



HITO

Regional Apprenticeship Committee

RAC Roles & Responsibilities Manual

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Introduction

If you are reading this manual then you are either a member of a Regional Apprenticeship Committee (RAC) or you are considering standing for election to a RAC. A Sales & Liaison Manager may work with several RAC's. Each regional Hairdressing Association has a RAC.

This manual has been designed to give you an understanding of the roles and responsibilities of the Regional Apprenticeship Committee, its special function and the role of the RAC Chairperson.

Background

The Industry Training Act 1992 is the Act by which Industry Training Organisations exist. They are responsible for setting skill standards, administering the training for industry-based training providing a leadership role within the industry and developing arrangements for collective representation for employers. This Act also repealed the Apprenticeship Act of 1983, and provided for the continuing administration of contracts under that Act.

Under the Industry Training Act 1992 an Industry Training Organisation is responsible for all systematic training provided for people employed in an industry, for the benefit of employers and employees in the industry.

This includes everyone involved with training in the hairdressing industry, not just apprentices. The New Zealand Hairdressing Industry Training Organisation Inc. is the body corporate that is recognised under section 5 or section 8 (l) of the Act as the industry training organisation for the hairdressing industry. Its responsibilities under the Act cover the whole industry including hairdressing employers, barbers, employees, training providers, trainees and apprentices.

To assist the HITO with the on-going performance of those responsibilities, Regional Apprenticeship Committees (RAC's) have been established within the traditional New Zealand Association of Registered Hairdressers boundaries, usually based in a key area. In some instances 'sub-committees' of a RAC are set up to assist with training in a more localised area. An example of such a RAC is the West Coast (South Island), where the local Association is based in Christchurch, several hours travel away.

RAC's typically consist of 3 members, one of whom is appointed to chair the committee. The representatives should include at least one apprentice. In the example above, the Canterbury Committee usually consists of 3 to 4 members and the West Coast sub-committee consists of only 1 member.

Regional Apprenticeship Committees meet regularly, typically at 2-4 times annually. This may vary, depending on the visit cycles of the Sales & Liaison Manager. The RAC Chair may call a meeting at anytime with or without the Sales and Liaison Manager.

Elections/Appointment Process

Who is eligible?

Only association members are eligible to stand for election. Training Provider representatives are not eligible for membership of the RAC. However a good relationship with the off job training providers can be useful.

How do I become a member of an RAC?

RAC members (including the apprenticeship representative) are elected annually at a local Hairdressing Association Annual General Meeting.

How do I become Chair of the RAC?

The RAC chair is appointed from and by the RAC members.

Person Specifications

Ideally a RAC member should either employ apprentices, or be significantly involved in apprentice training. They should have the respect of their peers within the industry, establish networks of contacts and be prepared to liaise with all sectors of the industry in their area. From time to time this may mean seeking feedback from other industry members outside the Association.

What skills should RAC members bring to the committee and the ITO?

The ability to:

- Interpret HITO policy.
- Act on HITO policy in a consistent and concise manner.
- Make decisions in a concise and consistent manner.
- Distinguish sensitive and confidential information, written or verbal, from normal meeting process and public information.
- Keep appropriate confidences.
- Understand the role and responsibilities of the RAC.
- Understand the legal responsibilities of the RAC and its members.
- Understand the role of the Sales & Liaison Manager and their responsibilities to the RAC.
- Seek advice from the Sales & Liaison Manager and/or members of the National HITO.

What is in it for me?

- The opportunity to expand and enhance your skill base.
- The opportunity to contribute to the industry.
- The opportunity to be involved in a positive manner in the development of young New Zealanders in their chosen career path.
- The opportunity to keep your finger on the pulse of the industry.

Role and Responsibilities of Sales & Liaison Manager

The Sales & Liaison Manager is responsible for the overall administration of apprenticeships within their region. This includes (but is not limited to):

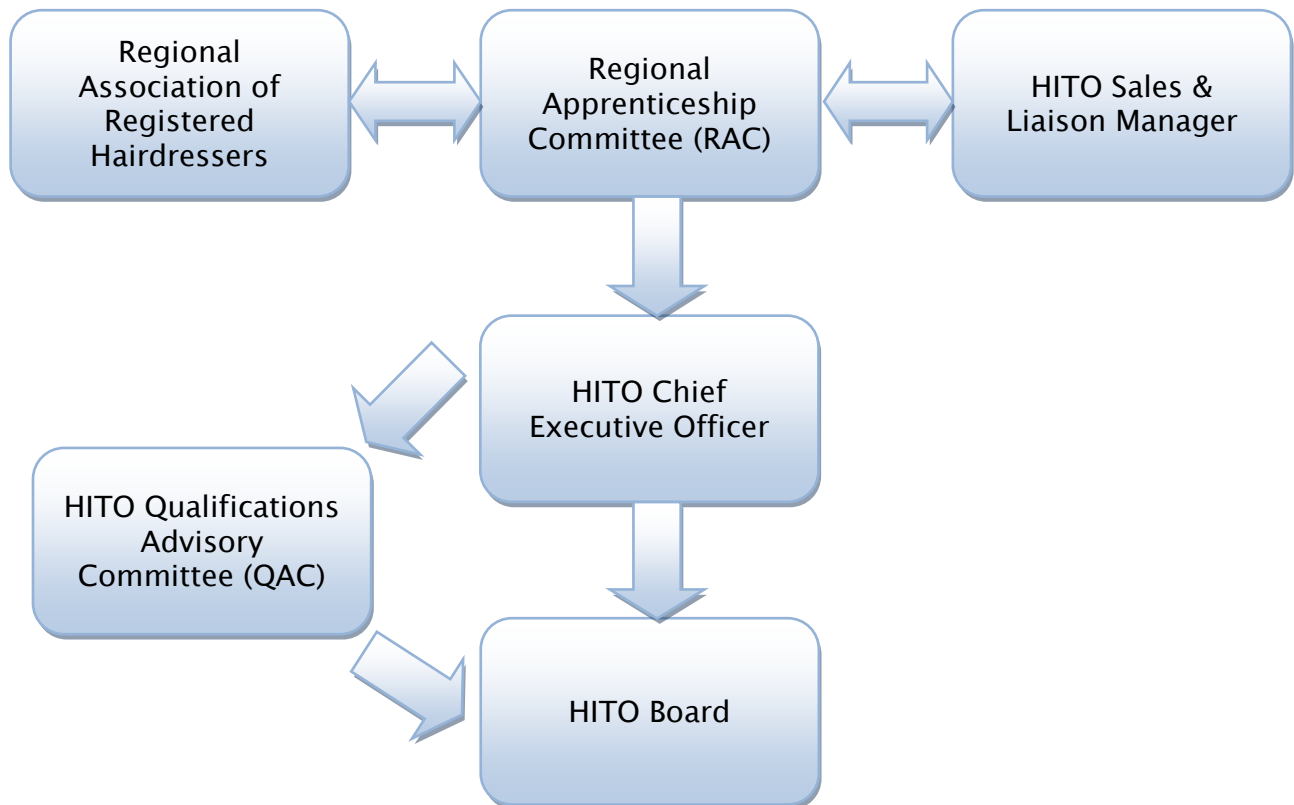
- The provision of advice and support to employers and apprentices.
- Supplying information to prospective apprentices and employers.
- Directing apprentices to Off Job Training Providers.
- Monitoring Off Job Training attendance, and service provision.
- Monitoring training of apprentice within their salons
- Coordination of industry assessments.
- Mediating training disputes.
- Promoting apprenticeships to prospective apprentices through schools, training providers and other opportunities.
- Maintaining apprentice records and other associated administrative functions.
- Acting as a regional point of contact for the NZ Hairdressing Industry Training Organisation Inc.
- Promoting the attainment of the National Certificate.

The Sales & Liaison Manager is not required to attend Association meetings but may attend or may be asked to attend.

Hierarchy of Accountability Diagram

How does the Sales & Liaison Manager and the Regional Apprenticeship Committee fit into the scheme of things?

The Sales & Liaison Manager is employed by, and is responsible to, the NZ Hairdressing Industry Training Organisation Inc. through the Chief Executive Officer. The function of the Regional Apprenticeship Committee is to advise the Sales & Liaison Manager on issues of training specific to their region. When the Sales & Liaison Manager is new to the region they may require further support from their RAC.



The Role of the Regional Apprenticeship Committee (RAC)

The Sales & Liaison Manager is not a member of the RAC. The RAC has the following specific functions (governed by the Apprenticeship Training Requirements):

- To visit salons as requested by the Sales & Liaison Manager to conduct Training Capacity Visits. Visits would normally only be held to new salons (this may not always be necessary) or where the Sales & Liaison Manager or RAC member has identified a problem. Also to conduct evaluation of Training Capacity reports as required.
- To bring to the attention of the Sales & Liaison Manager any regional training issues, relating to providers or individual apprentices and salons, which need to be addressed.
- To give advice on training issues as required and requested by the Sales & Liaison Manager.
- To identify and advise HITO about any current and future skill needs in the industry.
- To give advice on issues relating to apprentice performance in terms of the training agreement and training requirements. For example, off job training attendance – where an apprentice is refusing to attend off job training as directed by the ITO, the Sales and Liaison Manager may bring this to the attention of the RAC, having first investigated the reasons and satisfied themselves that the non-attendance is the fault of the apprentice. The RAC must follow a process of natural justice, inviting the apprentice and support persons to address the concerns of the RAC at a RAC Meeting. It may be possible to negotiate a solution at this meeting or the RAC may recommend to the HITO that the apprenticeship be terminated for breach of the training agreement. (A process similar to that outlined in section 3.3 may be followed).

These responsibilities are devolved from the statutory responsibilities accepted by the New Zealand Hairdressing Industry Training Organisation Inc. as the recognised industry body as defined by the Industry Training Act 1992. This means the Regional Apprenticeship Committee must advise the HITO.

The RAC has no budget responsibilities.

The Role of the RAC Chair

In addition to the above the Chair is responsible for reporting back to the local Association on industry issues. The report would normally include but is not limited to:

- Statistics, i.e. how many apprentices do we currently have, number of terminations, number of completions etc.
- Important dates and events coming up, i.e. Assessment dates and arrangements.
- Other matters that are relevant or are of interest to association members.

- Assistance provided to the Sales & Liaison Manager with the training and induction of new RAC Members.

Issues of a sensitive nature such as the refusal to approve an apprenticeship or a training capacity must, for legal reasons, be confidential to the RAC and those concerned or involved. It can be reported that there is a problem and the nature of the problem can be outlined, provided that those involved are not and cannot be identified.

Further responsibilities of the RAC chair:

- Reporting feedback from the Association to the Sales & Liaison Manager and the RAC.
- To ensure a written record is kept of all RAC meetings.
- To ensure that minutes of RAC meetings are provided to the HITO Chief Executive Officer.
- To represent RAC at the NZ Hairdressing Industry Training Organisation Inc. Annual General Meeting.

RAC Special Function

If there is a dispute regarding training capacity the RAC has special responsibilities and must follow the process described below.

- The Sales & Liaison Manager will bring concerns about an employer training capacity, based on current criteria¹ to the RAC.
- The Sales & Liaison Manager will conduct the initial investigation and advise the RAC.
- The Sales and Liaison Manager formally advises² the employer of their concerns, and requests that the employer meets with the RAC to address the outlined concerns.
- The employer is given opportunity to speak to and address the issues and concerns raised at an RAC meeting.³ RAC makes a decision.
- If the employer does not wish to accept the decision, they may lodge an appeal with HITO within 21 days of receiving the RAC decision.
- RAC must be prepared to supply information with regard to their decision to HITO. The HITO decision is final.

¹ Refer clause 4.1 of apprenticeship training requirements.

² 'Formally advises' in this instance requires written advice.

Please note that all meetings and correspondence must be documented.

³ Sales & Liaison Manager will be present.