



This document sets out the NZ Flooring Industry Training Organisation's [Flooring ITO] Charter for the 2003-2008 period. The charter is required under section 159N of the Education Act 1992. It sets out our mission and role within the tertiary education system and is required to cover a medium to long term timeframe. This Charter has been prepared using the Tertiary Education Commission's [TEC] guidelines.

Flooring ITO's Mission / Vision

The Flooring ITO is the industry training organisation that services particular sectors of the Flooring industry. We are an incorporated society with charitable status, recognised as an Industry Training Organisation by the Tertiary Education Commission (TEC) under the Act. Our mission / vision is to "Promote and develop quality education and training in the New Zealand Flooring Industries.

Flooring ITO's Organisational Values

- | | |
|--------------------------|-------------------------------|
| ◇ Leadership | ◇ Responsiveness |
| ◇ Integrity and fairness | ◇ Excellent customer service |
| ◇ Professionalism | ◇ Adding value and innovation |
| ◇ Investing in people | ◇ Team work |

Flooring ITO's Special Character

- ◇ Owned and governed by the Flooring industry to develop and deliver qualifications and related training for the benefit of New Zealand
- ◇ Broad industry coverage across a range of sectors
- ◇ Qualifications and training via national coverage and a strong regional focus.
- ◇ Supporting life-long competency-based learning in the Flooring industry.
- ◇ Involvement of industry employees and employers at all levels of the organisation reflecting a strong link to the National Flooring Association.
- ◇ Acknowledged and increasing leadership role within the flooring industry.
- ◇ Collaboration amongst construction-related ITOs for the benefit of the broader sector
- ◇ Developing multiple learning pathways and entry points across the flooring industry

Key Strategic Outcomes

1. Identify present and future training requirements of the industry sectors represented, and develop relevant qualifications and facilitate training options.
2. Ensure there are sufficient numbers of people entering the Flooring Industry via marketing to all secondary schools and ITO products to Flooring employees and employers.
3. High level of customer satisfaction with the services provided by the Flooring ITO.
4. Organisational strength and sustainability through adequate annual financial surplus and cash reserves
5. Appropriate audit results of financial and training activities
6. Suitable personnel performance reviews within the organisation.
7. Proportional uptake / completion of training opportunities by under-represented groups.

Contribution to NZ 's Identity and Economic, Social & Cultural Development

Flooring products and services provided in New Zealand are an important and significant part of the domestic economy. Growth trends in building and renovation practices in recent years have significantly increased the variety and volume of flooring installations, both domestically and

commercially. The quality and quantity of business activity undertaken by Flooring enterprises is clearly underpinned by the qualifications and training offered by the Flooring ITO.

The Flooring ITO has a key and leading role; (1) in developing and sustaining capability across our sector; (2) in developing both foundation and specialist flooring skills; (3) promulgating industry best practices by capturing these skills in our qualifications; (4) prompting awareness of and compliance with relevant legislative requirements; and (5) and leading the growth of a wider industry-training culture.

The Flooring ITO will prepare, update and promote a flooring industry training strategy, as required by the Industry Training Act 1992, which will provide:

- ◇ strategic leadership in the identification / development of present and future skill needs;
- ◇ accessible programmes and support to achieve these needs; and
- ◇ training / growth opportunities for industry employees and employers.

Flooring ITO's Contribution to the Tertiary Education System as a Whole

The Flooring ITO is recognised by TEC as the standard setting body for qualifications on the National Qualifications Framework (NQF) for flooring. As of June 2003, the Flooring ITO had over 280 people registered in training. In 2002 the ITO registered more than 12,000 credits onto the NQF and facilitated the completion of 55 National Certificates. In terms of growth the Flooring ITO has dramatically increased the numbers of people engaged in training since its inception in 1998. In percentage terms, training numbers have increased overall by an average of 35% per annum over the last five years.

In terms of the Government's direction for the Tertiary sector, the principles stated in the Tertiary Education Strategy and Statement of Tertiary Education Priorities documents are synonymous with the current policies and direction of the Flooring ITO. In addition, these principles will remain a key driver behind the future activities of the ITO.

Review of the Flooring ITO's qualifications and training in 2002 and 2003 clearly showed very high satisfaction across the industry, and that the Flooring ITO was delivering the outcomes required by employees, employers and the National Flooring Association. Through a range of representative mechanisms designed to combine industry consultation with specific growth identification, the Flooring ITO provides a national, cohesive and industry-driven perspective to qualifications and training in our industry.

The Flooring ITO has a strong relationship with the Private Training Establishment (PTE) network for the delivery of theoretical learning (off-job) in support of qualifications, with multiple learning pathways open to trainees. Largely due to the number of trainees, off-job training via the polytechnic system has not been viable for these providers. As the numbers of trainees increase, along with the development of higher level qualifications, the Flooring ITO anticipate a greater involvement across the broader tertiary sector.

As the national standards setting body for the flooring sector, the Flooring ITO also provides assessor training and moderation for all of the training under our qualifications. This quality assurance role gives the ITO a clear overview of flooring training and ensures industry standards are met and maintained.

Increasingly the industry has asked us to have a role in marketing the sector and available career paths to secondary school pupils and other young people. In response to this challenge the Flooring ITO developed two independent approaches. The first being a school based programme with other construction based ITOs to highlight skills and career options in Flooring. The second is an induction strategy which provides a clear and mentored pathway for unemployed youth to secure apprenticeships in Flooring. This latter approach, which has been

staged seven times in five regions of New Zealand over the last two years, has resulted in over thirty young men and women securing flooring apprenticeships.

Flooring ITO's Approach to Collaboration & Cooperation with other TEOs

The Flooring ITO purchases off-job training from the PTE network. In addition, we involve these TEOs in the development and review of our qualifications, strategies, and procedures where appropriate. We regularly liaise - formally and informally - with these TEOs to ensure a common understanding and agreement.

With regard to other ITOs, the Flooring ITO is an active member of the Industry Training Federation along with 42 other ITOs. We work with other ITOs in the development and review of our qualifications, strategies, and procedures. The ITO is a foundation member of CAPITA, which is an alliance of construction-related ITOs, working to improve the collaboration and cooperation across the six member ITOs.

Flooring ITO's Approach to Fulfilling Treaty of Waitangi Obligations

The Flooring ITO acknowledges the Treaty of Waitangi as the founding document of New Zealand. As such, the ITO is fully committed to honouring the principles of the Treaty through our policies and programmes. Consistent with this commitment, the Flooring ITO has identified the following key approaches for development of effective partnerships with Maori.

1. Identification of the key Maori stakeholders groups relevant to the Flooring ITO.
2. Revision and development of key strategies to ensure comparative achievement of Maori within and through Flooring ITO programmes.

In terms of representation, in 2002 14.4% of trainees registered with the ITO identified themselves as Maori compared with the industry population of 10.5%.

Flooring ITO's Approach to Meeting the Needs of Pacific Peoples

The number of our trainees that identify themselves as being of Pacific Peoples descent [1.6%] is slightly lower than the number of Pacific people working in our sector as a whole [2%]. Similar to the approach for Maori participation, the ITO provides for the ongoing identification of Pacific Peoples stakeholder groups and maintains / develops specific strategies to ensure participation in training.

Flooring ITO's Approach to Meeting Learner Needs

The Flooring ITO offers learners in our sector high quality qualifications and ready access to training/learning opportunities and outcomes that are relevant to their jobs and relevant to the industry, ie. installation / retail skills, health & safety practices, and supervision / management skills. Flooring ITO qualifications are industry designed, nationally recognised and quality assured. There are multiple pathways into and within our qualifications and training. National qualifications feature automatic credit transfer and transparent assessment practices.

Training systems that lead to the development of the qualifications build on the day-to-day experiential learning that take place in the course of the trainee's work environment. The pace of learning, the delivery option and the actual place of learning are all able to be chosen by the trainee and their employer. To facilitate learning, the Flooring ITO provides comprehensive support packages for trainees, their assessors and their employers to facilitate learning achievement, and will explore e-learning options where appropriate. In addition, the Flooring ITO provides support for trainees and employers through a regional network of ITO representatives. The ITO also provides regular reports of progress and maintain open processes for complaints, appeals and review.

Development / Support of a Staff Profile that Reflects our Mission and Special Character

The Flooring ITO is committed to ensuring we have staff capability and the capacity to meet the requirements of our strategic and business directions. The Board and the Chief Executive of the Flooring ITO respect the Organisation's staff and acknowledge them as a key resource. The Flooring ITO supports:

- ◇ a challenging and rewarding environment for staff and contractors.
- ◇ professional development consistent with the strategic direction of the organisation
- ◇ the right to academic freedom
- ◇ the recognition of excellence

Flooring ITO's Governance and Management Structure and Principles

The Flooring ITO Board is comprised of five members who are appointed annually by the NZ National Flooring Association (NFA). The present Board comprises four employers and one employee. The Board is a governing body concerning itself with setting strategy and policy, budgeting and planning, reporting to stakeholders, compliance, the performance of the CEO, and overall effectiveness. The Board has adopted a set of governance policies to facilitate the governance and management relationship between the Board and the CEO. The CEO has delegated authority for the effective operation of the organisation, carrying out the business of the organisation, representing the organisation to clients and stakeholders, and reporting to the Board.

Stakeholder Relationships

The Flooring ITO has a close working relationship with the NZ National Flooring Association which represents the majority of flooring retail and installation enterprises. An important part of the Flooring ITO's relationship with the NFA involves regular (3 to 4 times per annum) reporting on the performance of the ITO coupled with the involvement of the NFA members in curriculum / qualification development and ongoing skill forecasting. Liaison with industry members beyond the NFA, is conducted via direct mailing to over 1,100 industry members, which occurs three / four times per annum.

The Flooring ITO's Constitution provides for the appointment of five Board members who are required to represent the differing sectors of the industry, being:

- | | |
|---------------------------------------|-------------------------------------|
| ◇ Carpet installation | ◇ Fine sanding and applied finishes |
| ◇ Flooring retail - sales and support | ◇ Resilient flooring installation |
| ◇ Retail sales and support | ◇ Wood overlay installation |

In addition to Board representation of the above areas, the Flooring ITO's operates Advisory Groups for each Sector which regularly review qualifications, learner materials and assessment practices.

The Flooring ITO holds an Annual General Meeting at which its Annual Report is presented, and the performance of the Flooring ITO and its strategic direction are discussed. We are also in regular communication and maintain dialogue with the following key stakeholders, CAPITA [6 construction-related ITOs] and the Association of Private Education Providers.

Flooring ITO Contact Details

Comments regarding this content of this Charter should be directed to:

Greg Durkin	Flooring ITO
Chief Executive Officer	06-3268770 voice
PO Box 55	06-3268744 fax
Ashhurst	nzfto@ihug.co.nz

Diagrammatic Overview of the Flooring ITO

