



# Charter

## Building Service Contractors Industry Training Organisation (BSCITO)

### Mission

BSCITO aims to be the primary facilitator of tertiary education and training for the contract cleaning and urban pest management industries, providing qualifications which ensure that the current and future skill needs of employees and trainees, and the legislative requirements pertaining to each industry are met.

### Special character

BSCITO is recognised under the Industry Training Act 1992 (as amended) as the Industry Training Organisation for the contract cleaning and urban pest management industries.

Under the Act, BSCITO has a particular statutory function to:

- Set skill standards and facilitate the delivery of training
- Promote and encourage participation in industry training, including women, Maori and Pacific Island peoples
- Provide leadership within industry on matters relating to skill and training needs by identifying current and future skill needs and developing strategic training plans to assist industry meet those needs.

BSCITO's special character as an ITO reflects the economic, structural and demographic nature of the industries it serves.

- BSCITO is a national organisation with responsibility for two industries, both of which are geographically spread throughout New Zealand.
- BSCITO works closely with the industry associations to enhance the public perception and image of the industries it serves.
- Both industries derive their income from services they provide, so are subject to fluctuating demand and seasonal variation.

- BSCITO provides services to the cleaning industry, which is made up of a significant number of family owned, small and medium sized business, and a small number of large and multi-national businesses that employ a large percentage of the workforce.
- The core of the cleaning industry provides general cleaning services to commercial enterprises. In addition to cleaning services, companies are offering other services such as exterior maintenance and cleaning, specialist carpet cleaning, security, catering, hostessing, sanitation and hygiene supplies, and rubbish collection and disposal.
- The cleaning industry employs a large proportion of part-time employees, many with English as a second language and a significant number with few or no previous qualifications. It is female dominated with a significant representation of Maori and Pacific peoples. The cleaning industry also employs a number of more recent immigrant groups such as Somalian, East European, Asian and Middle Eastern.
- The cleaning industry is not generally seen as a career choice by school leavers and this is reflected in the large proportion of trainees who are over thirty years of age.
- BSCITO also provides services to the urban pest management industry, which is made up of a small number of substantial businesses that employ around half of the workforce, supplemented by a significant number of medium and small businesses and owner-operators.
- The core of the urban pest management industry provides pest management services to the domestic and commercial sector. In addition to pest management services, companies are offering other services such as carpet cleaning, and sanitation and hygiene supplies.
- The urban pest management industry is male dominated with a fair representation of Maori and Pacific Peoples. Women are largely represented in the administrative side of the industry.

The skill standards set for the industry, the training delivery and the skill and training needs leadership role played by BSCITO are very much driven by these factors.

### **Contribution to New Zealand's identity and economic, social and cultural development**

BSCITO largely contributes to New Zealand's economic development by setting skill standards and facilitating the delivery of training that meets industry needs. Feedback from employers in the cleaning industry indicates that the implementation of industry training has improved staff morale and motivation, and reduced staff turnover and accident rates.

Despite its key function in the modern economy, the role of the cleaning worker is not highly rated. BSCITO is committed to raising the value and

status of cleaning workers and considers training and recognition of skills to be a key factor.

BSCITO recognises the relationship between skill recognition/promotion and remuneration.

Comments from employers in the urban pest management industry indicate that the increasing public demand for qualified technicians has served to encourage those working in the industry to undertake NQF qualifications. The introduction of a national qualification contributes to the goal of industry regulation in New Zealand.

BSCITO contributes to New Zealand's social and cultural development by raising the education and skill levels of employees from many different cultures who have no previous qualifications. Figures as at July 2003 show that almost a quarter of BSCITO trainees have no previous qualifications.

## **Contribution to the tertiary education system as whole**

BSCITO contributes to the tertiary education system as a whole by:

- developing and maintaining unit standards and qualifications that meet industry needs
- managing training arrangements that enable employees in the industry to achieve Limited Credit Programmes and National Certificates at levels 2-4
- ensuring that training and assessment processes are appropriate to industry
- providing support to workplace assessors with particular emphasis on encouraging participation from Maori, Pacific Island and female assessors
- encouraging employers to implement industry training in their organisation
- managing training arrangements for industries that have not traditionally had a formal training focus.

In addition, based on the new statutory role for ITOs as set out in Section 6(c) of the Industry Training Amendment Act 2002, BSCITO will be providing leadership to industry on skill and training matters.

BSCITO plans to carry out a survey of future education and training requirements for the industries it serves. The results will be used to inform employers, training providers and key stakeholders of future trends so that processes can be put in place to ensure these needs are met.

## **Approach to collaboration and co-operation with other tertiary education providers and organisations**

BSCITO works with training providers and representatives of industry associations to revise and develop unit standards and qualifications.

BSCITO works closely with Health and Safety Services, a training provider which delivers training exclusively in skills relating to the cleaning industry.

BSCITO has entered into a preferred supplier relationship with the Open Polytechnic to supply the off job training requirements to the urban pest management industry.

BSCITO is working with the Tertiary Education Commission, two training providers and two industry employers on a pilot scheme to provide pre-employment skills and work experience to people interested in employment in the cleaning industry.

As a member of the Industry Training Federation (ITF), BSCITO contributes to and benefits from any projects and research being undertaken by the ITF and other ITOs. Informal sharing of resources and initiatives with other ITOs occurs as a natural part of day to day operations.

### **Approach to fulfilling Treaty of Waitangi obligations**

According to the 2001 Census of population statistics, approximately 17% of the cleaning industry's workforce and 13% of the urban pest management industry's workforce are Maori. Tertiary Education Commission results show that around 23% of the trainees registered with BSCITO in 2002 were Maori. In 2002, 23% of Limited Credit Programme and National Certificate completions were Maori. Maori are therefore accessing industry training in excess of their representation in the workforce.

BSCITO intends to work with employers, the Service and Food Workers Union and other key stakeholders to ensure that Maori employees participate and achieve on an equal basis with other employees in the cleaning and urban pest management industries in relation to industry training.

### **Approach to meeting the needs of Pacific peoples**

According to the 2001 Census of population statistics, approximately 12% of the cleaning industry's workforce and 2% of the urban pest management industry's workforce are made up of Pacific peoples. Tertiary Education Commission results show that around 31% of the trainees registered with BSCITO in 2002 were Pacific peoples. In 2002, 36% of Limited Credit Programme and National Certificate completions

were Pacific peoples. Pacific peoples are therefore accessing industry training in excess of their representation in the workforce.

BSCITO intends to work with employers, the Service and Food Workers Union and other key stakeholders to ensure that Pacific peoples participate and achieve on an equal basis with other employees in the cleaning and urban pest management industries in relation to industry training.

## **Approach to meeting the educational needs of trainees**

BSCITO meets the educational needs of its trainees through the active management of its training arrangements to meet trainees' needs. This includes:

- actively working with industry employers to secure their participation and promotion of ITO services amongst their employees-
- designing and promoting qualifications of a high quality which meet the identified learning needs of employees with regard to work related education, which are portable and which as far as practicable enhance the career aspirations of employees
- entering into strategic relationships with its training providers to provide high quality training
- upskilling of workplace assessors to ensure they have the skills to meet the needs of trainees
- ensuring qualification structures enable trainees to build on foundation skills
- providing women with opportunities for training which are considered in the context of domestic and family commitments
- ongoing revision of qualifications, training resources and assessment material to ensure that they meet the needs of trainees
- liaising with relevant state and local government agencies.

## **Approach to ensuring the organisation develops and supports a staff profile that reflects its mission and special character**

BSCNZ is committed to ensuring that BSCITO staff members have the appropriate skills, knowledge, attitudes and professional development opportunities to achieve the ITO's mission, and which contribute to its special character.

## **Governance and management structure and principles**

The Board of the ITO is nominated by Building Service Contractors of New Zealand which represents approximately 40% of employers in the industry who employ around 70% employees. It also includes a representative of the Service and Food Workers Union. The Board recognises that the industry is not limited to the employer but also the employees who are as much a part of the industry as the employer.

The key function of the Board is to establish the strategic direction of the ITO and to monitor the performance of the ITO Manager who is responsible for the day to day operation of BSCITO. The Board approves BSCITO's annual budget, three year strategic plan and the annual business plan. On an ongoing basis, the Board intends to review all plans to ensure that they are aligned with the Tertiary Education Strategy and the Statement of Tertiary Education Priorities.

Given BSCITO's staffing structure, working closely with the Board and other key stakeholders is integral to the successful operation of the ITO.

## **Consultation undertaken in preparation of the Charter**

BSCITO consulted with its internal and external stakeholders in the development of this Charter and their views have been taken into account. A summary of the consultation process and the outcomes that resulted is attached.

## Summary of consultation process and consultation outcomes

The following is a summary of the consultation process and outcomes that contributed to the preparation of BSCITO's Charter.

1. A draft Charter was developed and considered by the Board of BSCITO.
2. The draft Charter was sent to the following organisations with a request for comment:
  - the national office of the BSCNZ and PMANZ
  - the national office of the Service and Food Workers Union
  - training providers: the Open Polytechnic of New Zealand, Health and Safety Services, Te Kura Tukemata, Links Ltd, Taranaki Work Trust
  - President of PMANZ and CCANZ
  - Secretary, JAE Group Inc.
  - workplace assessors
  - employers with current trainees
  - pest management technicians who have completed the National Certificate
3. An advertisement was placed in the 5 major metropolitan daily newspapers which together effectively provide national coverage. This advert advised that BSCITO had developed a draft charter and was inviting comments from the following groups:
  - Learners, students and trainees
  - Employer and employees and self-employed contractors in the business, industry and commercial enterprises
  - Employer and employee groups and organisations, including unions and professional associations
  - Industry and business sector organisations
  - Maori communities and organisations
  - Pacific Island communities and organisations
  - Tertiary education institutes and organisations
  - ITO staff and contractors
  - Central government, its agencies and departments, particularly:
    - Tertiary Education Commission
    - New Zealand Qualifications Authority
    - Department of Labour
    - Ministry of Education
    - Te Puni Kokiri
    - Ministry of Pacific Island Affairs
    - ACC
    - Trade and Enterprise New Zealand

- Secondary schools
- Local and regional territorial authorities
- Non Government Organisations

Feedback was received from the Service and Food Workers Union, NZ Council of Trade Unions, four industry associations (BSCNZ, PMANZ, CCANZ, OOPCA) and two medium-sized employers. It should be noted that the ITO Board includes three employer representatives who have had input into the draft charter. In addition, four assessors made comments as did one PTE who provides training services to BSCITO.

The overall feedback was supportive of the direction proposed for BSCITO as set out in the draft charter.

Four people commented that training should be aimed at all peoples rather than being targeted at specific cultural groups. It was explained that the charter had been written in line with current Government policy.

The Service and Food Workers Union suggested the inclusion of a reference to the economic and social standing of cleaning and its perception as a career choice.

The CTU raised concerns that the draft charter needed to address more fully the educational needs of learners.

The draft Charter was amended to accommodate comments received.