

# EARNLEARN / VHNZ TRANSITION FAQs



## What's changing?

All EarnLearn scaffolding training programmes along with scaffolding customers (employers and trainees) will be transferred to Vertical Horizonz (VHNZ) who will take on the nationwide training provision for scaffolding on 19 December 2025.



## Why is this happening?

Tai Poutini Polytechnic (TPP) has decided to stop providing scaffolding training and focus on core business for their West Coast region. The scaffolding industry has also indicated their preference for a single nationwide provider to ensure more consistency in training delivery and block course availability.



## When is this happening?

Training support for scaffolding employers and trainees will transition from EarnLearn to VHNZ on 19th December 2025. This is the date TPP will stop providing training support and ensures continuity of training for the learners.



## What do employers and learners need to do for this transition?

Right now, you don't need to do anything.



From 19 December, all existing EarnLearn scaffolding trainees will be transferred to VHNZ.

A VHNZ Training Advisor (TA) will be in touch in January to introduce themselves and discuss progress with each apprentice/trainee and their employer and create plans to ensure the trainee progresses on their current training programme.

VHNZ will also produce a new training agreement document that the trainee and employer will need to sign in the new year.

*EarnLearn will stop any existing direct debits on 12 December 2025. VHNZ will discuss payment options with you in the new year.*

See [What's happening with my fees?](#) section below.

## TRAINING, ASSESSMENTS, AND BLOCK COURSES



### Will training continue as normal?

Yes. Your progress, records, and support follow you. Nothing is lost, and your learning carries on without interruption on your current training programme.



### What do I do with on-job assessments?

If you are working on any on-job assessments, do not submit these to EarnLearn from 26 November. Please hold these and Vertical Horizonz will advise the process for submitting these in future.



### If I start an assessment now but it doesn't get signed off until after the change will this assessment be honoured by the receiving organisation?

Yes, assessments started with EarnLearn but completed with VHNZ will be honoured and assessed. From 26 November, you will no longer be able to submit assessments to EarnLearn and will need to wait until after 19 December 2025 to submit them to VHNZ. This is to ensure that EarnLearn has enough time to mark and process all assessments prior to the 19 December 2025.



### Who will process my qualification completion if I've completed my unit standards?

EarnLearn will process your qualification completion if you have completed by 19 December. Otherwise VHNZ will be providing the qualification certificates for those that complete after this time.



### What happens to any December 2025 block courses I am booked on?

If you have block courses on or before 19 December 2025 these will continue as normal with EarnLearn. Any block courses after this time will be run by VHNZ.



### What's happening with my next block course after 19 Dec?

VHNZ have their 2026 schedule ready, and this will be shared with you all by your Vertical Horizonz Training Advisor in January. Your Training Advisor will meet with you and individualise your training plan. If you are already booked on some 2026 block courses these dates may change.



### Will VHNZ block courses be in my area?

VHNZ has 14 training centres nationwide and offers block courses in a variety of locations. Please see Appendix A for locations of all training centres



### Will VHNZ be offering the full suite of scaffolding qualifications?

Yes. From January 2026, VHNZ will offer the full suite of scaffolding qualifications, including Level 3 (Suspended Scaffolding) and Level 5 (Advanced Scaffolding).

VHNZ has held approval to deliver these for some time, and the focus over recent years has been on getting the foundations right before expanding delivery. VHNZ can take enrolments immediately, with delivery commencing in early 2026.

## TRAINING, ASSESSMENTS, & BLOCK COURSES



### Will VHNZ accept work in EarnLearn workbooks and will on-job books change?

Yes, VHNZ will continue to accept EarnLearn workbooks. This may change over time as resources change and importantly, as you transition to the new skills standards.



### What happens with online access and resources?

All employers and trainees will receive new logins and access to their Employer / Student Portal from VHNZ closer to the time of the transition. This will include a step-by-step guide of what the employer / trainees can expect when they log in and the reports available for their learning



### Will my Trainer/Assessor still be the same?

VHNZ has a pool of dedicated trainers and are working to ensure consistency in delivery for you.



### How will trainees that are based in remote regions, e.g. Far North, be supported?

As mentioned above VHNZ has wide coverage of delivery and training support including remote regions – refer to appendix A.



### Will VHNZ honour all assessment re-submissions not completed prior to transition?

VHNZ will honour all reassessments where the original assessment evidence and assessor judgment and feedback is available. VHNZ will be unable to support reassessment for any unit standards where the original assessment documentation is not available.



## TRAINING ADVISORS



### Why are Vertical Horizonz Training Advisor visits happening in January?

January is an anchor point in the transition. Every trainee will need a new VHNZ Training Agreement, and this must be signed by both the learner and the employer. These visits allow us to start the year with clarity, strong relationships, and a shared plan.



### What will happen during the Training Advisor visit in January?

Your Vertical Horizonz Training Advisor will:

- Introduce themselves and talk through what this transition means
- Complete the VHNZ Training Agreement with you
- Check your transcript so everything is accurate
- Confirm your qualification pathway
- Set dates for block courses and three monthly training plan visits
- Explain how to upload on job assessments through the VHNZ LMS
- Talk with employers about the workplace verifier role

These visits are not just administrative. They are a chance to set up the year well, make sure everyone feels supported, and ensure trainees and employers know exactly what to expect.



### Will we have a local Vertical Horizonz Training Advisors?

In most cases, yes. Vertical Horizonz have Training Advisors across Aotearoa. Only a small number of remote locations may require support from another region.



### How often will the Vertical Horizonz Training Advisor visit after January?

At the minimum visits will occur every three months. All dates will be planned in advance so you can prepare and make the most of the time together. Your training advisor will be available to contact via email/phone in between the face-to-face visits should you need to.



### What is expected of employers during Vertical Horizonz Training Advisor visits?

VHNZ ask that employers:

- Allow time for the trainee to meet with the TA
- Support the trainee to gather and verify assessment evidence
- Offer feedback and guidance when appropriate
- Join progress discussions with the TA and learner when needed

## FEES



### What's happening with my fees?

VHNZ will honour the current fee structure but do have their own fee structure based on block course attendance. This will all be explained when you meet with your new Training Advisor in the new year. Trainees will not be disadvantaged by any changes to fee structure.

Below is how the fees will be managed dependent on your payment option:

- If you currently pay EarnLearn fees by Direct Debit, your final weekly payment will be on Thursday, 11 December 2025. EarnLearn will then stop your Direct Debit, and no further payments will be taken by EarnLearn. VHNZ will be in contact to discuss your future fee payment requirements.
- If you paid your EarnLearn training fees via annual invoice, you may be eligible for a refund for any fees paid beyond 19 December 2025. The EarnLearn Accounts team will contact you directly if a refund applies. VHNZ will be in contact to discuss your future fee payment requirements.
- If you have an outstanding balance on your training fees with EarnLearn on 19 December, your Direct Debit payments will continue until this has cleared.



### Will my fees free be impacted?

If you are currently eligible for fees free this will continue, and the transition to VHNZ will not impact this.



## OTHER



### How do I sign up new learners?

EarnLearn is no longer accepting new learner sign-ups while it transitions scaffolding to VHNZ. Please contact your local VHNZ Training Advisor for guidance on signing up a new learner. You can find their contact details in Appendix B.



### Will training agreements need to change?

Yes. TEC rules state that all trainees and their employers transitioning will be required to sign a new training agreement. Trainees will transition onto the TEC system on 19 December 2025 and VHNZ will capture new training agreements in January 2026.



### What if my programme finishes after 19 December and into early 2026?

Your programme will continue with VHNZ managing your journey. As above your new Training Advisor will sit with you in January and discuss your training plan for 2026.



### Will my personal information and learning history transfer with me/my apprentice?

Yes, it will. Under the training agreement, trainees have agreed share their information with other relevant providers. EarnLearn will share all enrolment information, including assessment results, with VHNZ.



### What if an apprentice needs extra help?

Your Training Advisor will keep an eye on progress and provide support early if needed. Employers are part of this journey, and together we can respond quickly to any challenges that emerge.



### What happens if I have already received one of these qualifications through EarnLearn / TPP?

Any qualifications already received via EarnLearn / TPP remain valid. There are no changes to any qualifications already received.



### Who do I contact if I have questions about this?

Your current EarnLearn Account Manager will continue to support you through the transition until 19 December 2025. VHNZ will be in touch with all employers and trainees soon.

All employers and trainees will be provided new contact details for VHNZ including the contact phone number and email address of their Training Advisor as well as new login details for online learning / assessments work in early January.

However, if you have any queries in the meantime, please contact VHNZ at [training@vhnz.co.nz](mailto:training@vhnz.co.nz)

## APPENDIX A VHNZ TRAINING CENTRES



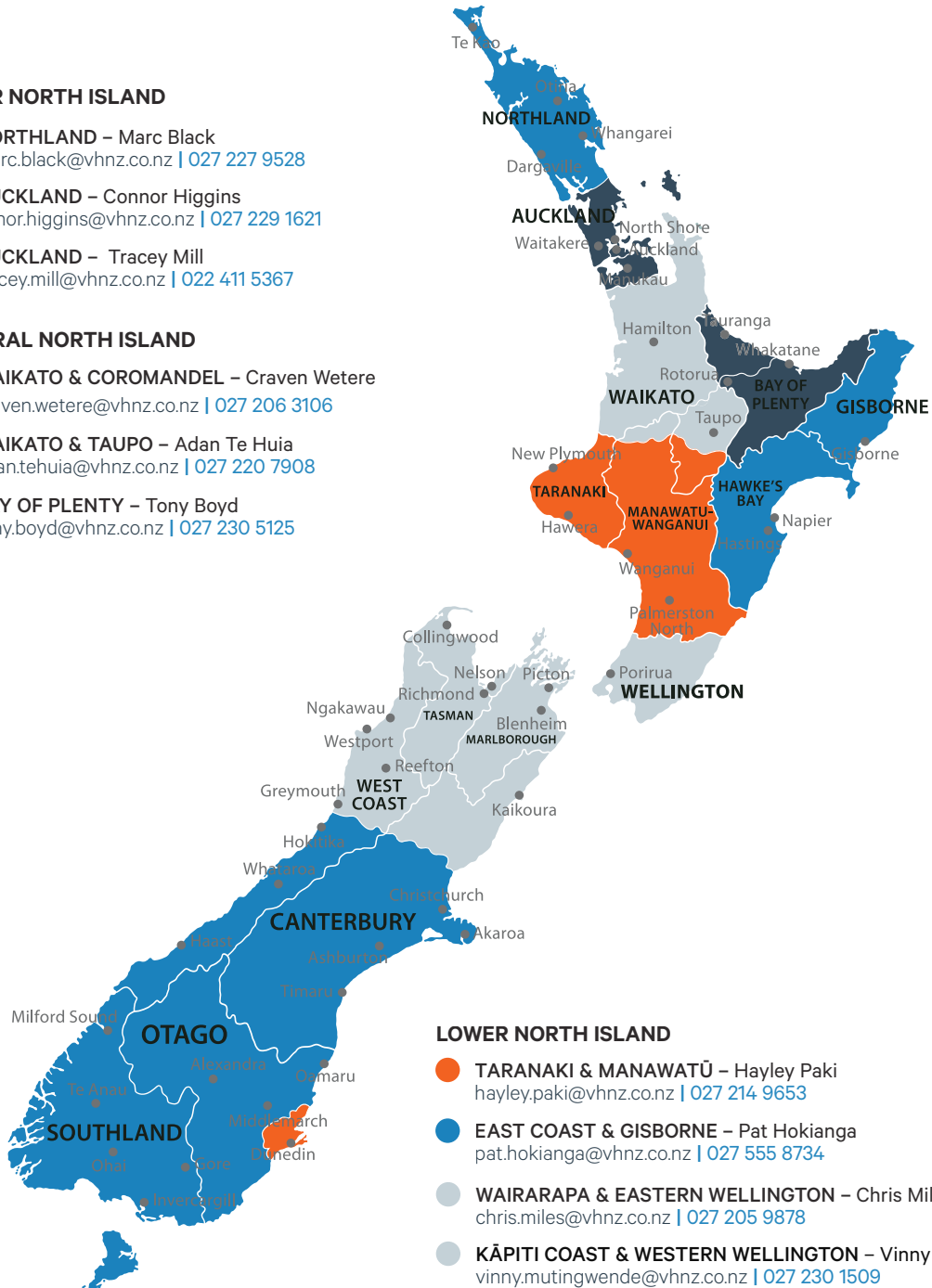
## APPENDIX B TRAINING ADVISOR REGIONS & CONTACT DETAILS

### UPPER NORTH ISLAND

- **NORTHLAND** – Marc Black  
marc.black@vhnz.co.nz | 027 227 9528
- **AUCKLAND** – Connor Higgins  
conor.higgins@vhnz.co.nz | 027 229 1621
- **AUCKLAND** – Tracey Mill  
tracey.mill@vhnz.co.nz | 022 411 5367

### CENTRAL NORTH ISLAND

- **WAIKATO & COROMANDEL** – Craven Wetere  
craven.wetere@vhnz.co.nz | 027 206 3106
- **WAIKATO & TAUPO** – Adan Te Huia  
adan.tehuia@vhnz.co.nz | 027 220 7908
- **BAY OF PLENTY** – Tony Boyd  
tony.boyd@vhnz.co.nz | 027 230 5125



### LOWER NORTH ISLAND

- **TARANAKI & MANAWATŪ** – Hayley Paki  
hayley.paki@vhnz.co.nz | 027 214 9653
- **EAST COAST & GISBORNE** – Pat Hokianga  
pat.hokianga@vhnz.co.nz | 027 555 8734
- **WAIRARAPA & EASTERN WELLINGTON** – Chris Miles  
chris.miles@vhnz.co.nz | 027 205 9878
- **KĀPITI COAST & WESTERN WELLINGTON** – Vinny Mutingwende  
vinny.mutingwende@vhnz.co.nz | 027 230 1509

### SOUTH ISLAND

- **NELSON & UPPER CANTERBURY** – Mark Handley  
mark.handley@vhnz.co.nz | 027 298 4120
- **CANTERBURY, OTAGO & SOUTHLAND** – Fabian Chalap  
fabian.chalap@vhnz.co.nz | 027 225 2769
- **DUNEDIN** – Terry Hokianga  
terry.hokianga@vhnz.co.nz | 027 200 6122