assessments?

Learner(s) will be unable to submit assessments during the read-only period but they should hang on to these as they will be able to submit them from 1 September 2022.

# Will learners(s) continue using My Skills and Skillsbank?

Some ROs will launch new online learning management systems to replace My Skills and Skillsbank. If this affects you, your RO will let you know and provide a way for you to continue accessing reports and progress.

# What will happen with logins, passwords etc.?

The ROs will provide employers and learner(s) with new logins and passwords to access online progress and learning. They will send employers and learner(s) an email with links to the new systems and instructions during the week of 29 August 2022.

# Will our training agreements need to change?

Yes, but only for new learners. There will be a new training agreement document that employers will use for signing up new learners. All existing training agreements are being transferred to the RO, so you don't need to do anything for this.

# What should I do if I have further questions?

Please call your Skills Account Manager. They are the best place to help you. If you can't reach them, please contact the Skills Customer support team on 0508 754 557 or [support@skills.org.nz](mailto:support@skills.org.nz)