



First Stop

Welcome to the second edition of *workINSIGHT*, the Department of Labour's six-monthly report on skills and work in New Zealand

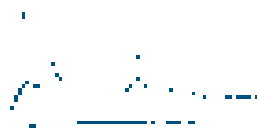


WE FOCUS THIS TIME ON THE PATHWAYS that lead out of compulsory schooling. Our young people are making choices about education, training and work that will affect them for years to come and, the better informed they are, the better chance they have of making good decisions. We begin with *Moving On Up*, a feature about a youth transition scheme that is making a difference in Northland. Our central *Big Picture* section provides a broader statistical overview of the choices young people are making after they leave compulsory schooling, and our centre-page *Pathways* chart is designed to help young people consider their

options by offering multiple contact points for further information and advice.

We also cover a wide range of other skills-related topics, continuing some of the themes from our first *workINSIGHT*. The regular *Labour Market Barometer* updates you on current job market and skill shortage indicators, while the *Skills Action Plan Update* has further details of forthcoming labour market research. And we maintain our commitment to disseminating information about skill needs with features on Rotorua's employers, the forestry industry and the accountancy profession. Labour market perspectives from a range of organisations, including the Council of Trade Unions and the National Work/Life Centre in Canada, are also featured.

workINSIGHT is part of the Government's Skills Action Plan. The plan's overall aim is to provide better quality and more accessible labour market information to help people make decisions about education, training and careers. To help achieve this, *workINSIGHT* is targeted at a core readership of labour market intermediaries – career advisors, work brokers and others whose role it is to provide advice in this area. The information in our features is designed either to help inform that advice, or to be passed on to the decision-makers themselves. Our emphasis is on providing a broad cross-section of the most up-to-date facts, ideas, innovations and developments, along with contact points to find out more. I hope you find *workINSIGHT* a worthwhile resource. ●



John Chetwin
SECRETARY OF LABOUR



CONTENTS

MOVING ON UP	2
A pilot scheme in Northland is developing new techniques to help at-risk teenagers re-engage with their aspirations	
SEEING THE WOOD FOR THE TREES	4
Career Services looks at what it's like to work in the forestry industry and its areas of future job growth	
RIGHT PEOPLE, RIGHT PLACE, RIGHT SKILLS, RIGHT TIME	6
Rotorua's employers have identified their employment skills needs now, and in the future	
YOUTH PATHWAYS: THE BIG PICTURE	8
Information, advice and support about education, training and work for young people thinking about leaving school	
SKILLS ACTION PLAN UPDATE	14
A Department of Labour Vacancy Monitoring Programme will give new insights into skill shortages	
WorkSite: YOUR GATEWAY TO SKILLS AND WORK	15
WorkSite is a one-stop-shop Internet portal providing top-quality, up-to-date information about work, education and training	
ACCOUNTING FOR THE FUTURE	16
John Dickson at the Institute of Chartered Accountants of New Zealand describes the educational pathways available to school leavers and others considering a career in accountancy	
WORKFORCE DEVELOPMENT IN CANADA	18
Phillip S. Jarvis, vice-president of the National Life/Work Centre in Canada, looks at likely future developments in skills and work in Canada	
IS THIS AS GOOD AS IT GETS?	20
Peter Conway from the Council of Trade Unions talks about why recent falls in the level of unemployment still leave room for improvement, and why unions are strong supporters of education and industry training	
LABOUR MARKET BAROMETER	21
Regular update of labour market and skill shortage indicators	
CAREER SERVICES CONTACTS	24
TEC CONTACTS	25
REGIONAL LABOUR MARKET SUMMARY	PULL-OUT

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EDITOR Rob Heyes E-Mail: robert.heyas@lmpg.dol.govt.nz

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Moving on up

A pilot scheme in Northland is developing new techniques to help at-risk teenagers re-engage with their aspirations

MORE THAN 18 MONTHS AGO IN NORTHLAND, a casual conversation about a career consultant's success with a "disengaged" youth triggered a brand new approach to supporting young people into work. What began as a series of discussions around what was needed to move these young people into training or employment successfully, and ways the service could be delivered, resulted in a pilot programme called Moving On Up. It aims to foster collaboration and continuity of support services for young people and address their fundamental needs before concentrating on outcomes. And it is making a difference.

Moving On Up is a partnership between **CAREER SERVICES** *rapuara*, which delivers the programme, and the **TERTIARY EDUCATION COMMISSION**, which funds and evaluates it. But the collaborative approach goes much further than this. From establishing on-going relationships with employers and parents to networking with local support agencies, Moving On Up has become the thread that binds together a safety net for at-risk teenagers in the Northland region.

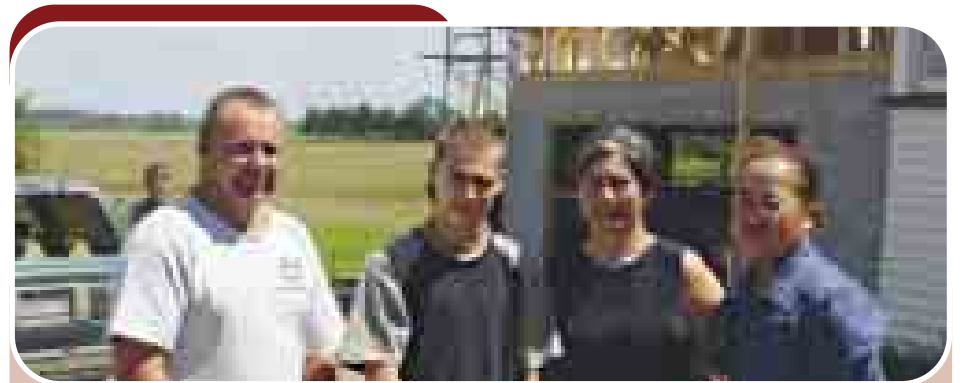
Sixteen-year-old Kieran, who recently moved to Whangarei from Auckland, has just started work-based training in the plumbing industry –

not a unique experience for a young person in today's labour market, and some way from Kieran's boyhood dream of being a pilot. However, it has taken considerable effort by support agencies, local employers, family friends and Kieran himself to get this far. Kieran had started smoking dope and messing around at school. He admits, "It was fun to hang out with my friends, but I wasn't doing anything, I was going downhill." Although the school and Kieran's mother tried to put support mechanisms in place, Kieran's attitude and behaviour continued to put the family under great strain. So Kieran went to stay with friends in Whangarei.

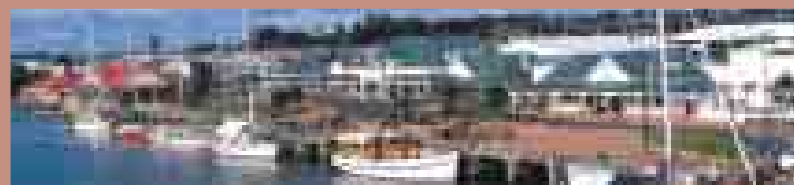
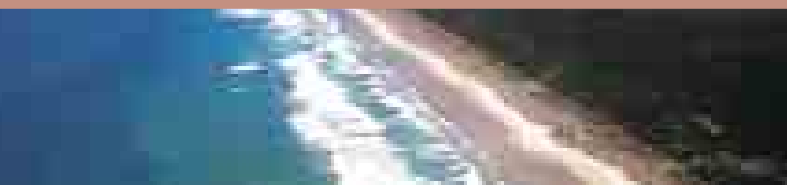
The Northland region is located in the northern tip of the North Island and includes Whangarei city.



It was clear to Kieran that something would have to change if he was to get the things he wanted in life. That's when the Moving On Up network came into its own. Rina Hudson, one of six career consultants in the Whangarei Career



Right to left: Karen Repia (TEC), Rina Hudson (Career Services), Kieran and Eddie (Kieran's supervisor).



The Moving On Up process

START: initial interview with young person and, if possible, their family, followed by enrolment in Youth Training.

WEEKS 1 AND 2: one-to-one meetings with a career consultant to identify needs, barriers, pathways and participation in industry training.

WEEKS 3 TO 6: further one-to-one coaching/mentoring, including an evaluation of progress. Placement (and retention) into appropriate services, training or work.

WEEK 14: outcome reported to the Tertiary Education Commission.

Services team explains the way the programme works: “We’re not just focussed on achieving the final outcome. Often these teenagers have more fundamental issues that need addressing before we can even think about work placements, and that can be anything from drug or alcohol abuse to no fixed place of residence.” One of the first things Rina asked Kieran was, “What do you want?” And the answer came back, “To get out of school, get out of Auckland and get some money.”

For Kieran, the first step involved an appointment with a **WORK AND INCOME** case manager. The case manager, who works predominantly with the youth sector, assessed Kieran’s needs and referred him for an in-depth interview with a psychologist from **GROUP SPECIAL EDUCATION**. These interviews ensured Kieran would be able to meet his living, work and/or training-related costs in Whangarei. Rina then put together a personal career plan with Kieran, after which her contacts with a local employer and a work-based training provider landed Kieran his work placement.

What is striking about this scheme is the importance it places on personal relationships. Friendliness and informality facilitates the formal sharing of resources between agencies and the mentoring of the youths themselves. Employers

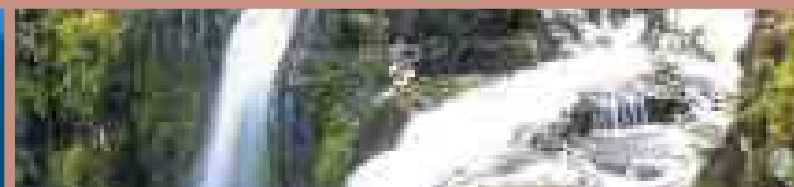
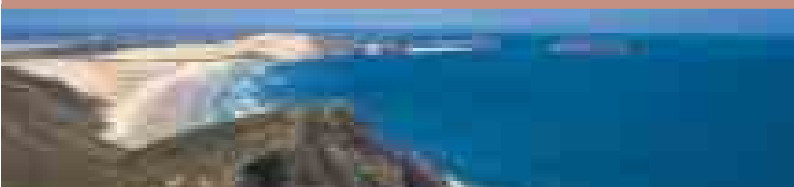
and parents are reassured that Career Services consultants don’t just disappear when the “final” outcome has been achieved – because in a sense there is no final outcome: Rina will still be around for Kieran if the plumbing job doesn’t work out. Encouraging Kieran to identify his needs and enlist the services offered by other community agencies to meet them is the key factor in the programme’s effectiveness. The support also encompasses the family, encouraging a renewal of positive relationships between parent and “child”, and whanau and “child”. Rina says, “We advise parents to become the parents again, to do what they do best. Dare to laugh and talk about the ‘how are you?’ things, as opposed to ‘what are you going to do with your life?’ questions – let us be the career consultants.”

Rina believes she is sustained in her role by her experience both as a mother and as a learning assistance tutor with a Private Training Education Provider, together with the support offered by Career Services colleagues and managers. “My heart lets me care about my job and my clients, and my professionalism means I can still think objectively,” she explains. There’s almost a sense of this being a second career for her: “I thought that as my hair got greyer I’d soon be past my use-by date, but I’m beginning

to find a more grounded approach. I’m understanding the boundaries of what I can do and I’m no longer trying to change the world.”

Career Services was contracted to carry out the scheme because of its neutrality, its access to local labour market information and its expertise in providing career planning advice. A target was set to achieve progressive transitions to further education, training or employment in 70% of cases referred to it, and in February to October 2002, 31 young people with significant challenges to overcome completed the Moving On Up programme. Twenty-four of them had achieved an acceptable outcome at the 10-week check. For 2003, a new contract has been awarded and the programme extended into Dargaville and the mid-north. Now the organisers are setting their sights even higher. They’re keen to share both their success stories and lessons learned, and firmly believe the scheme is workable on a national scale, not only in community settings but larger urban areas too. Rina explains, “What cities lose in close, informal networks, they more than make up for in their more extensive service provision.” It is clear that Rina and the Whangarei team will be busy for some time to come. ●

IF YOU WANT TO KNOW MORE ABOUT MOVING ON UP, contact Carol Ashton, Career Services Whangarei Career Centre Manager: Level 3, Robert Street Tower, corner Robert and James Streets, PO Box 5065, Whangarei. ☎ (09) 438 8875 📠 (09) 430 0893 ✉ cashton@careers.govt.nz



Seeing the wood for the trees



Career Services looks at what it's like to work in the forestry industry and its areas of future job growth

CAREER SERVICES and **BUSINESS AND ECONOMIC RESEARCH LTD (BERL)** recently met with representatives from **FOREST INDUSTRIES TRAINING** to discuss the state of the forestry industry and gather information on employment opportunities. This article highlights some of the information gathered as part of that process and profiles industry employees.

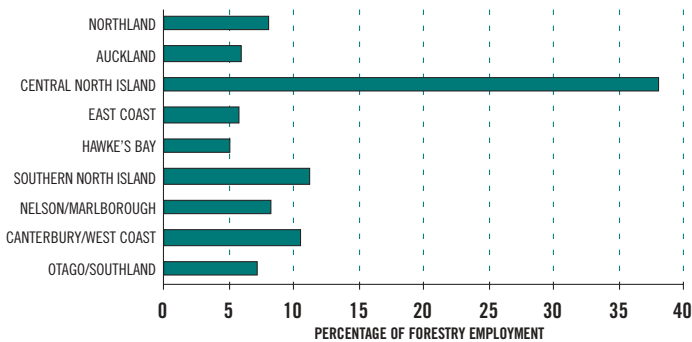
The importance of forestry to the nation

Forestry is New Zealand's third largest export earner, with approximately 1.8 million hectares of land planted as commercial forest. The industry, which encompasses pulp and paper manufacturing, solid wood processing, wood panel processing and logging, contributes approximately 4% to our Gross Domestic Product (GDP) each year. Almost two thirds of the wood harvested each year is processed within New Zealand.

Workforce trends

Forestry and logging employment is concentrated in the central North Island, with more than a third of the industry's workers situated there. The remaining two-thirds are distributed relatively evenly across the rest of the country.

REGIONAL DISTRIBUTION OF FORESTRY AND LOGGING WORKERS IN 2001

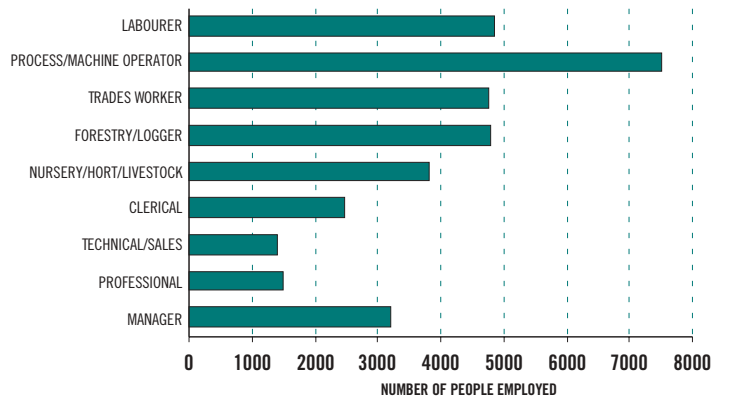


Source: Forestry Industry Occupation Projections, BERL 2002, based on data from Statistics New Zealand, 2001 Census of Population and Dwellings.



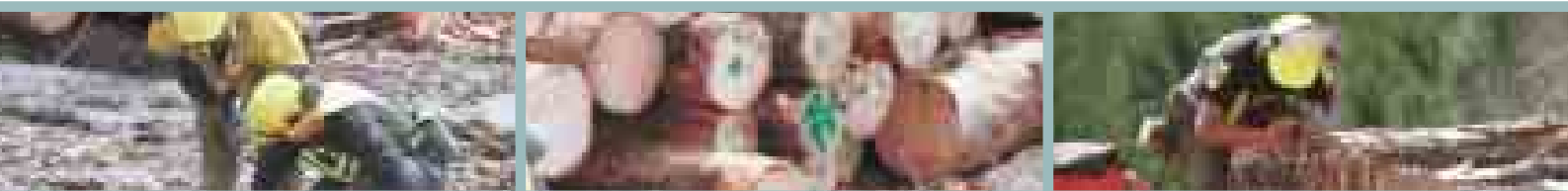
Almost 35,000 people worked in forestry occupations in 2001. These occupations spanned a range of skill levels and skill specialisations, from managers and professionals to sales, clerical and trades workers. Process/machine operators made up the largest occupational group, with almost 8000 people in 2001. They set up, operate and maintain wood working machinery, which requires technical knowledge and attention to detail.

FORESTRY INDUSTRY EMPLOYMENT BY OCCUPATION IN 2001



Source: Forestry Industry Occupation Projections, BERL 2002, based on data from Statistics New Zealand, 2001 Census of Population and Dwellings.


CAREER SERVICES rapuara
 **KIWICAREERS** www.kiwicareers.govt.nz
 **careerCENTRE** 0800 109 901
 **careerPOINT** 0800 222 733



Workforce projections

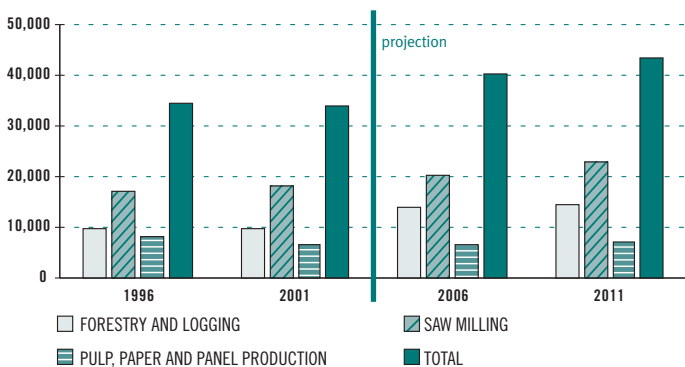
Over the next five years, the amount of wood ready for harvest will increase significantly. In 2002, about 21 million cubic metres of wood was harvested, and this is expected to rise to at least 30 million cubic metres by 2006. If this growth estimate is achieved, by 2025 forestry could replace dairy and meat products as our leading export earner and make New Zealand one of the top five suppliers of forest products in the world.

“Forestry could be the number one export earner for this country given the right conditions and development. The 50% increase in the amount of wood that is going to be available for harvest will create a need for more people with the appropriate skills and training to take the produce off the land.”

Shane Perrett, FOREST INDUSTRIES TRAINING

In 2001, around 10,000 people were employed in forestry and logging occupations, and another 20,000 in wood processing. Finding additional workers to harvest and process the increasing yield of wood is a major challenge. If the wood is to be harvested at forecasted volumes, at least 4000 new workers will be needed in forestry and logging occupations by 2006, with a similar additional number expected to be required in saw milling.

PROJECTED FORESTRY EMPLOYMENT, 1996 TO 2011



Source: Forestry Industry Occupation Projections, BERL 2002.

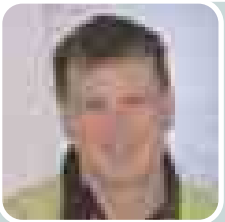
Career Services and BERL are also working together on employment forecasts. BERL uses statistical and economic techniques to provide Career Services with data that supports the research that their media developers gather from industry training organisations (ITOs), professional bodies, employers and employees. The results of this ongoing project can be seen in the various job outlooks and industry overviews on the KiwiCareers website.

The demand in occupations such as harvesting operations supervisors will also grow. These workers co-ordinate the placement of logging crews in forests and ensure the crews meet the production, quality, environmental and safety standards set by forest owners. Forest companies see them as crucial to improving the performance of harvesting crews and maximising the harvest on-site. This occupation is an excellent starting point for other management jobs in the forestry industry.

With the introduction of computer programs that are specifically designed for the industry, harvesting operations supervisors are not only required to have a good understanding of the processes at a harvesting site, but computer skills as well. Qualifications are not essential to enter this job, but the increased use of technology is reflected in training requirements and it is now strongly recommended that harvesting operations supervisors have a tertiary qualification in forestry.

Training is increasingly important to the industry due to the stricter safety standards promoted by forest owners, the need to maximise worker productivity and ongoing technological developments. Many companies train their workers and encourage them to keep up to date with new developments. As a result, large numbers of forestry industry workers are enrolled in the **MODERN APPRENTICESHIP SCHEME**, which allows people to gain National Certificate qualifications as they work. Most managerial positions in the industry now require either a Bachelor or Diploma qualification in forestry. It is hoped that supporting people to gain further qualifications will encourage them to develop a career path in the industry, overcoming the current high staff turnover.

Dan McNally, OPERATIONS SUPERVISOR



After completing a forestry engineering degree, Dan McNally went straight to work building forest roads. After a while, he decided to broaden his skills and became an operations supervisor. In an industry where planning is the key to productivity, Dan's work gives him a lot of personal satisfaction. "I feel a sense of

achievement when I start work on a forest block from scratch: plan it, get the road put in and watch it get harvested," he says. "If production figures meet the target for a crew and they are overachieving, then that's great."

Joan Lang, OPERATIONS SUPERVISOR



Making curtains and working in interior design didn't hold Joan Lang's interest, so she decided to try working outdoors. "I saw a job advertised for a log maker – someone who measures and cuts the logs to the right length. I had no idea what the job involved, but I rang them up. From linen suits to steel-cap boots was a big transition." Joan does not regret her decision and has gone on to work in harvesting crews and training roles. She believes the skills she gained in harvesting crews are serving her well in her latest role as an operations supervisor.

BERL IS AN INDEPENDENT PRIVATE CONSULTANCY BUSINESS with more than 40 years' experience in applied economic research, public policy and commercial analysis. Further information about BERL is available at: www.berl.co.nz.

FURTHER INFORMATION ON forestry occupations and training is available at: www.kiwicareers.govt.nz and www.training.org.nz. For Career Services contact information, turn to the back page.

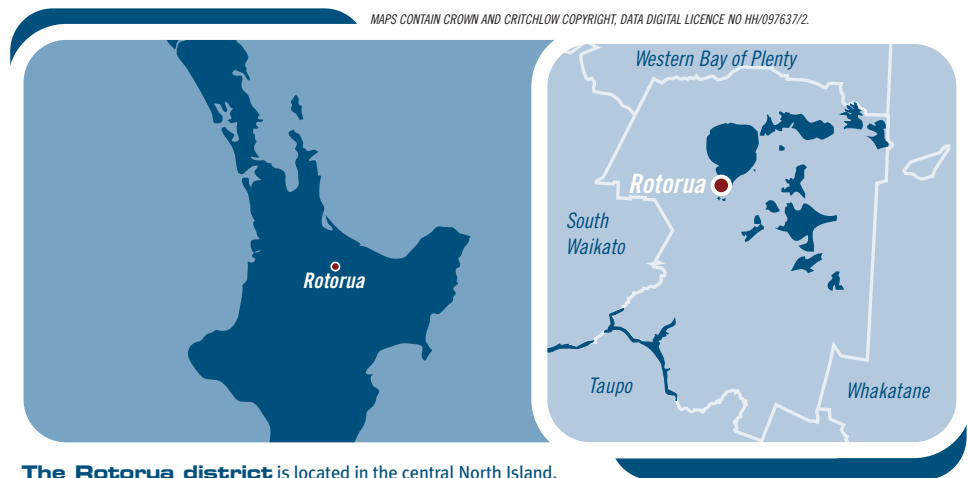


Right people, right place, right skills, right time

Rotorua's employers have identified their employment skills needs now, and in the future

REPORTS OF LOCAL EMPLOYERS desperate to hire skilled workers but unable to find those skills among the local labour force have been gathering steam in Rotorua. To address local employment issues, a project jointly commissioned by **ROTORUA DISTRICT COUNCIL**, the **TERTIARY EDUCATION COMMISSION, WORK AND INCOME** and the **WAIARIKI INSTITUTE OF TECHNOLOGY** set out to inform Rotorua's employers, educators and other stakeholders about current and future skill and knowledge gaps in the district. The aim now is to use the information to provide more effective education and training, and to develop industry-specific strategies to attract, train and retain staff.

The Rotorua labour market has its own unique characteristics and challenges. Both full-time and part-time employment has grown in the district over the last decade. Compared to the national average, however, employment is skewed towards elementary (lower skilled), trades, tourism and sales occupations. While unemployment has been falling, it is still higher than the national average and joblessness is a particular problem in the 15-to-24-year age group. Traditionally low levels of educational achievement have been steadily improving but remain below the national average, most noticeably amongst Maori and Pacific people. There's clearly room for improvement then, but a new problem has emerged that could put a brake on any plans to raise Rotorua's labour market performance – skill shortages.

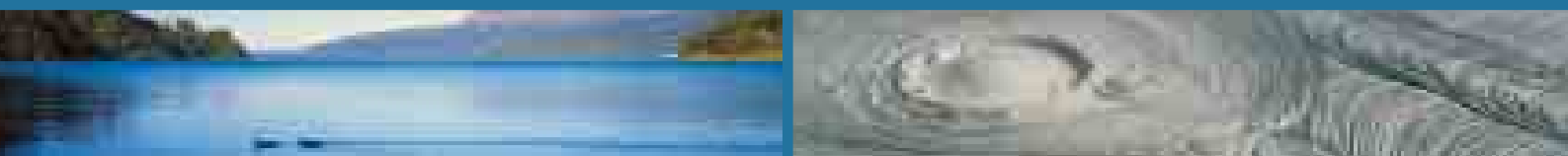


The Rotorua district is located in the central North Island.

SHARES (%) OF TOTAL EMPLOYMENT BY OCCUPATION GROUP

OCCUPATION GROUP	2001	
	ROTORUA DISTRICT %	NZ %
LEGISLATORS, ADMINISTRATORS AND MANAGERS	12	13
PROFESSIONALS	13	14
TECHNICIANS AND ASSOCIATE PROFESSIONALS	10	11
CLERKS	11	13
SERVICE AND SALES WORKERS	16	14
AGRICULTURE AND FISHERY WORKERS	8	8
TRADES WORKERS	9	8
PLANT AND MACHINE OPERATORS	8	8
ELEMENTARY OCCUPATIONS (including residuals)	13	11
TOTAL	100	100

Source: Statistics New Zealand, 2001 Census of Population and Dwellings



Reports of skill shortages in the district were largely anecdotal and policy makers were unable to pinpoint which skills were in short supply. An earlier skill shortage survey in the forestry sector had helped identify successful strategies to improve recruitment and develop new training opportunities. Following this model, a broader survey was proposed to take stock of skill and knowledge gaps across a wide range of key industries and job types in the district.

A collaborative approach was taken from the start. In August 2002 an Employment Skills Reference Group was convened to guide the project. Representatives from local education and training organisations attended, as well as employers from key industries. It was agreed that a survey would be undertaken to canvass employers and a postal questionnaire was developed. Several hundred face-to-face interviews were also scheduled. During the design and testing process, local employers and educators were relied upon to give the questionnaire and survey programme critical “reality checks”. This allowed the market researchers to understand the questions employers wanted to be asked, and how they should go about asking them. More than 1000 employers from a cross-section of industries provided useful responses to what were often difficult questions. In the adjacent table you will find some examples of what employers were asked, and how they responded.

The results provide an invaluable insight into current and possible future skill shortages for those in a position to do something about it. Over coming months, Rotorua employers from key industry sectors will meet to create action plans to address skill shortages. The detail of each plan will depend on the nature of the industry – for example, in the construction sector there appears to be scope for training local trades people, while the health sector is competing for skilled staff in a global labour market.

The Rotorua District Council will be using the survey results to support its **YOUTH POLICY** goal of increasing employment opportunities for young people. Already there’s strong support for the **LAUNCHPAD** Programme that recently arrived in Rotorua, and the concept of a “pathways” project to ensure all Rotorua young people aged 15–17 have opportunities and support for further development when they leave school. The Waiariki Institute of Technology has also responded with a range of new training opportunities, and fed the survey results into its strategic planning for 2004 and beyond.

A major concern is the number of young people not participating in work, education or training. No one agency is responsible for such people until they reach 18 years old and become eligible for unemployment benefit. With no obvious source of income and with support agencies unable to keep tabs on them, they run the risk of “falling through the cracks”. However, Work and Income representatives in the Bay of Plenty region are working to bridge the gap. Under the “Straight Up” strategy, Work and Income staff are talking to year 10 secondary school pupils

about the reality of being unemployed, providing them with information about their local labour market, and emphasising the fact that education improves employment opportunities. Teaching staff are also being encouraged to identify at-risk school leavers and put them in touch with Work and Income case officers who can assist them on the path to employment. This is where information on employer skill needs is most valuable, enabling support agencies to better identify areas of need and match opportunities to the skills of those who need help the most. ●

Do you currently have any vacant positions?

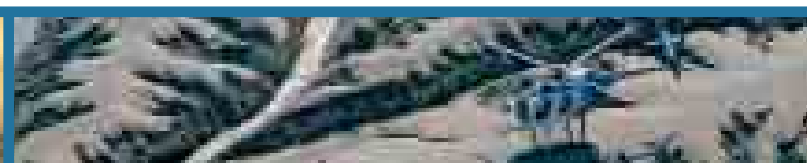
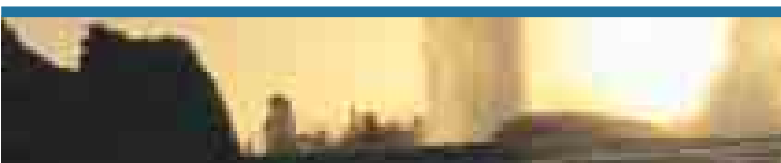
Current vacancies were reported in 19% of businesses, mainly for trades workers in wholesale, retail, manufacturing and engineering.

How are skill and knowledge needs likely to change over the next three to five years?

Employers in a wide range of industries identified areas where skill and knowledge needs were likely to increase.

- **AGRICULTURE AND HORTICULTURE:** scientific, business and sales, technical and electronic knowledge, computer literacy, people management.
- **TOURISM AND HOSPITALITY:** customer service, food hygiene training, languages, computer literacy, professionalism, presentation.
- **WHOLESALE AND RETAIL:** computer literacy, computerised control systems, product knowledge, health regulations, changing fashion and trends, consumer legislation, food labelling requirements.
- **CONSTRUCTION:** health and safety, new technology, new product knowledge.
- **TRANSPORT:** computer literacy, business knowledge, product knowledge.
- **HEALTH AND OTHER SOCIAL SERVICES:** computer and information technology literacy, legislation, specialisation, professionalism.
- **EDUCATION SERVICES:** government strategy, curriculum changes, information and communication technology literacy, strategic and management skills, understanding of child development.
- **MANUFACTURING AND ENGINEERING:** new technology, electronics and computerised equipment, safety and health requirements, multi-skilling.

FOR MORE INFORMATION about the Rotorua Employment Skills Survey, contact Rotorua District Council, Council Administration Building, 1061 Haupapa Street, Private Bag RO 3029, Rotorua. ☎ (07) 348 4199 📠 (07) 350 0182 or visit the website at: www.rotorua-business.com/working.





Youth Pathways: The Big Picture

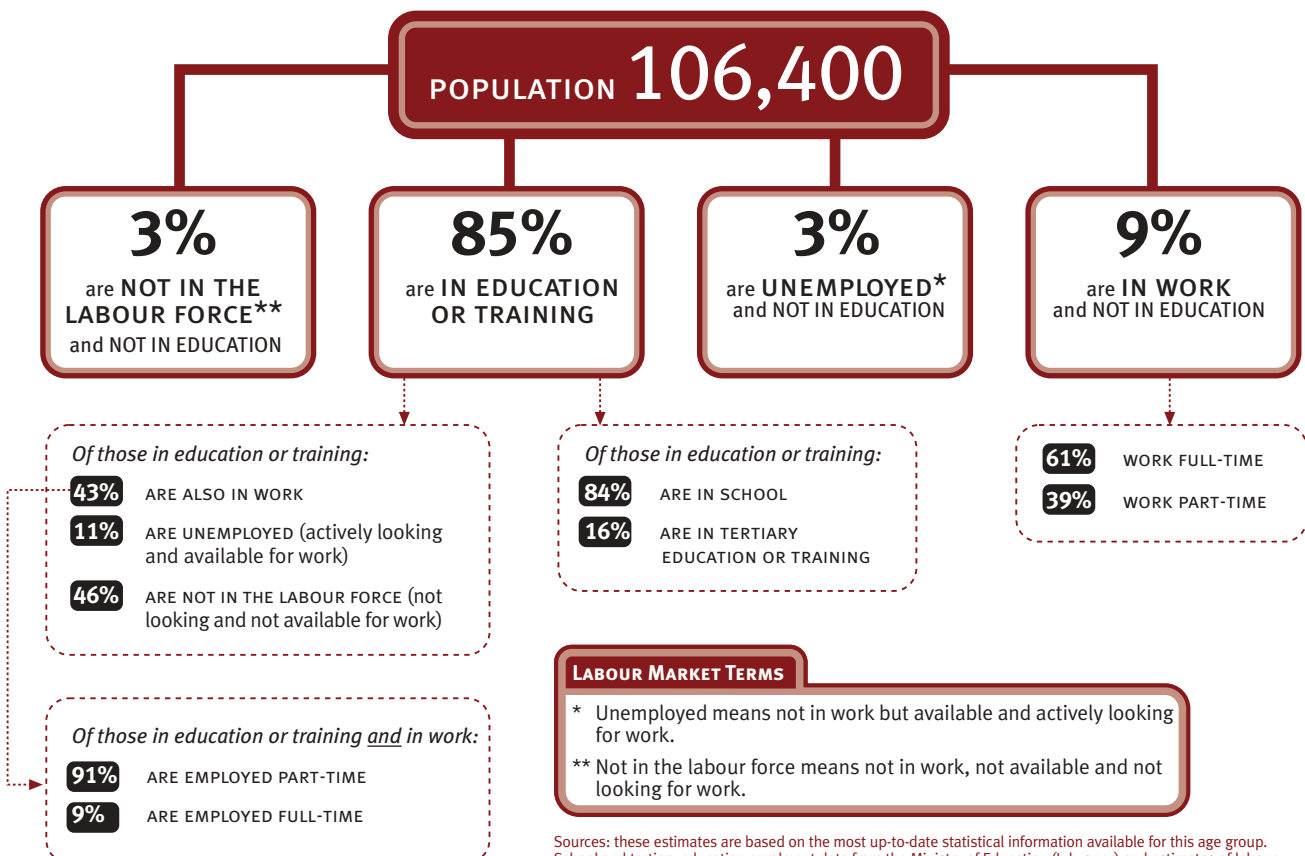
THE YEARS FOLLOWING THE COMPLETION of compulsory schooling are some of the most important of our young people's lives. Our 16 and 17 year olds face life-changing decisions that will shape their pathway to adulthood. Earlier in this issue the Moving On Up programme in Northland was featured. In the words of Rina Hudson, a member of the Whangarei CareerCentre team, one of the issues facing young people is access to the most up-to-date and relevant information to be able to make the best choices possible. Here is the Big Picture on some of the choices open to young people: staying at school, getting further education or training elsewhere, and entering work. At the end of this feature a pathways chart provides contact points for further support and advice on the choices open to school leavers. It is designed to be useful to young people themselves and to those who advise and support them. As a lead-up, we share information about what young people are doing when they reach the end of compulsory schooling, and the importance of gaining qualifications. This information is designed principally to provide background for those who advise and support young people.

WHAT YOUNG PEOPLE ARE DOING

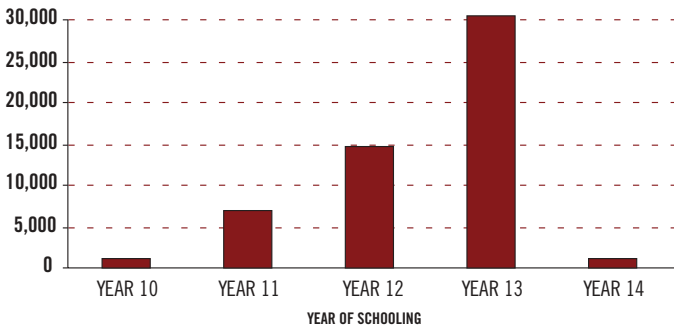
The diagram below represents all the people in New Zealand aged 16 and 17 years. This age group covers the bulk of those who have come to the end of compulsory schooling and are making decisions about what to do next. The information we have gathered is the product of some of the **DEPARTMENT OF LABOUR's** latest labour market research and it tells us something about the pathways young people are embarking on.

It must be emphasised that these numbers are estimates because finding out what young people are doing is not easy. Young people are often involved in multiple activities – such as working and studying at the same time – and this is difficult to pick up in the existing labour market information surveys. In addition, there are some things this information does not reveal. The **MINISTRY OF EDUCATION** administrative data is based on school and tertiary education enrolments. Students who enrol at more than one establishment will be counted twice. In addition, the data does not give us a picture of the young people who enrol in training or education courses and then, for whatever reason, fail to attend. Some of these young people may sign on as unemployed, or not participate in the labour force at all. Therefore, our calculation that 6% of the 16 and 17 year old population are not in education and are either unemployed or not in the labour force could be an underestimation of the true figure.

EDUCATION AND LABOUR MARKET ACTIVITIES OF 16 AND 17 YEAR OLDS IN 2001



THE NUMBER OF SCHOOL LEAVERS IN 2001 BY YEAR OF SCHOOLING



Source: Ministry of Education

STAYING ON AT SCHOOL

When compulsory schooling comes to an end, some young people are choosing to leave school, but the majority stay on until they have completed year 13 (during which time they normally turn 18 years old). The bars in the chart to the left represent the number of school leavers in 2001 in each of the school years from year 10 to year 14. More than 30,000 young people left school in year 13, compared to fewer than 15,000 in year 12 and almost 7000 in year 11. These figures have changed little over the past four years.

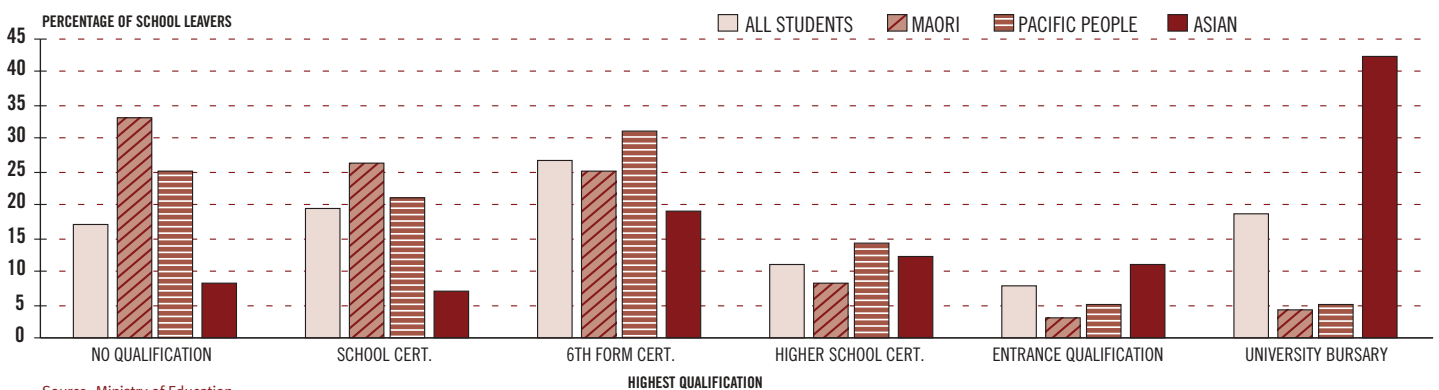
GETTING QUALIFIED

The pattern of young people’s achievement of qualifications varies from those who leave school with no qualifications to those who satisfy the requirements to enter university. The chart below represents school leavers in 2001 segregated according to their highest qualification. The bars in the chart show the percentage of school leavers who attained each qualification level. For each qualification there is a further breakdown according to ethnicity. In 2001, 18% of all school leavers obtained a University Bursary qualification. If this 18% is added to the 8% obtaining an Entrance Qualification, we can say that more than a quarter of school leavers obtained qualifications sufficient to allow immediate entrance to university (later entry as a mature student does not require entrance qualifications). However, 17% of school leavers (roughly 9000 people) left

school in 2001 with no qualifications at all. This figure has changed little in the last decade.

Breaking down school leaver qualifications by ethnicity reveals another pattern. A wide variation of achievement is found within New Zealand’s ethnic groups, but in general young Maori and Pacific people tend to have lower than average rates of academic achievement. In 2001, 4% of young Maori and 5% of Pacific people left school with a University Bursary qualification. However, 18% of the entire school leaver population reached this level. The share of young Maori and Pacific people leaving school with no qualification is above the average for the overall school leaver population. These trends have remained broadly similar for the last decade.

SCHOOL LEAVERS’ HIGHEST QUALIFICATION IN 2001



Source: Ministry of Education

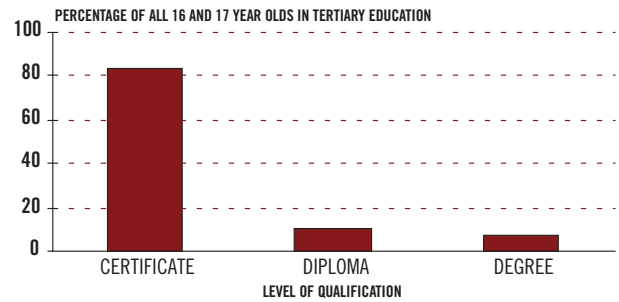


TERTIARY EDUCATION

Statistics on the achievement of qualifications at school do not tell us the whole story about the development and recognition of skills and knowledge in the 16 and 17 year old age group. In 2001, about 14,000 people in this age group were training or studying for qualifications in the tertiary education sector. This accounts for roughly 13% of the population. Over the past four years, tertiary education has become a more common way for young people to carry on their education after school (in 1998, fewer than 10% of 16 and 17 year olds were participating in tertiary education).

The tertiary sector includes a wide range of institutions and qualifications. More than four-fifths of 16 and 17 year olds in the tertiary sector are studying at certificate level, roughly one in 10 are studying at diploma level, and a slightly smaller number are studying at degree level. For many tertiary students the completion of their qualifications will add to qualifications gained at school. However, a significant number of students leave school with no qualifications, so tertiary education provides an opportunity for them to carry on their education and achieve qualifications.

16 AND 17 YEAR OLDS' TERTIARY EDUCATION STUDIES IN 2001



Source: Ministry of Education

The tertiary education sector includes: polytechnics, universities, colleges of education, wananga, private training establishments (including ITOs).

The levels of qualification available in the tertiary education sector include: postgraduate, degree, diploma, certificate.

INDUSTRY TRAINING

Industry Training, including **MODERN APPRENTICESHIPS**, forms part of the tertiary education sector and is becoming a more common way to gain skills, knowledge and work experience after school. Since 1998, the number of industry trainees has almost doubled from 42,000 to 83,000, with around 6% of these aged 16 and 17 years old. Skill standards and qualifications have been developed by **INDUSTRY TRAINING ORGANISATIONS (ITOs)** in more than 40 industry groupings and these are registered on the **NATIONAL QUALIFICATIONS FRAMEWORK**. The adjacent table shows the main industries that 16 and 17 year olds are being trained in.

Industry training takes many forms. Staff can be trained on the job and assessed by a registered assessor, or trained off-site by a registered training provider such as a polytechnic or private training establishment. On-the-job training is self-paced and can be carried out by an experienced staff member or external trainer. Some businesses run formal training sessions, others train staff on the job. Often the ITO will have published training guides and resources (the *Seeing the wood for the trees* article in this issue provides information on training in the forestry industry).

More information on Industry Training can be found by accessing the Skills Development section on the front page of the **TERTIARY EDUCATION COMMISSION** website: www.tec.govt.nz.

16 AND 17 YEAR OLDS IN INDUSTRY TRAINING IN 2002

INDUSTRY TRAINING ORGANISATION	NUMBER OF INDUSTRY TRAINEES AGED 16 & 17 YEARS OLD
AGRICULTURE	907
FOREST INDUSTRIES TRAINING	602
MOTOR	552
COMPETENZ (engineering, food and manufacturing)	482
HOSPITALITY STANDARDS INSTITUTE	442
BUILDING AND CONSTRUCTION	416
HAIRDRESSING	369
ELECTRO-TECHNOLOGY	298
RETAIL MEAT	115
SPORT, FITNESS AND RECREATION	108
JOINERY	107
RETAIL	91
HORTICULTURE	85
BOATING	85
MASTER PLUMBERS AND GAS FITTERS	84
PAINTING CONTRACTORS	82
EQUINE	76
FURNITURE	70
OTHER	299
TOTAL	5270

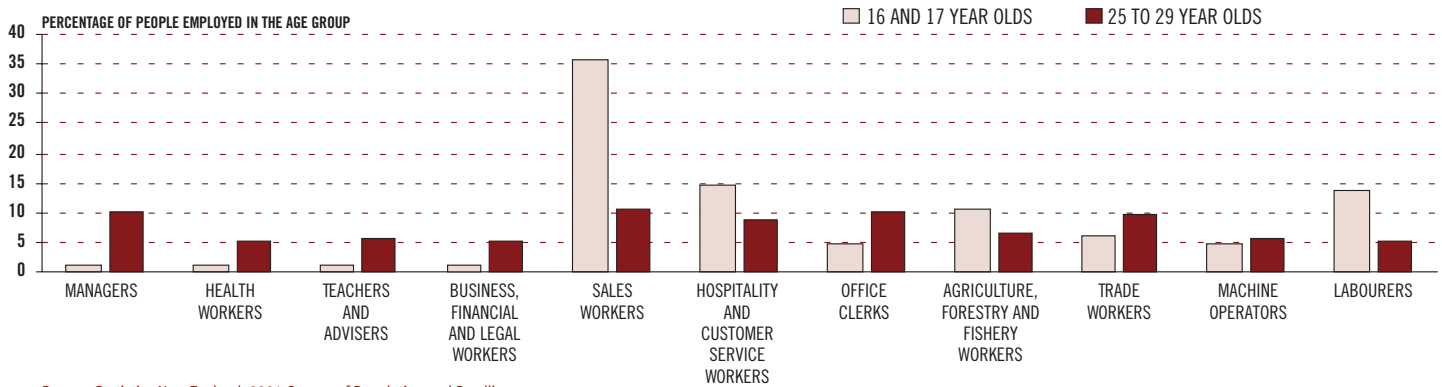
Source: Tertiary Education Commission

WHAT YOUNG PEOPLE DO AT WORK (and how it changes as they get older)

Almost 50,000 people aged 16 and 17 years old were in employment when the Census was taken in March 2001. Overall, young people's employment tends to be concentrated mainly in sales and customer service occupations. In some cases, the occupations that young people take up strongly determine their lifelong career path. For others, however, their early employment choices are transitory, perhaps providing financial assistance during education, after which they choose a completely different career. The chart below shows the main occupations of 16 and 17 year olds and 25 to 29 year olds. The older age group shows how young people's work changes, because by this age most people have completed their education and are into the early stages of their chosen career. The

lighter coloured bars represent the employment of 16 and 17 year olds in each occupation as a percentage of the total employment in the age group. The darker coloured bars represent the same for the 25 to 29 age group. More than a third of 16 and 17 year olds were working in sales occupations and a further 15% in hospitality and customer service occupations in 2001. Labourers, trade workers and agriculture, forestry and fishery workers also made up a large share of youth employment. Occupations of the older age group are more varied, with greater numbers working in higher skilled jobs and fewer numbers in the occupations where younger people are concentrated. Managers, for example, take up a more substantial share of employment in the older age group, as do health workers, teachers and advisors. The numbers working in sales, hospitality and labouring are smaller – although significant numbers remain, particularly in sales.

THE MAIN OCCUPATIONS OF 16 AND 17 YEAR OLDS AND 25 TO 29 YEAR OLDS

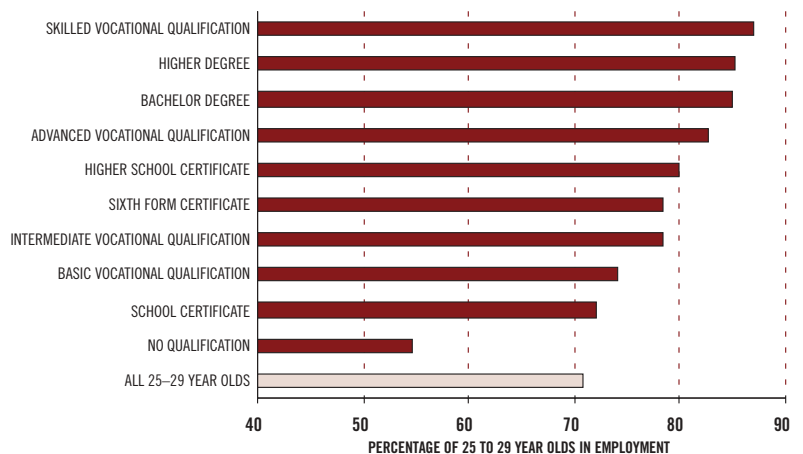


Source: Statistics New Zealand, 2001 Census of Population and Dwellings

THE IMPORTANCE OF SKILLS AND KNOWLEDGE FOR JOB PROSPECTS

There is strong evidence that gaining skills and knowledge that are recognised through qualifications either at school or in tertiary education is an important determinant of future job prospects. Although individual circumstances may vary, people with no qualifications are less likely to be in employment once they reach early adulthood. Looking again at people aged 25 to 29, because these people have largely finished their education and begun their chosen career, the chart to the right represents the population in this age group separated according to their highest qualification, with each bar showing the percentage of people in employment. More than 70% of people in this entire age group are in employment, but only 55% of those with no qualifications have a job, compared to 80% of those with a Higher School Certificate and 85% of those with a Bachelor Degree.

THE PERCENTAGE OF 25 TO 29 YEAR OLDS IN EMPLOYMENT BY HIGHEST QUALIFICATION IN 2001



Source: Statistics New Zealand, 2001 Census of Population and Dwellings

If you are thinking about tertiary education or training

WORKSITE is your gateway to information about education and training.

www.worksite.govt.nz

EDUCATION NEW ZEALAND gives you an introduction to the New Zealand education system, including where you can study, and what kinds of qualifications you can get.

www.educationnz.org.nz

TERTIARY EDUCATION COMMISSION TE AMORANGI MATAURANGA MATUA (TEC) can help you find out about the many places you can get training, and organisations that can help you choose the best training course for you. ☎️ 0800 TEC CALL (0800 832 225) ✉️ info@tec.govt.nz. Access the Skills Development section on the front page of the TEC website www.tec.govt.nz for a directory of all training opportunities in New Zealand and further information on:

- **MODERN APPRENTICESHIPS** – workplace learning for 16 to 21 year olds
- **YOUTH TRAINING** – for recent school leavers with no or low qualifications
- **TRAINING OPPORTUNITIES** – for 18 to 19 year olds with low qualifications and other people disadvantaged in the labour market.

RANGATAHI MAIA offers vocational training and education for young Maori – contact the Tertiary Education Commission.

TUPULAGA LE LUMANA' offers skill enhancement for young Pacific people – contact the Tertiary Education Commission.

INDUSTRY TRAINING ORGANISATIONS can help you find out more about training in the industry of your choice. Contact information for all ITOs is available by accessing the Skills Development section on the front page of the Tertiary Education Commission website. www.tec.govt.nz

CAREER SERVICES provide information about different types of post-school education. Visit the Take off to tertiary section of the Career Services website.

www.careers.govt.nz

These pages provide you with information and questions you should ask to help you to make the tertiary education decision that is right for you. You can access paper-based resources about tertiary education options at your local CareerCentre ☎️ 0800 109 901 for the centre nearest to you.

Visit Career Services' KiwiCareers website www.kiwicareers.govt.nz to find out what training is recommended for different occupations and where and how you can do that training, or ring CareerPoint ☎️ 0800 222 733 and they'll send the information to you.

LAUNCHPAD provides employment and education opportunities for school leavers.

☎️ 0800 472 465 ✉️ manager@launchpad.org.nz

NEW ZEALAND QUALIFICATIONS AUTHORITY can provide information about national qualifications and standards on the National Qualifications Framework, registered providers and what you should look for when choosing a course.

☎️ (04) 802 3000 ✉️ (04) 802 3112

✉️ helpdesk@nzqa.govt.nz

www.nzqa.govt.nz/for-learners

PASIFIKANET is a global directory of Pacific Island organisations and resources, including links to New Zealand education and training websites. www.pasifikanet.com

IHC can help people with intellectual disabilities get vocational training and supported employment.

☎️ (04) 472 2247 ✉️ (04) 472 0429

✉️ webmaster@ihc.org.nz www.ihc.org.nz

STUDYLINK can help you find out about funding your studies through Student Allowance, Student Loan, Unemployment Benefit Student Hardship and the Away from Home Allowance ☎️ 0800 88 99 00 ✉️ 0800 88 33 88 ✉️ studylink@msd.govt.nz www.studylink.govt.nz or visit your local StudyLink outreach or campus site, or your local Work and Income service centre.

THE FUNDING INFORMATION SERVICE has a list of awards, scholarships and grants on its searchable "Break Out" database.

☎️ (04) 499 4090 ✉️ (04) 472 5367

✉️ info@fis.org.nz www.fis.org.nz

THE MAORI EDUCATION TRUST is a funding assistance scheme for Maori and Pacific students. ☎️ (04) 499 8041 ✉️ (04) 499 8006 ✉️ info@maorieducation.org.nz

www.maorieducation.org.nz

THE CORRESPONDENCE SCHOOL can help with distance learning at the secondary level.

☎️ 0800 659 988

✉️ contact@correspondence.school.nz

www.correspondence.school.nz

THE OPEN POLYTECHNIC can help with studying, from basic skills to degree level.

☎️ 0508 650 200 ✉️ (04) 913 5308

✉️ customerservices@openpolytechnic.ac.nz

www.openpolytechnic.ac.nz

PATHWAYS



If you are thinking about...

AFS NEW ZEALAND organises student programmes for people aged 15 to 18 years.

☎️ 0800 600 300 ✉️ (04) 499 6029

✉️ info-newzealand@afs.org

www.afsnz.org.nz

IGO INTERNATIONAL organises high school exchange programmes for people aged 16 to 18 years. ☎️ 0508 Yes I Go (0508 937446)

✉️ (03) 384-3190 ✉️ igo@igointernational.co.nz

www.igointernational.co.nz

If you are thinking about...

WORKSITE is your gateway to information about working for yourself and finding staff.

www.worksite.govt.nz

CAREER SERVICES can direct you to organisations that provide information and resources to help you set up and run your small business. Contact CareerPoint ☎️ 0800 222 733 or drop into your nearest CareerCentre ☎️ 0800 109 901 to find your nearest centre or see the back page of this publication.

WORK AND INCOME can help if you are receiving a benefit because you may be eligible for funding through the Enterprise Allowance Grant

☎️ 0800 55 90 09 ✉️ info@winz.govt.nz

www.workandincome.govt.nz or visit your local Work and Income service centre.

IF YOU ARE STUCK...

Find out about the pathways open to you when you come to the end of compulsory schooling by talking to your friends and family, your teachers, your school's career counsellor or your head of transitions. If you want to get work experience or try out tertiary-type study or training before you leave school, ask about STAR. School principals can find out more about STAR by contacting the **MINISTRY OF EDUCATION RESOURCING DIVISION** ☎️ (04) 463 8383 ✉️ (04) 463 8374 ✉️ resourcing@minedu.govt.nz or accessing the Funding, Staffing and Allowances Handbook.

www.minedu.govt.nz/goto/resourcinghandbook



WAYS

Advice and support about education, training and work for young people thinking about leaving school

About studying abroad

THE NEW ZEALAND INSTITUTE OF INTERNATIONAL UNDERSTANDING organises high school exchange programmes for people aged 15 to 18 years.

☎ (FREE) 0800 924 264 ☎ (09) 279 9618
✉ eileen@nziiu.co.nz www.nziiu.co.nz

ROTARY INTERNATIONAL YOUTH EXCHANGE organises youth exchange programmes for people aged at least 16 and under 18 years.

www.youthexchange.rotary.org.nz

About going into business

BIZINFO can help you find out about all kinds of services and funding for small and medium sized businesses. ☎ (FREE) 0800 42 49 46 www.bizinfo.co.nz

TE PUNI KOKIRI MAORI BUSINESS FACILITATION SERVICE is a business mentoring service for Maori. ☎ (FREE) 0800 94 99 97

www.tpk.govt.nz/business/facilitation

PACIFIC BUSINESS TRUST supports business activity and ownership for New Zealanders of Pacific descent. ☎ (FREE) 0800 287 7526

☎ (09) 270 1004 ✉ inokev@pibdt.co.nz
www.pacificbusinessstrust.co.nz

POUTAMA BUSINESS TRUST provides help to Maori starting or developing their own business.

☎ (FREE) 0800 476 882 ☎ (04) 495 1136

✉ poutama@poutama.co.nz

www.poutama.co.nz

STILL IN SCHOOL

CAREER SERVICES can help you find out about different career options in New Zealand, what subjects you need to study and what skills you need. Visit Career Services' KiwiCareers website www.kiwicareers.govt.nz. Contact CareerPoint ☎ (FREE) 0800 222 733. Visit your local Career Services' CareerCentre to access further career information and resources such as CareerQuest, an interactive computer programme that helps you to identify interests and skills and suggests jobs that may suit you ☎ (FREE) 0800 109 901 to find your nearest centre or find it on the back page of this publication.



If you are thinking about getting a job

WORKSITE is your gateway to information about career and work planning, finding work and working. www.worksite.govt.nz

WORK AND INCOME can help because you may be eligible for income support and help with finding work, study or training ☎ (FREE) 0800 55 90 09 ✉ info@winz.govt.nz www.workandincome.govt.nz or visit your local Work and Income service centre.

CAREER SERVICES' CareerCentre provides career planning, CV preparation, and interview skills services ☎ (FREE) 0800 109 901 for more information.

THE CONSERVATION CORPS & YOUTH SERVICE CORPS can help you find out about getting involved in conservation or local community projects and gaining recognised qualifications. Contact your nearest Work and Income office or the Ministry of Youth Affairs. ☎ (04) 471 2158 ✉ info@youthaffairs.govt.nz www.youthaffairs.govt.nz/sec.cfm?i=5

VOLUNTEER NEW ZEALAND can help you find out about volunteer work in New Zealand ☎ (FREE) 0800 VolCntr (0800 865 268) to find your local centre. www.volunteernow.org.nz

THE EQUAL OPPORTUNITIES TRUST can help you find out about equal opportunity employment practices and employers who are committed to them. ☎ (09) 525 3023 ☎ (09) 525 7076 ✉ admin@eeotrust.org.nz www.eeotrust.org.nz

WORKBRIDGE provides a professional employment service for people with all types of disabilities and injuries no matter what the disability or skill level ☎ (FREE) 0508 85 88 58 to find your regional centre. www.workbridge.co.nz

MAINSTREAM is a two-year, subsidised employment programme to assist people with significant disabilities into employment in the State sector. ☎ (04) 495-6726 ☎ (04) 495-6691 ✉ mainstream@ssc.govt.nz www.ssc.govt.nz/mainstream

ASSOCIATION OF SUPPORTED EMPLOYMENT NEW ZEALAND can help people with disabilities find out about supported employment.

☎ (04) 471 0933 ☎ (04) 237 5520
✉ ASENZ@xtra.co.nz www.asenz.org.nz

IHC can help people with intellectual disabilities get vocational training and supported employment.

☎ (04) 472 2247 ☎ (04) 472 0429
✉ webmaster@ihc.org.nz

CCS supports disabled people with education, employment and other lifestyle issues. ☎ (04) 384 5677 ☎ (04) 382 9353
✉ info@no.ccs.org.nz www.ccs.org.nz

EMPLOYMENT RELATIONS SERVICE can give you information and guidance about your employment rights and responsibilities, like holidays and other leave, minimum pay and employment agreements, as well as guidance to fix employment relationship problems.

☎ (FREE) 0800 800 863 ☎ (09) 357 9723
✉ info@ers.dol.govt.nz www.ers.govt.nz

OCCUPATIONAL SAFETY AND HEALTH can give you information about health and safety in the workplace. Contact your local OSH office ☎ (04) 915 4444 www.osh.govt.nz to find your local office.

INLAND REVENUE can tell you about:

- income taxes ☎ (FREE) 0800 377 774 www.ird.govt.nz/individuals
- applying for your IRD number, which you'll need if you're working ☎ (FREE) 0800 227 774
- repayment of student loans ☎ (FREE) 0800 377 778 www.ird.govt.nz/studentloans

CAREER SERVICES can help if you are considering a change in career direction. Talk to a Career Consultant at your local Career Services' CareerCentre about your career options, ☎ (FREE) 0800 109 901 to find your nearest centre or see the back page of this publication. You can also find out what different careers involve by contacting CareerPoint ☎ (FREE) 0800 222 733 or visiting the KiwiCareers website. www.kiwicareers.govt.nz

THE CAREER PRACTITIONERS

ASSOCIATION OF NEW ZEALAND can get you in contact with a professional career practitioner ✉ info@cpanz.org.nz www.cpanz.org.nz to find a branch in your area.



TELEPHONE



FREEPHONE



EMAIL



FAX



Skills Action Plan Update

A Department of Labour Vacancy Monitoring Programme will give new insights into skill shortages

What is the Job Vacancy Monitoring Programme?

The Department of Labour is establishing this programme to meet increasing demand for information on the extent and nature of skill shortages. The primary aims are to identify the occupations that are experiencing absolute shortages and to understand why the shortages are occurring so that we can develop strategies to overcome the problem. We also aim to develop a perspective on regional shortages, to determine the extent to which so-called skill shortages are actually recruitment difficulties (see box) and to investigate the skill sets that are in short supply.

How does it work?

The Vacancy Monitoring Programme has a number of components.

- A monthly count of job advertisements in the 14 major newspapers around the country and selected job websites, with the advertisements classified into detailed occupation groups.
- A number of telephone surveys of employers that have recently advertised job vacancies. Separate surveys will be conducted for information and communication technology (ICT), professional and trade occupations.
- Statistical analysis of data on supply and demand for the occupations considered to have a skill shortage.
- Analysis of less skilled vacancies registered with Work and Income to determine shortages at the lower end of the skill spectrum.

How was it designed?

Firstly, we studied the techniques other countries use to understand skill shortages. Thirteen different approaches were analysed. Then we asked potential users of the information what they wanted. We conducted two rounds of consultations, interviewing more than 50 representatives of government agencies, education providers, business and organised labour. Our investigation concluded that the approach used by the **AUSTRALIAN DEPARTMENT OF EMPLOYMENT AND WORKPLACE RELATIONS (DEWR)** was most suitable for use in New Zealand. This approach has been adapted to meet the slightly different needs of local users.

What will the outputs be?

Each month we will publish a report that explains the trends in the

A GENUINE SKILL SHORTAGE occurs when employers have difficulty filling job vacancies simply because there are insufficient job seekers with the required skills. Recruitment difficulties occur when there are enough job seekers with the required skills, but they are unwilling to take up the work for various reasons, such as location of the job (see page 7 of the first edition of workINSIGHT for a more detailed description of these definitions).

number of advertised job vacancies in a number of skilled occupations in the regions of New Zealand. The underlying raw data will be available on request. Twice a year we will publish a report on shortages in ICT occupations, and once a year on shortages in professional and trade occupations. These reports will discuss occupations experiencing shortages and cover trends in training, migration and the loss of skills through staff turnover between both firms and occupations. Results from the analysis of the **WORK AND INCOME** database will be published every six months.

When will it be implemented and when will the first results be available?

The full programme will be implemented on a pilot basis during 2003. Job advertisement counts and employer interviews have already begun. The first data from the job advertisement counts will be available on request by the middle of 2003, but the first official report will be produced only after a full year's data has been collected. Telephone interviews with employers who have recently advertised have also started. A discussion report on shortages in the ICT industry will be available in the third quarter of 2003 and on trade occupations in the final quarter. Professional occupations will be reported on early in 2004.

How can I learn more about the programme?

Two documents outlining the programme are available on the Department of Labour website at: www.dol.govt.nz/vacancy.asp.

Further information can be obtained from Andrew Whiteford

✉ andrew.whiteford@lmpg.dol.govt.nz ●

www.worksite.govt.nz



YOUR GATEWAY TO SKILLS AND WORK

WorkSite is a one-stop-shop Internet portal providing top-quality, up-to-date information about work, education and training

BY COMBINING THE VAST RESOURCES of a number of government agencies, WorkSite can help you make decisions about your work choices.

WorkSite can help anyone who wants information about:

- training and education
- careers
- finding work
- working for themselves
- work arrangements

WorkSite can help employers who want information about:

- finding employees
- operating and expanding a business
- managing workplace health and safety
- managing employment relationships

WorkSite can help immigrants who want information about:

- moving to New Zealand
- working in New Zealand
- getting their qualifications recognised

The Internet already has an enormous amount of information about work, but accessing what you want can be difficult. WorkSite makes it easy by having a large range of links on a single site. Most websites have a links page as an additional feature – on WorkSite it is the central feature. If you can't find the information you need right away, you will find exactly the right direction to head in.

WorkSite will continue to develop and change. Keep checking back for new information, news and events.



SRI LANKAN-BORN ANU WEERAKOON migrated to New Zealand with her husband in August 2002. With a Bachelor of Commerce (First Class Honours) and one year's experience as a lecturer at Columbo University, Anu is keen to explore the labour market opportunities her new home has to offer. WorkSite, she explains, has been making that task much, much easier.

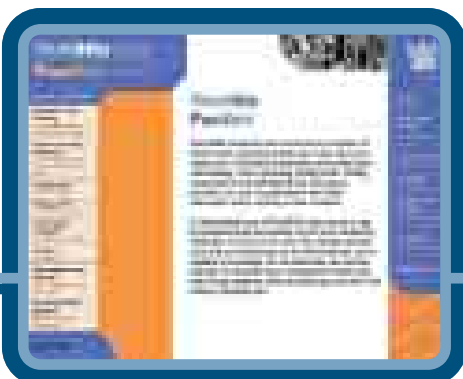
“Since my arrival, I have spent most of my time browsing the Internet for career opportunities. There are a number of search engines and websites available to do this and I believe I have accessed them all. But it soon became pretty frustrating because ultimately most of my searches yielded only basic information along with telephone numbers to access more.”

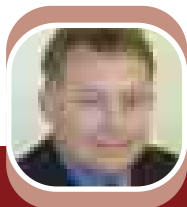
“Gathering complex information on the telephone is not easy for migrants like myself. Verbal communication can be challenging because of unfamiliar pronunciations, and on first contact with large organisations without sufficient background information it can be difficult to know exactly what questions to ask – a problem that also makes it cumbersome to communicate by e-mail. The solution is to provide as much information as possible on the websites themselves, backed up by contact points to use either for further clarification or else to proceed with the given instructions. This kind of information content is one of the unique features of WorkSite.”

“I heard about WorkSite through the **JOBS LETTER** at www.jobsletter.org.nz. The wide variety of booklet-style information packages make it the only website I have come across so far that gives almost all the information I need about the job market all in one place. And best of all, I can access the information at my own pace – no more frantically writing down notes with one hand and holding the phone in the other. If I can't find the information I want straight away, there are useful links that take me exactly where I want to go. Simply put, it is a small, specialised website for the subject of work.”

“And it's not just useful for new migrants like myself, or prospecting migrants who want to get a better idea about the New Zealand job market before they arrive. The information and links are useful for all New Zealanders who want to participate in the labour market. Its easy to keep just one website address in mind, and the information content means you reduce time and money spent on making phone calls.”

“WorkSite is structured around a number of precise headings from which you can start your search. At the moment, because I am looking for a job, I am interested in the first three headings, *Education and training, Career and work planning* and *Finding work*. But I have added WorkSite to my favourites list to use in future – especially the areas such as *At work* and *Publications and reports*, which I believe will be useful once I enter work. Using the information on WorkSite, I have contacted **WORK AND INCOME** and I am happy with the response. Now I am figuring out with my case manager a way to get work experience and training, and I have a positive feeling that I am on the right track.” ●





John Dickson, Institute of Chartered Accountants of New Zealand



Accounting for the future

John Dickson at the Institute of Chartered Accountants of New Zealand describes the educational pathways available to school leavers and others considering a career in accountancy

Accountancy is not what you think it is

Some people think a qualification in accounting leads solely to jobs in book-keeping and auditing. Nothing could be further from the truth. People with accounting qualifications can be found in strategic planning, environmental auditing, policy analysis, general management, as directors of companies, treasury management, and in information technology. The image of an accountant sweating over a ledger, abacus in hand, is obsolete!

How do I become an accountant?

People interested in a career in accountancy should research a wide range of material and talk to people who work in the area. The key to individual success in a dynamic labour market is the ability to learn, unlearn and relearn

throughout one's working life. If students are interested in business careers but are unsure of the specific areas to go into, qualifications in accountancy can provide a solid basis on which to start this journey. Students who follow the Institute's quality programmes will receive a broad business education. Once qualified, they are likely to have a range of choices in the direction of their business careers.

It's not necessary to do accounting at school to study it at university or polytechnic. However, many people's first taste of accounting is at secondary school, undertaking mainly elementary accounting exercises such as debits and credits. Post-school, there are a number of qualifications that people can gain if they wish to pursue a career in accounting, followed by work experience requirements and professional examinations. The two professional groups, chartered accountants and accounting

ASK YOURSELF, "What are my interests?"

- 1 Maths?
- 2 Economics?
- 3 Business studies?
- 4 Problem solving?
- 5 Planning?

If so, then a career in professional accountancy can give you that direction and let you keep your flexibility.

technicians, each has its own learning pathway.

For further information on accountancy learning pathways, talk to your careers counsellor at school, visit Career Services, or you can find more information on the Institute's website www.icanz.co.nz.

LEARNING PATHWAYS

CHARTERED ACCOUNTANT

Chartered accountants make key business decisions based on their skills in strategic financial management.

ACCOUNTING TECHNICIAN

Accounting technicians are support professionals working in accounting and finance organisations. Their skills lie in their in-depth knowledge of management information and accounting systems.

LEAVE SCHOOL

Complete four years of secondary school with sixth form certification or university entry requirements.

ACADEMIC STUDY

TIME: FOUR YEARS.

You will need degree level tertiary study on an Institute-recognised programme that includes:

- completion of a bachelor's degree
- coverage of the required compulsory and advanced elective courses
- a mix of 35–40% accounting study, 35–40% business study and 20–30% general study.

TIME: TWO YEARS.

You will need full-time Institute-approved tertiary study comprising either:

- i. the New Zealand Diploma in Business (with specified topic coverage)
- ii. the National Certificate in Business Studies (in accounting)
- iii. the National Diploma in Accountancy
- iv. degree level study (with specified topic coverage) deemed by the Institute to be comparable to (i).

WORK EXPERIENCE

Your general practical experience (minimum one year) can be gained before, during or after meeting the academic study requirements. Following that, your specified practical experience (minimum two years) must be completed at an approved training organisation with a registered mentor.

Your general practical experience (minimum one year) can be gained before, during or after meeting the academic study requirements. Following that, your specified practical experience (minimum one year) must be completed at an approved training organisation with a registered mentor.

PROFESSIONAL COMPETENCE DEVELOPMENT

Pass the Institute's Professional Competence Exam 1.

Successfully complete study at professional accounting school.

Pass the Institute's professional Competence Exam 2.

Pass the Institute's Professional Competence Exam 1.

How do I assess the quality of accountancy training by providers?

The Institute offers quality assurance of tertiary providers, separate from tertiary providers' own quality systems. This quality assurance service operates at two levels: the specification of the requirements for Institute membership and a subsequent review of all "accredited" providers. A full list of approved tertiary education institutions and their programmes can be found on the Institute's website at:

www.icanz.co.nz/StaticContent/Member/ATEI.cfm

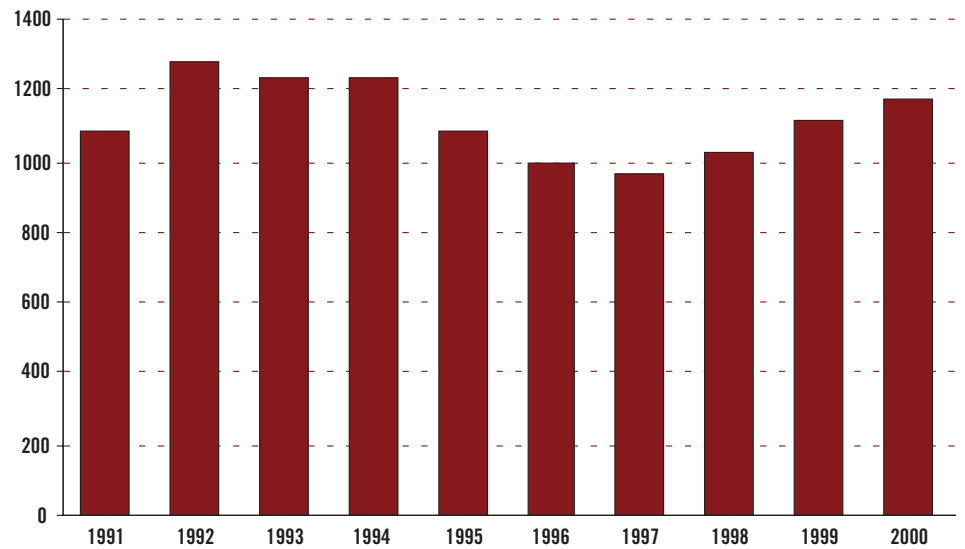
Contact the Institute for further details.

Supply and demand for accountancy services

The number of students graduating with degrees in accountancy (including financial management) since 1991 has varied between 9000 and 13,000. A high percentage of graduates with degrees in accounting (including financial management) find employment – for example, 83% of those with fields of study in accountancy or finance were in full-time or part-time employment within six months after graduation, according to the 2001 **NEW ZEALAND VICE-CHANCELLORS' COMMITTEE'S GRADUATE DESTINATIONS SURVEY**. Visit the website at: www.nzvcc.ac.nz.

While employment rates of graduates tell us something about the demand for accounting graduates, they do not present the full picture. Demand for accountancy services is generated nationally and internationally, making the

THE NUMBER OF DEGREE GRADUATES IN ACCOUNTING/FINANCE



Source: University Graduate Destinations Survey, New Zealand Vice Chancellor's Committee

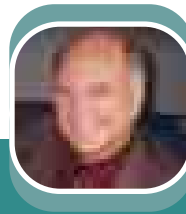
portability of any academic or professional qualification important. The Institute of Chartered Accountants of New Zealand has reciprocity agreements with leading professional bodies around the world.

Anecdotal evidence suggests New Zealand is experiencing a shortage of experienced accountants. There is no empirical research into the drivers of this, but likely factors include overseas students graduating in New Zealand and then returning home, as well as better career opportunities overseas.

What do accountants get paid?

A remuneration survey of Institute members carried out in 2002 reported an average salary for accountants up to four years after graduation of \$50,500 per annum. This grows to an average of \$99,800 for fully qualified chartered accountants. Visit the Institute's website at: www.icanz.co.nz for further information on the 2002 remuneration survey of members, including caveats around the survey results. ●

THE INSTITUTE OF CHARTERED ACCOUNTANTS OF NEW ZEALAND can be contacted at Level 2, Cigna House, 40 Mercer Street, PO Box 11 342, Wellington 6034. ☎ (04) 474 7840 📠 (04) 473 6303 or visit the website at: www.icanz.co.nz. For membership enquiries, contact the helpdesk ☎ (04) 460 0606 ✉ registry@icanz.co.nz.



Phil Jarvis, vice-president of the National Life/Work Centre in Canada

Workforce Development in Canada



Phillip S. Jarvis, vice-president of the National Life/Work Centre in Canada, looks at likely future developments in skills and work in Canada

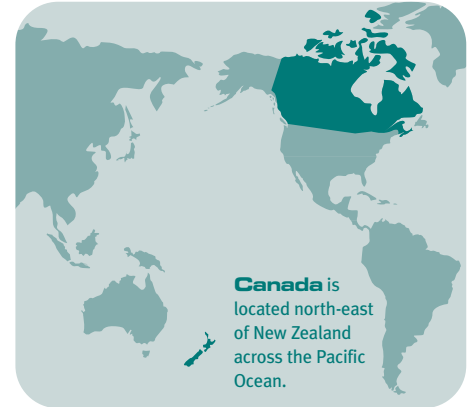
The knowledge economy

Workplaces around the world are changing and Canada has joined other countries in recognising that people's knowledge, skills and attitudes will drive the economy in the 21st century. Countries that succeed will be those with citizens who are creative, adaptable, skilled and adept at finding and keeping suitable work and learning opportunities.

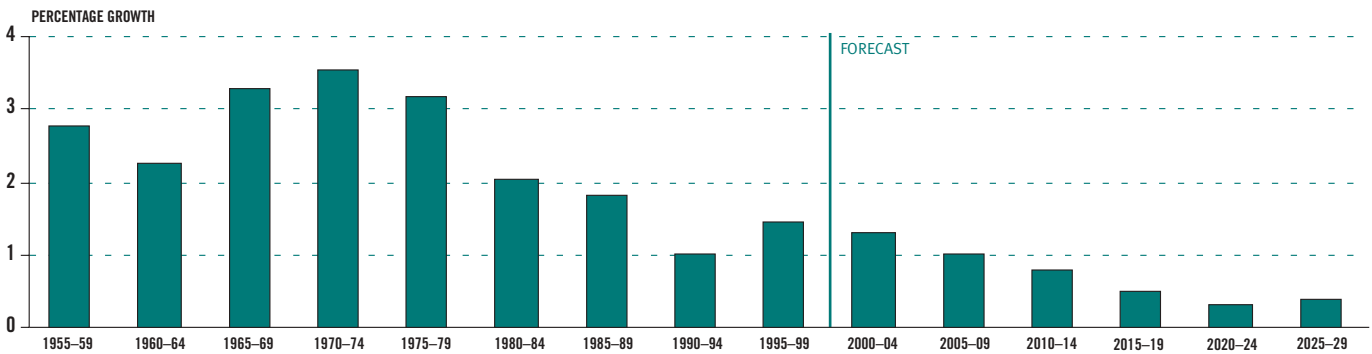
The need to upskill

Action needs to be taken now to make sure we have the supply of skilled labour we need for

the future. Canada's workforce will grow at a much slower rate than in the past, and our future labour supply will be inadequate to meet the demands of the economy. Already, shortages are occurring in many skilled trades, including plumbing and construction. Our population is ageing and population growth will continue to be low. This means making sure workers have opportunities to upgrade their skills over the course of their working lives, and maximising opportunities for all to participate fully in the labour market and attain their potential.



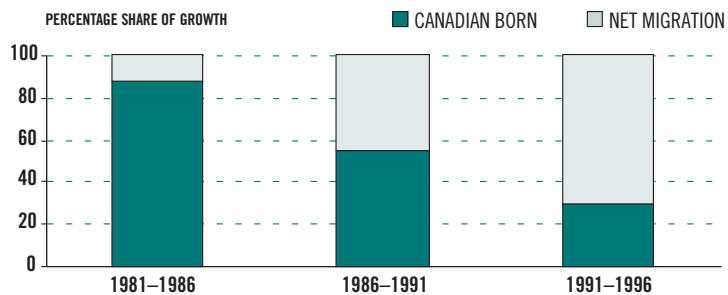
LABOUR FORCE GROWTH WILL SLOW: AVERAGE ANNUAL GROWTH RATE OF THE LABOUR FORCE 1955-59 TO 2025-29



Source: Human Resources Development Canada

Slowing labour force growth also means competing with other countries such as New Zealand (which are in similar demographic situations) to attract skilled immigrants. Given an ageing population with declining birth rates, by 2011 immigration will account for all net labour force growth in Canada.

CONTRIBUTION TO CANADIAN LABOUR FORCE GROWTH 1981-96

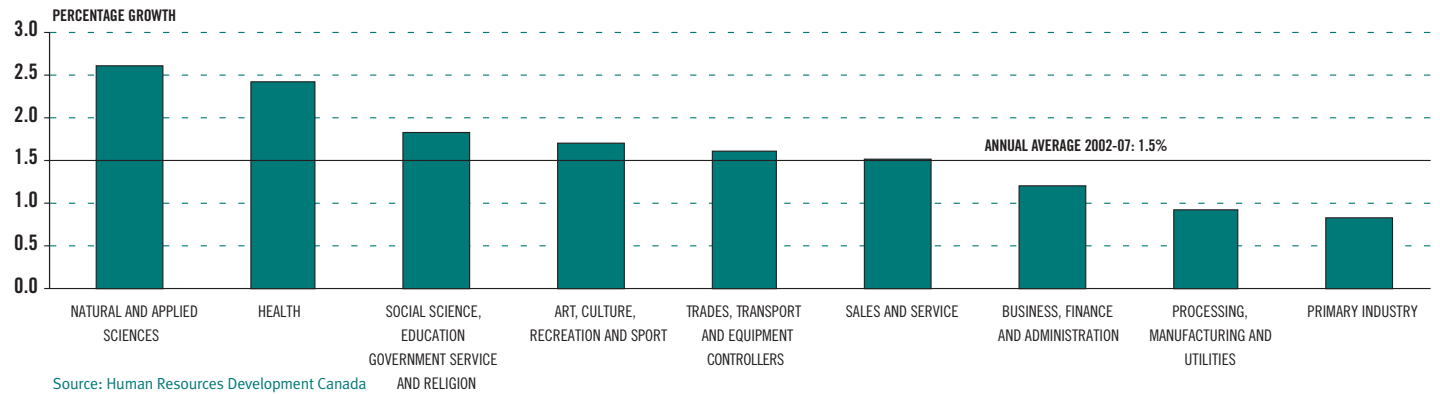


Source: Human Resources Development Canada

Future job growth

Job growth in Canada over the next five years will be fastest in health, natural and applied sciences, and in social science, education, government service and religion.

JOB GROWTH BY BROAD OCCUPATIONAL GROUPING 2002-07



In addition to new job openings as a result of increased economic activity, retirements will also create job opportunities. Sales and service, and business, finance and administration will account for more than 45% of all retirements over the next five years. Some groups with fewer

workers (such as social science, primary industry and health) will also be significantly affected by retirements, because workers in these groups are generally older or tend to retire earlier.

RETIREMENTS OVER THE NEXT FIVE YEARS

OCCUPATION GROUP	NUMBER OF RETIREES	PROPORTION OF ALL RETIREES (%)	RATE OF RETIREMENT (retirees as % of total labour force)
SALES AND SERVICE	270,000	25	1.4
BUSINESS, FINANCE AND ADMINISTRATION	225,000	21	1.6
TRADES, TRANSPORT AND EQUIPMENT OPERATORS	148,000	14	1.3
SOCIAL SCIENCE, EDUCATION, GOVERNMENT SERVICE AND RELIGION	130,000	12	2.6
HEALTH	73,000	7	1.7
PROCESSING, MANUFACTURING AND UTILITIES	72,000	7	1.1
NATURAL AND APPLIED SCIENCES	70,000	7	1.4
PRIMARY INDUSTRY	45,000	4	1.8
ART, CULTURE, RECREATION AND SPORT	33,000	3	1.7
TOTAL	1,066,000	100	1.5

Source: Human Resources Development Canada

Meeting the demand for skills

Making sure Canadians have the skills and knowledge required for today's economy and society is a national challenge. The Government of Canada, provincial and territorial governments, business, labour, the voluntary sector, educational institutions and others all have roles to play. And ultimately, individuals are responsible for their own learning, development and career management. One initiative being undertaken by public and private sector partners across Canada is

THE BLUEPRINT FOR LIFE/WORK DESIGNS

which:

- maps out the career management competencies Canadians need to manage their career from kindergarten to adulthood
- advises administrators and practitioners on providing career management programmes
- enables educators, trainers and career resource developers to teach career management competencies.

Most importantly, the blueprint provides a common language across Canada for the outcomes of career initiatives and activities in

any setting, and sets career management in the context of lifelong learning. Visit the website at: www.blueprint4life.ca.

The need to provide essential information to young people and adults in planning and managing their careers has also long been recognised. The Canada **WORKINFONET** Partnership has been created to ensure all Canadians have ready access to free career, learning and labour market information, programs and services. Visit the website and check out the extensive range of links at:

www.workinfont.ca.

INFORMATION ON THE NATIONAL LIFE/WORK CENTRE in Canada can be accessed at: www.lifework.ca. **HUMAN RESOURCES DEVELOPMENT CANADA**, where some of the information in this article has been generated, can be found on the web at: www.hrdc-drhc.gc.ca.



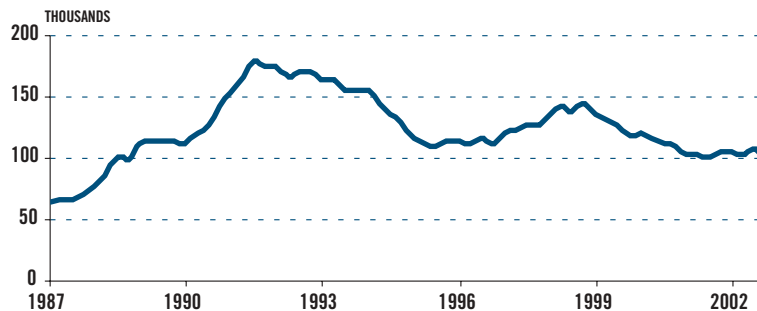
Peter Conway, economist,
Council of Trade Unions

Is this as good as it gets?

Peter Conway from the Council of Trade Unions talks about why recent falls in the level of unemployment still leave room for improvement, and why unions are strong supporters of education and industry training

IN THE LAST FOUR YEARS, 164,000 new jobs have been created in New Zealand, and in late 2002 the unemployment rate fell below 5% for the first time in 15 years. It is accepted that there will always be some "frictional" unemployment because people moving from one job to another sometimes experience brief periods of joblessness in between. So, with fewer than 100,000 people unemployed, is this as good as it gets?

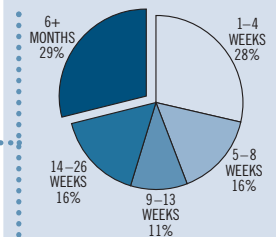
NUMBER OF PEOPLE UNEMPLOYED



Source: Statistics New Zealand, Household Labour Force Survey

DURATION OF UNEMPLOYMENT 2002

PERCENTAGE OF PEOPLE UNEMPLOYED (excluding duration unspecified)



Source: Statistics New Zealand, Household Labour Force Survey

To answer that question, you need only follow the daily media reports of skill shortages, and examine the unemployment numbers. In the first three months of 2003, a net 43% of employers participating in the **NEW ZEALAND INSTITUTE OF ECONOMIC RESEARCH'S QUARTERLY SURVEY OF BUSINESS OPINION** reported that it was increasingly difficult to recruit skilled labour. Meanwhile, results from the **HOUSEHOLD LABOUR FORCE SURVEY** suggest that in 2002 more than a quarter of the unemployed had been out of work for more than six months. These people weren't just between jobs.

Recent falls in unemployment are clearly not as good as it gets – not as long as there is unmet demand for skills. The challenge now is to meet that demand. While the Government is committed to reducing unemployment and many good policies are in place, more is needed to ensure that, for instance, the school-to-training-to-work transition for young people is better resourced, and that lifetime learning is a reality rather than a buzzword.

Unions recognise the need for more training and education, both for those in work and for potential workers – in other words, those out of work and those yet to enter the paid workforce for the first time. The role of a union is to operate as a collective organisation to improve the pay, conditions and rights of workers, and we are aware that for many people, their employability, job security and wage levels will increasingly rely on their level of skill – from foundation skills such as literacy and numeracy, to advanced technical skills.

Relevant education and training, leading to recognisable qualifications, raises the potential for better wages and improves the available job options. Some workers say they have developed skills through training and education, and cannot find jobs that use these skills. This is obviously disheartening. But many other workers would find better jobs if they had additional skills.

That is why unions push hard for better access to Industry Training, and for more funding from both the Government and employers to deliver it. We want to see workplaces where workers and their employers regularly discuss training issues and opportunities. These conversations will differ from industry to industry, and from firm to firm, and we know it is not an easy process in very small businesses. But if all workplaces are to provide opportunities for education and training, it is important that employers in small businesses are involved in clusters, industry organisations and regional initiatives to be able to share the resources devoted to, and risks incurred by, such endeavours.

A training culture is beginning to emerge. This is partly the result of government initiatives such as **MODERN APPRENTICESHIPS**, additional investment in Industry Training, and an economic development programme. The Council of Trade Unions is also working closely with **BUSINESS NEW ZEALAND** on improving opportunities for both employers and workers to get involved in workplace training, and we are striving for close working relationships with employers and **INDUSTRY TRAINING ORGANISATIONS (ITOs)**. ●

THE COUNCIL OF TRADE UNIONS encourages people who enter the workforce to join the appropriate union and provides information about unions. Write to them at PO Box 6645, Wellington. ☎ (04) 385 1334, or visit the website at: www.union.org.nz.



Labour Market Barometer

OVERVIEW: Although the New Zealand labour market remains very strong, it is expected to weaken. New jobs continue to be created, but job growth has slowed in the past 12 months. Unemployment remains low, and permanent and long-term overseas arrivals continue to outstrip departures. On the downside, skill shortages remain at high levels. Over the next 12 months, job growth is expected to slow further and unemployment is forecast to rise slightly.

HEADLINE LABOUR MARKET INDICATORS

	MAR 2002	JUN 2002	SEP 2002	DEC 2002	MAR 2003
ECONOMIC GROWTH (ANNUAL % CHANGE)	4.2	4.1	4.8	4.5	
EMPLOYMENT GROWTH (ANNUAL % CHANGE)	3.5	3.1	2.8	2.3	1.5
UNEMPLOYMENT RATE (AVERAGE % FOR THE QUARTER)	5.3	5.1	5.4	4.9	5.0

Source: Statistics New Zealand, National Accounts (economic growth) and HLFS (employment growth and unemployment rate). Figures are seasonally adjusted.

STRONG EMPLOYMENT GROWTH LOOKS TO BE SLOWING

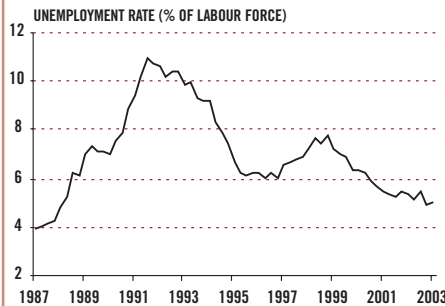


Source: Statistics New Zealand, HLFS. Figures are seasonally adjusted.

EMPLOYMENT

The number of people in employment stood at 1,895,000 in the March 2003 quarter. New jobs continue to be created, but employment growth of 1.5% in the year to March 2003 was much lower than the 3.5% growth in the year to March 2002.

HOWEVER, UNEMPLOYMENT REMAINS LOW

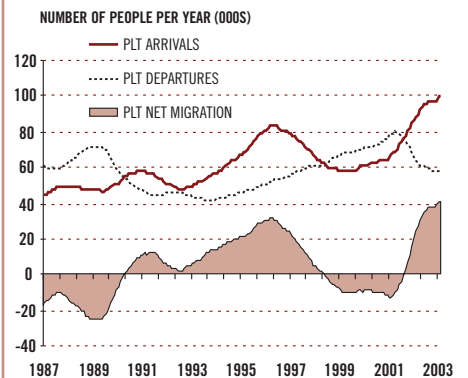


Source: Statistics New Zealand, HLFS. Figures are seasonally adjusted.

UNEMPLOYMENT

With job growth slowing recently, the fall in unemployment has begun to level off. The unemployment rate fell to 4.9% by the end of 2002, with the number of unemployed people below 100,000. In early 2003, the unemployment rate increased slightly to 5.0%, but the number of unemployed people remained below 100,000.

MORE PEOPLE CONTINUE TO ARRIVE IN NZ AND FEWER LEAVE



Source: Statistics New Zealand, External Migration. Figures are seasonally adjusted. PLT: permanent and long-term.

MIGRATION

The number of people coming to live in New Zealand from overseas is at a very high level. In the past 12 months, 98,000 people came to New Zealand for a permanent and long-term stay, and 57,000 people left. This resulted in a net migration inflow of approximately 41,000 people. Net migration inflows are currently having a large impact on the labour market, accounting for more than half the rise in the working age population in the past 12 months.

LABOUR MARKET TERMS

- WORKING AGE POPULATION:** people aged 15 years and over.
- EMPLOYMENT:** the number of people who work for at least one hour per week.
- UNEMPLOYMENT:** the number of people not in work, but who are available for and actively seeking work.
- LABOUR FORCE:** the number of people either in work or available and actively seeking work.
- LABOUR FORCE PARTICIPATION RATE:** the proportion of the working age population that is in the labour force.
- UNEMPLOYMENT RATE:** the proportion of the labour force that is unemployed.

LABOUR MARKET SUMMARY MARCH 2003 QUARTER



Source: Statistics New Zealand, HLFS. Figures are seasonally adjusted.

SKILL SHORTAGES

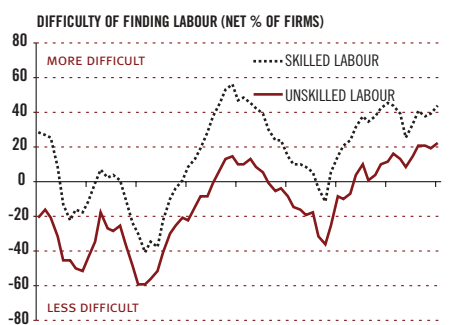
HEADLINE SKILL SHORTAGE INDICATORS	MAR 2002	JUN 2002	SEP 2002	DEC 2002	MAR 2003
DIFFICULTY FINDING SKILLED LABOUR (NET % OF EMPLOYERS)	33	39	37	39	43
DIFFICULTY FINDING UNSKILLED LABOUR (NET % OF EMPLOYERS)	14	19	19	18	21
LABOUR IS MAIN CONSTRAINT ON EXPANDING OUTPUT (% OF EMPLOYERS)	11	12	12	16	14

SOURCE: NZIER, QSBO

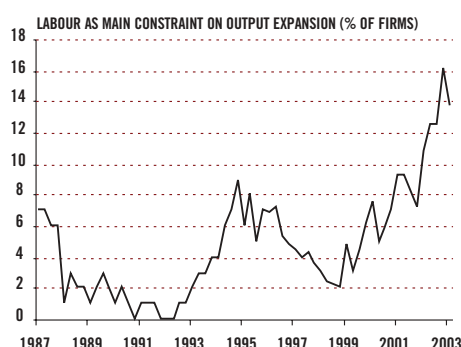
REPORTS OF SKILL SHORTAGES remain at high levels. In March 2003, a net 43% of employers had *more difficulty finding skilled labour*, the highest this indicator has been for two years. Skilled labour is more difficult to find than unskilled labour; however, the difficulty of finding unskilled labour is at historically high levels and continues to rise. A net 21% of employers reported having more difficulty finding unskilled labour in March 2003. In addition, a shortage of labour was the main factor constraining output expansion for 14% of firms in that quarter. This is below the peak reported in December 2002, but still very high.

MONITORING SKILL SHORTAGES

The Quarterly Survey of Business Opinion is carried out by the New Zealand Institute of Economic Research (NZIER). Employers are asked whether it is harder or easier to find skilled labour, or whether the situation remains the same as it was three months earlier. To get the "net difficulty" figures given here, the percentage of employers answering "easier" is subtracted from the percentage answering "harder" and an adjustment is made for employers who answer "not applicable". Unfortunately, as well as measuring true skill shortages, the results might also include recruitment difficulties or skill gaps (see *SKILL SHORTAGES EXPLAINED* in the first issue of *workINSIGHT* for a more detailed explanation of these terms). As well as asking employers about their difficulty in finding unskilled labour, the QSBO also asks them to specify the main factor constraining their expansion of output. The percentage of employers who respond that "labour shortage" is the main factor constraining output expansion is monitored.

SHORTAGES OF STAFF REMAIN HIGH

Source: NZIER, QSBO

LABOUR SHORTAGES ARE CONSTRAINING OUTPUT

Source: NZIER, QSBO

INDUSTRY SECTORS

In the 12 months to March 2003, the net percentage of service sector employers reporting more difficulty finding skilled labour almost doubled to a net 41%, bringing the indicator close to the levels already reported by manufacturers and wholesalers/retailers. This sudden rise in service sector skill shortages coincides with a period of employment growth in a number of service sectors, suggesting that the shortages are symptomatic of a growing domestic economy. Business activity in retail, health, education and community services has been boosted by population increases (the

result of strong net inward migration last year) and strong consumer spending. House sales are booming, which has led to growth in financial and business services. Numbers of overseas visitors to New Zealand increased to two million per annum for the first time in the year to November 2002, marking a rise of 15% in the past two years. As a result, some hotels, restaurants and other tourist-related services might have struggled to recruit sufficient numbers of staff to meet the extra demand. The buoyant property market is also impacting on the construction sector, where skill shortages are most severe. A net 54% of construction

employers reported more difficulty finding skilled labour in the March 2003 quarter.

REGIONS

Reports of skill shortages have increased in the upper North Island. The net percentage of employers reporting more difficulty finding skilled labour rose to 43% in the March 2003 quarter, up from a net 25% the year before. Elsewhere, reports of skilled labour shortages are at similar levels to the same time last year. They remain at their most severe in the South Island, where a net 53% of employers reported more difficulty finding skilled labour.

INDUSTRY SECTORS & REGIONAL LABOUR SHORTAGE INDICATORS

SECTOR/REGION	DIFFICULTY FINDING SKILLED LABOUR (NET % OF EMPLOYERS)		DIFFICULTY FINDING UNSKILLED LABOUR (NET % OF EMPLOYERS)		LABOUR AS MAIN CONSTRAINT ON EXPANDING OUTPUT (% OF EMPLOYERS)	
	MAR 2002	MAR 2003	MAR 2002	MAR 2003	MAR 2002	MAR 2003
MANUFACTURERS	43	45	17	20	9	8
BUILDERS	43	54	22	27	22	23
WHOLESALE/RETAILERS	44	42	18	23	8	8
SERVICES	21	41	10	20	10	16
UPPER NORTH ISLAND	25	43	10	21	11	14
LOWER NORTH ISLAND	36	35	15	14	14	16
SOUTH ISLAND	52	53	20	22	15	10
TOTAL	33	43	14	21	11	14

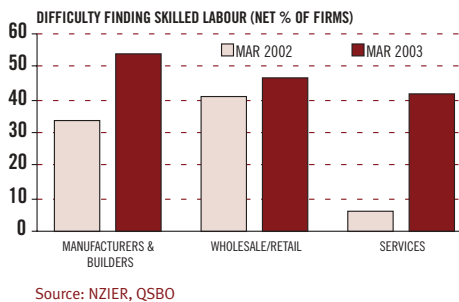
SOURCE: NZIER, QSBO

MINISTRY OF SOCIAL DEVELOPMENT work brokers are surveyed on the occupations for which employers are experiencing difficulty recruiting staff. The February 2003 survey shows that since the same time last year, reports of skill shortages have risen in most of the occupations they monitor. Based on the number of responses received, the following occupations are most in shortage: vehicle/engine service and repair, engineering, building and construction, driving, and forestry. The survey also shows drivers' licences are the basic skill most reported as being in shortage.

INDUSTRIES WITHIN REGIONS

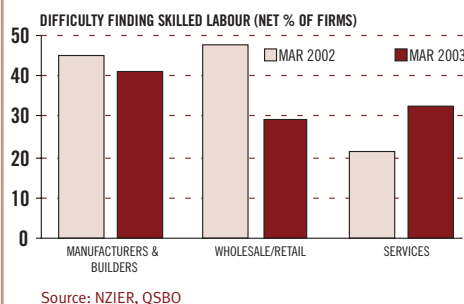
AUCKLAND

Auckland is the only region of the three main regions where reports of skill shortages have risen substantially over the past 12 months. All industry sectors within the region reported more difficulty finding skilled labour in the March 2003 quarter compared to the same time last year. However, the rise was greatest in the services sector: a net 41% of employers reported having more difficulty finding skilled labour, compared to a net 6% a year ago. Reports of skill shortages have also risen steeply among manufacturers and builders, and Auckland skill shortages are now highest in this sector.



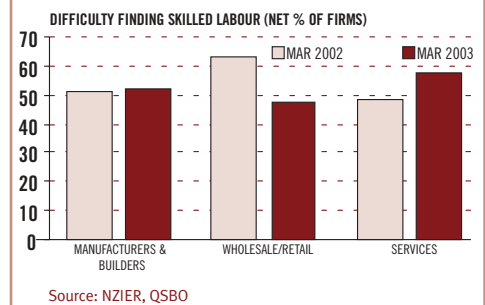
LOWER NORTH ISLAND

In the lower North Island, reports of skill shortages are at the same level as a year ago. However, this is not consistent across industry sectors. There has been a steep drop in reported skill shortages among wholesale/retail employers: a net 29% reported having more difficulty finding skilled labour in the March 2003 quarter, down from a net 47% at the same time last year. In contrast to the overall downward trend in the region, skill shortages in the services sector have risen: a net 32% of employers reported having more difficulty finding skilled labour in the March 2003 quarter compared to a net 21% the year before. Lower North Island skill shortages are now highest in the manufacturing and building sector.



SOUTH ISLAND

In the South Island, reports of skill shortages are the same as they were 12 months ago, and they remain higher than in the North Island. Reports of skill shortages fell among wholesalers/retailers: a net 47% reported more difficulty finding skilled labour in the March 2003 quarter compared to a net 63% a year ago. However, reports of skill shortages rose among service sector employers, following a trend in the rest of the country. South Island skill shortages are now highest in the services sector.



LABOUR MARKET OUTLOOK

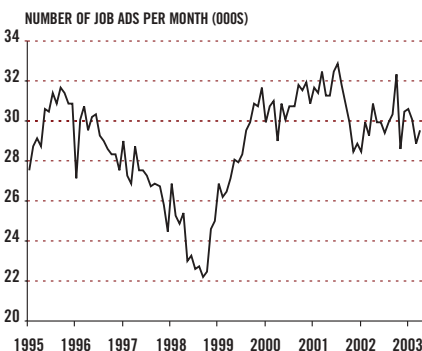
OVERVIEW: the labour market outlook for the next 12 months is only moderately positive. Employment is expected to grow, but not as much as it has recently. Falling numbers of job advertisements and a weakening of employers' recruitment intentions indicate that job growth will continue slowing.

SHORT-TERM OUTLOOK – HIRING INTENTIONS

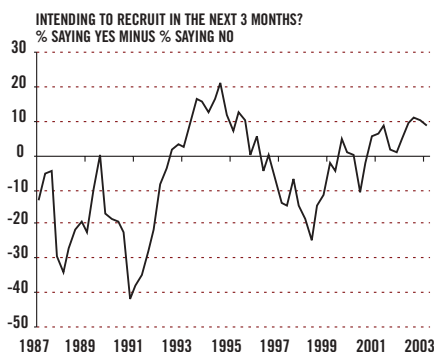
Job advertisements are a useful guide to hiring intentions and, therefore, future job growth. The monthly ANZ Job Ads series stood at 29,500 in April 2003. This was reasonably high, but well down on the peak of almost 33,000 in mid 2001.

In nationwide surveys, employers are asked specifically about their employment intentions. The most recent surveys carried out in early 2003 showed a slight weakening in employers' intentions to take on new staff. This was evident all over New Zealand, but more so in the South Island. While there wasn't a consistent picture across industrial sectors, the downward trend was most evident in construction, retail and agriculture.

FALLING JOB ADS POINT TO WEAKER JOB GROWTH IN 2003



SUPPORTED BY WEAKER EMPLOYMENT INTENTIONS



MEDIUM-TERM OUTLOOK

Economic growth is the best predictor of job market performance over the medium term – that is, the 12 months to March 2004. The more goods and services the economy produces, the more job opportunities are created.

Economic growth is expected to weaken in 2003 and early 2004 as a fall in exporters' incomes begins to subdue spending in the domestic economy. Recovery in the international economy will provide a boost to the New Zealand economy over the longer term, but the upswing is not expected to gather momentum until the second half of 2003 at the earliest. Overall, this would mean job growth easing over the next 12 months, with the unemployment rate expected to rise to around 5.5%.



Career Services contacts

Career Services is New Zealand's leading provider of career information, advice and planning services.

Visit: www.careers.govt.nz

Email: careers@careers.govt.nz

CareerPoint is a free career information service.

Freephone: 0800 222 733

Email: careerpoint@careers.govt.nz

KiwiCareers is a career information website.

Visit: www.kiwicareers.govt.nz

CareerCentres provide a range of career information and planning services. Freephone: 0800 109 901 or contact your local CareerCentre

CAREERCENTRE	CONTACT PERSON	PHONE	FAX	PO BOX	ADDRESS
Whangarei	Carol Ashiton	(09) 438 8875	(09) 430 0893	5065	Level 3, Robert Street Tower, corner Robert & James Streets, WHANGAREI
North Shore	Paul Heath	(09) 489 2299	(09) 489 2212	33-1647	Level 2, 1-7 The Strand, Takapuna, North Shore City 1309, AUCKLAND
Manukau City	Mary Kayes	(09) 262 4250	(09) 262 4251	76-306	Level 1, AMI Building, 15 Osterley Way, MANUKAU CITY
Hamilton	Ross Jones	(07) 839 4181	(07) 834 0111	1100	Suite 1, 15 Clifton Road, HAMILTON
Rotorua	Jane Pearson	(07) 349 0680	(07) 349 0710	1945	1141 Pukaki Street, ROTORUA
SUB CENTRE: Tauranga	Heather Sayer	(07) 349 0680	(07) 544 2386	Private Bag Tg12001	C/- Bay of Plenty Polytechnic, Windermere Drive, TAURANGA
Napier	Jan Crawford	(06) 835 8569	(06) 835 1741	545	Level 1, Civic Court, Dickens Street, NAPIER
SUB CENTRE: Gisborne	Fleur Paenga	(06) 863 3590	(06) 867 8327	910	Level 4, Quay Point Building, 41 Reads Quay, GISBORNE
Palmerston North	Roger Peak	(06) 350 1130	(06) 350 1131	646	Level 5, Sun Alliance Building, corner Grey & Rangitikei Streets, PALMERSTON NORTH
SUB CENTRE: New Plymouth	Margaret McCall	(06) 757 3750	(06) 757 3752	8016	Level 2, Devon Centre, corner Devon & Liardet Streets, NEW PLYMOUTH
Wellington	Peter Speers	(04) 801 5429	(04) 801 5430	27-263	Level 3, CMC Building, 89 Courtenay Place, WELLINGTON
Nelson	Bruce Hay	(03) 548 1630	(03) 548 1625	1041	69 Selwyn Place, NELSON
SUB CENTRE: Greymouth	Wendy Fisher	(03) 768 0068	(03) 768 0068	306	141 Tainui Street, GREYMOUTH
Christchurch	Derek McCullum (acting)	(03) 377 0530	(03) 377 0534	4441	Level 8, Anthony Harper Building, 47 Cathedral Square, CHRISTCHURCH
Dunedin	Pete McBeth	(03) 477 5395	(03) 477 5300	859	Level 7, Evan Parry House, 43 Princes Street, DUNEDIN
SUB CENTRE: Invercargill	Chris Williams	(03) 214 0252	(03) 214 0267	1365	Ground Floor, Menzies Building, 1 Esk Street, INVERCARGILL



CAREER SERVICES
TAPUARA
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THE TERTIARY EDUCATION COMMISSION (TEC)

was established by legislation on 1 January 2003 and incorporates the functions of Skill New Zealand and Tertiary Resourcing from the Ministry of Education. The TEC has a national office in Wellington and 11 regional offices throughout New Zealand.

- The TEC brings together for the first time all tertiary education provision, funding and research.
- It gives effect to the Government's Tertiary Education Strategy through negotiating charters and profiles with organisations, allocating funds to organisations and building the capability of organisations that provide tertiary education.
- It provides advice to the Minister on the Tertiary Education Strategy, the Statement of Tertiary Education Priorities and the activities and performance of the sector.
- It conducts applied policy and programme research, monitoring and evaluation.
- It monitors the performance of organisations against their profiles for the purpose of assessing achievement in relation to the Tertiary Education Strategy and the Statement of Tertiary Education Priorities.



TERTIARY EDUCATION COMMISSION

NATIONAL OFFICE: 44 The Terrace Wellington, PO Box 27-048.

Tel: (04) 462 5200

Freephone: 0800 CALL TEC or 0800 832 225

E-mail: info@tec.govt.nz

Website: www.tec.govt.nz

TEC REGIONAL OFFICES

TEC CENTRE	PHONE	FAX	PO BOX	ADDRESS
Northland	(09) 438 7500	(09) 438 4313	1541	Rathbone Business Centre, 49-53 James Street, WHANGAREI
Tamaki Makaurau	(09) 377 2620	(09) 373 2506	5338 Wellesley Street	Level 4, Shell House, 9 Hargreaves Street, College Hill, AUCKLAND
Counties Manukau	(09) 262 2100	(09) 262 2150	76-328	Ground Floor, Merial Building, corner Putney & Osterley Way, MANUKAU CITY
Waikato	(07) 838 1191	(07) 838 1190	19-213	Level 4, corner Victoria Street & Garden Place, HAMILTON
Bay of Plenty	(07) 349 2790	(07) 349 1076	541	Level 7, Zen Centre, 1135 Arawa Street, ROTORUA
Bay of Plenty (Tauranga office)	(07) 578 0853	(07) 578 0852	13-412	Level 3, McLean House, McLean Street, TAURANGA
Eastern Coast	(06) 834 3172	(06) 834 3179	1069	Level 1, 25 Bower Street, NAPIER
Eastern Coast (Gisborne office)	(06) 867 1239	(06) 867 8327	743	Level 4, Quaypoint Building, 41 Reads Quay, GISBORNE
Central	(06) 758 5245	(06) 757 8467	390	Level 6, Glenport House, corner Gill and Liardet Streets, NEW PLYMOUTH
Central (Palmerston North office)	(06) 359 1940	(06) 359 2484	1542	Manawatu House, corner Cuba & Andrew Young Streets, PALMERSTON NORTH
Wellington	(04) 801 7273	(04) 382 9784	27-486	Level 6, Eagle Technology House, 150-154 Willis Street, WELLINGTON
Nelson/Marlborough/West Coast	(03) 546 8198	(03) 546 9070	851	Level 3, 295 Trafalgar Street, NELSON
Canterbury	(03) 365 3041	(03) 365 3097	22-345	Level 1, Te Waipounamu House, 158 Hereford Street, CHRISTCHURCH
Southern	(03) 477 4684	(03) 479 0117	625	Level 4, 115 Princes Street, corner Princes & Dowling Streets, DUNEDIN

Department of Labour Services



These Service Units are part of the Department of Labour (www.dol.govt.nz), which works to help people achieve high-quality working lives in thriving and inclusive communities.

COMMUNITY EMPLOYMENT GROUP (CEG)

Ph (04) 915 4270 www.ceg.govt.nz or for information about the groups we work with www.employmentmatters.net.nz
CEG works alongside community groups to help develop local employment and business opportunities. CEG field workers help grow community ideas through practical planning advice, information, partnerships and project support. CEG can also help groups tap into resources and funding; and facilitate links with other agencies to get projects or small businesses started. Contact your nearest CEG branch for more information.

WORKPLACE HEALTH AND SAFETY

GROUP (WHS) Ph (04) 915 4444 www.osh.govt.nz
WHS, with its service-delivery arm, the Occupational Safety and Health Service (OSH), works to ensure workplaces are safe and healthy. OSH provides information and advice to employers and employees; inspects workplaces to help sort out problems, and enforces health and safety legislation where there are breaches. If you need advice or information on health and safety plans, or encounter health or safety problems at work, contact your nearest OSH regional office.

NEW ZEALAND IMMIGRATION SERVICE (NZIS)

Ph (04) 915 4222 Freephone 0508 558 855
www.immigration.govt.nz
The Immigration Service manages immigration for national advantage by building New Zealand's skills through immigration. NZIS issues the visas and permits people need to visit, work, study or live in New Zealand; and helps migrants and refugees to resettle here. NZIS also provides immigration policy advice to government, and is responsible for ensuring compliance with New Zealand's immigration policy. For information on immigration and visas, phone the free Information line or contact your nearest NZIS office.

LABOUR MARKET POLICY GROUP (LMPG)

Ph (04) 915 4742 www.dol.govt.nz
LMPG works with Department of Labour services and other agencies to advise and inform the government on a range of labour market matters, and the links between labour market policies and other social and economic policies. This includes advice to government on employment policy and accident compensation. LMPG also makes available public information on trends in employment and unemployment, the labour market outlook, skill shortages and developments, the future of work and the results of labour market research. Visit the website or phone LMPG.

EMPLOYMENT RELATIONS SERVICE (ERS)

Infoline 0800 800 863 www.ers.govt.nz
ERS helps employees and employers maintain good, fair employment relationships. ERS provides free information and guidance on employment rights and obligations for employers and employees; information on parental and other leave; enforces minimum employment conditions; and provides free mediation services to help people resolve workplace relationship issues. Call the Employment Relations Infoline or visit the website for further information.

For more information on all work-related matters including jobs, education, training and income support visit www.worksite.govt.nz