

BE LIKE NICK AND GET THROUGH QUICK

NICK MULLINS IS A 28 YEAR OLD APPRENTICE WITH MB ELECTRICAL IN CLEVEDON WHO'S STOKED TO BE NEARING THE END OF HIS APPRENTICESHIP.

WITH ABOUT A MONTH TO GO UNTIL HE'S A REGISTERED ELECTRICIAN, NICK'S FINALLY AT THE STAGE WHERE HE CAN QUIT PULLING THINGS APART AS AN APPRENTICE – AND START PULLING THEM APART AS A QUALIFIED TRADESPERSON.

Nick's got some pro-tips for other apprentices who still have a little further to go...

- "Keep your Workplace Logbook and/or work diary close-by. I kept mine in my van, and whenever I did a new job I put it in my diary. As soon as I thought I was ready to be assessed in a unit standard I let my boss know.
- Aim to pass all your exams first time around. I'm a crammer – so three weeks before an exam I would hit the books hard.
- Ask lots of questions while you're working. It helps cement the stuff you learned in your off-job classes by relating it to your work so you

understand it better. It pays off at exam time!

- When dealing with clients make sure you're honest, open and upfront. Tell them everything they want to know.
- Make sure you keep up with your course-work. Don't fall behind!"

Nick's looking forward to the world of possibilities that will open up to him when he's qualified. And he's got advice for any apprentices feeling the winter blues.

"Just stick with it! Do all your bookwork and stay up-to-date. The feeling of achievement you get at the end makes it all worthwhile."



Nick Mullins, apprentice at MB Electrical.



ETITO

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Nick Mullins, apprentice.

TOP APPRENTICES HEADED TO ANAKIWA!

THREE TOP ELECTRICAL APPRENTICES WILL SOON BE HEADING TO ANAKIWA FOR A LIFE-CHANGING THREE WEEK OUTWARD BOUND COURSE! THE LUCKY TRIO ARE THIS YEAR'S VICTORS FROM THE ECANZ CHALLENGE FINALS, RECENTLY HELD IN CHRISTCHURCH. THEY WERE SELECTED FOLLOWING A LENGTHY PROCESS OF INTERVIEWS AND EXAMS, AND THE COMPLETION OF AN ELECTRICAL INSTALLATION.

They will also be joined by other top apprentices from the electrotechnology and telecommunications industries – including the ETA Apprentice of the Year and the Telecommunications Apprentice of the Year. ETITO is offering the course to the apprentices as part of our commitment to building the leadership capability of our industries.

“This is the third year we’ve sponsored apprentices to attend the Outward Bound course, and it’s something we’re really proud to support,” says Paul Hollings, ETITO Industry Training Manager. “By enabling top apprentices to attend this unique development opportunity we’ll be growing tomorrow’s industry leaders – and investing in the future of the industry.”

Congratulations to this year's winners:

- ECANZ Industrial Apprentice of the Year: Cole Jackson – ETCO/Dalton Electrical Co Ltd
- ECANZ Commercial/Domestic Apprentice of the Year: Darryl Ferencz – ETCO/Ryan Electrical
- ECANZ Judges' Leadership Award: William Kok – A J Greaves Electrical Ltd
- ETA Apprentice of the Year: Jermaine Underwood – Fisher and Paykel
- Telecommunications Apprentice of the Year – Chris McCutcheon



ARE LITERACY ISSUES HURTING YOUR BUSINESS?

TODAY OVER 42% OF NEW ZEALAND'S WORKFORCE HAVE LITERACY AND NUMERACY SKILLS BELOW THE MINIMUM LEVEL REQUIRED FOR OPTIMAL EVERYDAY WORK. THIS EQUATES TO AROUND 1.1 MILLION PEOPLE – HAVING SEVERE IMPLICATIONS FOR A COUNTRY THAT NEEDS TO RAISE ITS PRODUCTIVITY AND DEVELOP A KNOWLEDGE ECONOMY.

Noticing if one of your staff has literacy or numeracy issues can be difficult. “People can be self-conscious about it, and so they develop ways to avoid situations which would show up this inability,” says Lee Agnew, ETITO Vocational Literacy Manager. Lee adds that while these coping strategies may be a way of getting through the work, they don’t solve the underlying problem so it’s important to identify literacy and numeracy issues and take action. According to

Lee, there are a number of indicators that a person is missing some of these skills:

- **Poor written literacy** can often be seen through messy handwriting, a lack of writing conventions such as capitalisation or punctuation and words being spelled phonetically – such as ‘lite’ instead of ‘light.’ Another common indicator is a lack of sentence structure, such as ‘The problem of electricity is safely shock if the wrong way.’
- **Behavioural indicators** “Often a person will use avoidance strategies to hide their literacy or numeracy issues,” says Lee. “They may say they’re too busy to write something down, or claim they left their glasses at home. Some people may seem uncomfortable when asked, becoming sweaty or nervous.”
- **When receiving verbal instructions** staff may seem to lack an understanding of what’s being explained to them. They may not ask clarifying questions or repeat important points aloud.

People may also give only vague answers to your questions.

- **Errors in basic maths calculations** point to poor numeracy skills and are likely to be something that an employer has observed on the job and mentioned previously.

While literacy or numeracy problems can often seem insurmountable, a solution isn’t hard to find. “Employers who are interested in raising the level of literacy and numeracy in their workplace should contact me and we can discuss possible solutions,” recommends Lee. “Developing literacy and numeracy skills in their staff can have an enormous effect on the ability of employees to learn new things, adapt more easily to change and take on more responsibility. And it’s easy to see that staff that can do these things will be an asset to any business.”

If you’d like to discuss literacy and numeracy in your workplace, contact Lee on 09 583 1347 or email leea@etito.co.nz

MODERATION – WHAT IS IT AND WHY DOES IT MATTER?

THOUSANDS OF APPRENTICES AROUND NEW ZEALAND ARE WORKING HARD TO COMPLETE ETITO DEVELOPED UNIT STANDARDS AND GAIN A NATIONAL QUALIFICATION. THIS WAY OF TRAINING HAS A LOT OF VALUE FOR INDUSTRY BECAUSE IT ENSURES A LEVEL OF CONSISTENCY – SO THAT IF TWO PEOPLE HAVE THE SAME UNIT STANDARD, EMPLOYERS CAN BE CONFIDENT THEY BOTH HAVE THE ASSOCIATED SKILLS.

However, without moderation, this level of consistency that industry values would disappear almost instantly! “Moderation is important because a key piece of the training puzzle is the assessor deciding whether an apprentice is competent,” says Vijen Subramoney, ETITO Training Manager [Moderation and Technical Support]. “If one assessor is making drastically different assessment decisions, the apprentices they train will have differing levels of skill. By moderating assessors, we build a measure of consistency into the training system.”

So how does moderation work? “Moderation is basically ETITO ensuring that an assessor has made a good assessment decision, and supplied the evidence to back it up,” explains Vijen. Each workplace assessor is moderated at least once within their three year registration period. “If an assessor doesn’t meet moderation, we’re not saying they made the wrong decision, only that the evidence doesn’t support it. This is why we place so much emphasis on evidence, and why we’ve recently introduced the new evidence sheets.”

If an assessment doesn’t meet moderation, Vijen works with the assessor to find ways to bring them up to standard. This usually means requesting additional evidence. “We’re just aiming to guarantee that workplace assessors everywhere are producing the same high-quality apprentices.”

If you’re concerned about what type of evidence is needed to meet moderation, you should discuss this with your ETITO Training Manager. One solution is to start using our new evidence sheets, which can be found at www.etito.co.nz

STATS

CURRENTLY THERE
ARE 3,584
ELECTROTECHNOLOGY
& TELECOMMUNICATIONS
APPRENTICES IN OUR
TRAINING SYSTEM

**543 NEW APPRENTICES
HAVE SIGNED AN ETITO
TRAINING AGREEMENT
SO FAR THIS YEAR**

354 NEWLY QUALIFIED
TRADESPEOPLE HAVE
ALREADY ENTERED THE
ELECTROTECHNOLOGY &
TELECOMMUNICATIONS
INDUSTRIES THIS YEAR

**1,375 EMPLOYERS
ARE CURRENTLY
TRAINING
APPRENTICES**



NEW ADDITION TO THE TEAM!

Vijen Subramoney has joined ETITO in the role of Training Manager [Moderation and Technical Support]. A key part of Vijen’s role will be moderating assessments for the electrotechnology and telecommunications industries, which means he may be in touch to ensure assessors are meeting moderation requirements. Before joining ETITO Vijen was working in the electrical switchboard manufacturing industry and has previously gained experience with industry training in South Africa.

If you would like to discuss moderation of workplace assessments with Vijen, you can contact him on 09 583 1353 or email vijens@etito.co.nz.

RULE CHANGE!

Apprentices looking for a new employer now don’t have to sweat! We’ve increased the time that they have to find a new employer [before their Training Agreement is cancelled] from 6 to 12 weeks. This means that for up to 12 weeks an apprentice will remain enrolled in their apprenticeship – and they should continue to attend off-job classes to make sure they’re up-to-speed for when they sign a new Training Agreement with their new employer.

If you have any questions about changing employers contact your ETITO Training Manager.

GET THOSE BLUE REPORT FORMS IN TO US!

REGULARLY COMPLETING WORKPLACE ASSESSMENTS AND SENDING IN YOUR COMPLETED BLUE REPORT FORMS TO ETITO IS AN IMPORTANT PART OF YOUR APPRENTICESHIP.

Terry Kidd, ETITO Training Manager [North Shore and Northland] says workplace assessments shouldn't be left until the end of the apprenticeship, "Regular assessment by apprentices ensures a timely completion to their training. It also means you're recognised for your current level of competency, and identifies outstanding assessments."

Completing workplace assessments and sending in all completed report forms immediately after assessment is vital if you think you'll be changing employers in future. "It's important that you get credit for your current level of competency," says Terry. "If you haven't been regularly assessed it's going to be harder to prove your competency to a potential new employer." So do yourself [and us] a favour and send your blue report forms into us!

WANT TO KNOW WHAT WE'VE GOT PLANNED?

As your industry training organisation it's important that we keep you informed about all aspects of apprenticeship training. This year, one of the ways we'll be doing this is by making available our Annual Industry Plans. These succinct, informative documents are shaped from industry feedback and ETITO research projects and detail the work ETITO will undertake in the following year. This means you'll have a clear picture of what we're planning for the year ahead. The Annual Industry Plans for the electrotechnology and telecommunications industries will be available later in the year. For now, why not check out the Strategic Training Plan for your industry? **You can find it at www.etito.co.nz/research/**

WE WANT YOUR EMAIL ADDRESS – SO EXPECT A CALL!

ETITO is in the process of updating our database of apprentice and employer email contacts. This mammoth task will see us calling every one of the thousands of people in our system – so you can look forward to hearing from us. This push to get everyone's email address is part of our ongoing efforts to increase responsiveness with our apprentices and employers, and will enable us to shift this newsletter into an electronic format down the track!

IF YOU'RE IN THE WELLINGTON REGION, CONTACT US FIRST!

Work in the Wellington region?

Got queries about credit achievement, off-job training courses or anything else training related?

Give Rose Raeli a call. She's our Customer Service Administrator for the Wellington region.

You can now call her direct on [04] 499 7675 or through our Wellington office on [04] 499 7670 and if you need to fax anything the number is [04] 499 7680.

The postal address for our Wellington office is PO Box 12537, Thorndon, Wellington 6144.

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