



NZ Hairdressing Industry Training Organisation Inc.

ANNUAL REPORT 2004

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Mission Statement

"To establish and maintain the achievement of high quality, relevant hairdressing qualifications as an essential investment for the industry and its clients"

Board Members

Denise Whyte - Chairperson

Roy Griffiths - Vice Chairperson

Julie Addis - Elected member

David Shields - NZAH President

Qualifications Advisory Committee

Jo Morshuis - Chairperson / PTE Representative

Andrea Bullock - Polytechnic Representative

Jacqui Broughton - Barbering Representative

Melva Brown - Employer Representative

Denise Whyte - HITO Board Representative

Erica Cumming - HITO Chief Executive Officer

Jason Hare - Moderation Representative

HITO Chairperson

Tena koutou katoa

On behalf of the HITO, I wish to welcome you all to our 2005 AGM. Thank-you for the time, energy and dedication you have put in as delegates for your regional association.

Looking back, 2004 has been a time of consolidation for HITO. I congratulate Erica on the positive team she has built to serve the hairdressing industry in their training needs. Also her ability to lift the respect and profile of HITO with regular training articles published, invitations to collaborate and be involved with the Industry Training Federation must have positive spin-offs for the HITO.

Government policy requires ITO's to develop arrangements for the collective representation of employees in the governance of the organisation. Union representation at board level has been pursued in the past year without success. We will now investigate employee (not necessarily an apprentice) representation on the board, which could mean that changes may be required to our constitution to enable election of an employee.

Looking forward, 2005 brings new challenges. The HITO leadership role has already kicked off with a series of focus group meetings around the country with trainees and employers. These groups have proved a great vehicle to get feedback regarding their training, the qualification and how it fits our industry in 2005 and beyond. It was great to hear of the pride they felt in achieving their National Certificate in Hairdressing. As future employers and trainers, their positive attitudes must only be good for the industry.

The nominations received for the HITO Board positions are the three existing Board members therefore this committee will remain for 2005, with the exception of David Shields who will be replaced by Faye Haakma as the incoming NZAH president. I would like to take this opportunity to thank David for his valuable input to the board over the last two years. Employee representation will be welcomed on the board as it is essential we have a

succession plan and new blood coming through. The opportunity to co-opt from out of the industry as and when required is essential to ensure different opinions are heard and considered.

As a new member on the Qualifications Advisory Committee representing the board, I would like to thank Jo and the committee for all their hard work. Investigating the stair-casing opportunities for achieving qualifications in bite size pieces will be an exciting focus for 2005. The HITO mission statement "To establish and maintain the achievement of high quality, relevant hairdressing qualifications as an essential investment for the industry and its clients" will remain the focus for the board for the coming year.

**Denise Whyte
Chairperson
HITO Board**

HITO Chief Executive Officer

The HITO has continued our focus on apprenticeship training and qualification monitoring in 2004. The additional focus of performing a leadership role has raised considerable discussion within the HITO Board and with the Industry Training Federation (ITF) to determine the boundaries of this to meet the Tertiary Education Commission (TEC) requirements. However it is clear to the HITO some initiatives are already in place for performing this role, regular review of qualifications and units to ensure that these meet the needs of the industry in the future, and ongoing liaison and consultation with the industry.

In 2004 the HITO achieved the projected targets with TEC and received all of the budgeted income. At the end of 2004 there were 1346 people in training agreements with the HITO. This number is at the lower end of our statistics due to the number of completions in the last quarter of the year. The number of apprentices terminating is an ongoing concern to the HITO and research shows that the higher percentage of terminations happen in the second year of an apprenticeship. This research will remain a high focus for the HITO and the Sales & Liaison Managers visits to salons will more closely monitor progress, achievement and issues for all involved. Another area for consideration in the termination statistics is whether literacy and numeracy issues are hindering apprentices' ability to learn and comprehend in the workplace.

However, it is heartening to see the increase in people completing their National Certificate in 2003 has been sustained in 2004. This is hugely rewarding to the HITO team, as there has been a high degree of focus and monitoring to ensure that there are qualified people in and for the hairdressing and barbering industry.

The government has placed a higher priority and focus on trade training and in turn apprenticeships. There is more respect being given to those with a trade than has been for some time. The focus is now not only on school leavers achieving a degree at university but gaining a qualification through the workplace. Research has also identified that "on average a trainee who has received industry training is likely to be 5-20% more productive than they would have otherwise been".

The government has also initiated the Gateway programme, which is a way for secondary students to have a taste of industry. To support this initiative the HITO is providing more support to secondary schools with this programme and is in the process of developing units that could work well as foundation units.

In the 2004 budget the government stated that they would be increasing the payment to ITO's to be the same for all by 2007. While the HITO has received an increase for 2005 this was not as we had hoped for and we still remain at the lowest end of the funding to ITO's. However the profile was approved along with an increase in the number of STM's¹ for 2005.

The printing of the updated material for the Employers Manual was completed at the start of the year and those salons with the more recent manual were given the inserts free of charge. This has provided a good opportunity for the ITO team to audit which salons were requiring new manuals.

The HITO has been fortunate again this year to be given the opportunity for editorial articles to be published in national magazines. This is a good avenue to continue to get our messages out.

In 2004 the ITO team welcomed at the National Office Jason as the National Moderator, Roshni as the Finance Manager, Louise the new Registration Administrator, and in the Northern region Paula as the Administration Assistant for Midland and North and Lorraine as the Sales & Liaison Manager. Dianna joined the Central office now based in Wellington as the Administration Assistant. Viv was employed to job share the southern region with Tania for 2004 as Tania returned from maternity leave.

My thanks goes to these new members of staff and Cathy, Claire, Noel, Pam, Tania and Tracy for their continued support, contributions and commitment to the HITO. Also to the Board, Denise, David, Roy and Julie for their direction and leadership throughout 2004.

Erica Cumming
HITO Chief Executive Officer

¹ STM - standard training measure based on the number of trainees, number of credits in a programme and duration of course by months divided by 120.

National Moderators

I have been in the role of National Moderator now for 12 months. This has been a time for learning the moderation role and systems both internally and externally. During this time I have worked on maintaining and developing relationships to ensure the hairdressing qualifications remain at the high standard expected by our industry.

As I moved into this role one of the first meetings held was that of the Industry Moderators. I would like to thank them for their guidance and support throughout the year, and recognise their dedication to maintaining the standard of industry assessment and moderation.

Moderation of the Industry assessors has continued throughout 2004. This will gain momentum during this year to ensure assessors can review their systems and judgements, and have a chance to talk about their role as assessors.

An extension of moderation in 2005 will be looking at involving an external body to review the moderation processes. This should bring fresh ideas and view points to our already strong systems.

It is pleasing to see the number of people who have made contact with the HITO during the last year with a view to becoming Industry Assessors. We have been able to support their learning and see them gain the Unit Standards to become qualified assessors.

One of the major changes within HITO moderation over the last three years is the transformation of the role of Moderator from policing assessment to that of identifying issues, suggesting solutions and monitoring outcomes. This has helped develop a more "user friendly" atmosphere for all involved. Workshops have been developed for training providers focusing on, assessing to the hairdressing industry standards for new assessors and internal moderation. This has been well received and I hope in the near future to be able to extend these workshops to Industry Assessors.

A few years ago the HITO implemented a system for training providers to be recognised for good quality assessment and moderation practices.

The ²moderation status is graded into three stages. HITO Quality Mark has become a goal for providers to achieve and many enquire how they can improve their status. There remain a group of providers within the "Moderation Focus" status that we continue to work closely with. We have developed good working relationships with these providers, the ³NZQA and ⁴ITP auditing bodies to identify and amend issues when they arise.

At present we are reviewing the criteria for the Quality Mark to make this more quantifiable. This will allow providers to collect evidence of their quality systems throughout the year, building a picture of what their status should be.

As National Moderator I have been involved in the accreditation process for training providers and involved in the review of the barbering qualifications as well as other committees and workshops. This has been a great experience. This involvement has heightened the importance of becoming qualified and therefore maintaining the standard of hairdressing and barbering qualifications for our industry.

I would like to thank Erica for the wealth of knowledge she has passed on, and all the team for their support during the year. I look forward to moderation in 2005.

Jason Hare
National Moderator

² **HITO moderation status:**

"Quality Mark" - The provider has achieved a high standard of quality systems and assessment practices.

"Developing best practice" -The provider is working towards the "Quality Mark"

"Moderation Focus" - The provider has demonstrated less progress in the development and approval of assessment material

³ NZQA New Zealand Qualification Authority, auditing body of private training providers

⁴ ITP Institute of Technology and Polytechnics Quality, auditing body of polytechnics

HITO Qualifications Advisory Committee

2004 has been a positive year for the Q.A.C. Committee, apart from a few frustrations in registering a new unit that will become part of our qualifications in Hairdressing & Barbering. We have also tidied up and reviewed several other units from our qualifications.

It would be good to see more people working towards the Management Qualification in 2005. A lot of hard work goes into developing the units that make up these Qualifications and we would like to see more people benefiting from achieving this valuable Qualification.

We are continuing to see good numbers complete the Final Assessment, Unit Standard 2757 after our revamp of this in 2003. We are hoping to encourage even more in people to attempt this and complete their qualification in 2005.

2005 is going to be an exciting year with the Committee having several projects coming into play. The first being a new qualification for High Schools. This will be mainly for Year 12 and 13 students. These units will be Foundation Skills, mostly practical and will not have a large amount of theory with them. We are hoping that students will use this as a stepping-stone to entering the Industry and will be mostly taught in-salon.

The second project has been put to the board for approval, which would see our Qualifications stair-cased. We are hoping that this would encourage technicians and colourists to at least gain some unit standards and in turn a qualification. I'm personally finding this exciting and look forward to the developments during the next two years.

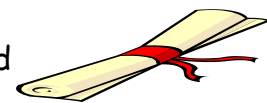
The Committee, once again, received good feed back from the Hairdressing Training Providers Educators Conference and from the Industry this year. We met three times in 2004 and we have planned three meetings for 2005.

I would like to thank my hard working Committee for their input. We have all enjoyed working with Erica in her new role as C.E.O. Erica has been very active in working with N.Z.Q.A. to get Qualifications and units approved.

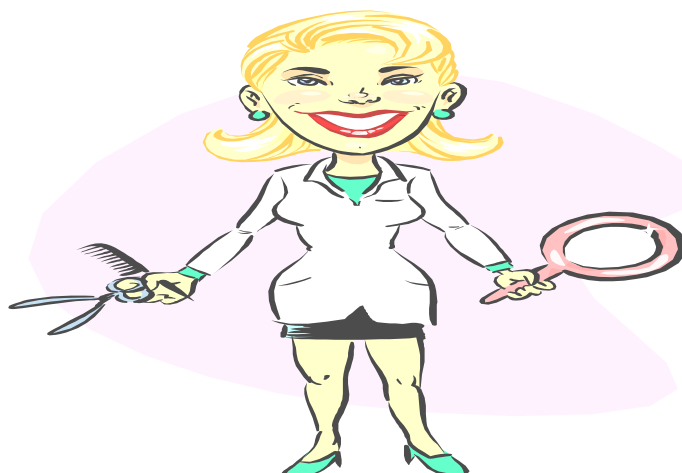
**Jo Morshius
Chairperson
Qualification Advisory Committee**

Graduates in National Certificate in Hairdressing Practice

To the following people who have achieved the Final Assessment Unit Standard 2757 in 2004 - **Congratulations and Well Done!** These people are now able to gain the National Certificate in Hairdressing Practice.



Janaya Abelson	Zara Corlett	Janelle Finucane	Nicole Haughey
Puja Ahloyan	Gemma Coton-Burt	Rebecca Fosbender	Gemma Hay
Tania Alcock	Kirsty Craig	Claire Fowlie	Gemma Hayde
Hayley Andrews	Karen Crawford	Fiona Fryer	Lauren Hayne
Olivea Anstis	Louise Crawford-Steele	Wendy Garvin	Jessica Hewitt
Emma Armstrong	Kylie Crutchley	Charlene Gaskill	Rebecca Higgins
Kristen Armstrong	Natalie Davies	Matthew Gilmore	Melanie Hill
Alana Aston	Tina Davison	Jannah Glover	Jolanta Holmes
Karylann Aylett	Kelly Deroles	Lisa Goodman	Julie Honeyfield
Joshua Barham	Michelle Dickens	Rangjini Devi Govender	Monique Howe
Chantelle Barker			Emily Hurndell
Kelly Barrowman			Shelley Jackson
Phillippa Beatty			Fleur James
Rachel Bergin			Tracey Johnson
Hannah Berry			Katrina Johnston
Sheridan Birkhead			Ilisa Jones
Steven Blair			Jocelyn Jones
Diana Blick			Angela Joyce
Lisa Blincoe			Emma Judd
Kate Boleyn			Tania Kanara
Arlene Brake			Gemma Karaitiana
Mary Breen			Aimee Kay
Roxana Breukelaar	Charlotte Dickson	Joanne Gribble	Abigail Keen
Lisa Brouwer	Annameka Dolan	Anthea Gribbon	Juliet Keenan
Nikki Bryant	Kimberly Donkin	Salina-Pearl Griffiths	Amanda Kere Kere
Andrea Buckley	Michaela Eade	Hayley Grindlay	Sohpia Keremete
Gemma Budden	Hayley Earl	Kim Guthrie	Kelly Kerr
Amanda Burton	Jennifer Edwards	Lisa Gutsell	Cecile Kim
Matthew Butcher	Katie Edwards	Kylie Haitana	Samara King
Petrina Chapman	Natasha Edwards	Brooke Hamilton	Sarah Knight
Sophear Chhim	Emma Ellis	Jade Hamilton	Maggie Koek
Rebekah Christmas	Maylene Erihe	Olivia Harcourt	Jessica Lamble
Jennifer Connor	Emma Excell	Katie Harkness	Ashika Lata
Amanda Cooper	Natasha Fawcett	Vicki Harpur	Nicole Lazarus
Olivia Cordes	Natalie Finemore	Stacey Harris	Eloise Linnell



Jonelle Lister
Juanita Lockie
Sarah Lockwood
Amy Lusk
Emily MacKenzie
Sarah Mangan
Carla Marsic
Kalena Martin
Alison Mattock
Li'chelle McBirney
Anna McChesney
Lynette McConnell
Amanda McCutcheon
Hayley McDonald
Karen McGarvie
Melissa McGovern
Melissa McGruddy
Laura McIlroy
Michelle McIntosh
Karen Meikle
Sheri Mellow
Katie Melvin
Jody Milburn
Natalie Millner
Anna Milne
Victoria Minnear
Cindy Morgan
Michelle Mowat
Naomi Mulholland
Barbara Munn
Anna Munro
Renee Nesbit
Emma Nicholson
Steve Noble
Jaana O'Kane
Rebecca Olsson
Shona O'Neill
Katrina Orr
Deborah Palmer
Amanda Parr
Bernadette Pascoe
Kathleen Payne
Teneka Pere

Andrea Peters
Sadie Philips
Te Waitapu Pikari
Louise Pinfold
Nicole Pollock
Katie Purdon
Sheena Quinn
Ann Gum Ran
Grace Rangihaeata
Lana Reed
Fiona Reeve
Heidi Reeves
Sarah Reid
Pamela Richards
Melanie Richardson
Louise Robinson
Mikelle Robinson
Nicola Robinson
Laurette Rodgers
Ayme Roff-Isaac
Kirsty Rolls
Charlotte Rooke
Serena Ross
Dana Russell
Sonya Russell
Shaz Sagazdegan
Kerrin Sampson
Rebecca Sapsford
Rachel Saunders
Lisa Scott
Rachelle Scott
Rebecca Scott
Kylie Seales
Jane Shearer
Jenna Sherwood
Alyssa Short
Hannah Simons
Nicola Sinclair
Kerri Slater
Nicola Slater
Donna Smith
Jennifer Smith
Katherine Soper

Georgina Southern
Nicola Spillett
Krystal Spring
Teresa Stitchbury
Emma Storie
Emma-Jane Strickson
Angela Stronge
Leanne Svenson
Louise Swatridge
Hurihia Taiteka
Natasha Talia'uli
Sharleen Tarrant
Tracey Taylor
Amanda Thomas
Esther Thomas
Bronwyn Thompson
Keri Thompson
Vicky Thompson
Jane Thomson
Kerati Thongom
Nicola Thwaites
Ahna Tither
Kimberly Townrow
Holly Trail
Thu Tran
Kelly Trye
Deeana Tubb
Letitia Tuck
Erin Tutty
Amber Tuuta
Melanie Uren
Debbie Van Der Star
Angelique Van der Veer-
Potaka
Natasha Van Mil
Monique Veele
Lisa Wakefield
Sarah Wallace
Amy Walshe
Kylie Wardle
James Washer
Kare'en Watson
Sarah Watson

Belinda Watts
Anita Werner
Kama Wikeepa
Kristen Williamson
Trudi Wilson
Delia Wolffram
Cara Wright
Sonia Wyeth
Thanousone Xuenphanh
Amy Yandle
Irene Yiannoutsos
Nosheen Zarazel



Graduates in National Certificate in Barbering

To the following people who have achieved the Final In Salon Barbering Assessment, Unit Standard 10650 in 2004 - **Congratulations and Well Done!** These people are now able to gain the National Certificate in Barbering (Level 3).

Steven Blair

Matthew Gilmore

Marie Middleton

Deborah Murray

Jennifer Newman

Gregory Patterson

Lietta Powell

Carolyn Redshaw

Leigh Topham

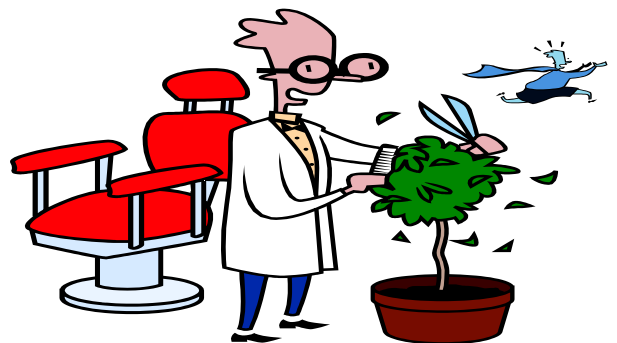
Uriah Wallace

Graduates in National Certificate in Hairdressing Barbering Practice

To the following people who have achieved the Final Barbering Assessment, Unit Standard 10649 in 2004 - **Congratulations and Well Done!** These people are now able to gain the National Certificate in Hairdressing Barbering Practice (Level 4).

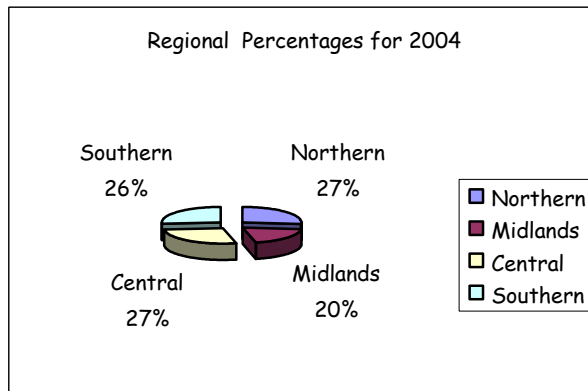
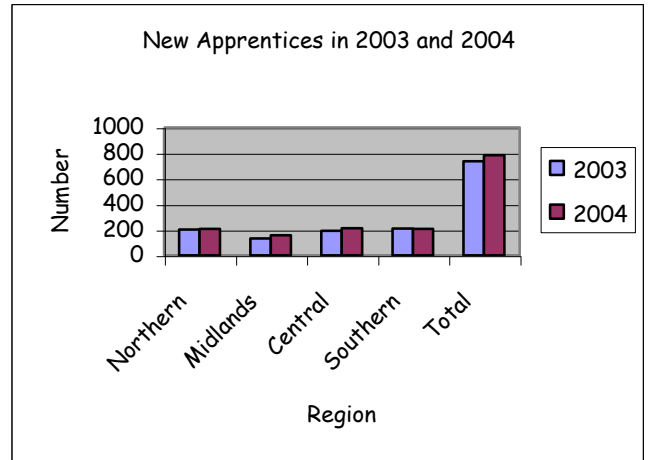
Marie Middleton

Lietta Powell



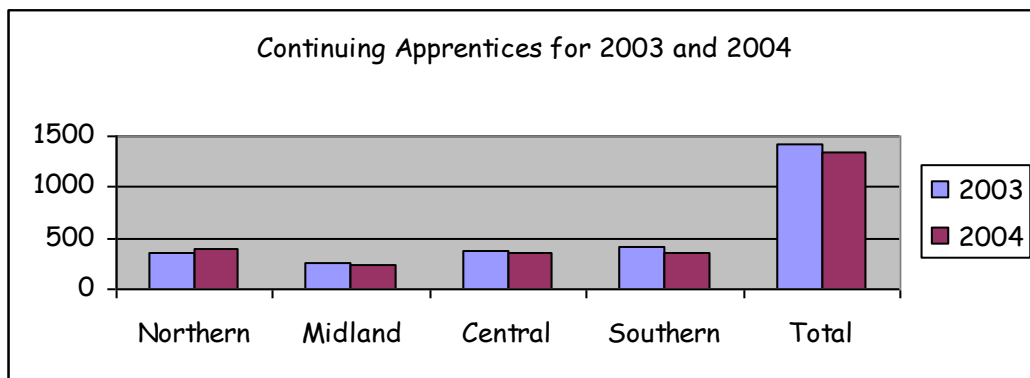
New Apprentices in 2003 and 2004

	2003	2004	Percentages for 2004
Northern	203	208	27
Midlands	131	156	20
Central	191	213	27
Southern	210	207	26
Total	735	784	



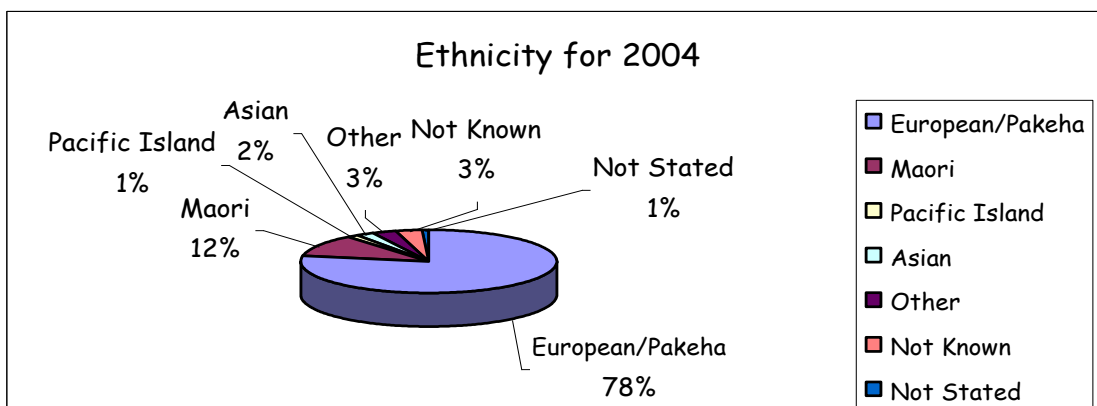
Continuing Apprentices for 2003 and 2004 (as at 31/12)

	2003	2004
Northern	364	401
Midland	258	233
Central	383	352
Southern	418	360
Total	1423	1346



Ethnicity for 2004

	2004
European/Pakeha	1046
Maori	156
Pacific Island	16
Asian	30
Other	43
Not Known	44
Not Stated	11



Gender for 2004

	2004
Male	105
Female	1239
Not Stated	2

