

# User Guide for Ordering MITO-Te Pūkenga Resources

## Mobile Phone Version

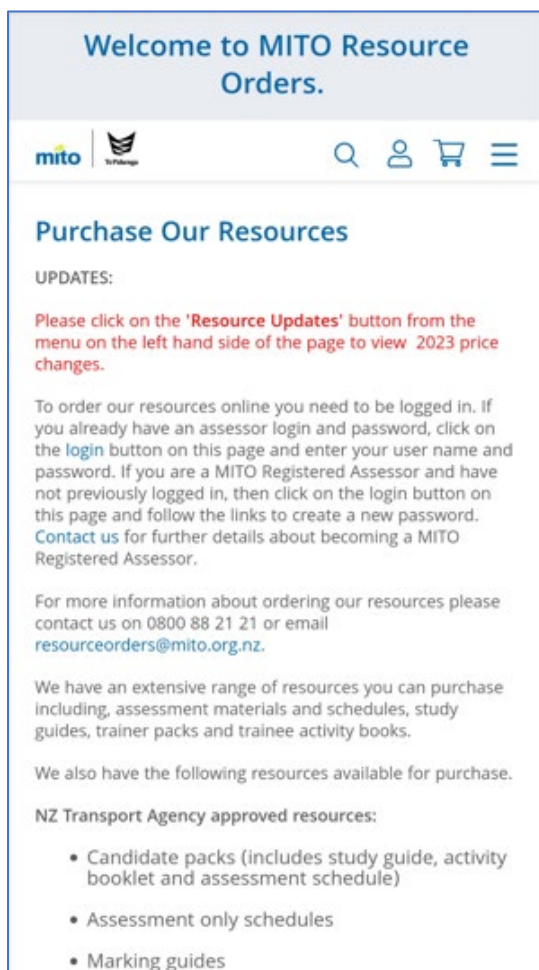
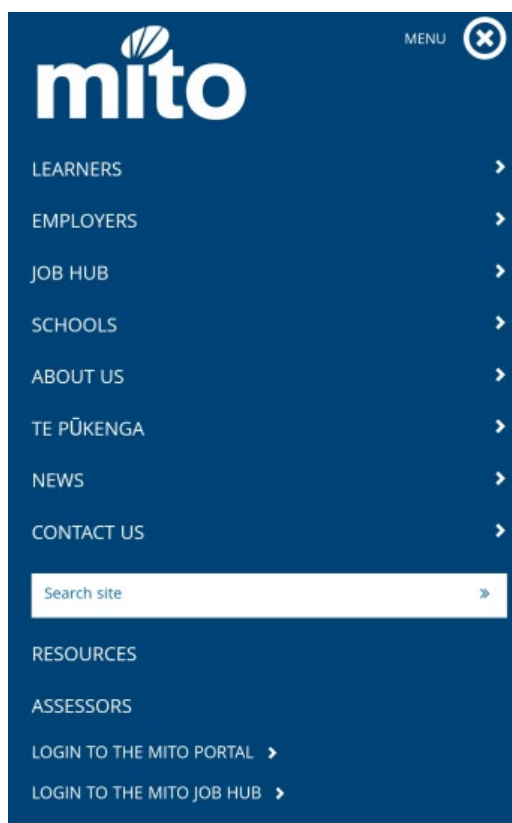
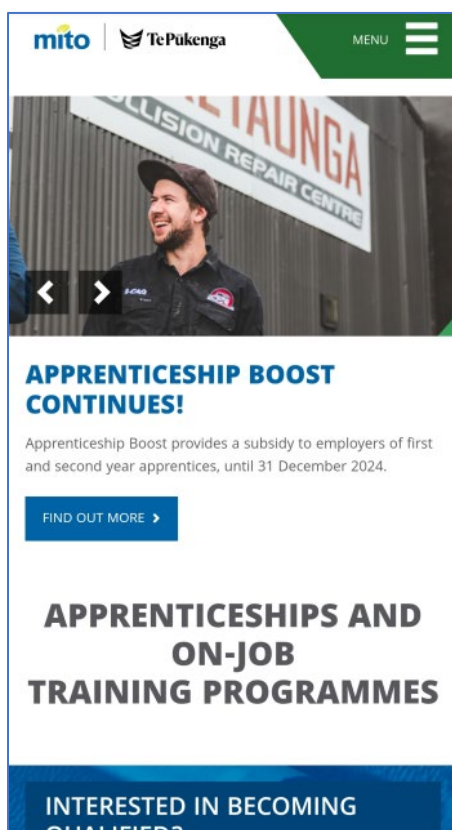
Version 1 - September 2023

## Contents

Accessing the Resource Website .....	2
Logging in to your Account .....	3
Resource Website Directory .....	4
Purchase Our Resources .....	4
Submit Your Order Online.....	5
Terms & Conditions.....	8
Resource Updates .....	9
Download Our Resources.....	9
Account Dashboard.....	10
Address Book .....	11
My Orders .....	12
Frequently Asked Questions .....	13

## Accessing the Resource Website

To access the Resource Website, click the Menu button in the top right corner of the MITO – Te Pūkenga website and select Resources at the bottom of the list, or go to [Resources.MITO.org.nz](https://Resources.MITO.org.nz)



MITO – Te Pūkenga only sells resources to external assessors that have a MITO registered assessor scope.

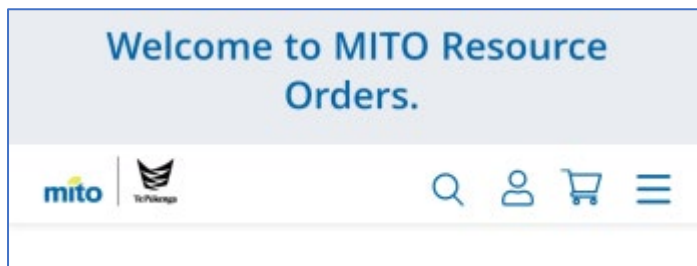
To access the online order form, you must be logged into your account, using the login details provided to you by the MITO – Te Pūkenga Assessors team.

At the bottom of the page you can [download the order form](#) for the Truck Book – Professional Skills for Driving Trucks.

- The Truck Book – Professional Skills for Driving Trucks – [download the order form](#)
- Approved Handler
- Transport of Bulk Dangerous Resources
- Transport of Passengers with Special Needs LCP
- School Bus Driver LCP
- Heavy Haulage (BESS) Resources
- Pilot Resources
- Road Transport Study Guides

## Logging in to your Account

To log into the site, click on the icon of a person.

A screenshot of the MITO Assessor Login page. At the top, there are logos for MITO and TePūkanga, and a "Home" button with a house icon. The heading is "MITO Assessor Login". Below this is an orange alert box with text about account updates. Underneath, there is a prompt to enter a username and password, with a link to "register here" if the user doesn't have access. There are input fields for "User Name:" and "Password:". Below the password field is a link for "Forgotten your password?". At the bottom left is a "Login" button with a right-pointing arrow.

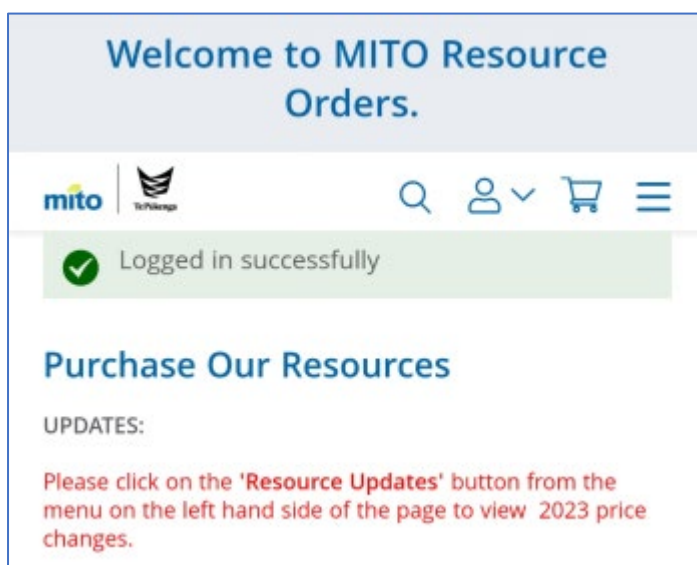
Please enter your Username and Password, then click [Login](#).

If you do not have an account, click [Register Here](#) then follow the directions.

If you have forgotten your password, click [Forgotten your Password?](#) then follow the directions.

If you still have problems logging into your account, please contact our MITO Assessors team on 0800 88 21 21 or send an email to [MITO.Assessors@mito.org.nz](mailto:MITO.Assessors@mito.org.nz).

When you have successfully logged on the website will default to the Purchase Our Resources page:



## Resource Website Directory

This is the sidebar on the left-hand side of the website. Click on the links for more information about each website page.

### Assessors Secure Area

[Purchase Our Resources](#)

[Submit Your Order Online](#)

[Terms & Conditions](#)

[Resource Updates](#)

[Download Our Resources](#)

### My Account

[Account Dashboard](#)

[Address Book](#)

[My Orders](#)

## Purchase Our Resources

This is the default page of the Resources Website. This page provides a brief overview of the website.

### Purchase Our Resources

#### UPDATES:

Please click on the '[Resource Updates](#)' button from the menu on the left hand side of the page to view 2023 price changes.

To order our resources online you need to be logged in. If you already have an assessor login and password, click on the [login](#) button on this page and enter your user name and password. If you are a MITO Registered Assessor and have not previously logged in, then click on the login button on this page and follow the links to create a new password. [Contact us](#) for further details about becoming a MITO Registered Assessor.

For more information about ordering our resources please contact us on 0800 88 21 21 or email [resourceorders@mito.org.nz](mailto:resourceorders@mito.org.nz).

We have an extensive range of resources you can purchase including, assessment materials and schedules, study guides, trainer packs and trainee activity books.

We also have the following resources available for purchase.

#### NZ Transport Agency approved resources:

- Candidate packs (includes study guide, activity booklet and assessment schedule)
- Assessment only schedules
- Marking guides
- Forklift and Dangerous Goods resources
- Trainer packs (includes trainer guide, study guide, activity booklets, marking guide and assessment schedules)

#### Other resources available for purchase:

- The Truck Book – Professional Skills for Driving Trucks – [download the order form](#)
- Approved Handler
- Transport of Bulk Dangerous Resources
- Transport of Passengers with Special Needs LCP
- School Bus Driver LCP
- Heavy Haulage (BESS) Resources
- Pilot Resources
- Road Transport Study Guides

You can also [download the order form](#) for The Truck Book – Professional Driving Skills for Driving Trucks. Please download a new order form each time to ensure you are using the latest version.

## Submit your order online

This is the page you will use to place your order. When you go to this page, all headers will be collapsed. You can click [OPEN ALL](#) to expand all the headers, or you can click on an individual header to expand it.

The screenshot shows the MITO Resource Orders page. At the top, there's a header with the URL <https://resources.mito.org.nz/> and a '20' badge. Below the header, a 'Welcome to MITO Resource Orders.' message is displayed. A search bar and navigation icons are present. The main section is titled 'Submit your order online' with a link to 'Resource Updates' and a '+ OPEN ALL' button. A list of resources is shown, each with a dropdown arrow. The resources listed are: 'NZ Transport Agency Approved Resources', 'The Truck Book - Professional Skills for Driving Trucks', 'Transport of Passengers with Special Needs', 'School Bus Driver', 'Heavy Haulage (BESS) Resources', 'Pilot Resources', and 'Road Transport'. To the right, a detailed view of the 'Candidate Packs' is shown, listing four items: 'CP-LOG (24089) Study Guide Fatigue Management, Work Time and Logbook with Trainee Activity Booklet and Assessment Schedule' for \$51.50, 'CP-VEND (17580) Study guide 'V' (vehicle) Endorsement with Trainee Activity Booklet and Assessment Schedule' for \$36.29, 'CP CL2 Study guide Class 2 & 4 with Trainee Activity Booklet and Class 2 Assessment Schedule' for \$54.30, and 'CP CL4 Study guide Class 2 & 4 with Trainee Activity Booklet'. At the bottom right, a cart summary shows 'Items in cart: 0' and 'Total: 0', with a yellow 'CHECKOUT' button.

Scroll through the order form for the products you wish to purchase. To add an item, you can click the arrow buttons, or click in between them and enter the desired quantity.

This close-up shows a single product entry from the 'Candidate Packs' section. It includes the product code 'CP-LOG (24089)', the title 'Study Guide Fatigue Management, Work Time and Logbook with Trainee Activity Booklet and Assessment Schedule', and the price '\$51.50'. Below the price, there are arrow buttons and the number '1', indicating the quantity selected.

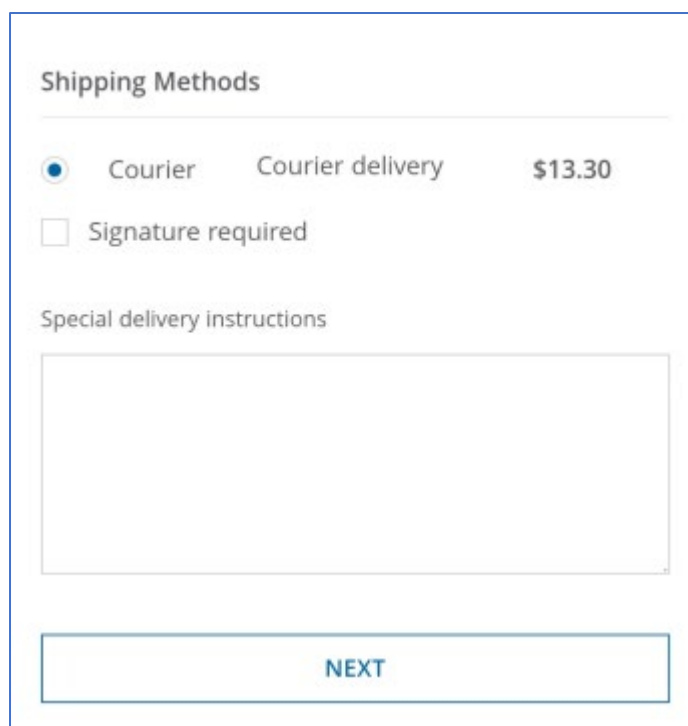
The number of items in your cart will appear at the bottom of the page.

This close-up shows the cart summary at the bottom of the page. It displays 'Items in cart: 4' and 'Total: \$266.87'. There is a yellow 'CHECKOUT' button and a blue 'CLEAR CART' link.

Click [Clear Cart](#) if you wish to remove all items from your cart. When you are satisfied with your order, click [Checkout](#) to review your shopping cart.



This will show the addresses that are saved in your Address Book. Your account will have a default address that will be selected, shown by the blue tick mark in the top right. To change the address, you can click [Ship Here](#) on a saved address, or you can click [+New Address](#) to add a new one. Scroll down the page to continue filling in your shipping details.



Shipping Methods

☒ Courier Courier delivery \$13.30

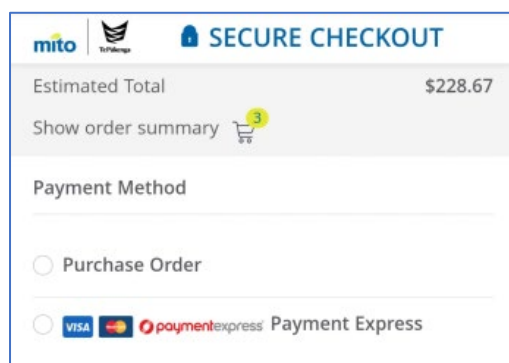
☐ Signature required

Special delivery instructions

NEXT


The shipping method will default to Courier Delivery. You can tick if you want a signature required on delivery, or you can add special delivery instructions. Click [Next](#) to get to the Review & Payments page.

This is where you select if you're paying with a Purchase Order or with a credit card. If you are paying with a card, you will be redirected to the Payment Express website when you place your order.





mito Te Pūkenga SECURE CHECKOUT

Estimated Total \$228.67

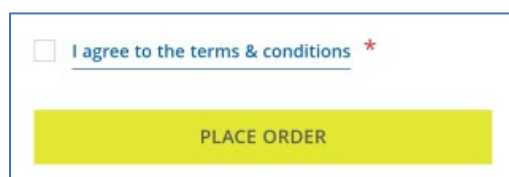
Show order summary 

Payment Method

☐ Purchase Order

☐   paymentexpress Payment Express

Click [Show Order Summary](#) at the top to see a summary of your order. Select your payment method, confirm if the billing and shipping details are the same, then tick if you agree to the Terms & Conditions. You can read the Terms & Conditions by clicking the link.



☐ I agree to the terms & conditions \*

PLACE ORDER

After you've entered your payment details, click [Place Order](#). You will receive an order confirmation email from MITO – Te Pūkenga. When the resources are dispatched, you will receive another email with a tracking link. Please allow five business days for dispatch.



## Terms and Conditions

### Order Dispatch and Delivery

MITO – Te Pūkenga will make reasonable endeavours to process and dispatch your order within five business days of placement. Rural areas should allow extra time for courier delivery. MITO – Te Pūkenga will not be held liable for any delays in delivery. All products are subject to availability and MITO – Te Pūkenga cannot guarantee availability at the time of purchase. If a product you have ordered is unavailable, we will notify you by email and advise you of an expected delivery date.

Please note we do not deliver to Post Office Boxes.

### Prices

All prices displayed on the website are in New Zealand Dollars and include General Sales Tax (GST). Payments are required to be made in New Zealand Dollars. MITO – Te Pūkenga is entitled to update the prices of MITO – Te Pūkenga products at our discretion. Prices displayed on the order form do not include shipping costs. Shipping costs are calculated at the end of your order placement and are dependent on your delivery address and the number of products you are purchasing.

### Payment

We use a certified third-party gateway (DPS) to process credit card payments on our website. We accept payment by direct credit, bank transfer, or credit card. We accept Visa, Mastercard, American Express, and Diners Club credit cards. When you have confirmed your order and shipping details, you will be directed to pick your payment method – Selecting the credit card method of payment will redirect you to the secure Payment Express website.

Customers who have approved credit will be invoiced and payment must be received by MITO – Te Pūkenga by the 20th of the following month from the date on the invoice. Customers who do not have approved credit must pre-pay all orders, including delivery charges, before we can supply your order. Contact [Finance@MITO.org.nz](mailto:Finance@MITO.org.nz) to apply for approved credit. MITO – Te Pūkenga may initiate debt recovery action for any non-payment of amounts owing to MITO – Te Pūkenga and the customer will be liable for any such collection costs incurred by MITO – Te Pūkenga or our nominated agent.

### Returns

MITO – Te Pūkenga will only accept a return if the order meets the following criteria:

- The products supplied were damaged or faulty when the order was received, and
- The customer has contacted [ResourceOrders@MITO.org.nz](mailto:ResourceOrders@MITO.org.nz) within 14 days of delivery

If an order meets the above criteria, MITO – Te Pūkenga will meet our obligations under the Consumer Guarantees Act to arrange for replacement products to be urgently delivered to you. MITO – Te Pūkenga is not obligated to accept any other returns.

When contacting MITO – Te Pūkenga staff for a return, you must include your proof of purchase as well as details of the damage. MITO – Te Pūkenga will not accept returns without prior arrangement or approval. Resources sent to MITO – Te Pūkenga without pre-approval will be returned to the sender as soon as possible.

### Cancelling and amending orders

When you place an order on the Resources Website, an Order Confirmation message will be emailed to the email address supplied. This email will confirm the time and date the order was placed, the shipping and billing addresses, as well as the products and quantities you have ordered.

Please ensure you are reviewing your order confirmation carefully and that the details entered, and products ordered are correct. If you would like to amend your order, please contact [ResourceOrders@MITO.org.nz](mailto:ResourceOrders@MITO.org.nz) immediately.



MITO – Te Pūkenga will make reasonable endeavours to amend or cancel orders when requested by the customer, however we cannot alter an order once it has left the supplier and been handed to the couriers for delivery. As the customer it is your responsibility to ensure you are purchasing the correct items. MITO – Te Pūkenga is not obliged to accept returns if you have changed your mind.

### Privacy

The personal information you provide to MITO – Te Pūkenga is stored securely. MITO – Te Pūkenga will not release personal information to any third party except: Where required or permitted by law. Where the individual has authorised us to do so. Where disclosure is connected to the purpose for which the information is collected.

### Copyright

All MITO – Te Pūkenga material is the intellectual property of MITO – Te Pūkenga and cannot be reproduced without express written permission from MITO – Te Pūkenga. All rights are reserved.

### Limitation of Liability

To the maximum extent permitted by law, MITO – Te Pūkenga excludes all liability for damage, injury or loss arising directly or indirectly from any defect in or non-compliance of the product(s). In any event, MITO – Te Pūkenga's liability, whether in contract, tort or otherwise, for any loss, damage or injury arising directly or indirectly from any defect in or non-compliance of the product(s) or any other breach of MITO – Te Pūkenga's obligations under these Terms and Conditions shall not exceed the price of the product(s) ordered by you.

MITO – Te Pūkenga shall not be liable for any consequential, indirect, or special damage, or loss of any kind whatsoever.

### Variation of Terms and Conditions

Terms and Conditions are subject to change any time at MITO – Te Pūkenga's discretion. There is an opportunity to view the Terms and Conditions at the Review & Payments stage of the ordering process. You must tick that you agree to the Terms and Conditions to place your order.

### Governing Law

The Terms and Conditions outlined on the MITO Resources Website are governed by and compliant with the laws of New Zealand.

### Resource Updates

This page has the latest information about the changes we've made to resources. You will find a concise explanation of each affected resource, the exact changes that have been made, as well as whether the previous version is still valid for submission.

While we are regularly updating our resources, not all of them will require a complete version upgrade. Some updates are very small and are only made in response to moderation feedback, such as the wording of a particular question.

### Download Our Resources

These are PDF files of resources that can be download and printed at your discretion. We have available:

- School Bus LCP Assessments and Evidence Guides
- Logbook Assessment Activity 2 Scenarios

## Account Dashboard

### My Account

#### Account Information

#### Contact Information

Levi Taylor  
Levi.Taylor@mito.org.nz  
[Edit](#)

#### Address Book

[Manage Addresses](#)

#### Default Billing Address

Levi Taylor  
547 Willis Street  
Wellington, 6011  
New Zealand  
T: 0800882121  
[Edit Address](#)

#### Default Shipping Address

Levi Taylor  
547 Willis Street  
Wellington, 6011  
New Zealand  
T: 0800882121  
[Edit Address](#)

#### Recent Orders

[View All](#)

Order #:

1000016722

This is where you can see all your account details, such as default addresses and your most recently placed orders. To edit the name on your account, click [Edit](#).

### Account Information

#### Contact Information

Levi Taylor  
Levi.Taylor@mito.org.nz  
[Edit](#)

### Account Information

First Name \*

Levi

Last Name \*

Taylor

SAVE

Amend the name as needed and click [Save](#).

## Address Book

This is where you can manage your saved addresses. You can change your default billing and shipping address by clicking [Change Billing/Shipping Address](#).

### Address Book

#### Default Addresses

##### Default Billing Address

Levi Taylor  
547 Willis Street  
Wellington, 6011  
New Zealand  
T: 0800882121

[Change Billing Address](#)

##### Default Shipping Address

Levi Taylor  
547 Willis Street  
Wellington, 6011  
New Zealand  
T: 0800882121

[Change Shipping Address](#)

#### Additional Address Entries

First Name:

Levi

Last Name:

Taylor

Street Address:

206 Lambton Quay

City:

Wellington

Country:

New Zealand


Your *default* address can be changed but it cannot be deleted.





## My Orders

This is a list of the orders placed from your account.

Welcome to MITO Resource Orders.

mito





My Orders

Order #:

1000016722

Date:

12/03/21

Ship To:

Steve Murdoch

Order Total:

\$82.30

Status:

Canceled

[View Order](#)

[Reorder](#)

Order #:

1000016721

Date:

12/03/21

Ship To:

Steve Murdoch


Order Total:





\$82.30

You can click View Order to see the order summary:

Welcome to MITO Resource Orders.

mito





Order # 1000016722

[Reorder](#)

[Print Order](#)

Status:

Canceled

Order Date:

12 March 2021

Product Name:

The Truck Book - Professional Skills for Driving Trucks

SKU:

TQ0209

Price:

\$69.00

Qty:

Ordered: 1  
Canceled: 1

Subtotal:

\$69.00

Subtotal

\$60.00

Shipping & Handling

\$13.30

Tax

\$10.73

Grand Total

\$82.30

In the top right of this page, you can click Print Order, which will open in a new browser tab, or you can click Reorder. If you click Reorder you will be directed to the Shopping Cart page to place your order.

## Frequently Asked Questions

### Who should I contact?

Type of Query	Email Contact
<ul style="list-style-type: none"><li>To register as an assessor</li><li>To register for a resources account</li><li>For questions regarding assessment submissions</li></ul>	<a href="mailto:MITO.Assessors@MITO.org.nz">MITO.Assessors@MITO.org.nz</a>
<ul style="list-style-type: none"><li>To ask about the dispatch and delivery of resources</li><li>To cancel or amend an order</li><li>To submit The Truck Book – Professional Skills for Driving Trucks order form</li><li>General Enquiries</li></ul>	<a href="mailto:ResourceOrders@MITO.org.nz">ResourceOrders@MITO.org.nz</a>
<ul style="list-style-type: none"><li>To submit feedback about the contents of resources (i.e., a question requires re-wording)</li></ul>	<a href="mailto:ResourceComments@MITO.org.nz">ResourceComments@MITO.org.nz</a>
<ul style="list-style-type: none"><li>To follow up on payments</li></ul>	<a href="mailto:Finance@MITO.org.nz">Finance@MITO.org.nz</a>

### Can I place an order over the phone?

For the security of your account and information, we do not accept or place orders over the phone. All orders should be placed by submitting your order online. The exception to this is the Truck Book – Professional Skills for Driving Trucks, for which you can download the order form and email to [ResourceOrders@MITO.org.nz](mailto:ResourceOrders@MITO.org.nz).

### I've selected my delivery address, but the shipping method won't unlock

When confirming your shipping method and address, you may see the following message:

**Shipping Methods**

---

Please double check your address and postcode details are correct. If a shipping quote is still unavailable, please contact our Training Resource Administrator on 0800 88 21 21

There may be an error in the address you have entered, or it may not be a valid address for delivery. Certain addresses such as PO Boxes or mining quarries do not have a valid delivery point. You can check your address using the [NZPost Address and Postcode Finder](#)

If you are using the correct post code and the shipping button still won't unlock, please email [ResourceOrders@MITO.org.nz](mailto:ResourceOrders@MITO.org.nz)

### Why is a Resource that I've previously purchased no longer available on your website?

There are a few reasons this might happen:

- The unit standard has expired
- The New Zealand government has changed legislation and our resources have yet to be updated to meet the legislative requirements.
- The unit standard is now available in a training programme offered by MITO

### Why can't I buy the Class 2/3/4/5 Study Guides or Trainee Activity Booklets separately?

The Study Guides and Trainee Activity Booklets for Class endorsements are only available in the Candidate and Trainee packs, as approved by Waka Kotahi NZ Transport Agency.

### Where do I purchase NZTA Endorsement Certificates?

Endorsement Certificates must be purchased from Blue Star. Go to the NZTA website for more information on ordering from Blue Star:

<https://vehicleinspection.nzta.govt.nz/resources/content/bluestar-ordering-process>

## Dangerous Goods (Unit 16718 – “D” License Endorsement)

### DG Segregation Wheel

The DG Segregation Wheel can be purchase from Responsible Care NZ. Go to the Responsible Care website for more information:

<https://www.responsiblecarenz.com/product/dg-segregation-wheel/>

### Assessment and Refresher Colours

If a learner does not have a “D” License Endorsement, they will sit the Green Dangerous Goods Assessment to achieve unit 16718.

A “D” License Endorsement is valid for five years, after which the learner must sit a renewal course.

If a learner is renewing their “D” License Endorsement, they can sit either the Red or the Blue Dangerous Goods Assessment Renewals. If the learner does not achieve the assessment on the colour they used, they must resit the assessment using the other colour.

### Core Driving Knowledge and Skills

Assessment resources for units under the Core Driving Knowledge and Skills Domain can be obtained for free by emailing [MITO.Assessors@mito.org.nz](mailto:MITO.Assessors@mito.org.nz).