

Connecting to Work

Finding work and training in Aotearoa

Tertiary Education
Commission
Te Amorangi Mātauranga Matua



Afio mai
Talitali fiefia
Bula
Kam na mauri
Nau mai
Fakaalofa
atu
Ulu tons
Uhufale mai
Noa'ia
Kia orāna

Welcome to Finding Work and Training in Aotearoa

The jobs in Aotearoa may be different from where you came from, so there are decisions to make and opportunities to retrain, upskill and learn as you earn.

Together we will develop your Kakala for knowing your skills, finding a job and preparing for the Aotearoa job market through a group workshop and one-to-one coaching.

Our Pacific is not small

Our Pacific is not small.
Vast is our ocean.
Stretching from the east to the west.
How deep is the South Pacific?
emerald green to sky blue
and darkest blue seas.
Four winds blowing
In the changes of time.

Pasifikan do not forget
who you are and where you come from.
This is home and home of our Ancestors.
Follow your heart
do not be small in mind, spirit
and heart
because our Pacific is not small.

Rev. Mua Strickson Pua, *Matua* © 2006
The author, Rev. Mua Strickson Pua, acknowledges Dr
Eveli Hau'ofa for his inspiring work in Pacific education.

Contents

Nofo-Teu

Nau mai haere mai ki Aotearoa, Welcome to New Zealand	4
Malaga: The journey	5
Pacific success in Aotearoa: Sharing our stories	6
Designing your Kakala	7
What's in your 'ako?	8



Toli mo fili

Opportunities in Aotearoa: Looking for work or training	12
Ways to get full-time work	13
On-the-job training and upskilling	14
Researching the job market in Aotearoa	16
Where to find work	18
Who are your networks?	20
Connecting to your networks	22
Preparing your self-marketing script	23



Tui

Preparing for work in Aotearoa	26
Preparing for your interview	28



Luva

Reviewing your Kakala	34
-----------------------	----



Additional tips: Using information technology	36
Glossary	37
Organisations with helpful resources for your job search	38

Nofo-Teu

Nau mai haere mai
ki Aotearoa
Welcome to
New Zealand



Pacific people have great respect for tangata whenua and their status as indigenous to Aotearoa. Māori and Pacific people have a historical link through genealogy, kinship and beliefs that strengthens their relationship in modern-day Aotearoa.

Pacific people acknowledge and support Te Tiriti o Waitangi as the foundation for the relationship with tangata whenua.

We value these treaty principles in our work with you and your 'āiga.

Participation

We value your contribution and respect you are the leader of your career journey.

Partnership

We value the strength of the village collective, your families and other community services.

Protection

We respect and protect the safety of talanoa.

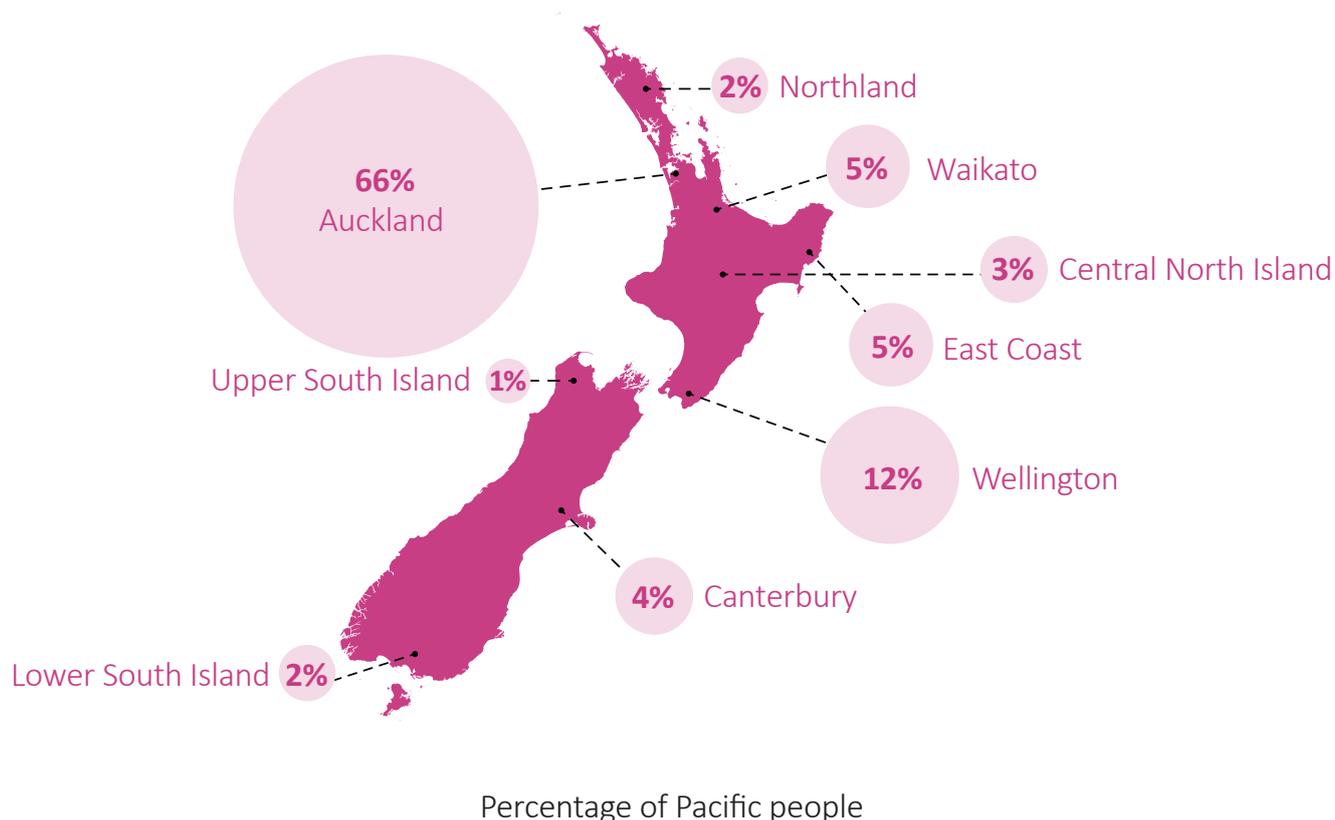


Malaga: The journey

Ko ngā tangata moutere mātou katoa o Te Moananui a Kiwa We are all people of the Pacific

Pacific people have been travelling between island nations for generations. Arriving in Aotearoa comes with challenges and opportunities. It takes time to establish yourself and your 'āiga in a new country.

Where do Pacific people live in Aotearoa?



Kia tae ma te meitaki ē te 'au
To arrive safely and in peace
Cook Islands proverb

Pacific success in Aotearoa: Sharing our stories



Viliami

I miss Tonga, particularly the island lifestyle, but it is important to provide the best future possible for my children. I knew that I had to start chasing the opportunities to set the platform for my children, the ultimate reason why I moved here.



The move was quite a shift mentally and physically for me, but I knew when I came here that we would get a lot of family support.

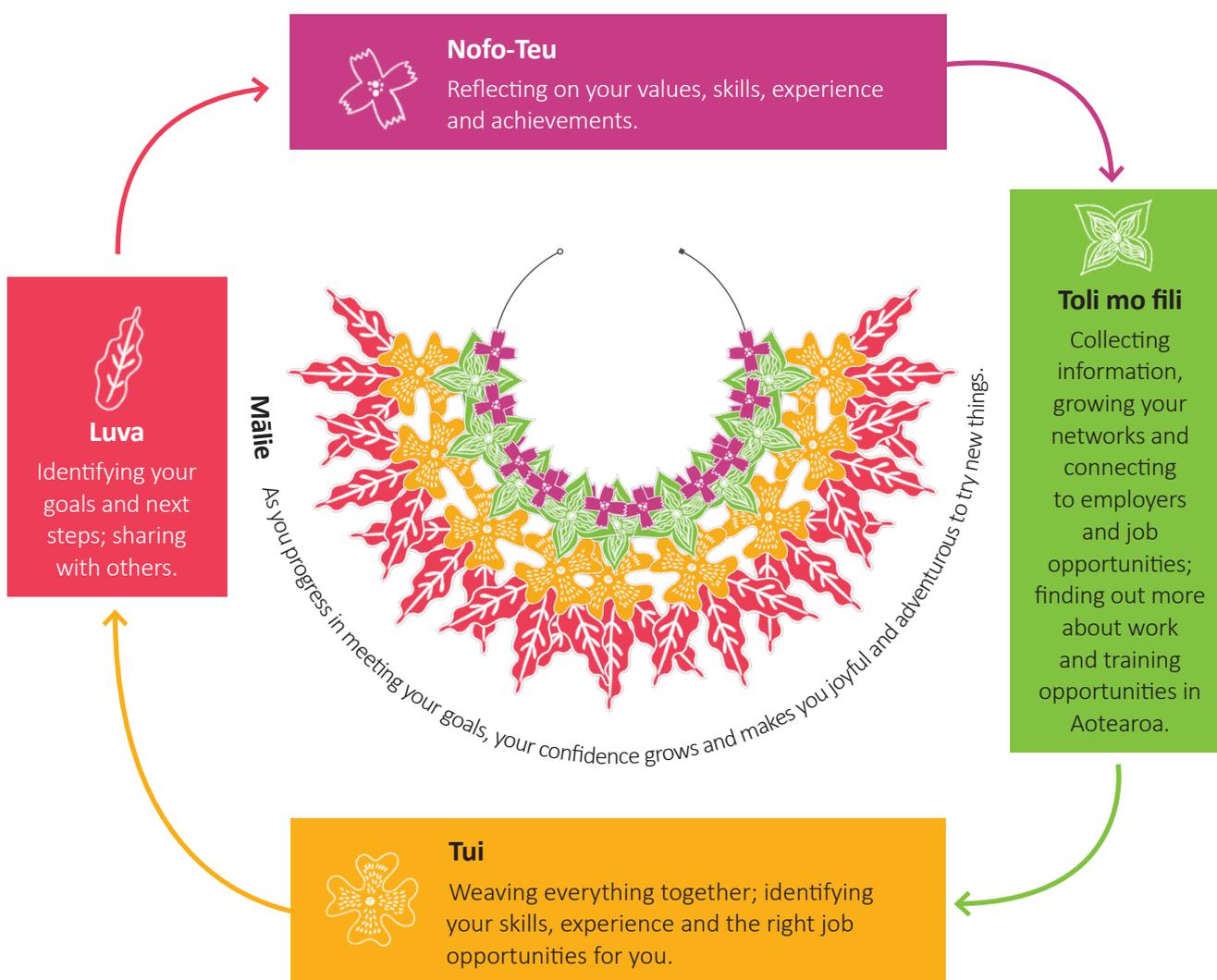
Not working meant I had time to volunteer at the church. Volunteering is one of my passions in life and I believe it has provided a pathway into my current career.

Designing your Kakala

Having a plan can help you make decisions about work and training to navigate through any challenges and focus on what you need to do and where you want to go.

We use the Kakala model (Konai Helu Thaman) to support your career journey in Aotearoa. Using the stages of the Kakala helps you know where you are and where you want to be.

Developing a plan is like making a Kakala, which involves weaving together the following stages.



Tip: What is a career?

A career brings together all the experiences a person has over their lifetime – 'āiga life, friendships, community activities, leisure choices, work and learning. These experiences shape a person's values and help them gain new skills.

What's in your 'ako?

In this section we will explore the skills and experiences you have brought with you to Aotearoa.

Title:

Where:

Tasks:

Title:

Where:

Tasks:

Title:

Where:

Tasks:



Tell us about the different jobs you have done in your 'āiga, community and workplaces.

This activity looks at what you have and what you need to work in Aotearoa. When looking for work in Aotearoa it is good to understand the skills and talents that you will bring to a job.

Title:

Where:

Tasks:

Title:

Where:

Tasks:

Title:

Where:

Tasks:

This includes paid or unpaid work, like:

- looking after children or 'āiga,
- volunteering at church,
- coaching your rugby team,
- working at a resort,
- constructing a building in your community,
- teaching,
- care giving,
- nursing,
- governmental roles or
- jobs in the fishing industry.





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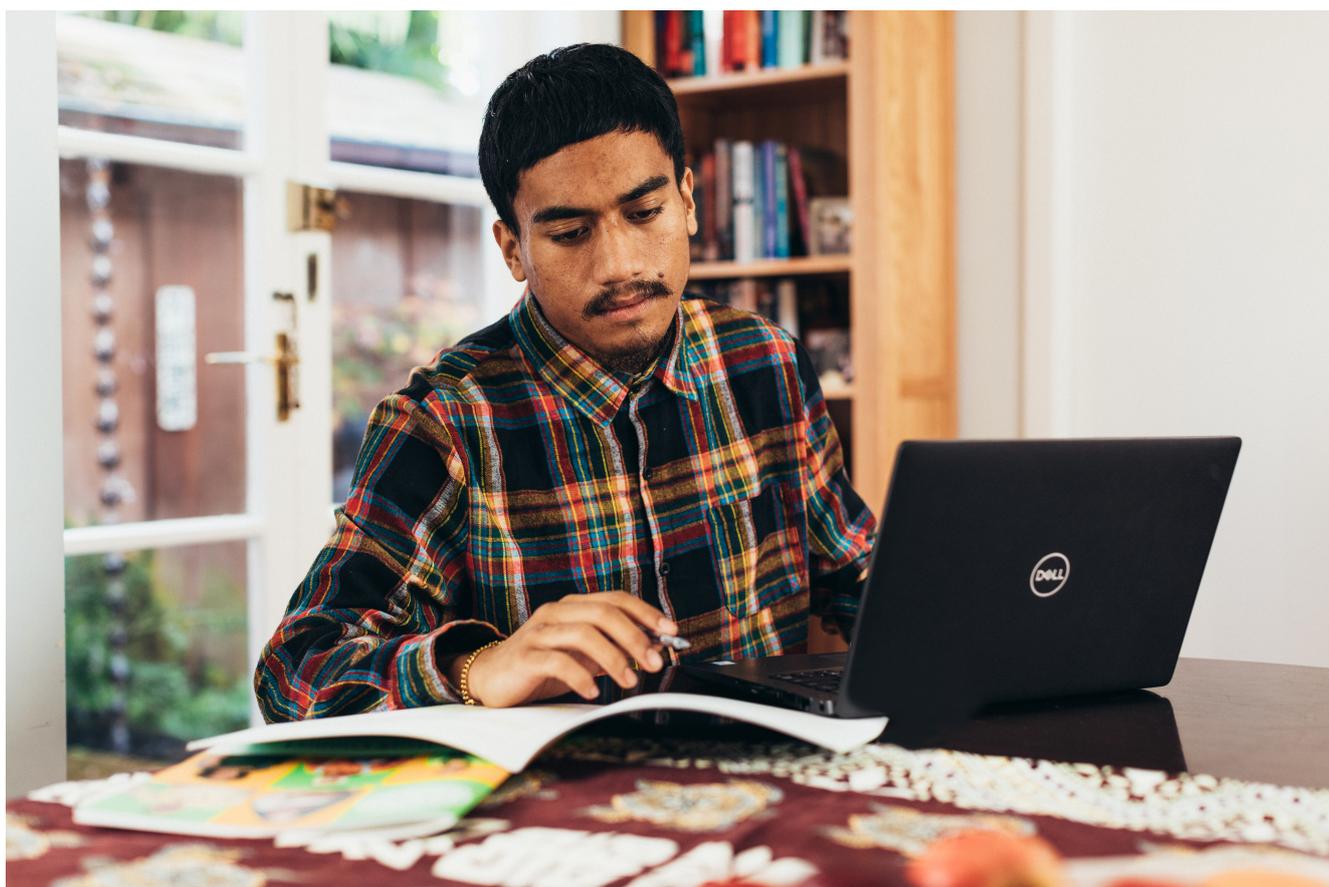
Si'i pe kae hā

We are a small island,
we are still great

Tongan proverb

Toli mo fili

Opportunities
in Aotearoa:
Looking for work
or training



Ways to get full-time work

There are many opportunities to find work or get training for a better career. The following types of work can eventually lead to full-time employment or the job that you want.

Voluntary work

Voluntary work is unpaid but helps you get Aotearoa-based work experience. It can also help you learn and use new and different skills.

Casual work

Casual work is usually one-off work or ongoing irregular paid work. There are no guaranteed hours of work, no regular pattern of work and no ongoing expectation of employment.

Contract work

Contract work is similar to casual work, but usually there is a contract to do a particular piece of work for a fixed amount of time. Contractors are self-employed and earn income by invoicing for services.

Fixed-term work

Fixed-term work is temporary work that will end on a specified date.

Seasonal work

Seasonal work is generally a type of fixed-term work carried out only at certain times of the year and finished at the end of the season. This work is common in Aotearoa's forestry, agriculture, horticulture and tourism industries.

Self-employment

Self-employment is either contract work to different organisations or owning a business and maybe employing other staff. It's common in Aotearoa in a wide range of industries and occupations.

Permanent full-time and part-time work

Permanent full-time and part-time work has no set end-date and gives employees the full set of employment rights and responsibilities.

Full-time work



Full-time work is defined in Aotearoa as a job where you work at least 30 hours or more a week.

Part-time work



Part-time work means a person works a set amount of hours each week. It can range from just a few hours up to 30 hours per week.

On-the-job training and upskilling

There are a number of ways to develop new skills or progress in your job. Vocational education and training gives you skills that can lead to an exciting new career direction.

You can study towards nationally recognised qualifications online, in a classroom or on the job where you can earn money while you learn.

There are a number of training and upskilling options, such as:

Training on the job

Employees learn on the job in many ways from short courses, in-house training, and apprenticeships and coaching. Some organisations run short literacy, numeracy and health and safety courses that can be done in the workplace.



On-the-job training

David worked in construction as a labourer and wanted a long-term career in the industry.



Through his employer he did a Site Safe course, health and safety training and a first aid course.



After two years David's employer offered him an apprenticeship as a builder.



After three years of part-time study and doing an apprenticeship he became a builder.



Upskilling

Eleni was a parent and caregiver providing care and support to her children and grandparents.



Eleni found a part-time job as a care assistant in an aged care facility. She also was able to do a Certificate in Health and Wellbeing.



She really enjoyed her study and work but wanted to do more to help her patients. Eleni decided to do full-time study towards a nursing qualification.



She became a community nurse.



Toto hau tokiga nei, aua na tupulaga e fai mai

Plant a seed today, for our future generations

Tokelauan proverb

Attending a full-time course/programme

People learn by attending a place of learning such as a university, polytechnic or private training establishment (PTE). Courses could range from six weeks to three years and can be done in the classroom, online, part-time or full-time.

When thinking about training or upskilling, it's good to have a plan. Here are some questions to consider before making a decision about training and studying.

1

What do I want to study?

Read about training options:

tahatu.govt.nz/doing-study-or-training

2

Where can I study?

Search for courses and training providers:

tahatu.govt.nz/explore-study-and-training

3

What do I need in order to start studying?

Check out the course provider's entry

requirements – eg, you may need to do a first aid course or have computer skills.

4

How much will it cost and how can I pay for it?

tahatu.govt.nz/paying-for-study-and-training



Tip: Earn while you learn

For information about becoming an apprentice and earning while you're learning, check out tahatu.govt.nz/study-and-training

Researching the job market in Aotearoa

There are many ways that you can find out about the types of work in Aotearoa and what you may need to work in that area.

Look at the jobs you have done in the past or jobs that you want to do in the future.

Career idea 

Construction manager
Kaiwhakahaere hanganui

Pay \$92K-\$150K annually
You'll need 0-2 years of training

Construction managers oversee the creation of residential and commercial buildings.

Fill in the following information about jobs you're interested in from tahatu.govt.nz/explore-career-ideas

Job information

Title

.....

How much does it pay?

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Working conditions

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Job information

Title

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How much does it pay?

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Working conditions

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Job information

Title

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How much does it pay?

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Job information

Title

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How much does it pay?

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Working conditions

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Think about the job you want

Before looking for work, think about the kind of role you want. Once you know what role you want, ask yourself the following:

1. What are the skills, knowledge and experience required?
2. What qualifications or certificates are required?
eg, driver licence, first aid certificate
3. What personal skills are needed?
4. What are the working conditions – will I be inside or outside, in a factory or office, and would I need to travel?

Where to find work

Write down more websites and places where you can find available work:

Job vacancy websites

Examples:

Trade Me Jobs

www.trademe.co.nz/jobs

Seek

www.seek.co.nz

Government, council and industry organisation websites

Examples:

New Zealand Government

jobs.govt.nz

District council websites

wellington.govt.nz/your-council/careers

Social media

Examples:

Facebook

www.facebook.com

LinkedIn

www.linkedin.com

Professional and industry journals

Examples:

Education Gazette

gazette.education.govt.nz/vacancies

Trade Jobs NZ

www.tradejobsnz.co.nz

Recruitment agencies

Examples:

Labourforce NZ	www.labourforce.co.nz

Friends and 'āiga, including from your church and community

Job expos and events



Tip for job searching in Aotearoa

Some jobs are advertised on websites, social media or in newspapers. You can also find them by approaching recruitment agencies. This is the typical way to find a job.

However 70% of job vacancies may never be advertised. These jobs are filled by employers using their networks and connections.

Employers prefer to find new staff through:

- networking with people they know at work or socially
- talking with their current staff
- checking online job profiles

It's about who you know and who is in your network! This is known as the hidden job market in Aotearoa.

Who are your networks?

Networking is building relationships and connections with people you trust. To create your own network you need to build relationships and talk about the kind of job you want and need with friends, 'āiga, work colleagues and other business connections.

Who are your networks?

Write in the spaces below people you may know in each area.

People in my...



'Āiga

Name

What they do

.....

.....

.....

.....

Group of friends

Name

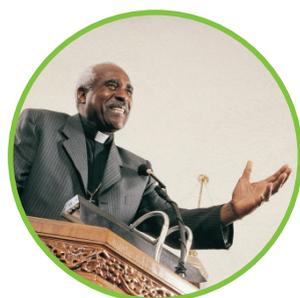
What they do

.....

.....

.....

.....



Church

Name

What they do

.....

.....

.....

.....



O le fuata ma lona lou

In every generation there are some outstanding chiefs

Samoan proverb

Sports clubs

Name

What they do

.....

.....

.....

.....



Work

Name

What they do

.....

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Community groups

Name

What they do

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.....

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Voluntary work

Name

What they do

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Connecting to your networks

Practising your networking skills

Networking helps you find the hidden job market.

There are many ways to network. You can:



Tell friends and 'āiga you are looking for work



Join a professional organisation in your field



Research organisations that you are interested in



Talk with someone in the industry/job that you are interested in



Go to industry meet-ups and events



Go to job expos



Connect with organisations on social media



Join online professional networks, such as LinkedIn



Tip

1. Before you connect with people practise talking about the types of jobs you are looking for.
2. Prepare a short script to introduce yourself and your experiences.

Preparing your self-marketing script

Talking about your skills and experience

Marketing yourself

My name is *Eseta*

I am *currently studying for my Health and Wellbeing Certificate level 2*

I have had *two years of customer service experience as a shop assistant*

Currently I am looking for a new opportunity to *work in the Healthcare industry*

I am really keen to get work in the area of *Healthcare; my goal is to work in aged care with the long-term goal of working in a hospital setting*



Tip

Talking about yourself can be hard, so when someone asks, "So, what do you do?" how do you reply?

Three rules to consider:

1. Your reply should take 30 seconds or less.
2. Your skills (or how you would benefit a potential employer) should be clear.
3. You should identify some type of goal.

Marketing yourself

Fill in your own information

My name is:

I am a:

I have (years in role):

Currently I am looking for a new opportunity to:

.....

.....

I am really keen to get work in the area of:

.....

.....



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Ka aalo auloa e vaka, to holo hako moe tonu, ati hoko mafiti ke he atu moana

When everyone rows together in unison, the vaka/canoe will stay true and fast to the course and make it to the fishing ground quickly and efficiently

Niuean proverb

Tui

Preparing for work in Aotearoa



Mele

I came to New Zealand from Samoa four years ago for better work opportunities. In Samoa, I worked in a resort, helping with food preparation and serving. I wanted to further my work in hospitality in New Zealand.

When I got here, I found the work culture and style were a bit different and I didn't know anyone.

I volunteered with a local organisation helping to feed homeless people. The head chef noticed my great work ethic and food preparation experience, once she heard about my skills, she offered me a casual role at her catering company which prepares food for corporate events.

After finishing my contract at the café, I got offered a permanent job in the restaurant with very good pay.



Preparing for your interview

Congratulations, you have an interview! Here are some helpful tips to get you through successfully, using the 3 Ps: **prepare**, **practise** and **present**.

Prepare

Being prepared will make a difference to how you perform and how well you market yourself.

Find out about the company or organisation

Tips

- If you know what the organisation does, you'll feel more confident answering their questions.

Notes

Review the job description, your CV and cover letter, and common interview questions, and prepare your own questions.

Tips

- The job description will help you think of questions an employer might ask.
- You are likely to be asked at the end of the interview if you have any questions to ask.

Notes

Plan what you will wear and how you will travel to the interview.

Tips

- Being late will give the employer a bad first impression.
- Rushing may make you anxious and this could affect your interview performance.

Notes

Practise

- Practise your interview questions with a friend or someone in your 'āiga.
- Be sure to also practise your greeting and handshake.
- Go to the place where you are going to have an interview a few days before to see where it is.
- Review your CV as the employer may ask you questions about it.

Present

During the interview

- Listen carefully and treat each question as a chance to show your strengths.
- Try to speak for no less than 30 seconds and no more than two minutes per answer. Keep your answers brief and to the point.
- If you don't understand a question, pause before answering. You might say, "Oh, good question – let me think about this one." If you don't understand the question, you could say, "Could you please rephrase the question?"

At the end of the interview

Prepare questions for the interviewers to answer. They might already be answered during the interview. Then you can say, "I had some questions but you seem to have covered them during the interview."

- Show your enthusiasm for the job.
- Find out what the next steps are following the interview.
- Consider sending a thank you email to the interviewers following your interview.
- Make sure the interviewers have the names and contact details of your referees.

Main interview styles

There are two main interview styles and the questions are a little different for each one.

Behavioural interviews



Behavioural interviews focus on how you have reacted to certain situations in the workplace.

Non-behavioural interviews



Non-behavioural interviews focus on your personality, goals, motivations, strengths and weaknesses.

Questions to practise answering

Interview questions	Example answers for a customer service job	My notes
<p><i>Can you tell us about yourself?</i></p> <p>Summarise your work and study experience that is relevant to the job and talk about your goals.</p>	<p>In Tonga I worked for 123 Company as a retail assistant for three years. When I arrived in NZ I enrolled into a call centre operations course with Solomon Group. I completed the course last year with a Level 3 certification.</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
<p><i>Why do you want to work for us?</i></p> <p>Use your research about the job and organisation to answer this question.</p>	<p>In my research I found out that your organisation values customer care and is committed to providing a supportive and caring service. Working in retail my strength was the ability to listen and communicate clearly to the customer. This position will enable me to continue to develop my skills in providing strong customer service.</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
<p><i>What makes you the best person for this job?</i></p> <p>Explain how your personal skills and experience make you ideal for the job.</p>	<p>My experience in retail and knowledge in call centre operations makes me a perfect candidate for this role because I have experience with face-to-face customer service and over the phone. And I love that this role has so much variety and no two days will ever be the same.</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
<p><i>What made you apply for this job?</i></p> <p>Talk about why you like the organisation.</p>	<p>I love that this organisation cares for the community and has regular outreach programmes for the staff to participate in every month. I volunteer as a youth leader at my church and I believe that programmes like those that you run are great ways to give back.</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>



Tip

If you have gone through the Decoding the job description exercise for your cover letter then you will have most of the answers for your interview halfway prepared.

Behavioural interview question example

Tell us about a time when you had to deal with a difficult customer.

S Situation

I had an angry customer come into the store and start yelling at me because her phone wasn't working.

T Task

My task was to listen to the customer to make her feel heard and to find out how we could resolve her issue.

A Action

We found out that it was a network issue and all I had to do was to make a call and notify her phone company.

R Results

Because the customer was so happy with how I helped her she has come back to me multiple times to buy phones for her family.

Questions you could ask at the end of the interview

- What kind of introduction, orientation or training programme will I have when I start the job?
- Who will I report to in this position?
- What will be the biggest challenge I'll have in this job?
- Will the company support ongoing study?
- Will there be opportunities for more responsibility and wider experience in the company?

For more information on interviews go to [tahatu.govt.nz/doing-an-interview](https://www.tahatu.govt.nz/doing-an-interview)



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'Oua lau e kafo kae
lau e lava

Stay positive and count
your blessings

Tongan proverb

Luva

Reviewing your Kakala



Reflect back on what you have learned and what your next steps may be

What was something new that you learned?

Looking at your goals, has anything changed?

What are your next steps?

What will you share with your 'āiga?



Notes

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E leai se mea e sili atu nai
lou 'āiga

Nothing is more important
than your family

Samoan proverb

Additional tips: Using information technology

Social media and job searching

Social media is another way that you can find work and connect with people. Facebook and LinkedIn are commonly used in Aotearoa.

Here are some tips for using Facebook and LinkedIn in your job search:

- Keep your profile professional; recruiters and employers might Google you.
- Be well-mannered online.
- Keep Facebook and Instagram private and make sure your profile pictures look okay.
- Search for local jobs on Facebook by joining groups that advertise jobs. For example, search “Auckland Jobs.”

Are you planning on using LinkedIn for your job search?

Find out more on how to create an online job profile and getting started on LinkedIn

tahatu.govt.nz/how-to-create-an-online-job-profile

Applying for jobs online

In Aotearoa you are required to apply for most jobs online. This means sending the CV and cover letter by emailing them or uploading them to the organisation’s website or a job website such as Trade Me or Seek.

Remote interviews

You may be required to attend an interview on Zoom or another app that allows you to meet people by video call. For help with having video and phone interviews visit tahatu.govt.nz/video-and-phone-interviews

Steps to help you attend a remote interview or Zoom session:

1. Download the app beforehand.
2. The organiser may send you an email with an ID number or password for the meeting.
3. Click on the link in their email. You may be asked for the meeting ID number or password. Enter these.
4. You will be asked to connect audio and/or video. Select both.
5. Check that your video and sound are working.

Glossary

Word	Meaning	Your understanding/notes
attribute	A quality or characteristic that describes a person, for example, honesty, loyalty and a sense of humour.	
bridging course	A course that can help build your skills towards further study or employment.	
employability skills	The abilities, qualities and attitudes that employers say are essential for their workplace.	
job expo	An event where employers, recruiters and schools give information to potential employees.	
networking	Making professional connections, sharing information and asking questions with people you may know or not know.	
New Zealand Qualifications Authority (NZQA)	The government agency responsible for New Zealand qualifications, and for checking how qualifications gained overseas are equivalent in New Zealand terms.	
on-the-job training	A hands-on method for gaining the skills, knowledge needed to perform a certain job. This can be done through apprenticeships, coaching or training conducted by a workplace.	
private training establishment (PTE)	An organisation that provides tertiary education or vocational training (training that focuses on specific skills for a particular role such as a hairdresser or mechanic). It is separate to institutions such as polytechnics, universities and wānanga.	
training provider	An organisation that provides the training for a course or apprenticeship. For example, the Red Cross provides training for first aid courses.	
transferable skills	The abilities you have developed throughout your life from experiences such as study, work, hobbies, community service and travel. These skills can be easily transferred from one job to another.	
retraining	Learning or developing different skills for a new job or role.	
skills	An ability to do an activity or job well. Skills can be learned and developed.	
upskilling	Learning or developing new skills for a current role, for example, first aid training, health and safety in the workplace.	

Organisations with helpful resources for your job search

Organisation	What they do	Website
Auckland Council	Provide information on all council services.	<ul style="list-style-type: none"> • aucklandcouncil.govt.nz • 09 301 0101
Auckland Council Libraries	Provide access to computers, the internet and printers. They also have a Justice of the Peace (JP) service.	<ul style="list-style-type: none"> • aucklandlibraries.govt.nz
Citizens Advice Bureau	Help you find services in your community and provide information and advice on community resources and programmes.	<ul style="list-style-type: none"> • cab.org.nz
Vaka Tautua	Deliver disability, mental health, older peoples, financial capability and social services in the greater Auckland area.	<ul style="list-style-type: none"> • vakatautua.co.nz
Counties Manukau Health Faletoa (Pacific Mental Health Liaison)	Provide services to Pacific people with wellbeing and mental health problems.	<ul style="list-style-type: none"> • healthpoint.co.nz
LeVa	Pacific Health Provider delivering a range of clinical, community and social services throughout South Auckland.	<ul style="list-style-type: none"> • leva.co.nz
South Seas Health Care	Ōtara's largest health care provider, delivering a range of clinic, community and social services throughout South Auckland.	<ul style="list-style-type: none"> • southseas.org.nz
The Fono	The Fono provide affordable services including medical, dental, social, pharmacy, health promotion, education and Whānau Ora spread across six handy locations in Auckland and Northland.	<ul style="list-style-type: none"> • thefono.org
Tahatū	Provide information and support to people of all ages about work and learning opportunities in Aotearoa.	<ul style="list-style-type: none"> • tahatu.govt.nz

Organisation	What they do	Website
Belong Aotearoa	Provide support and programmes to help newcomers, migrants and refugees settle into Aotearoa. Based in Auckland.	• belong.org.nz
Auckland Business Chamber	Offer networking opportunities, recruitment services and business mentorship partnering.	• aucklandchamber.co.nz
English Language Partners New Zealand	Offer English language programmes at different levels to support newcomers to develop their English speaking skills.	• englishlanguage.org.nz
Dress for Success	Provide people with clothes and resources for looking for work, attending interviews and working at your first job.	• dressforsuccess.org
Digital Passport	Learn essential skills needed in today's workplace.	• digitalpassport.co.nz

Other useful resources

Employment New Zealand
employment.govt.nz

Work and Income Te Hiranga Tangata
workandincome.govt.nz

Inland Revenue Te Tari Taake
ird.govt.nz



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Fakataufata e mafiti he gutu mo e gahua he tau lima

When you speak with authority, make sure you follow through with actions

Niuean proverb



Fa'afetai tele lava

Mālō 'aupito

Vinaka vakalevu

Ko rab'a Ko bati n rab'a

Kia ora

Fakaue lahi

Fakafetai lahi lele

Fakafetai

Fgiakse'ea

Meitaki

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ISBN: 978-0-473-60988-7

Item no: TEC0184

New Zealand Government

Tertiary Education
Commission
Te Amorangi Mātauranga Matua

