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ANSWER BANK

ELEMENT ONE

Demonstrate knowledge of MITO training agreements.

1. For each of the following statements please indicate which statements are true. In each instance please circle A, B or C.

1a. The Employment Relations Act designed to promote good employment relationships was introduced in New Zealand in:

B 2000

1b. Which of the following is not grounds for a personal grievance claim:

C Mediation

1c. When completing an apprenticeship, apprentices are expected to buy:

A tools and text books

1d. An apprenticeship agreement is managed by MITO. What does MITO stand for?

A Motor Industry Training Organisation

1e. Indemnification is used:

C As insurance cover for work related accidents

1f. An apprenticeship Training Agreement:

B ensures that the apprenticeship follows industry standard

2. For each of the following activities identify who is responsible - the employer, the apprentice or MITO:

a. Enrol for and attend all block courses as required

apprentice

b. Apply for a completion certificate when the apprentice has completed the full national certificate

employer

c. Ensure the apprentice is trained in accordance with the guidelines set out by MITO

employer

d. Show respect for the property of customers and fellow workers

apprentice

e. Pay an annual fee to MITO for supply of workbooks/assessments, training advisor support and reporting of credits

apprentice

f. Provide a training advisor for visits to set new training goals for the apprentice

MITO

g. Manages motor industry apprenticeships

MITO

h. Inform MITO of the termination of the training agreement if the apprentice's employment has ceased

employer

3. Give one reason why a training agreement may be terminated.

Either

- The apprentice fails to honour the terms of the agreement and/or the associated employment contract e.g doesn't turn up for work, regularly arrives late or fails to follow instructions
- The apprentice does not make satisfactory progress towards the completion of the agreement

4. Your rights as an employee include being able to request mediation help. Where are you able to get this help from?

The Employment Relations Authority

5. Assessments are graded C or NC. Please explain what these mean on the assessment.

- NC – Not competent, student needs to be reassessed
- C – competent, student has passed that assessment

ELEMENT TWO

Demonstrate knowledge of negotiation.

1. Why is it important to be well presented and well groomed for an interview?

- It shows you have made an effort and that the interview is important to you
- Good personal hygiene is important in the automotive industry and customers expect technicians to be clean and tidy when working on their vehicles so it is important to show you understand this at the interview.

2. Identify at least five instances where good self-selling techniques were used in the following scenario:

Paul's uncle has arranged an interview for Paul at a local workshop. On the morning of the interview Paul's alarm clock woke him early. He had breakfast and thought about the questions that he might be asked in the interview. The night before he had filled his car with petrol and checked the map for the best route to get to the interview.

He felt confident as he entered the workshop reception and when he met the interviewer he was positive and calm. Paul had his CV and references ready to give the interviewer and had also prepared some questions that he could ask about the company. The interview went well and Paul got the job.

Any five of the following

- Set his alarm the night before
- Thought about possible questions he might be asked
- Had something to eat before he went
- Made sure his car had plenty of petrol
- Checked out the way to get to the interview
- Had his CV and references ready
- Had prepared some questions to ask the interviewer
- Came across as confident, positive and calm because of his earlier preparation

3. Briefly explain why it is important to ask the permission of referees before putting their names on to your curriculum vitae

- So you know they are happy to act as your referee
- So they can be prepared if an employer contacts them

4. List THREE important points to remember when presenting your CV

Any three of the following:

- Well presented, to the point
- Detail key points that show your suitability for the job
- Not too long – 2 pages is a good length
- Honest account of your past history
- No spelling, grammar mistakes

5. Give two key points of negotiation that may help you and your employer to reach an agreement that is good for both sides

Any two of the following:

- Remain calm
- Listen attentively
- Be positive
- Don't rush into decisions
- Seek a win/win resolution