



## Market survey

Research shows satisfaction with PaMPITO's services



In July and August this year PaMPITO, assisted by Story Marketing, conducted research to gain feedback on its:

- Programmes and qualifications
- Services
- Networks
- Future direction.

Thank you to everyone who participated in the on-line surveys and in-depth interviews. Your time and input are greatly appreciated and, as you will read, several of your suggestions are already being actioned.

Congratulations to Mike Watson of HP Industries, who won the iPod Touch for completing the on-line survey. We hope you're enjoying it, Mike!

The research included both quantitative and qualitative methods. The quantitative research used two on-line surveys, one for trainees (90 responses) and one for managers (73 responses) and the qualitative research involved 17 in-depth interviews with managers of PaMPITO's key client companies. The results of the research have been very useful for PaMPITO. A summary of the main feedback and actions taken is included in this newsletter. *Continued on page 7 >*

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## Graduations

The Christchurch graduation ceremony is all set for 30 November this year. With more than 70 trainees eligible to graduate we're looking forward to a fabulous evening at the Chateau on the Park.

Graduation ceremonies for Auckland, Hamilton and Wellington are also not far off. Watch out for these events, which are coming up early in the New Year. We expect to set those dates shortly. ■





Barbara Wilkinson Chief Executive, PaMPITO

# CE update

I am delighted with the feedback and responses to our recent market survey, which have provided us with a wealth of recommendations and suggestions for future action. Thank you to all those who took part in the survey and those who gave us feedback. We were reassured to hear that our work is valued and on the right track, and we are delighted with the suggestions on how we could improve our services and offerings.

The survey revealed that the world of industry training is confusing for many, so perhaps this is a suitable opportunity to set out who we are and what we do to provide training solutions for employers and employees in our industries (plastics, paint, pharmaceuticals and glass manufacturing) and for the New Zealand economy.

### PAMPITO:

- Identifies skills needed by our industries.
- Sets national skill standards and qualifications that respond to our industries' needs.
- Provides training information and advice to employers and employees.
- Designs, develops and arranges training programmes to achieve the skills standards we've developed.
- Oversees the assessment of skill standards to ensure they are achieved in a consistent and fair manner.
- Provides strategic leadership on skill training needs.

We strive to design training systems that are **flexible** to cater for regional and individual needs, **affordable** for all and **effective** in ensuring successful business outcomes.

### VALUES

We value attitudes and people who:

- ✓ Make things happen
- ✓ Are knowledgeable about their subject matter
- ✓ Have robust systems
- ✓ Energise training, and
- ✓ Are willing to give it a go.

### VISION

We aim to achieve 'excellence in industry through PaMPITO partnership'. We hope that our support can enable companies and employees to have the skills they need to be successful. That's why we'll be implementing the recommendations of the market survey including the development of a 2012 Training Handbook to better outline how we can help.

In the meantime, I hope you enjoy this newsletter. ■

**Barbara Wilkinson**  
Chief Executive

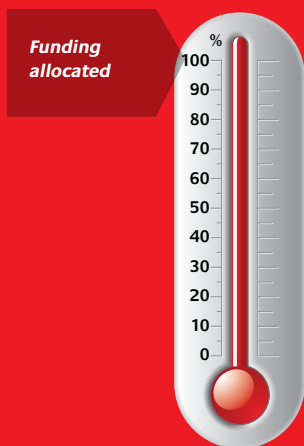


## The Funding Thermometer

Every year PaMPITO dedicates funding for the completion of key training programmes. For example:

- **Modern apprenticeships**
- **First line management**
- **Competitive manufacturing**
- **Project management**
- **Selected courses**
- **Plastics qualifications**
- **Paint qualifications**
- **Pharmaceutical qualifications**
- **Glass qualifications.**

We're delighted to report that our funding has been fully subscribed in 2011, however, 2012 funding will shortly be available.



Contact one of our Training Services Managers to discuss how you might access funding through PaMPITO.

# Innova Products – Qualifications, just like that.

**In mid-2011 the Levin based manufacturing arm of Innova Products (formally Click Clack Ltd) moved some of its operations from New Zealand to China resulting in a number of job losses for its plastics processing staff.**

Innova approached PaMPITO to assist their employees to gain recognition of current competence for their skills in injection moulding. Most had worked for Click Clack for a number of years and had a great deal of experience, but no formal qualifications, making it difficult for them to prove their skills in their hunt for a new job.

Their Training Services Manager proposed that Innova's employees could gain recognition for the National Certificate in Plastics Processing Technology (Technical) Level 2 Injection Moulding before their work ended, and most completed a 12 month programme in 3 months.

And the result? Many of the employees have been retained in the plastics industry. They have gained work in several other companies, in Hamilton, Napier and elsewhere in the North Island.

Richard Trevethick, Production Manager at Innova says, 'Full credit to John McGregor from PaMPITO for assisting the guys in obtaining their qualifications. He made a difficult job seem easy and everyone that wanted to gain the qualification succeeded. The guys here worked really hard and although they have a lot of on the job training, not everyone was proficient with assignments. Congratulations to the team at Innova for completing this task in a very short timeframe.' ■

*"Full credit to John McGregor from PaMPITO... He made a difficult job seem easy and everyone that wanted to gain the qualification succeeded."*

**Richard Trevethick,**  
Innova Products



## How safe are we? <sup>⚡</sup> at Elldex

**In 2010 Elldex started the *How SAFE Are We?* programme with 20 employees in the Blown Film Plant in Christchurch. Elldex started the programme with its health and safety committee because these are the people who have the responsibility for making sure robust health and safety systems are in place.**

Elldex has achieved nearly 1,100 days with zero Lost Time Injuries, thanks to the work of its health and safety committee and their involvement in the *How SAFE Are We?* programme. The reps were proud of this achievement, especially as Elldex is a 24/7 operation with a staff of over 100, and were keen to gain formal recognition for it.

Betty Murie, Quality, Safety & Environment Trainer for Elldex, took on the role of assessing staff against the skills required for the level 1 qualification.

She explains, 'When we have a planned shut-down, I formulate a training module on a particular topic as an internal course, and then assess them against the requirements of the associated unit standard at the end of the course. I use the evidence guides provided by PaMPITO to make sure we've assessed all the skills and knowledge required. The resources make it easy for me to put a course together. Then the PaMPITO Assessment Advisor comes in to check that I have assessed everyone correctly.'

'Elldex prefers to use its own assessor where possible, as staff are more comfortable with people they know, and Betty has a good rapport with all the staff,' says Mike Murphy, Group Operations Manager for Elldex.

'PaMPITO's Assessment Advisor would pay regular visits to ensure our *How SAFE Are We?* programme was on the

right track. Once all the Health & Safety Reps have gone through the programme they can also ensure their teams gain the skills required for the level 1 certificate. That way we are confident everyone knows what their responsibilities are,' Betty continues.

'*How SAFE Are We?* has definitely revitalised our employees' commitment to health and safety,' Mike explains, 'Employees are more informed about Health and Safety in the workplace, and what it means for them. If an accident happens, everyone is on board assisting the individual back into work as soon as possible; it's not lip service to preserve an arbitrary safety record. The *How SAFE Are We?* programme has allowed us to share management H&S responsibility with the health and safety committee and now to a wider circle of people who understand what's going on.' ■

# PaMPITO's training handbook

PaMPITO's 2012 Training Handbook will be available soon.

Inside you'll find:

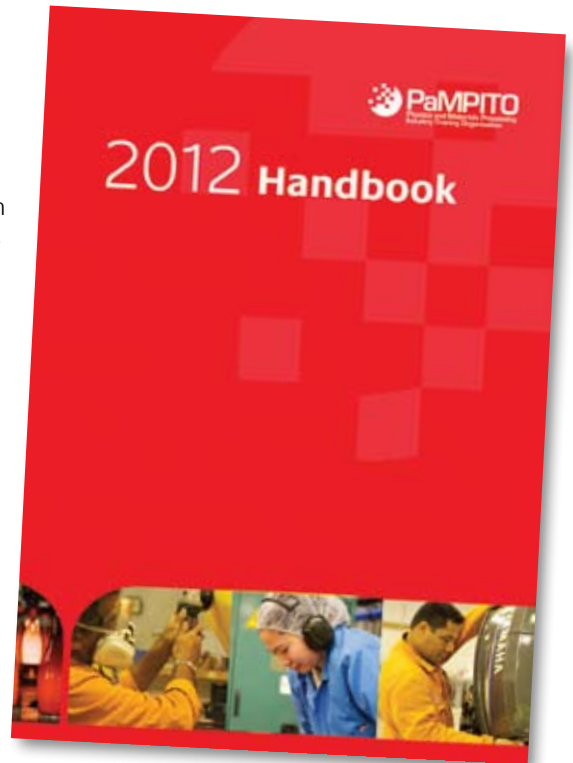
- A list of programmes that PaMPITO will be offering in 2012
- A training map, showing how training helps employees progress a career in our industries
- Information on our services and our approach to training.

The Handbook will supply you with a comprehensive list and detailed information on our programmes. The following are examples of the programmes which were highlighted by managers in the market research as training needs:

- Our National Certificates in Distribution (levels 2, 3 & 4) are primarily aimed at warehouse and logistics staff who need to understand how to process and handle the distribution of goods.
- The National Diploma in Project Management (Level 5) is a high level qualification which develops skills including time, scope, costing and communications.
- The National Diploma in Plastics Processing Technology (Level 5) is for those wanting to provide technical plastics leadership and broaden their skill base.

The handbook is being developed in response to the information and recommendations we received in our recent market survey. The aim of the handbook is to put all our training information in one place. These programmes aim to be flexible, affordable and effective.

We hope you will find it useful. ■



## PaMPITO's Training Map



PaMPITO is developing a Training Map which identifies training requirements for the range of roles in our industries. Look out for this in PaMPITO's upcoming handbook.

# PaMPITO's services

The market survey revealed that many people are unaware of the services PaMPITO offers. Most of these are completely free!

**All companies in our industries are able to receive the following services completely free of charge:**

## Getting started

### PaMPITO will:

- Assist you in identifying the skills you need across all your employees
- Propose training solutions that address the skills you need
- Source and liaise on your behalf with suitable training providers
- Plan and set up your training programme
- Talk to your employees to ensure they understand what they have to do
- Establish a formal training agreement and training plans for your trainees
- Undertake literacy and numeracy assessments to identify if trainees need literacy support
- Access funding when literacy and numeracy support is required.



## Monitoring progress

### PaMPITO will:

- Contact you on a monthly basis to check on training progress
- Visit you and your trainees at least once a quarter
- Provide you with regular reports on your trainees' progress and identify where additional support might be required
- Maintain records of achievement for each of your trainees with NZQA
- Ensure your trainers and assessors are well equipped to support your trainees.

## Completing training

### PaMPITO will:

- Check your trainees have completed all the requirements to achieve nationally recognised qualifications
- Apply to NZQA and produce their certificates
- Where relevant and agreed prior, provide your company with a completion bonus
- Invite your trainees to have their achievements recognised at a regional graduation ceremony.

## PaMPITO's brokering services

Did you know that PaMPITO is able to broker training for you, whatever your requirements?

As well as arranging tutors and materials for our own suite of programmes, PaMPITO can source training for you, through our extensive network of contacts for anything from call centre to food handling training.

By allowing us to source the best programmes and tutors on offer we can save you time and money. Contact your Training Services Manager for more information or email [info@pampito.org.nz](mailto:info@pampito.org.nz). ■

# Training delivery methods

**Training delivery needs to be flexible, affordable and effective.** PaMPITO has adopted the following methods for training that are each able to be customised to a company and a trainee's individual needs and budget.

## ON-JOB TRAINING METHOD

Many skills needed for work are best learned at work, but all too often, if there's no structure to that learning, employees don't understand what they're learning or its importance to their role. PaMPITO can help by providing a structure to on-job training with guided training materials.

PaMPITO provides trainee workbooks, resources and assessment materials that help trainees understand what they're learning.

Your company will already have experienced people. On-job training taps into these people who can act as mentors, trainers and assessors.

PaMPITO provides support, guidance and professional development to ensure trainers and assessors make on-job training really successful.

On-job training allows companies to configure training to their specific needs whilst benefitting from their employees meeting industry and nationally recognised skill standards.

PaMPITO manages all the administration of on-job training for your company.

On-job training is PaMPITO's main learning platform, because it is the most affordable and often cited as the most effective method of training as it draws on a company's own internal expertise.



## WORKPLACE SUPPORT METHOD

Sometimes companies prefer to have an external trainer or assessor to come in and work with their trainees. Some people think this method exposes trainees to additional ideas and thinking that goes beyond what they can learn on the job.

PaMPITO can arrange for experienced trainers and assessors to come into your company to offer training that is customised to your company's specific needs as well as aligning to skill standards.

PaMPITO will liaise with the training provider and take care of all the administration.

Workplace support is highly beneficial when a company doesn't have time or in-house expertise for training. Whilst the costs of the training provider have to be met, having them based in your workplace means you can maximise their time.

## OFF-JOB TRAINING METHOD

Some skills are best learned away from the workplace. For example, a production operator won't learn how to become a team leader by being an operator. Dedicated off-job training is required.

Every year PaMPITO arranges a series of courses and tutorials through its partner providers, so trainees can learn specific skills and knowledge.

Courses are a great way to learn new concepts.

Tutorials are guided workshops where participants and an expert tutor share their knowledge and questions.

PaMPITO offers a range of discounts and rebates for courses and tutorials subject to participant numbers.

Courses are advertised on PaMPITO's website. ■



## Becoming a workplace assessor

**Workplace assessors are an extremely important and cost effective part of on-job training. They enable skills to be transferred through your staff. Workplace assessors are recognised by their companies, by the industry and by PaMPITO as being experts in their field.**

If you would like to become a workplace assessor you need to:

1. Submit an application form with details of the unit standards you want to assess.
2. Attach your CV showing your experience in the areas you want to assess.
3. Achieve unit standard 4098 (Use standards to assess candidate performance).  
If you haven't already achieved this unit, we can help you achieve it.
4. Pay a yearly administration fee of \$150+GST.

PaMPITO supports assessors and trainers through the Workplace Training Network and with individual visits. If you are interested in becoming an assessor, contact Kathryn Henderson, PaMPITO's Quality and Qualifications Manager [kathryn@pampito.org.nz](mailto:kathryn@pampito.org.nz).

# Market survey

## Feedback on PaMPITO's programmes and qualifications

85% of managers find PaMPITO's programmes either 'very good' or 'excellent'. Areas for improvements, however, included:

- Programmes being more customised
- PaMPITO working more closely with managers to improve training
- Having more formalised training delivery structures to improve training results.

As for trainees, 80% said the training they were undertaking was useful or very useful. They thought that difficulties in completing programmes were mainly due to lack of support and/or their own motivation, as well as delays in being assessed. They also said they didn't fully understand what other programmes were available.

Some suggestions for new programmes included higher tech and computer training programmes, business management, food safety and waste recycling.

### Outcomes

PaMPITO is developing a more structured suite of programmes and services and these will be outlined in a Training Handbook. The handbook will include information on pathways for people pursuing a career in our industries. It will also provide details of training programmes, a 2012 Course Calendar, and information on PaMPITO's services. We hope to publish the Handbook before the end of the year.

## PaMPITO's services

On the whole, PaMPITO's services were much appreciated and well used. Visits by our Training Services Managers (TSMs) were warmly received by managers and trainees who appreciated the support they received from our TSMs. Some managers wanted more visits and a better flow of information about trainees' progress.

Our bi-annual newsletter is widely read, our website is accessed for researching qualifications and courses, trainees enjoy the new workbooks and our on-line training materials were commended.

We are grateful for all the suggestions for improvement on the above services, and were pleased to hear that they are valued.

There was overall satisfaction with courses, although some managers were keen for our TSMs to be more proactive in identifying suitable courses for their employees.

Most managers were happy with, and preferred internal assessment and there was general satisfaction with administration and enrolment processes.

### Outcomes

We are working on streamlining our services and formalising visits and progress reports so managers are better informed of training progress. The PaMPITO website will also be reviewed early next year to improve the information available on it.

## PaMPITO's networks

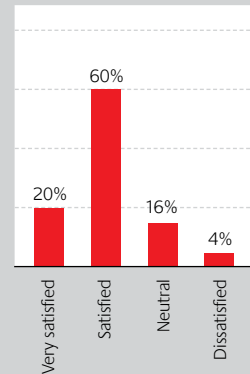
The Workplace Training Network was seen as useful for developing assessors' and trainers' skills. Most companies supported those wanting to attend and attendees found it a useful way to learn about new training approaches. Feedback on the Women's Network was mixed, with the majority of those attending feeling neutral about it.

### Outcomes

The Workplace Training Network will continue to run in its current format, with more emphasis on support for assessors. The Women's Network will become a single annual event. ■

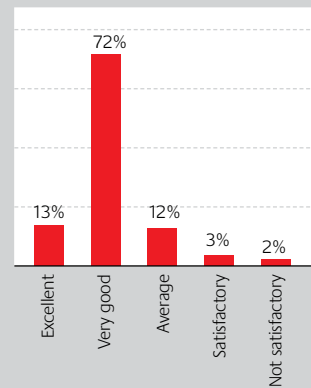
*Trainees:*

**What is your overall satisfaction with PaMPITO's services?**



*Managers:*

**How effective was the programme in meeting your company's/employees' needs?**



**PaMPITO will streamline services, visits and progress reports so managers are better informed of training progress.**



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Information & Training  
Co-ordinator  
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**Marlene Heremaia**

Business Services Coordinator  
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## Apprentices available

**PaMPITO is developing close relationships with a number of secondary schools so that we can promote our industry sectors to school leavers. The outcome of this work is that we have been successful in raising interest and awareness amongst school leavers of the opportunities that are available in our industry sectors.**

In particular, we have two senior school leavers from Otahuhu College, with NCEA level 2 who are seeking apprenticeships in the plastics industry. This is a great opportunity for companies to access keen young employees. If your company is interested in taking on a new apprentice please contact Adrienne Donne [adrienne@pampito.org.nz](mailto:adrienne@pampito.org.nz). ■

## Introducing ...



**Taku Wiki - Training Services Liaison**

Taku joined PaMPITO in September 2011 after 10 years working for a private training provider with both trainees and trainers. In her role with us, she manages enrolments, monitors trainees' progress and liaises with companies.



**Marlene Heremaia - Business Services Coordinator**

Marlene also joined PaMPITO in September 2011. She is the primary point of contact in reception, working closely with staff and stakeholders. Marlene has had a varied career in administration, customer services and sales support.



**Stephen Mills - Training Services Manager**

Steve joined PaMPITO in October 2011. He has been involved in the plastics industry for over 25 years. Since starting his working life as a plastics engineering apprentice, he has developed a wealth of technical knowledge in injection moulding, material processing, production techniques and plastics machinery, working in both New Zealand and Australia.



**Dennis Burbery - Assessment Advisor**

Dennis Burbery has over 35 years of experience in manufacturing, having held senior positions in research, employee development, quality management and occupational health and safety.

Dennis considers the "How SAFE Are We" programme is fundamental to improving workplace safety standards through education. Dennis is looking forward to sharing his experience and knowledge.

Welcome to all our new staff, their wealth of valuable experience will assist us to achieve our goals. ■