

# MULTIMEDIA SHOW HOW IT'S DONE

IN THE LAST YEAR WE'VE SEEN A SIGNIFICANT GROWTH IN THE NUMBER OF APPRENTICES IN THE TELECOMMUNICATIONS INDUSTRY. IN FACT, THERE ARE NOW 118 TELECOMMUNICATIONS APPRENTICES IN OUR TRAINING SYSTEM.

## THAT'S 69 NEW TELECOMMUNICATIONS APPRENTICES SINCE THE START OF THE YEAR!

We caught up with Andrew Fowler from MultiMedia Communications Ltd in Christchurch and asked him why his company chooses to train apprentices to the national standard and how he works to ensure the training is a success.

With 30 years industry experience, Andrew is committed to training for the future – he's trained about 10 apprentices in the last 12 years. Currently Multimedia have six apprentices who do everything from laying fibre optic cabling, internal building cabling, data infrastructure and local area networks as well as a great deal of electrical work.

MultiMedia take on anyone from school leavers to adult apprentices who've decided they want to switch careers, and Andrew gets a great deal of satisfaction from helping apprentices get qualified – and giving something back to the community.

Marty Matheson, ETITO Training Manager for the Southern region, says that one of the factors in MultiMedia's success with their apprentices is the level of independence they give them on the job. "The apprentices are encouraged to take ownership of the projects they're working on, and encouraged to find a solution on their own. The boss is always there if they need him, but they really benefit from the level of responsibility they're given."

Andrew agrees, "Teaching apprentices to think for themselves is important, we give them independence in the work they're doing." He also adds, "We treat each apprentice individually and adopt a case-by-case approach to the training." However, he stresses that to be a successful apprentice they have to be a team player – something that the team at MultiMedia work to



Andrew Fowler with apprentice Wayne Llewellyn.

instill in their people. "It's about working with them to ensure they've got the right attitude. And you also need to ensure that the person training them has the right attitude too," he adds.

Andrew knows there's currently a shortage of qualified people in the industry and is looking forward to this being tackled in the future. "The telecommunications industry is very closely knit – a lot of us worked together years ago, and there's a kind of grassroots camaraderie that exists. We were all apprentices ourselves once and we're all keen to train the next generation."

# STATS

CURRENTLY THERE ARE 3,842 ELECTROTECHNOLOGY AND TELECOMMUNICATIONS APPRENTICES IN OUR TRAINING SYSTEM

1,007 NEW APPRENTICES HAVE SIGNED AN ETITO TRAINING AGREEMENT THIS YEAR

463 NEWLY QUALIFIED TRADESPEOPLE HAVE ALREADY ENTERED THE ELECTROTECHNOLOGY AND TELECOMMUNICATIONS INDUSTRIES THIS YEAR

1,421 EMPLOYERS ARE CURRENTLY TRAINING APPRENTICES

# WE'VE GOT YOUR BACK

ETITO TRAINING MANAGERS ARE CONSTANTLY OUT AND ABOUT – MEETING WITH APPRENTICES AND THEIR EMPLOYERS ON THE JOB AND AT TECH TO ENSURE APPRENTICES GET THROUGH THEIR APPRENTICESHIPS AS SMOOTHLY AS POSSIBLE.

Did you know each of our training managers are qualified electrotechnology or telecommunications tradespeople? It means they understand exactly what working in your industry involves and they're passionate about training and helping ensure our future industries are full of talented electrotechnology and telecommunications professionals.

The main function of ETITO training managers is to support apprentices and the employers training them. Each training manager has their own region, where they're responsible for hundreds of apprentices. Training managers provide constant support throughout the apprenticeship. "We work with the apprentice to resolve any issues that may arise out of the often complex relationship between employers, apprentices and training providers, and are on-hand to help with anything from filling out Training Agreements to advice on catching-up with

outstanding credits," says Marty Matheson, Training Manager for the South Island.

Through their constant contact with both employers and apprentices, training managers develop valuable industry connections within their region. "We can often put an employer in touch with someone seeking an apprenticeship, or can arrange secondment to another employer for apprentices who can't get the range of work they need," says Brett Piskulic, Training Manager for Central and West Auckland.

If you've got any problems or want some advice, don't hesitate to contact your local training manager. "When they have a problem, a lot of people don't contact us until the issue's already out of hand. If you call us early on we can work together to sort it out," says Paul Mitchell, Training Manager for the Eastern North Island.

### INTRODUCING OUR TRAINING MANAGERS:

**Terry Kidd** – Northland & North Shore

**Brett Piskulic** – Central & West Auckland

**Gavin Denby** – Hauraki

**Paul Mitchell** – Eastern North Island

**Paul Craven** – Southern North Island & Wellington

**Marty Matheson** – South Island

**Prasad Joshi** – Moderation, Assessment & Learning [nationwide]

## ELECTROTECHNOLOGY & TELECOMMUNICATIONS

# Newsletter

ISSUE TWO 2008

## TOP APPRENTICES FINDING THEIR LIMITS IN ANAKIWA

WHEN IT COMES TO DEVELOPING LEADERSHIP SKILLS, WE'RE PROUD TO BE PROMOTING A NOVEL APPROACH – SENDING TOP APPRENTICES INTO THE BUSH. FOR THE SECOND TIME IN A ROW, ETITO HAS GIVEN A TEAM OF APPRENTICES A ONCE IN A LIFETIME OPPORTUNITY – 21 DAYS ON AN OUTWARD BOUND PROGRAMME IN THE MARLBOROUGH SOUNDS.

"Those on the programme were selected as being 'apprentices of the year' by industry associations, so they're already at the top of their game," says Paul Hollings, ETITO Industry Training Manager – Electrotechnology and Telecommunications. "By providing this opportunity, we're investing in these talented people and helping them get on track to becoming our future industry leaders."

The three-week course is intensive – forcing apprentices to go beyond what they thought they were capable of. This has seen them sailing, kayaking, rock climbing, hiking and sleeping in the bush. And of course, a grueling three kilometre run at six o'clock every morning.

After just a week away the apprentices were thriving, and had already set goals for what they wanted to achieve when they returned to work. "This has been such a great experience," said Aaron Morrow, from Smart Wired in Hamilton. "I can't wait to get back to work and lift the bar and show my boss what I'm capable of."



## WWW.SWITCHEDONCAREERS.CO.NZ

Introducing our new apprentice zone website – designed specifically for anyone considering hooking into an electrotechnology or telecommunications apprenticeship. Here aspiring tradespeople will be able to learn all about the different types of apprenticeships available, check out profiles on those already doing an apprenticeship and find out who to contact to get more information.

Have a look online at [www.switchedoncareers.co.nz](http://www.switchedoncareers.co.nz) – and don't forget to tell anyone you know who's interested in an apprenticeship to check it out too.

[www.etito.co.nz](http://www.etito.co.nz)

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The top apprentices selected for this life-changing opportunity were: Aaron Morrow from Smart Wired, Sam Weenink from Cactus Security, Richard Hoyle from Axial Appliance Servicing, Kyle Huggard from ETCO, Mark Adams from ETCO, and Nathaniel Walker – a Bright Sparks member.

# EVIDENCE SHEETS

THEY'RE NEW,  
THEY'RE HERE  
AND THEY'RE  
A MUST-HAVE  
FOR ALL NEW  
APPRENTICES

At ETITO we work hard to ensure that all apprentices are trained to a consistent standard, and one of the ways we do this is by moderating workplace assessments. To ensure that all the assessment evidence required for moderation is thorough, and to make it easier for apprentices and assessors to collate this information, we're pleased to have introduced new evidence sheets.

Evidence sheets enable apprentices to collect evidence of their experience by documenting practical tasks completed as they go about a specific job. This means apprentices can easily generate evidence of their competency prior to assessment.

By now, all apprentices on a Telecommunications or Electrical Engineering level 2 course or anyone who has signed a Telecommunications or Electrical Engineering Training Agreement in 2008 should have received a CD featuring

evidence sheets. These evidence sheets cover all of the compulsory unit standards in the National Certificate in Telecommunications [Level 3] or the National Certificate in Electrical Engineering [Electrician for Registration] [Level 4]. Apprentices will have also received information detailing exactly how the evidence sheets should be used.

If you're yet to receive the evidence sheets, but you believe you should have, or if you're further down the track with your apprenticeship but see how using the evidence sheets could be a great help to you, please contact your ETITO training manager.

As part of our commitment to ensuring all our assessment systems are of a world class standard we'll be making evidence sheets available for all other electrotechnology and telecommunications qualifications in the near future.

# PUTTING THE NEW EVIDENCE SHEETS TO GOOD USE

THE TEAM AT CITYWIDE ELECTRICAL ARE PROOF THAT WHEN IT COMES TO ASSESSMENT, PUTTING GOOD SYSTEMS IN PLACE IS THE SECRET TO SUCCESS.

With work ranging from residential to commercial, industrial and even switchgear, Citywide's 18 apprentices are fortunate to get experience across the whole spectrum – and the company has a good system in place to ensure this happens effectively. "We pigeon-hole apprentices into certain fields for six months or so, which means they get a really good look at a wide range of work," says Neil O'Donnell, Citywide's Training Supervisor.

Neil works closely with the apprentices to ensure that they're on top of everything they need to do as part of their training and that they're collecting evidence as they go. "We encourage our apprentices to plan ahead, read up on the specific unit standards that are relevant to the work they are doing and collect evidence of their experience wherever possible," says Neil.

The company has printed out copies of all of the new evidence sheets and filed them in an 'evidence sheet cabinet', making it easy for apprentices to access the evidence sheets and complete them when they feel they can do a specific task repeatedly and competently. This is something Terry Kidd, ETITO Training Manager for the Northern region, thinks shows Citywide's commitment to ensuring quality assessment takes place.

In addition to the evidence sheets



Apprentice Andrew Holmes with Neil O'Donnell.

Citywide apprentices also have to gather evidence of their experience by completing work diaries [which are inspected regularly] and comprehensive time sheets. Plus, the team has a one hour meeting every Monday evening where they review any incidents that have occurred, go through the Workplace Logbook and Neil reminds apprentices to collect evidence and request assessment in a timely fashion.

Of course it's not just Neil who is onto the apprentices, the company's three assessors, management and all

tradespeople take an active role in apprentice training – so apprentices have plenty of support on hand. Neil also regularly employs the assistance of their ETITO training manager. "Terry provides me with progress reports on how the apprentices are getting through their on-job and off-job training, and he'll come in to give them a 'rev up' too," says Neil.

If you'd like some more ideas about how to make evidence sheets a natural part of the training process in your company, contact your ETITO training manager.

# THIS YOUNG WOMAN TOOK WHAT SHE LEARNT AT SCHOOL AND RAN WITH IT!

INTRODUCING NAZARENE MCLEISH, A 22 YEAR OLD HAWERA ELECTRICIAN WHO HOOKED INTO A VERY REWARDING CAREER AFTER HER HIGH SCHOOL ELECTRONICS CLASS SPARKED HER INTEREST IN ELECTROTECHNOLOGY.

Like many schools around the country, Nazarene's school, Hawera High School offers the National Certificate in Electronics Technology [NCET], a programme designed to teach hands-on electronics skills. Nazarene decided to take on the NCET challenge - and loved it! "I really enjoyed the class work, I had a knack for it – we'd get given a problem to solve and we'd have to try and make it work. NCET was the class I most looked forward to".

Luckily for Nazarene, her NCET teacher noticed her aptitude for all things electrical and that's when the wheels of her electrical career were set in motion. "My NCET teacher met with Robin Sutherland, of RN Sutherland Electrical, and asked him if he needed an apprentice. Luckily for me he took me on."

For Nazarene getting a trade under her belt by doing an apprenticeship and gaining the National Certificate in Electrical Engineering [Level 4] just made sense. "I had no idea what I wanted to do really, but I figured that if I had a trade I would

have something to fall back onto no matter what." Since then she's realised that electrotechnology is definitely the career for her. "Now I love it! I love the variety, and all of the different areas you can branch off into."

At the beginning, Nazarene thought she might have a problem being taken seriously as a girl in what up to now has been considered a male dominated industry, but it wasn't as hard as she expected it to be. "Once they see that you can do the work it doesn't matter. Plus having smaller hands than the guys is a big advantage when it comes to wiring!"

Nazarene finished her apprenticeship a year ago and she hasn't looked back since. "Becoming qualified was awesome! I was very proud and showing off my card for quite a few weeks afterwards. In the near future I'm planning on doing the National Certificate in Electrical Engineering [Level 5] and working towards becoming an electrical inspector."



Nazarene: "Becoming qualified was awesome!"

# INTRODUCING MELE VATAU...

...ETITO's new customer services administrator for the South Island. Mele is the 'go-to person' around training administration in the south, responsible for managing off-job training, recording unit standards and credits achieved and much more. So, if you're a South Island employer or apprentice with any queries don't hesitate to contact Mele on 09 583 1341, or [melev@etito.co.nz](mailto:melev@etito.co.nz)



# YOUR EMAIL ADDRESS – HAVE WE GOT IT?

Every now and then we need to update you on important things that are happening in your training system and the quickest way to do this is by email.

If you're not sure whether we have your current email address in our system, please contact an ETITO customer services administrator by calling 09 525 2590 or sending us an email at [website@etito.co.nz](mailto:website@etito.co.nz)



# THE NUMBER OF PEOPLE SIGNING UP

FOR THE NEW ELECTRICAL WHOLESALING QUALIFICATION IS ON THE RISE!

The National Certificate in Electrical Equipment [Level 2] is designed to reflect the variety of knowledge required to work in electrical wholesaling, as well as set a national standard for people working in electrical wholesalers. And, it's the first step on a qualification pathway for the sector [the National Certificate in Electrical Equipment [Level 3] is currently in development].

Much of the learning and assessment for this qualification happens in the workplace, with trainees using a Workplace Learning and Assessment Book – similar to the Workplace Logbook used by apprentices. However a significant amount of the learning and assessment happens online using an interactive learning and assessment resource.

The development of this online learning and assessment resource is a first for ETITO and reflects our commitment to workplace training in the electrical wholesaling sector – we're looking forward to more trainees signing up to the qualification and getting to experience it!



# A WORD FROM PAUL HOLLINGS

Despite doom-and-gloom forecasts of a slowing economy, the number of trainees in our system has remained steady, which is great news. The telecommunications industry is thriving and in the electrical sector we're seeing a lower than normal 'drop out' rate. This tells us that employers are paying more attention to employing the right people – those with the aptitude and attitude needed to complete an apprenticeship. However, while numbers are up across the board, some sectors [such as appliance servicing] are feeling the effects of an adverse environment. I encourage people in these sectors to increase their commitment to training, either through taking on a new apprentice or upskilling their current workforce.

We all know that it takes between three and four years to train an apprentice, and if we halt this training when the economy is in a downturn, we risk perpetuating our industries' skills shortage when it inevitably recovers. It's important we don't lose sight of the fantastic momentum the electrotechnology and telecommunications industries have built up around apprentice training and continue to train.

PAUL HOLLINGS  
INDUSTRY TRAINING MANAGER  
ELECTROTECHNOLOGY &  
TELECOMMUNICATIONS