GRIP Gateway Memorandum of Understanding (2026)

This Agreement is made between **IndustryPathways Ltd TA GRIP**
(provider code 4436)
and

Name of School: _____

1. Purpose

This Memorandum of Understanding (MoU) outlines the partnership between **Industry Pathways Ltd (trading as GRIP)** and the School to support the delivery of Gateway programmes for ākonga (learners). The intention of this agreement is to uphold the mana of both parties and provide a high-quality, coordinated experience for ākonga accessing workplace-based learning and assessment opportunities.

GRIP is a registered PTE with Consent to Assess for the unit standards listed in Schedule 1.

2. Assessment and Reporting Responsibilities

GRIP will ensure that all Gateway learners placed through our programmes have access to NZQA-aligned learning and assessment opportunities that are clearly linked to the unit standards outlined in Schedule 1. GRIP holds full responsibility for the standards delivered. These are delivered or supported by GRIP-employed or contracted assessors, and conducted in accordance with GRIP's Quality Management System (QMS) and NZQA moderation requirements. The School is accountable for enrolling and credit-reporting for students.

GRIP will:

- Provide programme-specific documentation, including registration forms, assessment consent, and placement information.
- Share confirmation of enrolment, employer details, and workplace arrangements.
- Provide ongoing updates regarding learner progress, assessment milestones, and any issues or incidents.
- Provide access to GRIP's QMS policies and procedures upon request, to support the school's internal assurance processes.

The School will:

- Retain responsibility for NZQA credit reporting and result submission.
- Maintain visibility over overall learner participation.
- Remain informed of any key issues or incidents raised by GRIP.

3. Health & Safety and Duty of Care

GRIP and the School share a collective duty of care to protect the health, safety, and wellbeing of ākonga participating in Gateway work-based learning.

GRIP is responsible for:

- Conducting pre-placement risk assessments for all host employers.

- Ensuring each workplace meets minimum health and safety standards (Health and Safety at Work Act 2015).
- Providing site-specific health and safety inductions for ākonga.
- Confirming employer responsibilities around supervision and incident reporting.
- Notifying the School of any incidents, concerns, or risks that may impact learner safety or participation.

The School is responsible for:

- Remaining informed of health and safety matters affecting the learner.
- Supporting GRIP in preparing learners for placement.

Both parties agree to uphold a safe, transparent, and learner-focused placement environment.

4. Workplace Matching and Employer Engagement

GRIP is responsible for sourcing, vetting, and matching ākonga with appropriate workplaces. GRIP holds the formal workplace agreements.

GRIP will:

- Identify and engage with workplaces that align with the ākonga's career interests and the School's Gateway goals.
- Facilitate employer onboarding, including the completion of relevant workplace agreements and safety checks.
- Provide employers with documentation outlining their responsibilities as a Gateway placement host.
- Ensure each employer understands the learning expectations, Health & Safety obligations, and their role in supporting credit achievement.
- Monitor placement quality and support the employer-ākonga relationship throughout the programme.

The School will:

- Inform GRIP of any existing employer relationships or preferences relevant to learner placements
- Direct any communication with employers via GRIP Advisors as the formal liaison.
- Encourage appropriate ākonga conduct aligned with school and workplace expectations.

5. Learner Readiness and Engagement Responsibilities

Successful Gateway placements require learners who are motivated, supported, and well-prepared for the workplace.

The School agrees to:

- Select ākonga who demonstrate readiness, reliability, and alignment with placement goals.

- Ensure ākonga and their whānau understand the commitment involved in a Gateway placement.
- Submit completed student registration forms before the placement begins.
- Brief ākonga on workplace conduct, expectations, and support channels.
- Support access to transport, PPE, or resources where standard or feasible. GRIP will advise on specific employer requirements.
- Notify GRIP of any learner changes (availability, health, or wellbeing).

Ākonga are expected to:

- Attend placements as scheduled and report absences immediately.
- Uphold GRIP's values of manaakitanga, pono, and manawanuitanga – demonstrating respect, integrity, and resilience.
- Complete all workplace tasks to the best of their ability.
- Engage with learning materials and submit assessment evidence.
- Seek help from GRIP or school staff when needed. GRIP will work with the School to encourage positive learning habits and address concerns with empathy, fairness, and a shared commitment to the ākonga's success.

GRIP will collaborate with the School to encourage positive learning habits and address concerns with empathy, fairness, and a shared commitment to the ākonga's success.

GRIP will monitor attendance across all placements and notify the School as soon as we become aware of any unexplained absence. Advisors will document attendance and follow up with the learner and the School if placement days are missed. Where catch-up time is required to meet assessment or employer requirements, GRIP will liaise with the employer and support the learner to make alternative arrangements, with help from the Gateway Advisor as needed.

6. Quality Assurance and Moderation

This section ensures compliance with external quality assurance requirements under NZQA and ServicesISB – Industry Skills Board for the Services Sector. GRIP maintains an internal Quality Management System (QMS) aligned to NZQA expectations. Our practices reflect the expectations outlined in *Consent and Moderation Requirements (CMR) 0112 – Version 8 as issued by ServicesISB and (CMR) 0113 – Version 12 as issued by NZQA*

GRIP will:

- Provide valid, current, and pre-moderated assessment materials.
- Ensure assessors are appropriately trained and qualified for each standard.
- Conduct regular internal moderation and maintain moderation logs and assessment records.
- Cooperate with any National External Moderation (NEM) activities as required by ServicesISB or NZQA
- Provide access to moderation evidence, learner samples, and assessment materials when requested.

The School will:

- Ensure alignment with Gateway funding rules and internal school policy.

Credits are awarded only upon full workplace attendance and competency achievement. Workshop-only participation does not result in credits. In special cases (e.g. illness), GRIP will support alternative completion where possible.

6a. Assessment Conditions and Credit Eligibility

The School acknowledges and agrees that:

- Ākonga participating in GRIP Gateway placements will be assessed against the outcomes of industry-based unit standards, in alignment with NZQA guidelines and the expectations of the workplace host.
- Competency must be demonstrated through practical performance in the workplace, in accordance with both the technical requirements of the standard and the expectations of employer behaviour, conduct, and policy compliance.
- Credits will only be awarded once all placement hours have been completed and the learner is deemed competent through workplace-based assessment. Workshop attendance alone does not generate credits.
- Ākonga who fail to meet the stated performance criteria for individual standards and provide the necessary evidence will be assessed as 'Not Achieved'
- Where extenuating circumstances (e.g. illness or bereavement) impact a learner's ability to complete their placement, GRIP will work in good faith with the School and learner to explore options for completion, within the regulatory boundaries of NZQA, TEC, and the workplace.

The School agrees to:

- Submit signed student registration forms and this MoU before programme delivery commences.
- Select and support learners in accordance with TEC Gateway funding guidelines and the Code of Pastoral Care.
- Ensure learners meet expectations related to uniform, placement attendance, and behaviour.
- Notify GRIP of any known learner concerns, risks, or changes affecting placement participation.
- Accept responsibility for reviewing the Record of Achievement to confirm credit reporting post-placement.
- Settle any GRIP invoices by the due date and provide feedback for continuous improvement.

GRIP will:

- Hold and manage all formal employer relationships, ensuring that schools do not make arrangements with employers independently.
- Provide compliant assessment and learning resources.
- Ensure staff and contractors are qualified, trained, and police vetted under the Children's Act 2014.
- Enforce moderation, QMS, and consent-to-assess requirements in line with ServicesISB expectations.
- Submit to The School written results reports within twenty working days of placement completion.

GRIP and the School agree that these conditions are essential to maintaining the integrity, safety, and quality of the programme, and reflect shared accountability for the learner's success.

7. Disputes, Complaints, and Incident Management

Industry Pathways Ltd (trading as GRIP) is committed to maintaining open, respectful communication and resolving concerns in a timely, fair, and transparent manner. Our approach reflects our values of *manaakitanga*, *pono*, and *kotahitanga*.

Where issues arise, the following process will apply:

1. **Initial Communication**

   - Concerns relating to placement, assessment, or wellbeing should be raised in writing with the GRIP Programme Lead or designated Gateway contact.
   - The School may also raise concerns directly with the Managing Director if necessary.

2. **Resolution Timeframes**

   - GRIP will acknowledge receipt of the concern within **two working days.**
   - A formal response or resolution plan will be provided within **seven working days.**
   - Complex issues requiring investigation may take longer; this will be communicated promptly.

3. **Complaints Procedure**

   - Complaints relating to assessment, assessor conduct, programme quality, or safety will be managed under GRIP's **internal QMS Complaints and Appeals procedure.**
   - Complaints involving school personnel or serious incidents (e.g. bullying, discrimination, harassment, or safety breaches) will be escalated to senior leaders at both organisations.
   - GRIP and the School agree to cooperate in good faith to resolve any disputes in the best interests of the ākonga involved.

4. **External Escalation**

   - Where a resolution cannot be reached, either party may escalate the matter to TEC, NZQA, or the appropriate regulatory body.
   - GRIP will comply with all required reporting obligations related to serious incidents, privacy breaches, or misconduct.

8. Duration, Review, and Termination

This Memorandum of Understanding is valid for the **2026 academic year**, commencing from the date of signing by both parties.

Review and Renewal:

- This MoU may be reviewed at any point upon written request by either party.
- GRIP will contact each partner school at the end of the year to confirm whether they wish to renew for the following year.
- Any amendments must be agreed to in writing and signed by both parties.

Termination:

- Either party may terminate this MoU with **four weeks' written notice**
- In the event of serious non-compliance, health and safety concerns, or breach of obligations, either party may terminate the agreement with immediate effect.

- Where possible, both parties will act to minimise disruption to the learner(s) involved.

This agreement does not constitute a legal partnership, joint venture, or create exclusivity between GRIP and the School.

9. Signatories

This Memorandum of Understanding is agreed between:

IndustryPathways Ltd TA GRIP (4436)

Name: Doug Pouwhare

Position: Executive Officer

Signature:

Date:

For and on behalf of the Enrolling School:

Name: _____

Position: _____

Signature: _____

Date: _____

Please scan and email to: admin@industrypathways.co.nz

Schedule 1 – GRIP-Approved Unit Standards for Gateway

The School may select from the following NZQA unit standards approved for delivery under GRIP Gateway programmes in 2026. All are aligned to TEC's Gateway policy and have assessment support available.

Unit Standard	Title	Level	Version
62	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	11
167	Practise food safety methods in a food business under supervision	2	10
168	Demonstrate knowledge of food contamination hazards, and control methods used in a food establishment	3	10
4645	Demonstrate knowledge of maintaining a responsible drinking environment as a server in licensed premises	3	10
4646	Demonstrate knowledge of the Sale and Supply of Alcohol Act 2012 and its implications for licensed premises	4	11
9677	Communicate in a team or group which has an objective	2	11
9681	Contribute within a team or group which has an objective	3	8
10791	Participate in a meeting	2	6
11097	Listen actively to gain information in an interactive situation	3	6
11817	Serve customers face to face in a wide range of contexts	3	9
11941	Establish and maintain positive customer service interactions in a retail environment	2	9
11951	Present goods for sale in a retail or distribution environment	2	4
11968	Demonstrate and apply knowledge of legislation applicable to sale of goods and services	2	11
11971	Use safe work practices in a retail environment under supervision	2	9
11978	Maintain housekeeping in a retail environment	2	6
12003	Demonstrate knowledge of buying processes in a retail or distribution environment	3	9
14420	Describe alcoholic and non-alcoholic beverages	3	8
14431	Demonstrate knowledge of food service styles and menu types in the hospitality industry	2	7
14434	Prepare and clear areas for table service for a commercial hospitality establishment	2	8
14436	Provide table service for a commercial hospitality establishment	2	8
14440	Prepare and clear areas for counter food service for a commercial hospitality establishment	2	8
14441	Provide cafe counter service in a hospitality establishment	3	7

14442	Provide takeaway food service in a commercial hospitality environment	3	7
14443	Pack food and beverage orders for takeaway in a commercial hospitality environment	2	8
16705	Demonstrate knowledge of host responsibility requirements as a duty manager of licensed premises	4	5
17284	Demonstrate knowledge of coffee origin and production	3	7
17285	Demonstrate knowledge of commercial espresso coffee equipment and prepare espresso beverages under supervision	2	10
17286	Prepare and present pressed coffee for service	2	9
17287	Prepare and present filtered coffee for service	2	8
17288	Prepare and present espresso beverages for service	3	8
18497	Demonstrate knowledge of culinary products, terms, and food preparation methods	3	9
20666	Demonstrate basic knowledge of contamination hazards and control methods used in a food business	2	7
22337	Service public areas in a commercial hospitality environment	3	6
23759	Provide customer service experiences in a tourism workplace	3	4
24997	Demonstrate knowledge of theft and fraud in a retail or distribution environment	2	6
25192	Demonstrate knowledge of airline terminology and products used in the travel industry	3	4
27927	Apply health, safety and security practices to a work role in a service delivery workplace	3	3
27928	Interact with other staff and managers, and customers to provide service delivery outcomes	3	3
27929	Apply standard operating procedures and the code of conduct to a work role in a service delivery workplace	3	3
27934	Provide food service in a quick service restaurant	3	4
27940	Provide cafe table service in a hospitality establishment	3	5
27955	Demonstrate knowledge of and apply food safety practices in a food-related establishment	3	5
27959	Prepare for food service in a quick service restaurant	3	5
28108	Prepare, present, and maintain retail produce for sale	2	4
28145	Interact with customers in a service delivery context	2	2
28146	Prepare for and handle payment transactions in a service delivery context	3	2
28295	Demonstrate knowledge of serving customers in a retail environment	2	4
28298	Demonstrate knowledge of cash handling in a retail environment	2	6
28301	Demonstrate knowledge of products and product information in a retail environment	2	5

28501	Package goods in a retail or distribution facility	3	4
28502	Pick and assemble goods for dispatch to customers in a retail or distribution facility	3	4
29529	Serve customers under supervision in a quick service restaurant	2	2
29530	Perform crew duties under supervision in a quick service restaurant	2	2
30287	Demonstrate knowledge of distribution operations and distribution facilities and equipment	2	2
30288	Pick and assemble goods for dispatch in a retail or distribution environment under supervision	2	2
30441	Cook and prepare food for service in a quick service restaurant	3	2