



Hairdressing Industry Training Organisation Inc.

Annual Report 2001

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Mission Statement

“To establish training as an essential investment”

Board Members

Angeline Thornley - Chairperson

Phillip Millar - Member

Denise Whyte - Member

Raymond Henderson - NZAH President

Qualifications Advisory Committee

Jo Douglas - Chairperson / PTE Representative

Andrea Bullock - Polytechnic Representative

Phillip Millar - ITO Representative

Melva Brown - Employer Representative

Erica Cumming - Moderation Representative

Chairperson's Report

2001 has been a year of considerable development in the world of the Hairdressing Industry Training Organisation Inc.

We incorporated as a society in our own right, moving from beneath the wing of the New Zealand Association of Hairdressers, who were responsible for the development of HITO beginning in 1992, and the ongoing and considerable growth to the fully-fledged organisation we are today.

The links between our two organisations remain close. Our aims and objectives are correlative, and support the business environment we work in, which must be protected if either of us are to survive.

There is a fundamental understanding between the organisations, that appropriate training is vital to ensure that we are responsive to the labour needs of our industry here in New Zealand and that our qualification remains competitive on a global scale.

2001 saw the introduction of the National Certificate in Hairdressing Management, a new qualification designed to enhance and recognise high level skills in the Industry, including the skills required to run a successful business, or to teach and assess our future hairdressers. Additionally we have implemented the entry-level certificate in Salon Support, to recognise via the framework the types of skills that can be achieved prior to formally entering the Hairdressing Industry.

While the core qualification for Hairdressers remains the National Certificate in Hairdressing Practice, we see considerable value in ensuring that the people at both the bottom and top levels of Hairdressing are encouraged to see industry training as a valuable means of obtaining internationally competitive skills and qualifications.

A strong focus is placed on ensuring that employers of apprentices are able to access a training system that will ensure increased productivity, through enhanced skills, and the recognition that their own competitiveness depends on the skills of their workforce.

For those in training the advantages of being able to acquire portable qualifications, that are respected both by their peers and by their customers, will encourage more young people to see hairdressing as a career, and not just a job.

There is a raft of environmental changes within the tertiary education sector. While these are strongly governmentally lead, there is considerable support from industry for initiatives that enrich industry training, and promote the need for industry training as an integral part of New Zealand's knowledge economy.

By the end of 2001, the review of industry training was completed and new legislation was introduced, a draft Tertiary Education Strategy is out for consultation, funding for ITO's has been increased by almost \$80 million dollars through to 2005 with up to \$8 million available for training above level four. The future for industry training is very positive.

2002 will see the transfer of responsibility for the Industry Training Strategy from Skill New Zealand to the Tertiary Education Commission (TEC).

The Tertiary Education Commission (TEC) was officially launched in January 2002. Their function will be to provide an overarching philosophy that will draw together the various sectors of tertiary education, in a manner that recognises their contribution, and the need to match the training and education opportunities with the skill needs of our economy. An important part of their functionality will be the management of the funding arrangement for the various sectors, and the responsibility for ensuring that training and education arrangements are valid and valuable for the learner.

The strategic plan for the HITO focuses strongly on providing meaningful opportunities for people entering the industry to learn, supporting employers who training hairdressers, ensuring that the standards of training meet the national standard, and promoting hairdressing as a career.

Focal points for 2002 include a review of the resources of the HITO, development of ongoing employer training packages, and the implementation of workplace assessment for additional hairdressing unit standards.

As Chairman I approach 2002 with confidence that our ITO is well equipped to deal with the future training requirements of our Industry.

Angeline Thornley, Chairperson

Chief Executive Officer's Report

Joining the HITO in May 2001, has been a memorable experience that has provided new challenges & many opportunities. I have really appreciated the welcome and support, which has been fantastic, to a full on learning programme.

In February the HITO embarked on its life as an incorporated body. This has meant little change in the day to day operation of the organisation, but extensive compliance and documentation is needed to meet the set criteria, this has certainly meant an increase in the paper war workload.

Our relationship with the NZAH is an integral part of our existence and one I wish, for us, to enhance and grow. The voice of industry in education is exclusively the single most important ingredient to the continued viability of an industry's existence. Together we can enhance the value of the profession and gain the public & personal recognition deserved by the Hairdressing Industry.

Opportunities are there but we have to make them happen. We can do this ourselves by developing and supporting initiative's that promote and advertise, as well as encouraging people to want to be qualified in the work force. We have frequent examples from a number of industries with the improved profile to be qualified and the opportunities that prevail. Now our industry needs to take ownership and make it work for us by recognising the National Certificate.

The Management Qualification is one initiative that has been developed to meet the further needs of professional development. It is an opportunity for the recognition of skills, many of which have already been developed as a result of commitment to Hairdressing.

For the HITO there have been many changes and there will be continued changes as we move to ensure that what we have is what the industry wants. It is part of the government mandate for NZQA and the HITO to ensure that there are systems of quality assurance and that these established standards are continually monitored and reviewed. This year, a number of

the Hairdressing unit standards and our qualifications require re recognition on the framework, which will provide a valuable time for re evaluation. We encourage your participation through our Committees, RAC and QAC, for your comments and suggestions.

The release of the final report from the Tertiary Education Advisory Committee (TEC) and the implementation of the Tertiary Education Commission, has included many recommendations for positive changes and developments for the education sector. The commission is the government's investment in maximising the potential for growth and development in industry through education. Late last year Skill New Zealand also advised ITO's of the necessity to develop 'Charters & profile'. By being prepared and proactive we hope to play a role in helping it happen for our industry.

I can see a really positive 'light' ahead and I want our industry to be 'first in line' in providing the training and support that is needed to be part of the 'knowledge economy' that this country is aspiring to.

Lesley Hamilton, Chief Executive Officer

Qualifications Advisory Committee Report

2001 was a mixed year with a change of people on the Committee plus we did not manage to get our first meeting in until mid-way through the year.

The Committee has been set some clear guidelines from the ITO Board, which makes our role clearer. The QAC Committee is to monitor the quality of our unit standards and how the Qualification is working for the industry. Committee members are Jo Douglas (Chair), Andrea Bullock (Polytechnic), Phillip Millar (ITO), Melva Brown (Employer), and Erica Cumming (Moderation).

This year will be a huge year for us as several qualifications are due to be updated or rolled over.

Andrea has been doing a lot of work for us on the barbering unit standards and at present the updates have been put out to industry for comment.

The Salon Support and Management Qualifications have both expired and we are working on amendments to these.

Our very large task is to complete the review of the National Certificate in Hairdressing Practice, which is due to expire at the end of 2002. We are currently seeking input from interested parties.

Anyone's input to the Committee is always welcomed. Without your views our job is made harder.

Jo Douglas, Chairperson - QAC Committee

Moderators Report

Self Review Report

The HITO appointed a National Moderator in January 1998 and this position has been ongoing since the first year's trial of this process. There are Industry Moderators who are appointed to conduct a number of the moderations for our Industry Assessors. All HITO Moderators must have the necessary qualifications of Units 4098, 4099 or 11552 and 11551. These Moderators have been selected from registered Industry Assessors in regions and report back to the National Moderator. Information provided to Industry Assessors in 2000 regarding the roles of moderation is attached (appendix 1), however this does not expand on the role of the National Moderator with Training Providers.

The annual Industry Assessors training sessions were conducted throughout the country in February and March. To coincide with this annual training, the "Guidelines for Assessment of Units 2757 & 2759" were updated and written in a less formal language trying to assist in the ongoing achievements of candidates. Any Assessor who did not attend is unable to assess for the coming year.

Problem Resolution and Timelines

As a result of discussions, it was agreed that the Accreditation, Moderation Action Plan (AMAP) needed to represent the reality of what was happening for moderation and to cover any areas that were not included.

While version 2 of the AMAP represented the intent of this process well, the following changes were implemented. A copy of version 3 AMAP is available on the NZQA website.

- That Training Providers demonstrate how they intend to maintain an awareness of current hairdressing trends to ensure that they are up to date with 'fashion'.
- That Tutors involved in delivery and/or assessment hold the necessary qualifications.

- That there be flexibility to acknowledge Training Providers who are demonstrating best practice so that a visit may not need to be scheduled.
- That some costs can be recovered when additional time has needed to be spent with Training Providers who are not demonstrating best practice.

At the end of 2001 or beginning of 2002, a form will be sent to all Training Providers that will confirm who is currently employed with each organisation. This will also request feedback on each assessor's professional development and to identify any tutors not already identified in the HITO database of Tutor Assessors.

Check Moderation

Procedure	Sources of Evidence
All RCC or RPL decisions are made by the National Moderator but are ratified by the HITO Board	A summary sheet of the assessment decision is presented to the Board and minutes of this are kept on file.
An annual meeting is held with the Industry Assessor Moderators	Minutes of these meetings are kept on file and outcomes of this day are used to focus annual Industry Assessor training days. Invitation attached (appendix 10).
The National Moderator attends the annual Educators Conference	This meeting provides an opportunity for all Training Providers to raise any queries regarding Unit Standards or assessment and moderation and outline possible changes required.
The Qualifications Advisory Committee act as representatives of the industry	The QAC members are sourced from industry through employers, private training providers and polytechnics. These committee members provide feedback and review the moderation process and the AMAP development.

The National Moderator meets with the CEO weekly	While no minutes are kept from these meeting any areas of concerns are raised and a more in depth summary of the recent moderation's are discussed.
Reports are supplied to the HITO Board	An annual report submitted by the National Moderator on assessment and moderation outcomes from the year. Copies of two reports for 2000 are attached (appendix 11 & 12).

Evaluation

The moderation of the HITO is constantly under review by the HITO Board members, QAC and through extensive contact with Training Providers. As the Hairdressing Industry conduct Association meetings twice a year this is an opportunity for any assessment, moderation or training issues to be raised and discussed.

In January 2001 the HITO sought review of the AMAP and the moderation system. Some of the discussions related to the large amount of time spent evaluating the assessment activities for each Training Provider. The possibility of changing the focus of moderation was discussed and a summary written reflecting this. During this review the points identified as "Areas to further monitor as part of moderation" will be filtered into our system. Some of these are awaiting the development of the HITO database, survey's are underway for the apprentice trainees and other areas will be requested nearing the end of the year.

NZQA

Over the year there have been a number of communications with the Quality Assurance team at NZQA. Some of this was directly related to the audits being conducted but sadly there have been some that have resulted from student complaints that have been brought to our attention. These take up considerable amount of time and as a result the Quality Assurance team

believe they need to review the course content relating to Unit Standards (ten hours of learning per credit) and the accreditation approvals.

MOE

After some very concerned Training Providers approached us regarding the EFT's funding being raised to 180 credits for a full EFT. We have been in discussions with MOE and NZQA, to gain some understanding of this possible proposal. We are currently in communication regarding this as the HITO is concerned that the increase in credit to 180 creates quality assurance issues. While time consuming, these communications have proven to be fruitful in providing all parties with a greater knowledge of the industry.

Erica Cumming, National Moderator

Graduates

The NZ Hairdressing Industry Training Organisation Inc congratulates the following apprentices on achieving National Certificate in 2001.

Kitirina Annand
Brenda Ardern
Michelle Barling
Ellena Barnes
Nicky Bates
Alice Bennett
Jaime Berghan
Michele Binckes
Rebecca Blain
Stacey Body

Tania Cochrane
Dayna Collier
Sarah Cossey
Tina Croskery
Theresa D'Ath
Charlotte Dailey
Leesa Dalley
Mana Dave
Penelope Davies
Leeanne Davis

Michaela Gemmell
Rachael George
Tessa Gibson
Bruce Gordon
Hannah Graham
Fiona Green
Kim Haaima
Angela Hannah
Karenza Harris
Miriam Haste

Ciara Bond
Elizabeth Bollard
Nadine Bolton
Jeannie Brayshaw
Katrina Brown
Denise Browne
Amy Brownrigg
Tracey Buchanan
Bianca Burne
Jacelyn Busch

Kathryn Dean
Tanya Dillon
Lorena Downes
Shelly Duggan
Tracey Dunford
Cherie Eades
Gemma Ede
Colin Edwards
Kyllee Emmett
Cheryl Fafeita

Lisa Hathway
Liddy Harvey
Jessica Heger
Mandy Hewitt
Holly Hewitt
Sarah Hillier
Julie Hight
Tara Hobson
Sarah Hollis
Sarah Hough

Ceylene Callaghan
Nicole Carson
Jayne Cayless
Suzanne Cayless
Stephanie Cheer
Elizabeth Chong
Darlene Christian
Aimee Clayton
Michelle Coburn
Trudi Cochrane
Rebecca Jones

Natasha Fainitski
Marise Farquhar
Kristal Finlay
Sonya Fischer
Lisa Fisher
Jodi Fleming
Stacey Fleming
Carol Flockton
Elizabeth Gardiner
Linda Gargan
Lorrie McPherson

Janine Howe
Kylie Hulena
Kelly Hunter
Rachel Hurley
Brett Hutchins
Nina Hyde
Caroline Jackson
Carrie-Anne Jackson
Anna James
Carleigh Jenkinson
Jennifer Robertson

Sandy Jordon
Zoe Josey
Joanna Keehan
Dallas Kidd
Myung Koh
Edyta Koscielecki
Sari Koskela
Ana Koskela
Tourelle Lamb
Melanie Lambert
Paula Lang

Samantha Lang
Ivy Lau
Rochelle Laughton
Melanie Lamond
Bethany Lane
Natalie Lecher
Cathy Lee
Sarah Lewis
Racheal Liggett
Tony Lim
Susan Lin
Jane Little
Belinda Lyes

Marinella Madsen
Sarah Madsen
Tua Maeva
Megan Manderson
Lucinda Marsh
Michelle Marshall
Ana Matangi
Anna McCormick
Rhonda McDonald
Tanya McGhie
Sarah McGrail
Raewyn McLachlan

Leah Mead
Phillippa Meredith-
Anderson
Jodene Mildon
Christina Mitchell
Kara Mooar
Judith Morahan
Dianne Morris
Jodi Mullan
Janel Murray
Uyen Nguon

Dianna Neil
Dawn O'Dwyer
Tessa Ohuka
Jinnette Oliver
Belinda Oppatt
Vanessa Pasley
Charleen Pahl
Joanna Patea
Joanne Paton
Karina Peters
Metui Sela (Paul) Hala
Sarah Hanna
Anna Parke

Jeanene Pearce
Joanne Pelling
Lietta Powell
Sharne Pearson
Tennille Petrowski
Katie Pinker
Rachael Pollington
Korene Quigley
Mandy Read
Karina Reeves
Nicola Ridd
Emma Robertson

Patricia Robinson
Rebecca Robinson
Kim Robson
Rachelle Kylie Ryan
Johanna Salmen
Kimberley Savage
Jodie Seaton
Natalie Shields
Trudy Stephens
Marcelle Stewart
Hitomi Sugyo

Sophia Taurae
Melissa Taylor
Melisssa Tovey
Sheryl van de Ven
Jennie van der Veeken
Paula van Polanen Petel
Sarah Vessey
Natasha Voyle
Claire Walker
Heather Wallis
Teena Walford
Pushpa Wati
Sarah Watkins

Anne Marie Wauchop
Annerosa Weber
Miriam Whitten
Kylie Whittaker
Nicole Williams
Kelly Willis
Leevonne Wilson
Sjaane Wilson
Carol Wilkins
Sharleen Wintle
Teresa Woodward
Kelly Yeoh

