



# TRADE FAQs



# When will employers find out who will look after their apprentices?

For employers associated with programmes which fall under Go Live 2, the transition from Skills takes place on 1 September 2022. Your new Account Manager (Training Advisors) will be in touch with you from the week of 29 August 2022 to introduce themselves and chat with you about what your business and your learners' needs.

# If an employer or apprentice get a different Account Manager, will the new person be experienced?

Yes, we plan to use a buddy system to pair our Account Managers with transitioning Skills Account Managers.

# Will the new Account Manager be locally based?

That will depend on which Receiving Organisation (RO) you transition to. Most ROs will continue to offer locally based account managers.

**Will my Account Manager still visit at the times that suit my business, e.g. 7am in the morning?**

Yes, your Account Manager will ensure their meetings with you will suit your business needs.

**When employers want to sign up a new apprentice,  
will it still be done face to face?**

Yes, that process will still continue.

# How will employers be notified of any changes to Account Managers moving forward?

Your existing Skills Account Manager will keep you up to date with any changes including introducing you to the new Training Advisor if needed.

# I'm an employer and I now have apprentices/trainees with different providers. Can I have one Account Manager to look after them all?

The Account Manager associated with each RO will look after the apprentices that are registered with that RO. If you have an apprentice with another provider, they will likely have their own Account Manager. This approach will provide the most tailored support for your apprentices.



# Can we transfer all of my apprentices to the same provider?

If you would like to transfer all your apprentices to the same provider, please talk to your Account Manager to discuss how this can be done.

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

From 26 - 31 August 2022, Skills are implementing 'read only' to My Skills and Skillsbank. This means that no changes can be made to these systems during that period. Apprentice(s) will not be able to access their learning materials including assessments. We will send out email and text message reminder to employers and apprentices prior to the 26 August.

For those who don't use these systems, the read-only period won't affect you.

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

Yes, but only up until the 25 August. After that, progress will not be updated as we make changes to the systems.

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

Skills will be able to help with this. Please contact our Customer Support team on 0508 754 557 or email [support@skills.org.nz](mailto:support@skills.org.nz) and the team will email the apprentice(s) PDF copies.

# What about submitting on-job books?

Apprentice(s) will be unable to submit on-job books during the 'read only' period but hang on to them as they will be able to submit them from the 1 September 2022.

# Will apprentice(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 apprentices with new logins and passwords to access online progress and learning. They will send employers and apprentices an email with links to the new systems and instructions during the week of 29 August 2022.

# Are the on-job books going to change?

The branding will change but the content will remain the same. Apprentices can keep using what they have. For new apprentices, they will receive the same course material which will be branded with their new RO branding. but the rest of it won't change.



Can apprentices use the same workbooks they already have?

Yes.

# Do apprentices still go to the same place for block courses/ night classes?

Yes, that won't change.

# What will happen to devices that have been provided to apprentices through the Skills tech fund?

The RO will have taken over ownership of these devices, and apprentices can continue using them to support their learning.

# What will happen to E-pen dyslexia aids issued by Skills?

The RO will have taken over ownership of these devices, and apprentices can continue using them to support their learning.

# What will happen to Workplace Verifiers or Assessors?

If you are a current Workplace Verifier or Assessor, you will continue to be. If you would like to become a new Workplace Verifier, please talk to your Account Manager.

# Do Workplace Verifiers or Assessors need new numbers and new forms?

No, all Workplace Verifier or Assessor details stay the same and transfer from Skills to the RO.

# Can my Workplace Verifiers or Assessors sign off apprentices that are studying with different providers?

Verifiers can be registered with multiple providers. They are registered with the body who reports credits and who does final assessment sign-offs, so in most cases the workplace verifier will only sign off RO apprentices.

# Will short courses like First Aid continue to be paid as they were through Skills?

The fees for the short courses are incorporated into the standard apprentice fees, either covered by the Targeted Training and Apprenticeship Fund (TTAF), up until the 31 December 2022. From 1 January 2023, the apprentice will need to pay for this themselves.



# What is happening with the Targeted Trades and Apprenticeship Fund (TTAF) and Fees Free schemes and what does that mean for me/my apprentices?

TTAF has been extended to December 2022. From January 2023, Fees Free schemes will be back as they used to be prior to TTAF.

# Is Apprenticeship Boost still available if apprentices change providers?

The Government has announced an extension of the Apprenticeship Boost scheme until 31 December 2023. The first-year apprentice subsidy to employers will change to \$500 per month from 5 August 2022, matching the second-year apprentice subsidy which will remain at \$500 per month. Apprenticeship boost will continue to be available if you meet the criteria even if you change providers.

# Will our training agreements need to change?

Yes, but only for new apprentices. The ROs will have a new training agreement document that employers will use for signing up new apprentices. All existing training agreements are being transferred to the RO and you do not need to do anything for this.

# What do employers or apprentices need to do as part of this change?

Nothing – we are doing all the background work to ensure the move is as smooth as possible. Your RO Account Managers will be in touch with you starting from the week of 29 August 2022 onwards to introduce themselves and chat with you about your needs and answer any questions you may have.

# What should I do if I have further questions?

Please call your 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).