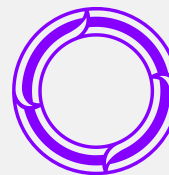


# VOLUNTEER ORGANISATION RELATIONSHIP AGREEMENT



TE  
MAHI  
AKO

Relationship Agreement between  
Skills Active Te Mahi Ako Limited (Te Mahi Ako) and

(the Organisation)

## Background

Te Mahi Ako partners with businesses, iwi, and communities to uplift their people through real-life learning in the active recreation, leisure, and entertainment sectors. As a non-profit tertiary education organisation, registered with the New Zealand Qualification Authority (NZQA) and funded by the Tertiary Education Commission (TEC), we focus on delivering work-based learning experiences.

Volunteers play a vital role in Aotearoa New Zealand, with nearly 50% of New Zealanders volunteering in some capacity. These contributions underpin the work of thousands of community organisations, fostering social cohesion, individual life satisfaction, and community wellbeing. In the active recreation, leisure, and entertainment sectors, volunteers are essential, supporting the delivery of critical programmes and enhancing community outcomes. This agreement acknowledges this unique relationship and aims to support volunteer organisations in providing meaningful work-based learning opportunities for their people.

## Purpose

This agreement outlines the expectations, responsibilities, and commitments of Te Mahi Ako and the Organisation to support learners in achieving their education goals while meeting regulatory standards.

## Definition of a volunteer organisation

A volunteer organisation in New Zealand is a non-profit entity that relies on the unpaid contributions of individuals to achieve its goals. These organisations operate for charitable, cultural, educational, social, or community-oriented purposes, fostering positive societal impacts through the dedication of their volunteers. Examples include sports clubs, charities, and community groups.

## Responsibilities and commitments

### The Organisation

#### Collaborative partnership

1. Work with Te Mahi Ako to achieve education outcomes while prioritising learner needs.
2. Dedicate the time, personnel, and resources required to support training and assessment, as capacity allows.

#### Learner support

3. Support and meet the requirements of the Pastoral Care Code.
4. Provide a safe and supportive environment for learners to engage in meaningful, practical experiences.
5. Encourage learners to achieve qualifications, with a target of an 80% completion rate.

#### Learning outcomes and progress

6. Regularly review learner achievements, aiming for 90% of learners to achieve at least 10 credits annually.
7. Support assessments by collaborating with Te Mahi Ako on moderation, reporting, and verification.

#### Regulatory compliance

8. Confirm each learner has a formal written agreement, such as a volunteer or contractor agreement, in line with best practices.

9. Confirm learners meet TEC eligibility criteria and are legally entitled to work or volunteer in New Zealand.
10. Verify non-domestic learners' compliance with NZQA's English language proficiency requirements (where applicable).
11. Provide access to relevant educational records for auditors from Te Mahi Ako, TEC, or NZQA.
12. Support learners without Level 2 qualifications to complete the Literacy, Language, and Numeracy (LLN) Assessment.

### Health, safety, and emergencies

13. Maintain a compliant Health and Safety Plan to protect the wellbeing of staff, learners, and visitors.
14. In civil emergencies:
  - Take primary responsibility for staff and learner safety
  - Facilitate Te Mahi Ako's ability to provide secondary support to its learners
  - Ensure emergency protocols are in place and communicated.
15. Inform Te Mahi Ako staff of safety procedures and hazards during workplace visits.

## Te Mahi Ako

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### Collaborative partnership

1. Work with the Organisation to identify training needs and develop tailored learning pathways.
2. Share regular updates and insights to support learner success.

### Learner and organisation support

3. Provide necessary resources and guidance for training programmes.
4. Offer comprehensive pastoral care in alignment with the Pastoral Care Code, ensuring:
  - The wellbeing of domestic and international learners
  - A supportive learning environment fostering achievement.

### Regulatory compliance

5. Ensure all assessments meet NZQA standards through regular moderation.
6. Manage reporting, including unit standards, credit reporting, and qualification verification.

### Health and safety

7. Follow to the Organisation's Health and Safety Plan when visiting worksites.

## Complaints and grievances

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Te Mahi Ako is committed to resolving complaints fairly and efficiently:

1. **Resolution process:** Formal complaints will be addressed promptly and consistently.
2. **Policy access:** Full details of the Learner Complaints and Grievances Policy are available in the Te Mahi Ako Policy Manual on the [forms page](#) of our website.
3. **Escalation options:** If a resolution is not satisfactory, complaints can be escalated to:
  - NZQA for issues related to programme quality, support services, or pastoral care
  - [Study Complaints](#) for financial or contractual disputes.

## Withdrawals and refunds

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Te Mahi Ako understands circumstances may change and supports learners through the withdrawal process:

1. **Short programmes (under 3 months):** A full refund is available if the withdrawal request is made within five working days of the start date.
2. **Longer programmes (3 months or more):** A full refund is available if the withdrawal request is made within ten working days of the start date.
3. **Policy details:** Full information is available in the [Te Mahi Ako Policy Manual](#) on our website.

## Measuring success

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This agreement will be considered successful when:

1. Clear strategies are in place to meet relationship goals.
2. 85% of learners report satisfaction with their volunteer experience and the skills gained, based on survey results conducted by Te Mahi Ako.
3. 75% of learners complete their programmes within the agreed durations.
4. Learners develop skills that improve community and organisational outcomes.
5. Both parties regard the partnership as beneficial and aligned with their goals.

## Term and review

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6. **Duration:** Valid for 12 months from the signing date unless terminated earlier by mutual agreement.
7. **Funding:** Subject to continuation of TEC funding as outlined in Te Mahi Ako's Investment Plan.
8. **Review:** Either party may request a review at any time.
9. **Acknowledgement:** Signing confirms both parties' agreement to the [Terms and Conditions](#) available on the Te Mahi Ako website.

## Signatures

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### The Organisation:

Signature: .....

Signatory's name:

Signatory's title:

Date: .....

### Te Mahi Ako

Signature: .....

Signatory's name:

Signatory's title:

Date: .....

## Schedule A: Enrolment and fees

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### 1. Enrolment and resource fees:

- Te Mahi Ako and the Organisation will agree upon enrolment and resource fees based on the selected programmes.

### 2. Additional qualifications:

- Volunteers may access additional qualifications at Te Mahi Ako's standard rates. Fee support options may be available based on the Organisation's capacity.

## Important notes

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- **Reimbursement notification:**
  - If the Organisation seeks reimbursement for enrolment or assessment fees from learners, the Organisation must notify Te Mahi Ako. This ensures that compliance with NZQA's student fee protection rules is maintained.
- **Fees Free:**
  - Te Mahi Ako will collaborate with the Organisation to communicate implications for learners.
- **Progress expectations:**
  - If learners face challenges progressing within the programme during a 12-week period, Te Mahi Ako will collaborate with the Organisation to identify and implement solutions.

## Schedule B: Organisation information

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Legal name

Trading as

NZBN number  
(where applicable)

Physical address

Postal address

Main telephone

Contact person

Position

Mobile

Email

Accounts contact

Finance email

Finance mobile