

Our performance and net promoter score

Credit completion rate

73%

Programme completion rate (cohort)

71%

Programme completion rate (nominal)

77%

Growth in apprenticeships enrolments from 2017

24%

+49

NPS for completed learners

+52

NPS for employers

Qualification completions by sector	2017	2018
Engineering	636	727
Food and Beverage (including Baking)	1,198	1,653
Manufacturing	2,064	541
Transport (Rail/Maritime)	1,255	339
Forestry	871	1,011
Wood Manufacturing	352	412
Retail Meat	100	105
Other	84	319
Print, Packaging, and Signmaking	203	75
Non Competenz qualifications		
Business	253	237
Distribution	40	20
Health and Safety	874	391
Retail	42	-
Sales	31	42
Other	58	-
Total	8,061	5,872

Qualification completions by level	2017	2018
Level 1	15	5
Level 2	3,012	2,360
Level 3	3,251	1,598
Level 4	1,704	1,833
Level 5	75	76
Level 6	4	-
Total	8,061	5,872

Enrolments by sector	2017	2018	2018 new sign ups
Engineering	4,426	4,877	1,786
Food and Beverage (including Baking)	3,356	3,667	2,015
Manufacturing	4,744	1,680	686
Transport (Rail/Maritime)	1,445	650	515
Forestry	4,792	4,986	2,586
Other	538	584	247
Retail Meat	542	548	237
Wood Manufacturing	2,059	1,897	666
Print, Packaging, and Signmaking	1,100	951	175
Non Competenz qualifications			
Business	842	659	434
Distribution	107	69	42
Health and Safety	1,246	598	326
Sales	120	122	71
Total	25,317	21,288	9,786

Learners by sector	2017	2018
Engineering	4,252	4,616
Food and Beverage (including Baking)	3,134	3,122
Manufacturing	4,421	1,601
Transport (Rail/Maritime)	1,337	567
Forestry	3,402	3,347
Other	464	471
Retail Meat	514	495
Wood Manufacturing	1,191	1,156
Print, Packaging, and Signmaking	518	464
Non Competenz qualifications		
Business	831	647
Distribution	92	67
Health and Safety	1,224	585
Sales	118	120
Total	20,794	16,955

NB: the total of 16,995 is the Total Distinct number of learners. The sum of Learners By Sector is greater than the Total Distinct Learners as Learners can enrol in multiple Qualifications across Sectors

Learners by level	2017	2018
Level 1	27	11
Level 2	6,390	4,297
Level 3	6,100	4,138
Level 4	7,959	8,177
Level 5	298	318
Level 6	20	14
Total	20,794	16,955

NB: Distinct Learners - highest level used for those with multiple enrolments

Learners by ethnicity	2017	2018
European	10,316	9,262
Māori	4,293	3,719
Pacific Islander	1,785	1,350
Asian	951	648
Other	3,449	1,976
Total	20,794	16,955

Learners by age	2017	2018
Under 25	6,128	5,611
25-34	6,187	5,175
35-44	3,768	2,940
45-54	3,057	2,157
55 and over	1,654	1,072
Total	20,794	16,955

Learners by gender	2017	2018
Male	16,378	13,852
Female	4,416	3,103
Total	20,794	16,955

Learner testimonials

“They just made it so easy to get the qualification, if I ever got stuck my account manager was just a text away. They know what they are doing, he would come onsite and talk and chill out it was just amazing.”

“Everything from start to finish was well organised and put together. All the books arrived on time for each new unit, the courses we went away for were arranged in advance, everything worked like clockwork and without a glitch. I could not fault them. I would give Rob (trainer) 101 out of 100. It was just amazing.”

“Because it has got friendly staff and they know more and I want to learn more and they are friendly, experienced, and it was quite enjoyable.”

“Cause it has given me the opportunity to learn something that I didn’t have a clue about and after all this time I have got to know it like the back of my hand.”



Employer testimonials

“I have an outstanding training advisor. He is thoroughly engaging and keeps the boys on task and motivated with a well-structured course. Jonathan completed his training with a real sense of achievement and having earned his qualification.”

“The course was tailor-made for us and it was relevant to our day-to-day business. They did observation onsite and they also catered for other things like English as a second language and numeracy.”

“I was impressed with the way everything was organised and done with minimal hassle and I am happy with what my employee learnt.”

“Good communication, they talk directly. Good rapport between trainer and the guys and also between the trainer with management at Competenz.”