



Frequently Asked Questions

Who are the various stakeholders involved in this qualification?

BEIA's role is to engage the BE sector with Te Haeata and promote the qualification to members and the wider events community.

ServiceIQ will lead learner enrolment, process payments and ensure delivery, assessment and qualification management. A Service Sector Advisor (SSA) will visit participating organisations every 6 weeks or so, to support learners and verifiers.

NZQA is responsible for the assessment and certification of this qualification

What BEIA Does *Not* Do

For clarity, BEIA:

- Does **not** enrol learners
- Does **not** assess learners
- Does **not** issue the qualification

All enrolment, assessment, moderation, and certification responsibilities sit with **ServiceIQ**, under **NZQA oversight**

How much does Te Haeata cost and when will payment be due?

Each learner will pay \$500 + GST and payment will be required on enrolment

How long will the course take?

Te Haeata is on-the-job training along with online material and assessments. The qualification will take you up to a year to complete.

What will I have at the end of the course?

On completion and passing of this qualification you will get an NZQA Level 4 Certificate in Business Events. This certificate carries 60 credits.

What is a workplace verifier?

Workplace verifiers are people who work closely with a trainee in the workplace. Their role allows them to see or hear trainees at work and confirm their skills and/or knowledge and therefore know and verify that someone is competent. Competence means the trainee has the ability to perform the required activities to a defined standard consistently and overtime.

For more information [Workplace Verifiers » ServiceIQ](#)

How many Learners should each Workplace verifier manage?

ServiceIQ strongly recommends that each workplace verifier only has a maximum of 3 learners to manage at a time with this qualification. You may need to spend up to a hour a week with each learner.

What if I struggle with numeracy and literacy?

ServiceIQ has dedicated resources and support to help all learners. For information click here [Adult Literacy and Numeracy » ServiceIQ](#)

How will I learn while I am working?

This is an on-the-job training certificate and so it is designed in a way to support the learner with this. Resources will be online and ServiceIQ will visit you around every 6 weeks to check in with you and your verifier. This could be support with learning material, helping you complete the online assessment or advice around workload and goal setting. Your workplace, verifier and management need to support you with this.

When will the course start?

For all learners enrolling in March, the course will go live in early April. ServiceIQ will notify you directly when the online platform is open. ServiceIQ may schedule a time to visit you and your workplace verifier before the course starts.

How long will it take?

12 months duration, some learners will complete earlier, and others might need a little longer.

How Many hours a week will I have to do?

A minimum of 1hr a week.

What are the assessments like?

All completed online, with a variety of theory questions, practical evidence and practical sign off by your workplace verifier.

How do I pay?

Credit card or bank transfer directly with ServiceIQ

Can I be invoiced?

Yes, to employer or individual, ServiceIQ will invoice at the end of the month.

Any other questions?

Feel free to reach out to Claire: Claire.steele@beia.co.nz

ServiceIQ Contact Information: [Contact us » ServiceIQ](#)

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