

SKILLS AND WORK IN NEW ZEALAND

workINSIGHT



DEPARTMENT OF
LABOUR
TE TARI MAHI



FOREWORD

THE NEW ZEALAND LABOUR MARKET has been performing particularly strongly in the past three years: employment growth has been strong, benefiting all sectors of the community, and unemployment has fallen to a 14-year low.

It is not surprising in this context of strong growth and high performance that some employers have experienced increasing difficulty in finding the staff they want. Reported skill shortages are at historically high levels.

Skill shortages may be seen as a sign of a healthy and dynamic labour market which is growing and creating new jobs. However, they are also a concern if they persist because they may lead to lower output and lower incomes. There is also a longer-term concern that we must ensure the New Zealand labour force has the skills necessary to meet the demands of the future.

Earlier this year the government announced a package of measures aimed at relieving skill shortages, the Skills Action Plan. This plan comprises 13 separate projects, some of which

are new, and some of which are extensions of existing work.

The overall aim of the plan is to provide better quality and more accessible information to help people make decisions about their involvement in the labour market. The plan aims both to improve the matching of people's skills to job opportunities available at any given time, and to help reduce future skill shortages by helping people make better decisions about participating in education and training – or providing education and training.

The projects cover a range of activities, from research and gathering new information about the labour market, to analysis and dissemination of that information. This report is one of those new initiatives. Its aim is to provide information on labour market trends (including the outlook for the labour market) and information on the availability of and demand for skills in New Zealand. Further information is provided in this issue on some of the other initiatives in the plan.

This publication is aimed at people who are

in a position to act on the information it contains, in particular people considering education or training choices, people in education or training who are considering entering employment, people in employment who are considering a change of career, and new entrants or re-entrants to the labour market (such as migrants, and women returning to the workforce).

We hope to reach this target audience through careers advisers, work brokers and education providers, as well as providing background information to those people. Please pass a copy on to someone who can use the information contained in this report. ●

Steve Maharey

MINISTER OF SOCIAL SERVICES AND EMPLOYMENT
ASSOCIATE MINISTER OF EDUCATION (TERTIARY)



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Liz Medford, manager of Victoria University's Career Development and Employment Service.



Vic's Leading Lady Liz

Up-to-date information about the labour market and graduate destinations is essential for helping students make the transition to working life, says career guidance expert Liz Medford.

WHEN STUDENTS at Victoria University visit Liz Medford and the team at their Career Development and Employment Service, they can look forward to some of the most useful and informed careers guidance around – thanks in large measure to the lateral thinking and energy Liz brings to her role as team leader.

A good example is the use Liz has found for the **VICE-CHANCELLORS' REPORT**, which surveys graduates' job destinations.

Although it has been available for a number of years, Liz and her team were the first to see its potential for course and careers guidance. "It's always been sitting on the shelf," says Liz, "but we make extensive use of it. We use the information to really educate our students about all the occupations and types of employment graduates from their particular discipline have taken up. As a career practitioner, I find that information absolutely invaluable, and our students do, too. *It's very satisfying to have somebody come back and say, 'I didn't realise all the possibilities that were in front of me before I came to see you.'*"

Liz and her team examine the Vice-Chancellors' Report data closely, breaking the careers destination information down subject by subject to develop a list of all the occupations and types of employment students have taken

up. By keeping in contact with graduates, the team has also been able to augment the career information with generalised salary details.

"So when graduates call and ask for our advice on negotiating contracts, we are able to recommend salary ranges using information on other graduates in similar subject areas, and similar types of organisations. We can also use that information to advise employers."

This year, Liz's team has taken its career destination information to a much wider audience by publishing the information on the Victoria University careers website at www.vuw.ac.nz/st_services/careers.

On the website, visitors will find another Victoria innovation – **CAREER VIEW** (also available as eight to 12 page leaflets). There are 25 of these, each focusing on a particular area of study. As well as covering various course options, they also outline possible career destinations and profile graduates of the courses who talk about what they're doing today.

"As far as I know, it's the only publication in New Zealand that addresses particular subject areas, really breaking it down into what skills people are learning," says Liz.

"I got the idea from a similar series in Australia. We send copies to every secondary school in the country, and to the other universities too."

Victoria's careers team spends a lot of time keeping in touch with employers, talking to around 700 each year, both locally and nationally. "We're in constant contact with them, just finding out what's coming up, discussing the changes they see occurring in the employment market and looking at the skills they are going to need."

Every two or three years, Liz's team surveys employers on the skills they find most valuable in graduates (the results of the most recent survey are also on the website).

"The skills employers look for haven't changed all that much over time," says Liz, "and the needs are much the same here as they are overseas. Communication and leadership skills, critical analysis, problem solving – with the exception of professions like medicine or law, it's those transportable skills that matter more than the actual subject matter."

Liz believes that people considering study and career options need to look at their interest areas. "Remaining motivated throughout your life is essential. Unless you're enjoying it, you're not going to stay enthusiastic and keep wanting to upskill. There shouldn't be a line where work ends and life begins. The more they merge, the more productive, successful and happy you'll be." ●

EMPLOYMENT OUTCOMES SURVEY

THE GOVERNMENT IS INVESTIGATING extending the information available on graduate employment outcomes as part of the Skills Action Plan. There is currently no comprehensive survey of all tertiary education and training graduates. The Vice-Chancellors' Committee surveys all university graduates and the Association of Polytechnics has conducted a survey on behalf of its members. However, there is no information collected on other parts of the tertiary sector, for example Private Training Establishments and Industry Training Organisations. Information from these sectors will provide current and intending students with better information on employment prospects and likely earnings for different courses of study and will also assist the institutions themselves in tailoring their courses to labour market needs. **{i}**

THE SKILLS EMPLOYERS WANT

THE EMPLOYMENT SKILLS SURVEY was conducted by Victoria University's Career Development and Employment Service in March 2000. The survey sampled 200 employers who were actively recruiting, asking them about the skills and attributes they were looking for. The top 10 skills or attributes listed by employers were: **1) strong verbal and interpersonal communication 2) problem solving 3) sound academic achievement 4) self-motivated / self-management / self-starter 5) analytical and conceptual 6) flexible and adaptable 'can-do' attitude 7) team player 8) strong written communication 9) energy and enthusiasm 10) creative / innovative.** **{ii}**



A New Landscape for Tertiary Education

The government is reforming New Zealand's tertiary education system to ensure it contributes much more explicitly to important national economic and social goals.

FROM JANUARY 2003 a new Tertiary Education Commission (TEC) will oversee the implementation of the government's Tertiary Education Strategy (TES) 2002/07 and the new Integrated Funding Framework to fund tertiary provision and research.

The tertiary education sector encompasses all post-compulsory education and is broader still – undertaking research at the cutting edge of science, training tomorrow's teachers, and providing foundation skills to those who haven't acquired them at school. It includes, for example, education and training provided by universities, wānanga, polytechnics, and colleges of education as well as industry training and foundation education such as Training Opportunities and Youth Training programmes.

The tertiary system plays a critical role in equipping New Zealanders with the skills they need for employment and for lifelong learning and development. It also plays an important role in research and innovation.

The main objective of the new initiatives is to ensure that the tertiary system is better connected to New Zealand's goal of becoming a creative and distinctive knowledge economy and society. As a small economy in an increasingly globalised world, initiatives that focus our talents and resources have become increasingly

important, and the reforms are designed to equip more New Zealanders with skills and knowledge to confidently take their place in the world.

A KEY PART OF THE REFORMS IS THE IMPLEMENTATION OF THE Tertiary Education Strategy 2002/07. This contains six strategies to enhance the performance of the sector and help New Zealand meet future economic and social challenges:

1. Strengthen system capability and quality.
2. Contribute to the achievement of Māori development aspirations.
3. Raise foundation skills so that all people can participate in our knowledge society.
4. Develop the skills New Zealanders need for our knowledge society.
5. Education for Pacific peoples' development and success.
6. Strengthen research, knowledge creation and uptake.

These strategies were developed following an extensive period of public consultation, so that community, provider, student, prospective student and business concerns could be incorporated.

To put the strategy into effect, a new agency,

the Tertiary Education Commission, is to be established to co-ordinate and oversee the changes. The TEC will incorporate Skill NZ and parts of the Ministry of Education's tertiary resourcing division. A range of tools are also being developed. These are aimed at helping to better integrate the tertiary system to realise the six strategies in the TES, through, for example, changes to how education and training providers are funded and how institutions determine which courses to provide. If you are interested, more information on the reforms and their implementation can be obtained from www.tec.govt.nz or www.minedu.govt.nz. To access a wide range of links to education and training resources, go to the work portal www.worksite.govt.nz.

For students, the tertiary reforms do not mean massive change. The range of existing education and training options will remain, and more details of these can be found on at www.minedu.govt.nz and www.skillnz.govt.nz. What the reforms do mean for students, however, is a sense that what the sector offers in the future will better reflect our national goals, community priorities and business needs. This will help ensure that New Zealanders make more of their potential. ●





Liz Barton, Human Resources Executive, City Care, Christchurch

In the next five years we have about 10% of our workforce retiring. Obviously they have a lot of skills. So one of the issues was: how do you pass on those skills to a new generation before we lose them?



Skilled for Life

City Care, a Local Authority Trading Enterprise in Christchurch, has started an initiative to help tackle youth unemployment and replenish its own skill base.

7 OCTOBER 2002 is a date 20 formerly unemployed young Christchurch men and women will long remember. That's the day they began a unique 12-month pre-apprenticeship scheme with Christchurch-based City Care that could see them "so skilled they'll never be out of a job".

That's the promise of the call for applications, and the scheme has been carefully structured to deliver.

Trainees will get to experience about 18 different trades across the company's diverse contracting activities, with eight five-week placements in each division of the company, under the mentoring of City Care staff. They'll also be working towards a National Certificate and at the end of the programme at least 12 of the 20 will have the opportunity to start a Modern Apprenticeship.

Best of all, they'll be paid above the minimum adult wage – a lot more than the unemployment benefit.

"This is specifically pre-apprenticeship. We're giving them a diverse range of experiences, we're paying them wages and

we're paying for the training. Apparently it's unique," says Liz Barton, City Care's Human Resources Executive.

The City Care initiative was prompted by business issues and a recognition of the company's role in the community. "We're a member of the Business Council for Sustainable Development," says Liz. "And that means we're committed to actually taking positive action to resolve issues like youth unemployment. One of the things we really do want to do is contribute to the community."

Although it's a City Care initiative, the programme is being run in partnership with Work and Income. "We went to them and said, 'There's a significant issue with youth unemployment in the region, how about we work with you to provide an opportunity for some people who maybe aren't suited to the academic framework, but are practical, hands-on people and would really enjoy the type of work we have to offer?' Basically, because we're taking on people who have been unemployed for 26 weeks, they qualify for some Work and Income funding."

Rather than just setting up a training

programme, City Care wanted to get people into employment and give them an on-the-job grounding in some fundamental skills.

"They'll get an understanding of the whole employer/employee relationship and the work ethic of getting out of bed to be at work, sometimes as early as 6.30 am."

Liz says the trainees will be working towards a specific National Certificate that City Care is developing with the contracting industry training organisation. "It will be only a fairly low level one but it will give them a head start in terms of getting to an apprenticeship at the end, which is the overarching goal. And by going through all the placements by the end of the year, they'll have an idea of what's available, what they enjoy and where their natural skills and talents lie."

The business drivers for the move stemmed from the creation of City Care as a LATE – Local Authority Trading Enterprise – in 1999. From being a department of Christchurch City Council with an assured flow of work, the business found itself having to tender in a highly competitive market. That led to some major strategy decisions. →

● continued

“When we started out we were a labour-based organisation. We’d have labourers who’d go out and do the job, and the supervisors would have the skills. We just basically made the decision that we wanted to move to more of a trades-based organisation. With more skilled people, we should be able to think of better and more efficient ways of doing things, which should make us more competitive.”

With staff now well tuned into the new commercial realities of the business, the drive for upskilling has taken on quite a momentum. Nearly 100 of City Care’s staff – 20% – are working towards National Certificates.

“We’re really trying to encourage them,” says Liz. “We offer free training, we pay for everything and allow people time off to go to courses. A lot of the ITOs were quite stunned

when we said we were going to pay so much. But we wanted to put our money where our mouth was.”

The investment is definitely paying off – City Care has won agrichemical application and sports turf management contracts simply because it has people who’ve recently qualified in these areas. Liz explains, “Increasingly, the market is demanding higher and higher standards of qualification to even enter the arena, let alone win tenders.”

Maintaining the skill base was also important for the long-term survival of the organisation.

“In the next five years we have about 10% of our workforce retiring. Obviously they have a lot of skills. So one of the issues was: how do you pass on those skills to a

new generation before we lose them? If we don’t do this, we’re not going to be a sustainable business in the long term. You can’t just magic up people with the skills we need in a few years’ time when we need them.”

The programme is intended to be ongoing – City Care hopes to run the scheme every year, “for the next however many years it takes”, as Liz puts it.

Young unemployed people have been quick to see the benefits. “We had about 40 people that Work and Income selected for an open day tour of the depot – 38 of them applied. We have interviewed and selected 20 candidates for the programme, they have all accepted the offer of employment and started on Monday, 7 October.” ●



Candidates selected for the City Care’s pre-apprenticeship scheme.

IF YOU WANT MORE INFORMATION ON WORK-BASED TRAINING

The Skill New Zealand website www.skillnz.govt.nz has Directory on the Web, an on-line directory of training. The website also has information about Modern Apprentices. **{i}** If you want to know about training in a particular industry, contact the relevant industry training organisation. **{ii}** The work portal www.worksite.govt.nz has links to education and training information sources.

IF YOU WANT TO BECOME A MODERN APPRENTICE you can ring an adviser free on 0800 4 APPRENTICE (0800 427 773) or send an email to info@skillnz.govt.nz. All of this information is available at www.skillnz.govt.nz (the front page has a link to Modern Apprenticeships).

IF YOU WANT TO TAKE ON A MODERN APPRENTICE you can either ring an adviser free on 0800 4 APPRENTICE (0800 427 773), contact your industry training organisation, or contact your industry’s Modern Apprenticeship Co-ordinator. All of this information is available at www.skillnz.govt.nz (the front page has a link to Modern Apprenticeships).



The Skills Employers Need

What kinds of skills do employers need, and where are the areas of greatest demand for skills? Jeremy Baker, Business New Zealand's education and training adviser, offers his insights.

BUSINESS NEW ZEALAND'S KEY GOAL is the implementation of policies that would see New Zealand retain a first world national income and regain a place in the OECD's top 10. A high comparative OECD growth ranking is the most robust indicator of a country's ability to deliver quality health, education, superannuation and other social services and it is widely acknowledged that consistent, sustainable growth well in excess of 4% per year would be required to achieve this.

A critical component of achieving consistently high economic growth is improving skill levels in the population. Certainly, the demand for skilled people has grown significantly in the last few years – not since 1975 have employers found it as hard to get the skilled employees they need to grow their businesses.

As a result, Business NZ, the government and the Council of Trade Unions have agreed to work together to promote workplace learning and skill development – with a target of having 250,000 people involved in formal industry training by 2007. **{i}**

Meeting the skill needs of businesses and industries is not easy, because every business or enterprise is different, and so are the skills needed by those businesses and enterprises.

Not only is every business different, but there is ongoing change within businesses and industries. Nor are the trends easy to predict. For example, over the last two decades there had been a decline in manufacturing employment – but in recent years this trend has reversed, and manufacturing is now one of the areas with the highest level of skill shortages.

The specific needs of employers in different regions will vary too. The South Island, particularly Otago-Southland, is currently experiencing severe skill shortages in areas such as building and construction, and manufacturing. These needs will shift over time too. **{ii}**

So what do employers want? The best way to gain a better understanding of the particular skills local employers are looking for is to talk to employers in your region, either directly or through regional business associations. But here's some information to get you started.

Given the variability, not only between enterprises, but in the changing nature of work, employers are looking for people with the following common set of attributes:

- people with the right attitude
- people who are adaptable
- people who are willing and able to learn.

In many ways, these are all different ways of saying the same thing. These attributes are important not simply for employers, but for all of us who want to remain employable. **{iii}**

In addition, employers are looking for people with specific skills relevant to their business or industry. Many industries have specified exactly the skills they want for their industry through national skill standards and qualifications developed by industry training organisations. **{iv}**

Qualifications such as the National Certificate of Employment Skills (NCES) specify the kinds of skills employers expect people to have in entry-level positions. Copies of the NCES can be obtained online at www.nzqa.govt.nz.



Jeremy Baker, Business New Zealand's education and training adviser

BUSINESS NEW ZEALAND

Business New Zealand is New Zealand's largest business advocacy body, representing more than 76,000 businesses. For more information go to www.businessnz.org.nz

The skill shortage information used in this feature comes from the NZ Institute of Economic Research's Quarterly Survey of Business Opinion. For press releases, go to NZIER's website at www.nzier.org.nz.

The new Performance of Manufacturing Index from ANZ – Business NZ is also available on the Business NZ website.



Skill Shortages Explained

'Skill shortage' is a term that is often used by employers when they find it difficult or impossible to find the staff they want. However, what does the term really mean and are skill shortages all bad?

A GENUINE SKILL SHORTAGE occurs when employers have considerable difficulty filling their job vacancies simply because there are insufficient job seekers with the required skills. So, for example, the construction sector would suffer from a skill shortage of carpenters if experienced carpenters were needed but there were insufficient carpenters with these skills currently looking for a job.

SKILL GAPS are a similar but milder form of the same problem. Employers are able to find people but they have only some, not all, of the skills required. For example, a business may already employ or be able to hire someone with partially completed qualifications. This means the employer can still get the job done, but not at the level required.

RECRUITMENT DIFFICULTIES are quite different. These occur when there are enough job seekers with the required skills, but they are unwilling to take up the work on offer. This could occur for a number of reasons. The job seekers might think the wages are too low, the working conditions too poor, or the industry could just have a bad reputation. An example would be a retail employer looking for a salesperson to work nightshifts. There are job seekers with the skills to do the job, but the pay is not enough to compensate for the unsociable hours so no one applies.

What do we mean by 'skills'?

Some employers use 'skills' to refer to basic or generic skills such as literacy and numeracy; others use it to refer to specialist skills that require a recognised qualification, such as those of a doctor or computer programmer. Although all of these are skills, jobs that involve specialist skills are thought of as 'skilled jobs'. So a shortage of people with the skills required is referred to as a skilled labour shortage. Jobs that mainly use basic skills are classed as 'unskilled' and shortages are referred to as unskilled labour shortages.

Why are skill shortages a problem?

Skill shortages can be seen as a sign of a healthy and dynamic economy which is creating new jobs and expanding at a fast pace. While this is true, they impose a cost on the economy because they constrain the output of a firm and, in an extreme case, may reduce the output of the economy as a whole – and the longer the shortages persist, the greater the costs.

Why do skill shortages occur?

The main reason skill shortages occur centres on the supply of skills from employees in the job market, the demand for skills from employers, and most importantly, how well the supply is able to link up with the demand. This might not happen because:

- There isn't enough information available to give employers the whole picture of what skills are on offer in the job market, or to give employees a full understanding of the skills that are in demand.
- A change in the demand for skills, say in an industry, might require some employees to change jobs and some employers to take on different workers. But changing jobs can be a difficult process for

employees. And for employers, recruiting employees can be just as hard. As a result, it may take time for employees and employers to adjust to these changes.

- A change in the demand for skills may require existing employees to retrain or different kinds of skills to be taught to people in the education system. Education and retraining decisions are often taken carefully, with a long-term view, and therefore take time.

What can be done about skill shortages?

Both the government and the private sector have a role to play in the alleviation of skill shortages. The education and training system is crucial for raising skill levels and adjusting the skills provided to the current and future workforce. Accessible job market information can enable a more effective matching of demand and supply of skills. Immigration can help meet the short-term needs of employers for specific skills. Firms and industry associations also have a role to play in relieving skill shortages by assisting their staff to obtain the skills needed for their business. To attract and maintain a highly skilled workforce, firms need to offer appropriate wages and fund appropriate levels of training. Firms may also introduce innovative human resource policies such as work-life balance and flexible work practices, in response to difficulties in recruiting and retaining skilled staff. However, in spite of government and private sector activities, skill imbalances will still occur from time to time.

Indicators of skill shortages

The principal measures of skill shortages in New Zealand are available from the **NZ INSTITUTE OF ECONOMIC RESEARCH'S QUARTERLY SURVEY OF BUSINESS OPINION**. The results refer to the difficulty in finding skilled and unskilled labour and the extent to which labour is a factor in constraining output growth. **{i}**

Many regional and industry groups conduct their own surveys of businesses in their area or sector, asking more direct questions about the level of skill shortages, what skills are in demand and what different employers have done to alleviate the shortages.

In addition, other labour market measures may be used as indirect indicators. The evidence is often tentative, but sometimes several different indicators can lead us to the same conclusions. For example, rapid increases in employment or overtime hours in an occupation, industry or region suggest workers are currently in high demand – this raises the probability that skill shortages will occur in the future. Large wage and salary increases might also indicate that employers are being compelled to raise wages to attract the skills they need – although wages can rise for a number of other reasons as well.

If employers are having trouble filling job vacancies because of skill shortages, then job vacancies could also be used as a reliable indicator. Some countries survey employers to find out the number of vacancies they have, what occupations they are in, how long they have been vacant and what the employers have done to try to fill the vacancy. The New Zealand government is investigating ways to set up a job vacancy survey to collect this sort of information. **{ii}** ●



Skills Action Plan

The government is taking steps to ensure that quality information about the labour market is more readily available to New Zealanders making decisions about jobs and training.

IN MAY 2002, THE GOVERNMENT ANNOUNCED the Skills Action Plan to address issues relating to skill shortages. The overall objective of the plan is to:

- Improve the matching of people's skills to the job opportunities that are available now, in order to alleviate ongoing or emerging skill shortages.
- Help people make better decisions about participating in (or providing) education and training, thereby improving the productive capacity of the workforce and preventing skill shortages emerging in the future.

The plan aims to do this by providing information that is of better quality and more accessible to people involved in education, training and the job market.

WHY NOW?

The strong performance of the labour market in the past three years has resulted in shortages of skilled labour in many regions of the country and sectors of the economy. The economy has grown by an average of 3.5% per annum in this period, around 130,000 new jobs have been created and the unemployment rate in mid 2002 stood at a 14 year low. The balance in the labour market has swung from employers being able to find the staff they want readily, to many employers experiencing difficulties finding staff. **{i}**

The government has a role to play in alleviating shortages of this kind because it requires co-ordination across sectors and involvement in areas that are traditionally the preserve of government, such as education and training. Individual participants in the market (employers and employees) are unlikely to respond to the problem because they are unlikely to gain all the benefits of their efforts themselves and it takes a long time to bring about any change.

DETAILS OF THE PLAN

Altogether there are 13 projects in the new plan. They range from long-term research projects to the launching of a new website. Some are completely new projects, while others are a continuation of existing work. The projects can be broadly grouped into the following areas:

Enhancing connections

1. A labour market portal www.worksite.govt.nz has been developed to provide direct access to labour market information from a single website. **{ii}**
2. workINSIGHT: the development of this publication is one of the projects. It will be published every six months and is intended to complement the portal.
3. The vacancy and job seeker databases held by **WORK AND INCOME** will be enhanced to allow direct electronic matching between employers and job seekers.
4. Dissemination of labour market information: the **DEPARTMENT OF LABOUR** will continue to publish its reports on the labour market on its website www.dol.govt.nz.

Helping people identify marketable skills

5. **CAREER SERVICES** are investigating ways to develop their career information website www.kiwicareers.govt.nz to provide a skills classification system. This would allow users to do a search of occupations based on the skills they are most interested in.

Better information on the demand for and supply of skills

6. Administrative data will be analysed by **WORK AND INCOME** and the **IMMIGRATION SERVICE** of the Department of Labour to improve their understanding of the demand for and supply of skills.
7. A linked employee-employer database will be developed in order to gain a deeper understanding of the dynamics of the labour market.
8. A review of occupational classifications will be completed by **STATISTICS NZ** in time for the 2006 Census.
9. A **VACANCY SURVEY** will be established to provide better information on skill shortages and job vacancies. The survey will be operating by 2004.
10. Industry case studies will continue to be undertaken by government departments to identify the causes of skill shortages on a case-by-case basis.

Information on job prospects

11. A comprehensive **SURVEY OF EMPLOYMENT OUTCOMES** of tertiary education will be investigated. **{iii}**
12. Occupational forecasting work being carried out by **CAREER SERVICES** will help to provide additional information on the future demand for skills.

Improved industry strategic planning

13. Industry training organisations will be required to undertake strategic planning for their industry.

Other government initiatives will complement the Skills Action Plan. For example, the reforms to tertiary education **{iv}** will better match government funding to the needs of the labour market. Similarly, the government's commitment to double the number of Modern Apprenticeships to 6,000 and to boost the number of people in training to 250,000 within five years will also help address skills issues. **{v}** The emphasis on the skills category in immigration, and ensuring that those migrants become well-settled members of communities, are also important in relieving skill shortages.

These government initiatives are intended to complement the role that firms and employers have to play in addressing skill shortages. Many businesses now operate in a global market for labour and they must adopt innovative personnel policies to attract and retain staff. The government is also working closely with business, unions, industry training organisations and education and training providers to improve the overall skill level in the New Zealand workforce and to respond to changing skill needs. ●



The Big Picture

Giving you the big picture means telling you what we know about the job market as a whole – how it works, what opportunities are available and how it has been evolving.

HOW DOES THE JOB MARKET WORK?

IN MANY WAYS the job market is just like any other market: deals are being done every day, buyers and sellers come together to talk, negotiate, agree or disagree. Employers shop around for the people they think have the capacity of skills and knowledge to do the job and prospective employees compete for the opportunities these job openings provide.

In fact, this is a good way to think about the job market – capacities

being matched to opportunities – and that sums up what is so important and unique about this market. The goods being traded are people's capacities.

This is also true on a national scale. New Zealand's overall capability depends on how well its people's capacity matches the opportunities. This matching is also important for individuals. A good match can affect our quality of life in a way that few other things can.

WHAT DO WE MEAN BY CAPACITY?

YOUR CAPACITY is your knowledge, experience, attitude, interests and your skills. Your range of skills determines the breadth of tasks and responsibilities you are able to take on, your skill level determines how well you can do these tasks and, most importantly, your skills determine how well you apply your other capacities. You might have gained a lot of knowledge about your chosen area of work through training or study, but it is skills such as adaptability and initiative that will help you apply this knowledge and build upon it in the workplace. And anyone, whatever their attitude, can improve their communication and teamwork skills to perform better and enjoy their work more.

EXPLORING YOUR JOB OPPORTUNITIES

OPPORTUNITIES ARISE when job vacancies are created either because an employer needs to refill an existing position or a new position is created. They can also arise through promotion or self-employment.

No matter what your capacities, it is important to get a good match with the opportunities that are out there in the job market because the work you do determines your standard of living, your job satisfaction and your self-development. To get a good match, you need to explore your own capacities and find out as much as you can about the opportunities waiting for you. A career adviser can help you understand your capacities better, but with literally hundreds of different kinds of jobs on offer, how do you start to understand your opportunities? We can't tell you everything about the jobs out there, but we can give you the big picture – and that's a great place to start. We'll also give you a few pointers on where to go next.

So that you're not overwhelmed with detail, we've grouped similar jobs together into occupations and industries. An occupation includes jobs that involve similar tasks. It tells you a little about what people doing the jobs actually do, and this can help you understand the kind of skills needed. An industry includes jobs that produce similar goods or services and this tells you a little more about what the job involves and the environment in which people work. ●

CAPACITY

- » Skills
- » Knowledge
- » Experience
- » Attitude
- » Interests

MATCHING

OPPORTUNITIES

- « New jobs
- « Promotions
- « Job turnover
- « Self-employment

Matching capacities to opportunities in the job market

IF YOU WANT TO FIND OUT MORE ABOUT YOUR CAPACITIES –

that is, what they are and how you can develop them – speak to your career adviser or an adviser at Career Services. Or look up the advice on Career Services' career information website www.kiwicareers.govt.nz. KiwiCareers can also help you find out about job market opportunities, and the work portal www.worksite.govt.nz has a wide range of links to information about careers, work planning and finding work. If you want to understand the matching process a little better, go to the Human Capability Framework publication on the Department of Labour website at www.dol.govt.nz.



What people do

JOBS THAT INVOLVE SIMILAR TASKS AND RESPONSIBILITIES are grouped together as occupations. These occupations tell us something about the skills needed to do the job and the education and training that is required. Here, we have taken occupations that have these kinds of characteristics in common, and placed them together into occupational groups.

STATISTICS NEW ZEALAND CLASSIFIES MORE THAN 550 DIFFERENT OCCUPATIONS

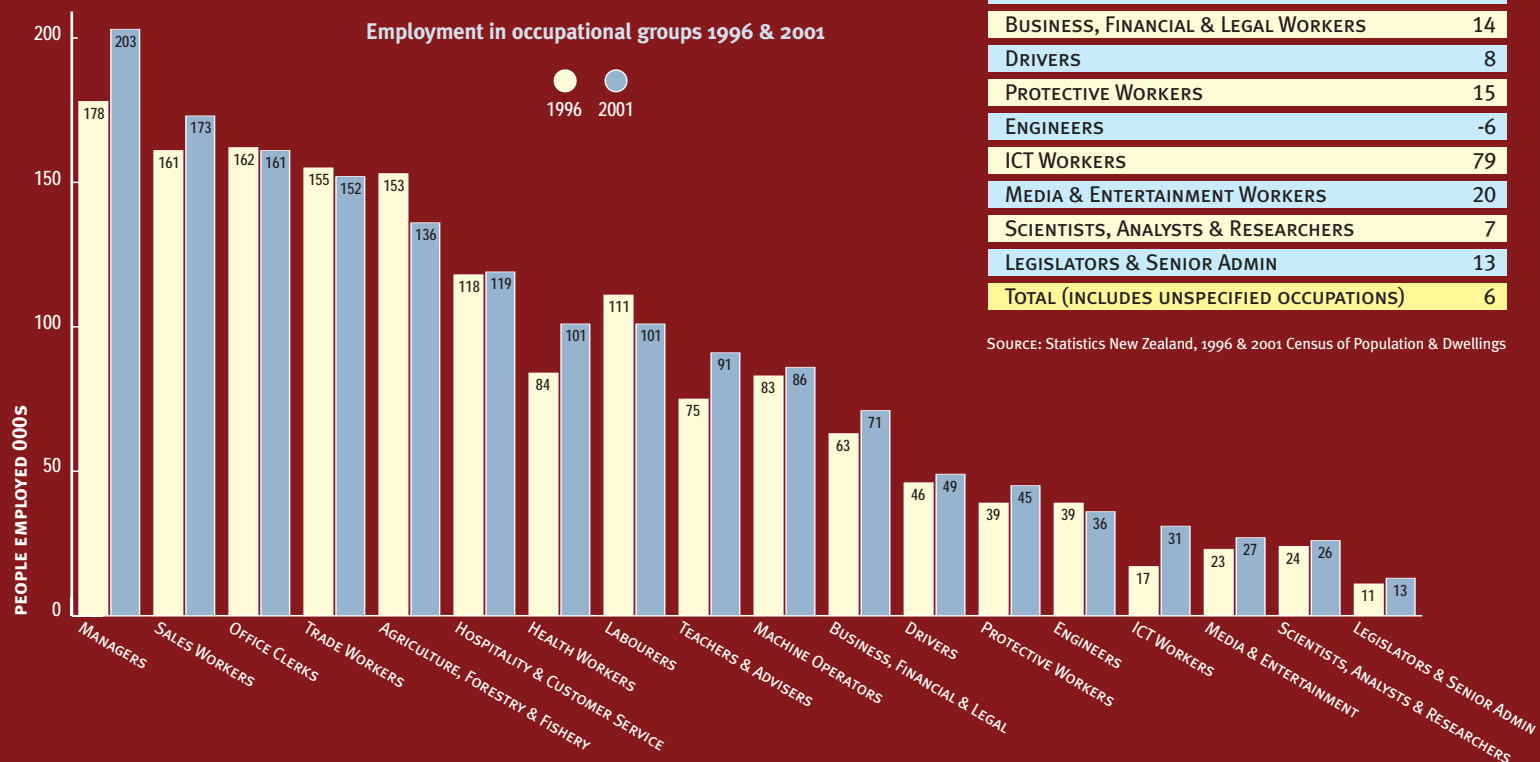
The 1996 and 2001 Censuses asked all working people aged 15 years or over to describe their occupation, and the responses were fitted into these classifications to tell us how many people were doing different kinds of work. We've grouped the occupations in this list together in a way that we think is helpful for you to see the big picture. If you want more information about the 1996 and 2001 Censuses or the occupations people have in New Zealand, go to the Statistics New Zealand website at www.stats.govt.nz. If you have any trouble finding what you want, then you can call the information centre toll-free on **0508 525 525** or email it at info@stats.govt.nz. If you want to know more about individual occupations, go to KiwiCareers at www.kiwicareers.govt.nz.

Employment growth in occupational groups 1996 to 2001

OCCUPATIONAL GROUP	GROWTH % 1996 TO 2001
MANAGERS	15
SALES WORKERS	8
OFFICE CLERKS	1
TRADE WORKERS	-1
AGRICULTURE, FORESTRY & FISHERY WORKERS	-11
HOSPITALITY & CUSTOMER SERVICE WORKERS	1
HEALTH WORKERS	20
LABOURERS	10
TEACHERS & ADVISERS	21
MACHINE OPERATORS	4
BUSINESS, FINANCIAL & LEGAL WORKERS	14
DRIVERS	8
PROTECTIVE WORKERS	15
ENGINEERS	-6
ICT WORKERS	79
MEDIA & ENTERTAINMENT WORKERS	20
SCIENTISTS, ANALYSTS & RESEARCHERS	7
LEGISLATORS & SENIOR ADMIN	13
TOTAL (INCLUDES UNSPECIFIED OCCUPATIONS)	6

Source: Statistics New Zealand, 1996 & 2001 Census of Population & Dwellings

Employment in occupational groups 1996 & 2001



LOOKING AT JOB MARKET OPPORTUNITIES LIKE THIS MAKES IT SEEM A LITTLE LESS COMPLICATED.

For example, it is possible to see that a large number of jobs involve management (more than 200,000 of them last year), that almost as many people work in sales, and that the number of information and communication technology (ICT) workers has been growing rapidly over the last five years. But the most important thing we can tell you about the big picture is that there is a wide variety of opportunities for people, whatever their skills or interests. These occupational groups include a wide array of different jobs, some of which you might not have considered before.

OCCUPATIONAL GROUP	EXAMPLES OF OCCUPATIONS IT CONTAINS	COMMON TASKS AMONG THE OCCUPATIONS IN THE GROUP
LEGISLATORS & SENIOR ADMINISTRATORS	Member of parliament Chief executive Diplomat	<i>Formulate and decide on policies, laws and regulations.</i>
MANAGERS	Retail manager Information technology manager Forest manager Finance manager	<i>Organise people and control resources, often through subordinates.</i>
SCIENTISTS, ANALYSTS & RESEARCHERS	Policy analyst Medical laboratory technician Geologist	<i>Carry out and assist in research and analysis, creating knowledge and advising on, or developing practical applications of this knowledge.</i>
INFORMATION & COMMUNICATION TECHNOLOGY WORKERS	Systems analyst Computer programmer Computer applications engineer	<i>Develop, maintain and operate information and communication systems according to the information-processing needs of people and organisations.</i>
ENGINEERS	Civil engineer Mechanical engineer Architect Draughting technician	<i>Design, plan, organise, supervise and assist with construction projects.</i>
HEALTH WORKERS	Registered nurse Caregiver General practitioner Veterinarian	<i>Prevent, diagnose, treat and nurse diseases, disorders and injuries to humans and animals.</i>
PROTECTIVE WORKERS	Social worker Police officer Safety inspector	<i>Protect people and property, resolve conflict and enforce law and order.</i>
TEACHERS & ADVISERS	Primary school teacher Education adviser Kōhanga Reo teacher	<i>Provide education by teaching and assisting teachers, organising learning activities and running courses of instruction.</i>
BUSINESS, FINANCIAL & LEGAL WORKERS	Accountant Solicitor Financial broker	<i>Provide advice and carry out procedures required in business accounting and human resource systems, legal proceedings and financial investment.</i>
MEDIA & ENTERTAINMENT WORKERS	Photographer Singing & music teacher Fashion designer	<i>Operate recording, telecommunication and broadcasting equipment. Teach, produce and perform literary, artistic, musical, dance and entertainment works.</i>
SALES WORKERS	Sales assistant Travel consultant Auctioneer	<i>Advise on and execute transactions of goods and services.</i>
HOSPITALITY & CUSTOMER SERVICE WORKERS	Waiter Hotel receptionist Hairdresser	<i>Welcome, inform, guide and attend to people's personal needs.</i>
OFFICE CLERKS	Library assistant Secretary Survey interviewer	<i>Generate and maintain records used in all aspects of the operations of an organisation.</i>
AGRICULTURE, FORESTRY & FISHERY WORKERS	Dairy farmer Fishing skipper Landscape gardener Logger	<i>Grow, gather and harvest crops, fruit, plants and forests; breed, feed, catch and hunt animals and cultivate forests.</i>
TRADE WORKERS	Carpenter Baker Tailor/dressmaker	<i>Assist in all aspects of the construction and manufacturing of buildings, structures, vehicles, tools, instruments and products, and repair machinery.</i>
MACHINE OPERATORS	Welder Mine worker Sewing machinist	<i>Operate all kinds of extracting, processing and assembling machinery.</i>
DRIVERS	Taxi driver Forklift operator Excavating machine operator	<i>Operate a variety of vehicles including ships, railway engines, motor vehicles, agricultural or earth-moving vehicles.</i>
LABOURERS	Cleaner Courier Pest control worker	<i>Use hand-held tools and apply physical effort, knowledge and experience to physical tasks and duties.</i>



What people produce

The whole point of doing a job is to produce something, whether it's a product like a house or a computer, or a service like a haircut or legal advice. Different types of production are categorised into industries and people's jobs can be grouped together according to the industry they work in.

THE PRODUCTS AND SERVICES that New Zealanders produce are changing. Comparing New Zealand now to how it was in the mid 1990s, the largest growth in job numbers has occurred in the health and community services industry (33,000 more people), closely followed by finance, insurance, property and business services. This industry involves the renting and leasing of assets such as buildings and equipment, as well as other services to business, such as accounting and recruitment. Industries like wholesale and retail trade, education, and accommodation, cafés and restaurants have also grown, while employment has fallen in manufacturing and agriculture.

All these industry changes are part of a broader trend that is sweeping New Zealand. As in many other developed countries, more people are becoming involved in producing services, rather than manufacturing products or working in primary industries such as agriculture, forestry and fishing.

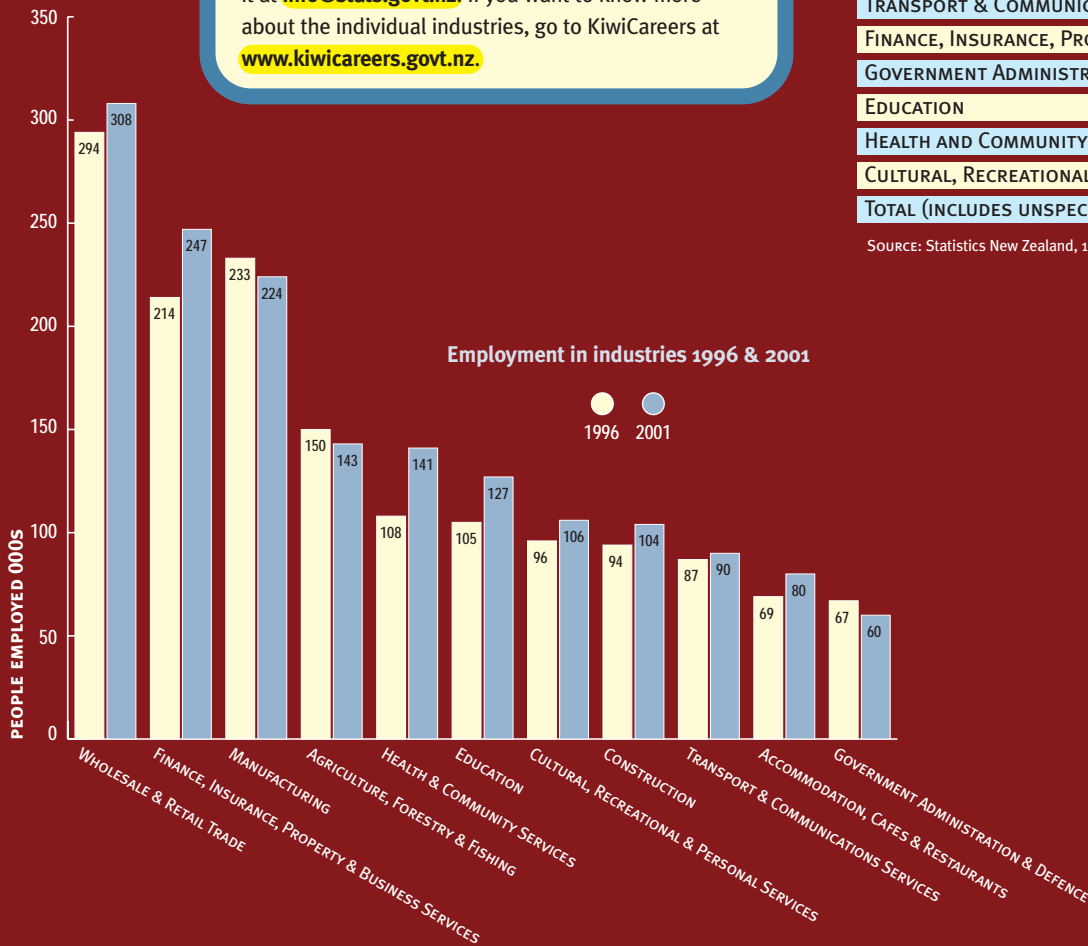
THIS INFORMATION IS FROM THE 1996 AND 2001 CENSUSES.

If you want to find out more about the Censuses, or if you want more detailed statistical information about the industries people work in, go to the Statistics New Zealand website at www.stats.govt.nz. If you have any trouble finding what you want, then you can call the information centre toll-free on 0508 525 525 or email it at info@stats.govt.nz. If you want to know more about the individual industries, go to KiwiCareers at www.kiwicareers.govt.nz.

Employment growth in industries 1996 to 2001

INDUSTRY	GROWTH % 1996 TO 2001
AGRICULTURE, FORESTRY AND FISHING	-5
MANUFACTURING	-4
CONSTRUCTION	10
WHOLESALE & RETAIL TRADE	5
ACCOMMODATION, CAFES AND RESTAURANTS	16
TRANSPORT & COMMUNICATION SERVICES	4
FINANCE, INSURANCE, PROPERTY & BUSINESS SERVICES	15
GOVERNMENT ADMINISTRATION AND DEFENCE	-11
EDUCATION	21
HEALTH AND COMMUNITY SERVICES	30
CULTURAL, RECREATIONAL & PERSONAL SERVICES	10
TOTAL (INCLUDES UNSPECIFIED PRODUCTION)	6

Source: Statistics New Zealand, 1996 & 2001 Census of Population & Dwellings





What people do and what they produce

THE INFORMATION GIVEN HERE SHOWS THE WORK PEOPLE DO, AND WHAT THEY PRODUCE.

So far we've looked separately at the tasks, skills and responsibilities people perform in their jobs, and the things they produce. However, to really get to know what's involved in a job it helps to understand the two together. Some jobs are closely related to just a single industry. Agriculture, forestry and fishery workers are a good example. Tasks and skills such as growing, harvesting and breeding are obviously related to producing agricultural products. That's why three-quarters* of all agricultural workers work within the agricultural industry (there are

exceptions – for instance, a number of landscape gardeners are employed in the construction industry).

However, other jobs can be applied in a variety of settings. Managers are a good example. Significant numbers work in a range of environments such as wholesale and retail trade, and manufacturing. Similarly, scientists, analysts and researchers working in property and business services will be carrying out tasks that are very different from those working in manufacturing or agriculture. Understanding what people do, together with what they produce, tells you a lot more about the job and can help focus your job market research.

OCCUPATIONAL GROUP	INDUSTRY											PEOPLE IN EMPLOYMENT 000s
	AGRICULTURE, FORESTRY & FISHING	MANUFACTURING	CONSTRUCTION	WHOLESALE & RETAIL TRADE	ACCOMMODATION, CAFÉS & RESTAURANTS	TRANSPORT & COMMUNICATION SERVICES	FINANCE, INSURANCE, PROPERTY & BUSINESS SERVICES	GOVERNMENT ADMINISTRATION & DEFENCE	EDUCATION	HEALTH & COMMUNITY SERVICES	CULTURAL, RECREATIONAL & PERSONAL SERVICES	
LEGISLATORS & SENIOR ADMIN	3	16	5	21	1	4	19	9	4	3	12	13
MANAGERS	3	13	4	31	9	5	18	2	4	3	5	203
SCIENTISTS, ANALYSTS & RESEARCHERS	7	8	3	3	1	1	25	14	12	14	10	26
ICT WORKERS	1	9	1	15	0	7	49	6	5	2	3	31
ENGINEERS	1	22	13	9	0	8	32	7	1	0	2	36
HEALTH WORKERS	1	1	0	4	1	0	4	1	3	81	2	101
PROTECTIVE WORKERS	1	3	1	2	1	2	10	28	3	18	29	45
TEACHERS & ADVISERS	0	0	0	0	1	0	2	1	85	5	4	91
BUSINESS, FINANCIAL & LEGAL WORKERS	1	4	2	5	1	3	67	8	3	2	3	71
MEDIA & ENTERTAINMENT WORKERS	1	19	2	6	2	2	17	1	10	1	32	27
SALES WORKERS	1	6	1	65	6	5	8	1	1	1	4	173
HOSPITALITY & CUSTOMER SERVICE	1	3	1	9	30	5	19	2	3	11	15	119
OFFICE CLERKS	2	12	4	18	1	10	24	9	7	6	6	161
AGRICULTURE, FORESTRY & FISHERY	76*	3	2	3	0	1	3	0	1	1	6	136
TRADE WORKERS	1	29	36	21	1	1	4	1	0	0	1	152
MACHINE OPERATORS	3	65	6	12	1	1	3	0	0	1	4	86
DRIVERS	10	10	14	8	0	45	4	1	1	0	3	49
LABOURERS	4	23	6	15	7	10	15	1	5	3	4	101
TOTAL (INCLUDES UNSPECIFIED OCCUPATIONS)	8	13	6	18	5	5	14	3	7	8	6	1727

For each occupational group: proportion (%) of employment in each industry

SOURCE: CENSUS 2001, STATISTICS NEW ZEALAND

DO MORE JOBS MEAN MORE OPPORTUNITIES?

The big picture we have shown here tells you how many people are doing different kinds of jobs, and what they are producing in their jobs. But do more jobs mean more and better opportunities? Not exactly. It's true that many opportunities are created from new jobs, but they also originate from job turnover, promotions and self-employment – and these kinds of opportunities can be found anywhere. It also depends on how good a match exists between the job market's capacity and opportunities. Skill shortages are a good example of where opportunities are outstripping capacities, and this can occur in any industry or occupation at any time. Be aware of the big picture, but use it alongside what you know about your capacity, as well as all the other job market information that is available to you.



New Zealand's evolving job market

THE JOB MARKET IS CHANGING ALL THE TIME. Job opportunities evolve as new products and services are developed that require new kinds of knowledge and skills to produce them. Not only does the matching process have to keep up with the new opportunities, it is evolving in its own right – as recently as five years ago, for example, hardly anyone could imagine searching for a job over the Internet.

The capacity of the job market is also evolving, because the people who make up New Zealand's stock of skills, knowledge and experience are being transformed. Part of this development happens in response to changing job opportunities as, for example, people equip themselves with the new knowledge and skills that are in demand through education and

training. However, knowledge and skill capacity also has an impact of its own on the job market, as a more knowledgeable and skillful labour force is better equipped to create new jobs. The following section looks at evolving skill acquisition in New Zealand, explaining what it means for the job market and for the capability of New Zealanders as a whole.

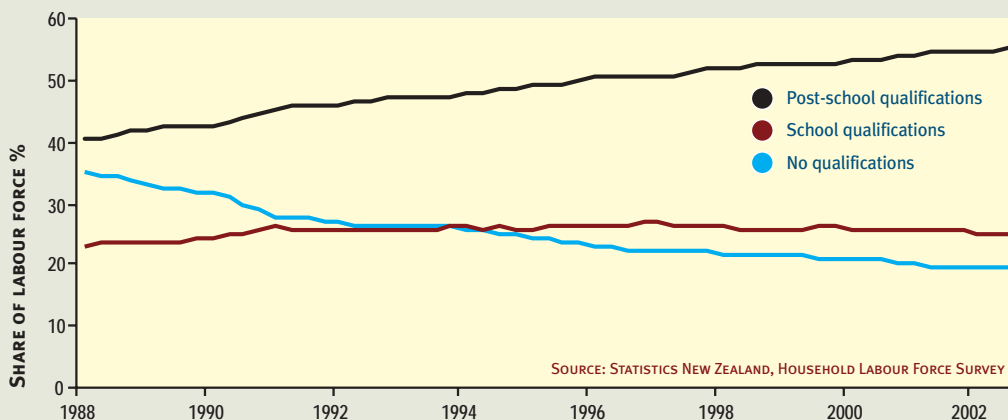
IMPROVING OUR SKILLS AND KNOWLEDGE

NEW ZEALAND IS STRIVING to transform itself into a knowledge economy and this has implications for the labour force. In an increasingly integrated and competitive global economy, New Zealand's wealth and standard of living is dependent not just on the level of skills and knowledge in the labour force, but also the success with which these capacities are matched with the job opportunities available. To achieve this, New Zealanders are improving their knowledge and skills and developing new ways of learning.

New Zealand's knowledge and skill capacity has been rising

because its labour force has become more educated and better trained. Education and training provides people with knowledge and skills, and enables them to learn new skills and knowledge more easily. Although there are other ways to gain knowledge and skills, the main process by which they are certified is through the formal qualification system. Over the past 15 years the proportion of the labour force without any qualifications has declined; at the same time, the number of people with school or post-school qualifications has risen.

A MORE EDUCATED, BETTER TRAINED LABOUR FORCE



THE HIGHEST QUALIFICATION OF PEOPLE IN THE LABOUR FORCE (% SHARE) 1988 TO 2002

The three lines in the chart represent different groups within the labour force (the labour force includes people in employment and unemployed people who are actively looking for work). From the late 1980s to the present day, the share of the labour force with post-school qualifications has increased from around 40% to 55%. That's a rise of well over 400,000 people. At the same time, the share of the labour force with no qualifications has fallen.

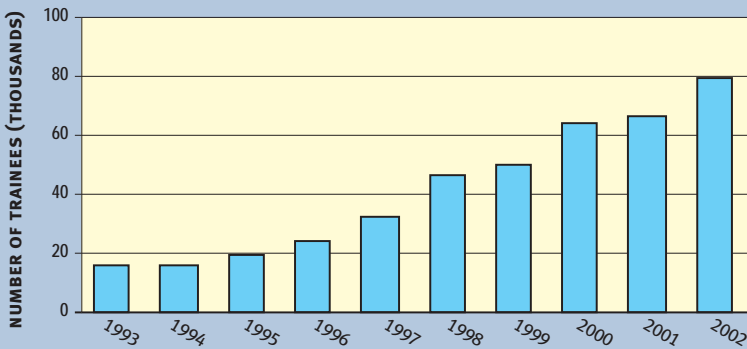
A NUMBER OF FACTORS have helped to create this more educated, better-trained labour force. Firstly, more people have been staying on longer at school and going into tertiary education afterwards. As these more highly qualified people have moved into work, the average qualification level of the whole labour force has been raised. A further important element is industry training. New Zealand's skill and knowledge capacity is being constantly increased because people already in the labour force are getting further

education and training while in employment (more on this below).

The education system has also changed in response to evolving job market opportunities and the more competitive global environment. Nowadays, many people's working careers involve a succession of different jobs. New jobs often require new skills and knowledge, and this requires training. Therefore, education no longer stops when work starts – more and more of the labour force is upskilling. Pre-employment

training has also become more widely available – good training can be an important stepping stone to employment, helping to better prepare people for work by teaching them the skills and knowledge they will need in their chosen trade. Better preparation benefits the individuals themselves because success at work can bring financial benefits and greater job satisfaction. And if all New Zealanders are better prepared, this will help transform New Zealand into a knowledge economy.

THE RISE OF INDUSTRY TRAINING



SOURCE: SKILL NEW ZEALAND 2002

SINCE 1998, the number of Industry Trainees has almost doubled from 42,000 to 78,000 in June 2002. Skill New Zealand's strategic goal is to have 150,000 active industry trainees in 2005. Among these, the number of Modern Apprentices is also growing. This form of training is designed to help young people enter industry. In June 2002, more than 3,200 Modern Apprentices were in training. By the end of 2003, there are expected to be 6,000.^{i}

AS AN INCREASING NUMBER OF PEOPLE progress through several jobs over the course of their career, greater emphasis is being attached to transferable skills. These are skills that can be adapted to different working circumstances, helping to give you a head start in your new job. They also help you to learn more easily the specific skills required for each new job. Transferable skills provide insurance against change and help you along the path of lifelong learning.

WHEN EMPLOYERS TALK about transferable skills they mean skills such as: written and oral communication, problem solving, self-motivation and self-management. Another important skill is the ability to find, interpret and use information effectively. This will allow you to acquire knowledge and other skills faster and more effectively. ^{ii}

INDUSTRY TRAINING ORGANISATIONS

ARE RESPONSIBLE FOR designing industry standards and qualifications and arranging the delivery of training within a particular industry. ^{iii} The National Qualifications Framework enables standards and qualifications to be nationally recognised and therefore portable between industries and workplaces. Skill New Zealand manages the Industry Training system for the government (to find out more, go to www.skillnz.govt.nz). The New Zealand Qualifications Authority maintains the National Qualifications Framework (to find out more about NZQA and to access a list of its accredited courses, go to the website at www.nzqa.govt.nz). ^{iv} To find a wide range of links to education and training information resources, go to the work portal at www.worksite.co.nz.

^{i}Information on work based training p.5 ^{ii}The skills employers want p.2, The skills employers need p.6 ^{iii}ITO contacts p.25 ^{iv}A new landscape for tertiary education p.3

Regional Profile: the Nelson Region



In this issue we look at how the labour market is performing in the Nelson region, which has experienced strong economic growth for the past three years. Subsequent issues will focus on other regions.

POPULATION

THE POPULATION of the Nelson region in 2001 was 83,000 people, up from 77,000 in 1996, with 42,000 residing in Nelson and 41,000 in Tasman. In fact, Tasman was the fastest growing region between 1996 and 2001 (9%), and Nelson was the fourth fastest (3%).

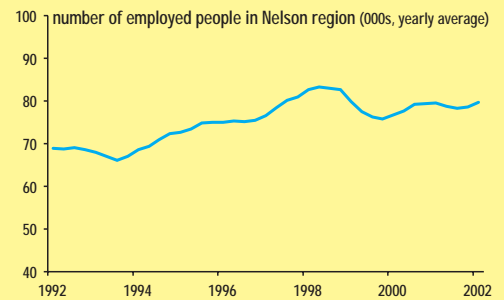
LABOUR FORCE PARTICIPATION

A SIGN OF THE STRENGTH of the Nelson labour market is the labour force participation rate. This rate measures the proportion of the Nelson population aged 15 years or over that is in the labour force, and it reached a very high 67.6% during the past year, the fourth highest in the country.

EMPLOYMENT

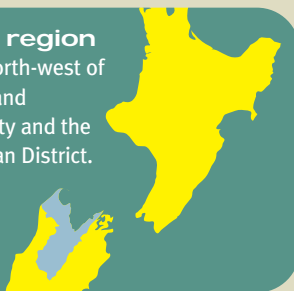
JOBS ARE PLENTIFUL in the Nelson region, according to local organisations. There are more than 4,000 more people in employment compared to a year ago. But many of the jobs on offer fail to attract suitable applicants, so employment growth has been well below economic growth.

Nelson employment has been fairly steady



SOURCE: STATISTICS NEW ZEALAND (INCLUDES THE WEST COAST AND MARLBOROUGH REGIONS)

The Nelson region is located in the north-west of the South Island, and includes Nelson City and the surrounding Tasman District.



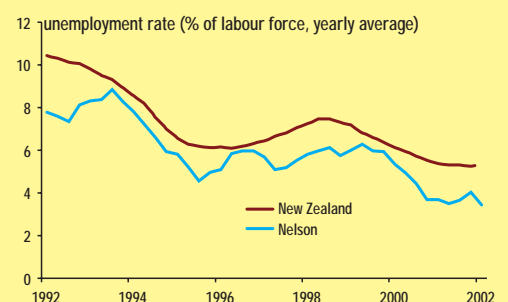
IF YOU WANT TO ACCESS THIS KIND OF INFORMATION FOR YOUR REGION...

All the information in our regional profile is obtainable either from Statistics New Zealand or the National Bank of New Zealand websites (look beneath each chart for the source). The Statistics New Zealand website is at www.stats.govt.nz. If you have any trouble finding what you want, then you can call the information centre toll-free on 0508 525 525 or email it at info@stats.govt.nz. The National Bank of New Zealand's website is at www.nbnz.co.nz.

UNEMPLOYMENT

BECAUSE THE LABOUR MARKET has been strong in the Nelson region, the unemployment rate averaged out at a very low 3.5% in the year to September 2002, the lowest unemployment rate of New Zealand's main regions.

The unemployment rate remains low



SOURCE: STATISTICS NEW ZEALAND (INCLUDES THE WEST COAST AND MARLBOROUGH REGIONS)

INDUSTRIES

THE NELSON REGION'S MAIN INDUSTRIES are related to the primary sector. Agriculture, forestry and fishing together make up 17% of Nelson's employment, with the manufacturing sector (mostly primary processing) close behind on 12%. The importance of tourism to the region means that accommodation, cafes and restaurants and transport are also key sectors. Other large employers in Nelson are retail trade, health and community services and property and business services.

Nelson region's main industries are primary based

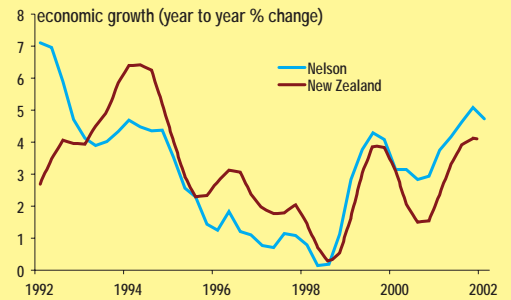
INDUSTRY	% OF NELSON EMPLOYMENT	% OF NZ EMPLOYMENT
Agriculture, Forestry, Fishing	16.8	8.3
Manufacturing	12.4	13.0
Retail Trade	11.9	12.1
Property & Business Services	8.5	11.3
Health & Community Services	8.4	8.1
Education	6.4	7.3
Construction	5.8	6.0
Accommodation, Cafes, Restaurants	5.4	4.7
Wholesale Trade	4.5	5.8
Transport & Storage	4.4	3.9
Personal & Other Service	3.3	3.7
Government Admin & Defence	2.0	3.5
Cultural & Recreational Services	1.8	2.4
Finance & Insurance	1.6	3.0
Communication Services	0.8	1.3
Electricity, Gas, Water	0.1	0.3
Mining	0.1	0.2
Not Specified	5.6	5.3

SOURCE: STATISTICS NEW ZEALAND

ECONOMIC GROWTH

ECONOMIC GROWTH HAS BEEN STRONG in the Nelson region over the past three years, averaging 3.9% per year during this period, the third highest growth of New Zealand's regions and well above the national average of 3.2%. The strong Nelson economy has resulted from growth in the region's main industries, agriculture and primary processing. This has flowed through to retail trade (sales in the South Island have increased at a fast pace) and accommodation, cafes and restaurants (benefiting from tourism growth as well). Furthermore, the region's construction industry and real estate market are booming. Local businesses and organisations affirm the positive performance of the region's economy.

Economic growth has been strong in Nelson



SOURCE: NATIONAL BANK OF NEW ZEALAND (ALSO INCLUDES MARLBOROUGH REGION)

SKILL SHORTAGES

VERY LOW UNEMPLOYMENT combined with high economic growth have contributed to skill shortages in the region. High competition among firms for staff means that good employees are hard to find. Some sectors are finding it particularly hard to find workers, especially workers with suitable skills. This is the case for agriculture, horticulture, viticulture, forestry and construction. In terms of occupations, trades workers are in very short supply, because of the strong demand for these workers from employers (in Nelson and around the country), and because of the unwillingness of some young people to learn a trade.

Organisations in the region are aiming to reduce these shortages. Potential solutions range from working with schools, showing young people the various career opportunities available to them as part of a careers roadshow; better use of seasonal workers in Nelson's diverse range of industries; and investigating other sources of labour supply, such as mature and disabled workers.

OUTLOOK

OVERALL, THE OUTLOOK for the Nelson region is positive. The region is likely to suffer from the recent fall in commodity prices and the downturn in the world economy, but there are plenty of signs that growth will remain fairly strong. Growth sectors are seen to be forestry, farming, seafood, tourism, arts, engineering and information technology. The labour market will continue to benefit from the healthy local economy, as the unemployment rate and labour force participation rate are expected to remain among the best in the country. Job growth is expected to be solid, although constrained slightly by the limited availability of staff.



Regional Strategy Targets Key Skills

The Nelson and Tasman District Councils have created a new strategy to become a 'smart, sustainable region' and ensure that employers can access the skills they need.

THE NELSON/TASMAN REGIONAL ECONOMY has enjoyed strong growth over the last few years. Its main industries, including the all-important primary sector, are doing well and as a result the local job market is strong – the September 2002 unemployment rate was the lowest in the country.^{i} So what needs to be addressed by their economic development strategy?

A key element is ensuring the region's employers have access to the skills they need – a concern that has arisen as a result of the region's economic success. Jobs are plentiful in the region, but competition between firms means that good staff can be hard to find. The challenge is to bring labour supply into line with demand.

"There's already a number of initiatives well under way," says Nelson City Business and Community Development Adviser Richard Butler. "For example, the Modern Apprenticeship scheme is working very well here. I understand we have more apprentices in the greater Nelson/Tasman region than there are in Manukau, which is pretty amazing. There's one engineering firm employing slightly over 100 people that has almost 20

apprentices at any one time. It's a long-term commitment they've made."

Richard also believes it goes beyond upskilling – it's partly a matching issue and the answer is to re-educate young people about what is actually available in their region. "It's almost like a market failure," he says, "because practically all the information the kids get at school comes from the tertiary institutions. I guess it's logical for the institutions to think, 'Well they're our market and we need bums on seats', but in the end there's often a mismatch between qualifications that are being offered and the job opportunities available."

Richard points out that local students don't necessarily realise what's on their doorstep. "We have hundreds of well-paying jobs in the fishing fleets based in Nelson. You could be earning the same as an international airline pilot if you're a skipper on one of those boats. Yet half the fishing fleet workforce comes from the North Island. You go and talk to the kids in a local high school and there'll be heaps who want to be pilots, but none want to be skippers. They could be earning

hundreds of thousands here in Nelson, but it's not even on the radar."

To address this, Richard and his team have prepared '**PATHWAYS TO YOUR FUTURE**', a youth employment resource for schools and careers advisors. As Richard explains, "It actually says how many jobs there are – perhaps 600 jobs in the fishing fleet – how much you can expect to be paid, and what the expectations might be for students in two or three years' time."

'Pathways to Your Future' covers the 15 major sectors in the Nelson economy and, in addition to employment and wage information, includes job descriptions, training pathways, training providers and major employers. It's available on the Nelson City Council website at www.nelsoncitycouncil.co.nz (the front page has a link to Business in Nelson).

The next step for the Nelson/Tasman strategy is to launch the drive towards a 'smart, sustainable region'. Smart refers to the need to focus on value-added industry development where knowledge, skills, technology and innovation become the main generators of





Richard Butler, Nelson City Business and Community Development Adviser

We have hundreds of well-paying jobs in the fishing fleets based in Nelson. You could be earning the same as an international airline pilot if you're a skipper on one of those boats.

growth. Sustainable refers to both economic and environmental sustainability.

The seafood industry is potentially the jewel in the crown as an exemplar of smart, sustainable industry development. A 'top of the south' **SEAFOOD INDUSTRY CLUSTER** has been established with representatives from key government agencies. And to embrace the goal of smart, sustainable development, the proposed Seafood Centre of Excellence aims to establish world leadership in research and development.

Another key proposal put forward by the strategy is the formation of a **WORKFORCE DEVELOPMENT BUREAU** – this would provide the link between knowledge creation and the workforce development needed to utilise it. The bureau would comprise representatives from the Nelson Tasman Business Trust, the Community Employment Group, Work and Income, the Agricultural ITO, Nelson Marlborough Institute of Technology and key industry clusters such as seafood. Wide representation indeed, but this is intentional – the bureau will be asked to identify common regional workforce issues and tackle

them in a more co-ordinated way.

Indeed, wide consultation has so far been the key to successful development of the whole strategy. Big committees don't work, says the conventional wisdom. But while other regions' strategic development has been led by one organisation, Nelson and Tasman took a different approach, one that provides an excellent case study of the way well-considered community involvement can lead to improved decision-making.

A steering group representing the two councils, the local chamber of commerce, local iwi, the community sector and the business sector provided the main impetus. However, from setting up the steering group to reviewing the discussion document, draft strategy and final report, a 300-strong reference group provided a sounding board through every phase.

It may sound an organisational nightmare – and Richard Butler admits his region was a little slower than others in producing its strategy – but in terms of results, the process seems to have paid off. "The feedback I've had from the ministries is that our plan is more

strategic than other regions."

Ensuring ownership has been another advantage. Richard explains, "It was vital to get ownership from the two councils as well as the business sector and the community, where there's a strong environmental movement. We wouldn't have got ownership if we had just pushed it through, or if just one of the councils had done it all."

From all this consultation a very clear area of common ground emerged between business, environmentalists, the community and iwi. "The consensus was very much about the quality of life. People have a sense that our lifestyle is threatened because we're going through such rapid growth. People are concerned we're going to jeopardise what we've got. Even new Nelsonians are saying: 'Don't blow it like so many coastal Californian communities did.'"

The rewards of growth, it seems, can sometimes come at a price. In Nelson and Tasman they're working hard to build on the rewards and minimise the price. ●





www.worksite.govt.nz YOUR GATEWAY TO SKILLS AND WORK

the WorkSite PORTAL

The government has launched a brand new Internet portal to provide top-quality, up-to-date information about work, education and training.

THE WORKSITE PORTAL is your gateway to all the information you need about the world of work. WorkSite combines the vast resources of a number of government agencies to help you make decisions about your work choices.

WorkSite can help anyone who wants information on:

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

WorkSite can help employers who want information on:

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

WorkSite can help immigrants who want information on:

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



Most websites have a links page as an additional feature. On WorkSite it is the central feature.

There is already an enormous amount of information about work available on the Internet, but accessing what you want can be difficult. WorkSite makes it easy with an extensive 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 towards.

WorkSite is up and running now and will be regularly updated. More and more government agencies are coming on board all the time and private-sector organisations will be participating from next year.

The Future of Work at Your Fingertips

Keeping track of the latest research and trends in New Zealand's labour market will be a lot easier thanks to the launch of a new website dedicated to profiling work in New Zealand.

THE DEPARTMENT OF LABOUR is launching its Future of Work website. The website presents research and information from the Future of Work programme which examines what working life might be like in the future and how job opportunities are changing in New Zealand. It looks at trends such as the impact of technology, increasing ethnic diversity, ageing and globalisation. Its purpose is to stimulate debate about the future of work, and provide information to help participants in the world of work plan better for the future.

The website provides accessible summaries of research findings on the future of work, copies of papers generated by the programme, and links to further research and information. There are articles about trends in working

hours in New Zealand, the implications of population ageing for the size and composition of the workforce, growing ethnic diversity and the international migration of workers.

In the near future you will also find:

- the results of our analysis of occupational trends from 1991 to 2001
- a literature review on 'precarious' non-standard employment
- our guide to information on work-life balance on the web.

Content will be added to the site as the research programme progresses.

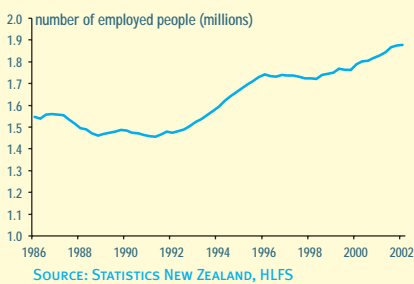
To find out more, visit www.futureofwork.govt.nz



Labour Market Barometer

OVERVIEW: The labour market in New Zealand has improved considerably during the past few years. Many new jobs have been created and the number of unemployed people has fallen as a result. Because the economy and job market have been so positive, more people are coming here from overseas, fewer are leaving New Zealand and a higher proportion of people in New Zealand want to work. On the downside, despite the increase in available workers, many firms are experiencing shortages of staff.

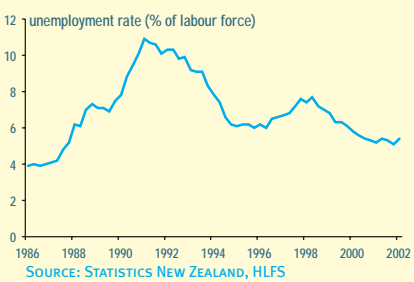
Employment has been rising strongly



EMPLOYMENT

Employment has grown quickly during the last two years, mostly due to the strong performance of the economy. The number of people in jobs has risen by 90,000 over the past two years, the strongest growth since the mid-1990s. Almost all of the employment growth between 2000 and 2002 was in service industries, namely health and community services, property and business services, hospitality, and wholesale and retail trade. However, employment growth has been evenly spread across ethnic groups and age groups.

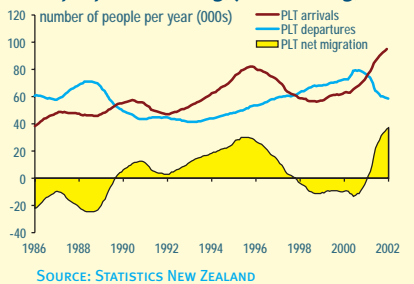
And unemployment has been falling steadily



UNEMPLOYMENT

This large rise in the number of jobs has resulted in a gradual decline in unemployment over the past few years. The unemployment rate is the proportion of the labour force that is unemployed, and is the main measure of the health of a labour market (see Labour Market Terms). The unemployment rate fell from 6.3% in early 2000 to a 14-year low of 5.1% in June 2002, before rising again to 5.4% in September 2002. The September figure equates to a total of 107,000 people unemployed.

More people are coming, fewer leaving, NZ



PARTICIPATION

More people have been encouraged to be available for work and look for work in New Zealand. The proportion of the working age population in the labour force (the labour force participation rate) has risen sharply over the past year, because good job prospects have encouraged people to try and find work. In addition, a record number of people have come to New Zealand from overseas, and fewer Kiwis have gone overseas. This net migration inflow is significant to the labour market. It amounts to about 37,000 people a year, equivalent to 1% population growth.

LABOUR MARKET TERMS

WORKING AGE POPULATION: those people aged 15 years and over.

EMPLOYMENT: the number of people who work 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.

Headline Labour Market Indicators

	DEC '01	MAR '02	JUN '02	SEP '02
ECONOMIC GROWTH (ANNUAL % CHANGE)	3.3	4.1	4.0	
EMPLOYMENT GROWTH (ANNUAL % CHANGE)	2.3	3.5	3.1	2.7
UNEMPLOYMENT RATE (AVERAGE % FOR THE QUARTER)	5.4	5.3	5.1	5.4
SKILL SHORTAGE INDICATORS:				
DIFFICULTY FINDING SKILLED LABOUR (NET % OF FIRMS)	25	33	39	37
DIFFICULTY FINDING UNSKILLED LABOUR (NET % OF FIRMS)	8	14	19	19
LABOUR IS MAIN CONSTRAINT TO OUTPUT EXPANSION (% OF FIRMS)	7	11	12	12

SOURCE: STATISTICS NEW ZEALAND, HLFS – EMPLOYMENT & UNEMPLOYMENT; NZIER, QSBO – SKILL SHORTAGES

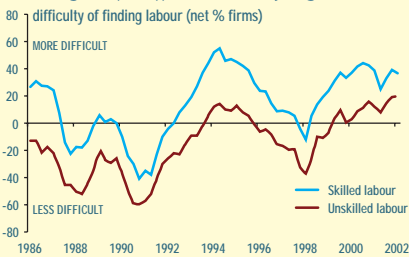
Skill shortages

Skill shortages remain at high levels in the New Zealand economy. Large net migration inflows have made it easier for some firms to fill vacant job positions. But lower unemployment has contributed to some difficulties in finding staff, particularly for skilled positions. The main skill shortage indicator – the Quarterly Survey of Business Opinion (QSBO) – shows that in the September 2002 quarter (July to September), a net 37% of employers had *more difficulty finding skilled labour*. This is slightly below the peak in 2001 but the upward trend

since 1998 shows no sign of turning around. Although skilled labour is more difficult to find than unskilled labour, the difficulty of finding unskilled labour is at historical highs.

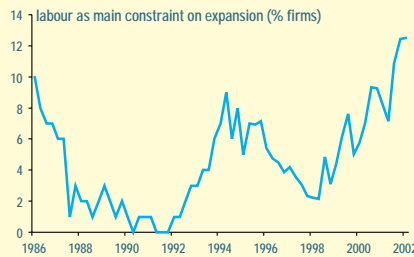
Skill shortages are also affecting economic growth. A shortage of labour was the main factor constraining output expansion for one in eight firms in the September 2002 quarter. This indicator has been rising gradually since 1998 and is now at its highest level since the mid 1980s.

Shortages of staff are currently high



SOURCE: NZIER, QSBO

Labour shortages are constraining output



SOURCE: NZIER, QSBO

MONITORING SKILL SHORTAGES

The Quarterly Survey of Business Opinion is carried out by the New Zealand Institute of Economic Research (NZIER). Each survey covers a three-month period, or a 'quarter'. Employers are asked whether it is harder or easier to find skilled labour, or whether the situation is the same as in the previous quarter. The percentage of firms answering 'easier' is subtracted from the percentage answering 'harder' to give the 'net difficulty' figure we have given you here. In the September 2002 quarter, 41% of answering firms said it was harder to find skilled labour, and 4% said it was easier – therefore, a net 37% were having more difficulty (unfortunately, as well as measuring skill shortages the results might also include recruitment difficulties or skill gaps).⁽ⁱ⁾ The QSBO asks the same question about unskilled labour; it also asks employers to specify the main factor constraining output expansion (this could be, for instance, lack of sales, labour shortage or availability of capital). The percentage of firms saying that 'labour shortage' is the main factor constraining output expansion is also monitored.

(i) Skill Shortages explained p.7

Ministry of Social Development

work brokers report on the occupations for which employers are experiencing difficulty recruiting staff. The August 2002 survey shows that since last year, skill shortages have risen in most occupations. Vehicle/engine service and repair and engineering occupations were most in shortage. The work broker survey also shows that drivers' licences are the main basic skill in shortage, followed by communication skills, maths skills, reading/writing skills and basic computer skills.

INDUSTRY SECTORS

The severity of skill shortages currently differs across the four main industrial sectors of the economy, and across the regions of New Zealand. In the September 2002 quarter, the highest reported skill shortages were in the building sector, with a net 52% of builders finding it more difficult to find skilled labour. Unskilled labour has also been getting more difficult to find, and

as a result, labour is a constraint on output expansion for one in three builders – the highest it has ever been.

REGIONS

The South Island's stronger economic growth, dairy sector expansion, lower population growth and low unemployment rates have meant that skilled and unskilled labour shortages are higher than in the North Island.

Industry sectors and regional labour shortage indicators

SECTOR/REGION	More difficult to find skilled labour (net % of employers)		More difficult to find unskilled labour (net % of employers)		Labour as main constraint on expanding output (% of employers)	
	SEP 2001	SEP 2002	SEP 2001	SEP 2002	SEP 2001	SEP 2002
MANUFACTURERS	39	43	7	22	4	8
BUILDERS	40	52	4	22	10	33
WHOLESALE/RETAILERS	47	40	17	19	1	5
SERVICES	36	29	16	17	12	13
UPPER NORTH ISLAND	35	37	3	17	7	12
LOWER NORTH ISLAND	39	31	19	12	12	17
SOUTH ISLAND	42	47	19	27	9	19
TOTAL	39	37	12	19	8	12

SOURCE: NZIER, QSBO

LABOUR MARKET OUTLOOK

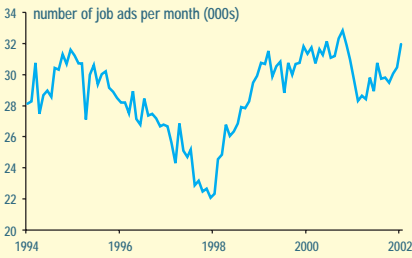
OVERVIEW

Job prospects still look healthy for 2003, although not as good as in the past year. The outlook for the next two to three months is positive, with a number of firms intending to hire new staff, and job advertisements in newspapers at high levels.

SHORT-TERM OUTLOOK – HIRING INTENTIONS

Employers' hiring intentions are a good short-term predictor of employment growth, and job advertisements are a useful guide to these intentions. Currently, job ads have stabilised at high levels, although they have yet to recover from the dip that occurred last year. In nationwide surveys, employers are also asked specifically about their employment intentions. They dipped after September 11, but a recovery has taken place this year and currently the balance of employers say they intend to take on staff in the next few months.

High job ads point to further job growth



Backed up by employment intentions



MEDIUM-TERM OUTLOOK – ECONOMIC GROWTH

The best predictor of job market performance over the next 12 months is economic growth. If the economy is forecast to produce more goods and services, then job opportunities are likely to rise to meet the extra demand.

Over the next 12 months, economic growth is predicted to be slower than last year, which would mean job growth also slowing in 2003. Nevertheless, the unemployment rate is expected to remain low and may even fall during the next year. Net migration inflows are forecast to continue, but with unemployment remaining relatively low, skill shortages are expected to stay high.

EXPLAINING ECONOMIC GROWTH

The main driving force behind economic growth has been spending by New Zealand's businesses, consumers and public-sector organisations, as well as by tourists. Several factors have led to this higher spending: interest rates have been relatively steady, firms have been making money (particularly exporters), household incomes have risen as more people have entered employment, net migration inflows have increased, and holiday makers have been attracted to these shores because New Zealand is seen as a safe destination.

The growth in spending over the next 12 months will not be as high as it was last year. On the plus side, interest rates are expected to remain relatively steady, net migration will stay positive and employment will continue to increase. However, exporters' incomes will be lower, so they will have less money to spend in the local economy. The slowdown in the world economy has lowered the price exporters get for their goods and this will soon start to hit producers in the pocket – dairy farmers in particular have been hit by lower commodity prices. Although the world economy is expected to strengthen next year, it will take time for exporters to see the benefit.

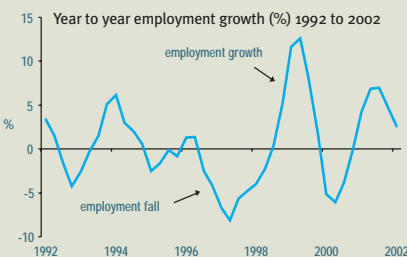
INDUSTRY OUTLOOK

Economic growth, the international markets, domestic demand, migration, interest rates, employment – all the trends mentioned here impact on the performance of New Zealand's main industries, and each industry is affected in different ways. The following information tells you what is expected to happen to New Zealand's main industries over the next 12 months.

Industry employment outlook for 2003

AGRICULTURE, FORESTRY AND FISHING

Employment has been fluctuating widely in this industry and growth has recently peaked. The expected recovery in the world economy should help prevent employment falls, but any growth in 2003 is expected to be weak. Forestry shows the best prospects, with a large volume of wood due to be harvested in the coming years. The fishing industry will be constrained by quota restrictions.



MANUFACTURING

The prospect is for solid employment growth to continue. The gradual pick-up in export sales in 2003 as the international economy recovers will be beneficial, but the main boost is expected to come from the robust demand growth which is forecast to continue in New Zealand's main market for manufactured exports – Australia. However, skill shortages are currently at high levels in manufacturing and this could act as a restraint to employment growth.



CONSTRUCTION

Employment growth is expected to continue at a slower rate than the current high. The recent rise in interest rates may have a gradual effect, acting to suppress demand for large construction investments next year, as could the expected slowing in the whole economy. Skill shortages are more acute in the building sector than anywhere else in the economy and this is also expected to constrain further employment growth. On the plus side, net migration inflows should boost housing demand.



WHOLESALE & RETAIL TRADE

Employment growth is expected to weaken next year. Net migration inflows will help to sustain demand for wholesale and retail goods, but the anticipated slowing in domestic spending is likely to dominate. Skill shortages are also expected to constrain employment growth.



ACCOMMODATION, CAFES & RESTAURANTS

Employment growth has accelerated recently, but this is expected to flatten out. Slower growth in domestic spending is forecast, but the expected greater numbers of overseas visitors, boosted by events such as the America's Cup and the perception of New Zealand as a safe destination, should help to offset this.



CULTURAL, RECREATIONAL AND PERSONAL SERVICES

Employment growth has started to weaken recently, but this is expected to flatten out as buoyant spending from overseas tourists offsets a slowing in domestic spending growth.



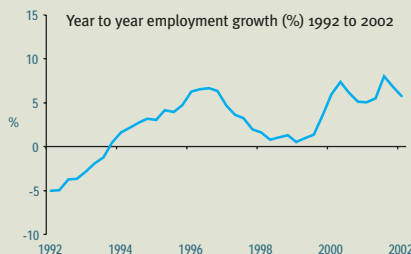
FINANCE, INSURANCE, PROPERTY & BUSINESS SERVICES

Employment growth is expected next year. The recent period has been one of stagnation, but traditionally these troughs have never lasted long. Growth in the wider domestic economy and a buoyant property market are expected to provide a small boost to this industry next year.



TRANSPORT & COMMUNICATION

Employment growth is currently healthy and the prospects are for this to continue. Employment in transportation, which dominates this industry, is expected to grow, thanks to rising exports and greater tourist numbers. Employment in the relatively small communications sector is expected to benefit from expansion of services and continuing technological developments.



CORE GOVERNMENT (EXCLUDING HEALTH & EDUCATION)

Following a change of government, employment increased sharply in 2000 after nearly a decade of decline. However, an environment of public spending restraint is reasserting itself again, suggesting that no significant increases in employment will occur next year.



EDUCATION

Further employment rises are expected as net migration inflows, more foreign students and diversification of services lead to increased demand for education services. Staff shortages have been present in recent years and the extent of future employment growth depends on this industry's ability to meet the extra demand.



HEALTH AND COMMUNITY SERVICES

Further rises in employment are expected as net migration inflows, an ageing population and service expansion lead to increased demand for health services. As with education, staff shortages have been present in recent years. The extent of future employment growth depends on this industry's ability to meet the extra demand.



SOURCE: STATISTICS NEW ZEALAND, QES & HLFS (AGRICULTURE, FORESTRY & FISHING ONLY)



ITO Contacts

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New Zealand Ambulance Education Council	Mary Pecekajus	Level 6, 86-96 Compaq Host, Wellington	PO Box 873 Wellington	04 499 1621	04 499 7223	Mpecekajus@nzac.org.nz	
Aviation, tourism and travel training organisation	Angela Turipa	Level 5, Tourism & Training Hse, 79 Boulcott St, Wellington	PO Box 6466 Wellington	04 499 6570	04 499 6577	Info@atto.org.nz	www.atto.org.nz
Boating ITO	Suzi Van Smit	38 Ireland St, Freemans Bay, Auckland	PO Box 90448 Auckland Mail Centre	0800 600 242	09 360 0019	Colin@bia.org.nz	www.nzmarine.com/bitto
Building and Construction ITO	Pieter Burghout	Level 6, 234 Wakefield St, Wellington	PO Box 1796 Wellington	04 389 8999	04 381 6431	National.office@bcito.org.nz	www.bcito.org.nz
Building Service Contractors of New Zealand		Unit 1, Building C, Hyde Park Complex, 59-61 Marsden St, Lower Hutt	PO Box 31067 Lower Hutt	04 589 0126	04 589 0252	Info@bsc.org.nz	
Contracting ITO	Leona Barsanti	Level 7, Molesworth Hse, 101 Molesworth St, Wellington	PO Box 2759 Wellington	0800 486 626	04 499 9145		www.nzcito.co.nz
Community Support Services ITO		Level 1, ITO House, 96 Oxford Tce, Christchurch	PO Box 25-255 Christchurch	0800 277 486	03 371 9285	Enquiries@cssito.org.nz	www.cssito.org.nz
Design & Construction Consultants ITO	Venessa Delegate	Level 6, Astral Towers, 80 Main St, Wellington	PO Box 40-010 Upper Hutt	04 528 8793	04 529 8341	Kari@qualifications.co.nz	www.dccito.org.nz
Dive ITO	Dan Forsman	19 Argyle Ave, Palmerston North		06 356 1665 or 358 6911	06 354 1978	Wforsman@xtra.co.nz or ldsports@xtra.co.nz	
Electricity Supply ITO	Rangi Hetet	10th Floor, KPMG Building, 85 Alexandra St, Hamilton	PO Box 1245 Hamilton	07 834 3038	07 834 8160	Info@esito.org.nz	www.esito.org.nz
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Engineering, Food & Manufacturing ITO		Building 2, Central Park, 666 Great South Rd, Penrose, Auckland	PO Box 62 561, Central Park, Auckland	09 525 5400	09 525 7737		www.competenz.org.nz
Equine ITO	Dudley Brown	4151 Johnson St, Bulls		0800 841 111		Equineito@xtra.co.nz	www.equineito.co.nz
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Fire and Rescue Services ITO	Ashley Chisholm	Level 1, 180 Taranaki St, Wellington	PO Box 11-988 Wellington	04 801 9469	04 801 9476	Info@frsito.org.nz	www.frsito.org.nz
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Forest Industry Training & Education Council	Ashley Perera	Sala St, Rotorua	PO Box 6216 Rotorua	07 348 7250	07 348 7350	Forestindustries@training.org.nz	www.training.org.nz
Funeral Service Training Trust of New Zealand	Joan Sawkins	The Terrace, Wellington	PO Box 10872 Wellington	04 233 9515	04 233 9515		
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Hairdressing ITO	Emma Kennedy	Level 8, Grand Plimmer Tower, Wellington	PO Box 11-764 Wellington	0800 423 100	04 499 3950	Enquiries@hito.org.nz	www.hito.org.nz
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Hospitality Standards Institute		212 Willis St, Wellington	PO Box 9695 Wellington	0800 275 4474			www.hsi.co.nz
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NZ Journalists' Training Organisation	Bill Southworth	Level 2, Tourism & Training House, 79 Boulcott St, Wellington	PO Box 1066 Wellington	04 470 1522	04 499 1151	Nzjto@actrix.gen.nz	www.journalismtraining.co.nz
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New Zealand ITO (formerly Dairy)		12 Alma St, Hamilton	PO Box 488 Mail Centre, Hamilton	07 839 7606	07 839 7606	Mail@nzito.co.nz	www.nzito.co.nz
Motor ITO		Level 10, 79 Boulcott St, Tourism & Travel House, Wellington	PO Box 10803 Wellington	0800 882 121	04 494 0006	Info@mito.org.nz	www.mito.org.nz
NZ Painting Contractors ITO	Don Fraser	4-12 Cruickshank St, Kilbirnie, Wellington	PO Box 14477 Wellington	0800 200 486	04 388 2539	Paintingito@xtra.co.nz	
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Printing & Allied Industries Training Council	Joan Grace	Level 5, Riverside on Daly, 15 Daly St, Lower Hutt	PO Box 31 131 Lower Hutt	0800 472 482	0800 329 724	Paitc@paitc.co.nz	www.paitc.co.nz
Public Sector Training Organisation	Jay Lamburn	Level 2, 108 The Terrace, Wellington	PO Box 10243 Wellington	04 725 5757	04 495 6727	Jay.lamburn@ssc.govt.nz	www.psto.govt.nz
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Road Transport & Logistics ITO	Ainley Watson	93 Boulcott St, Wellington	PO Box 1778 Wellington	04 499 3369	04 499 5317	Ainsley.watson@roadtrain.org.nz	www.roadtrain.org.nz
Sports Turf ITO	Martyn Baker	163 Old West Rd, Palmerston North	PO Box 347 Palmerston North	06 354 0602	06 354 0081	Baker@nzstito.org.nz	www.nzstito.org.nz
Seafood ITO	Barbara Johnsen	Level 1, 74 Cambridge Tce, Fishing Industry House, Wellington	Private Bag 24901 Wellington	04 385 4005	04 385 2727	Boltonj@seafood.co.nz	www.sito.co.nz
Sport and Fitness & Recreation ITO	Leah Galvin	Level 1, 180 Taranaki St, Wellington	PO Box 2183 Wellington	0800 737 486	04 385 7024	Info@sfrito.org.nz	www.sfrito.org.nz
Te Kaiawhina Ahumahi	Jody Taylor	Level 8, Plimmer Tower, Cnr of Boulcott St & Gilmer Tce, Wellington	PO Box 2637 Wellington	0800 558 558	04 473 1923	Jodyt@tkaito.co.nz	www.tkaito.co.nz

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 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



Career planning and information services for all people living in New Zealand

www.careers.govt.nz and their email careers@careers.govt.nz



Phone 0508 525 525. Email info@stats.govt.nz. www.stats.govt.nz



NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

New Zealand Qualifications Authority

PO Box 160, Wellington. Tel: 04 802 3000, Fax: 04 802 3112
Website www.nzqa.govt.nz, email helpdesk@nzqa.govt.nz

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