

A black and white photograph of a woman, likely a mechanic, smiling and holding a diagnostic tool connected to a car's engine. The image is overlaid with a green gradient at the bottom.

2022

END OF YEAR SUMMARY

mito


Te Pūkenga

A black and white photograph of a woman with blonde hair, smiling, standing in front of a large industrial facility. She is wearing a high-visibility work shirt with reflective stripes and dark trousers. In the background, there are several concrete mixer trucks parked in a lot, and a large building with a conveyor belt system extending from it. The scene is brightly lit, suggesting daytime.

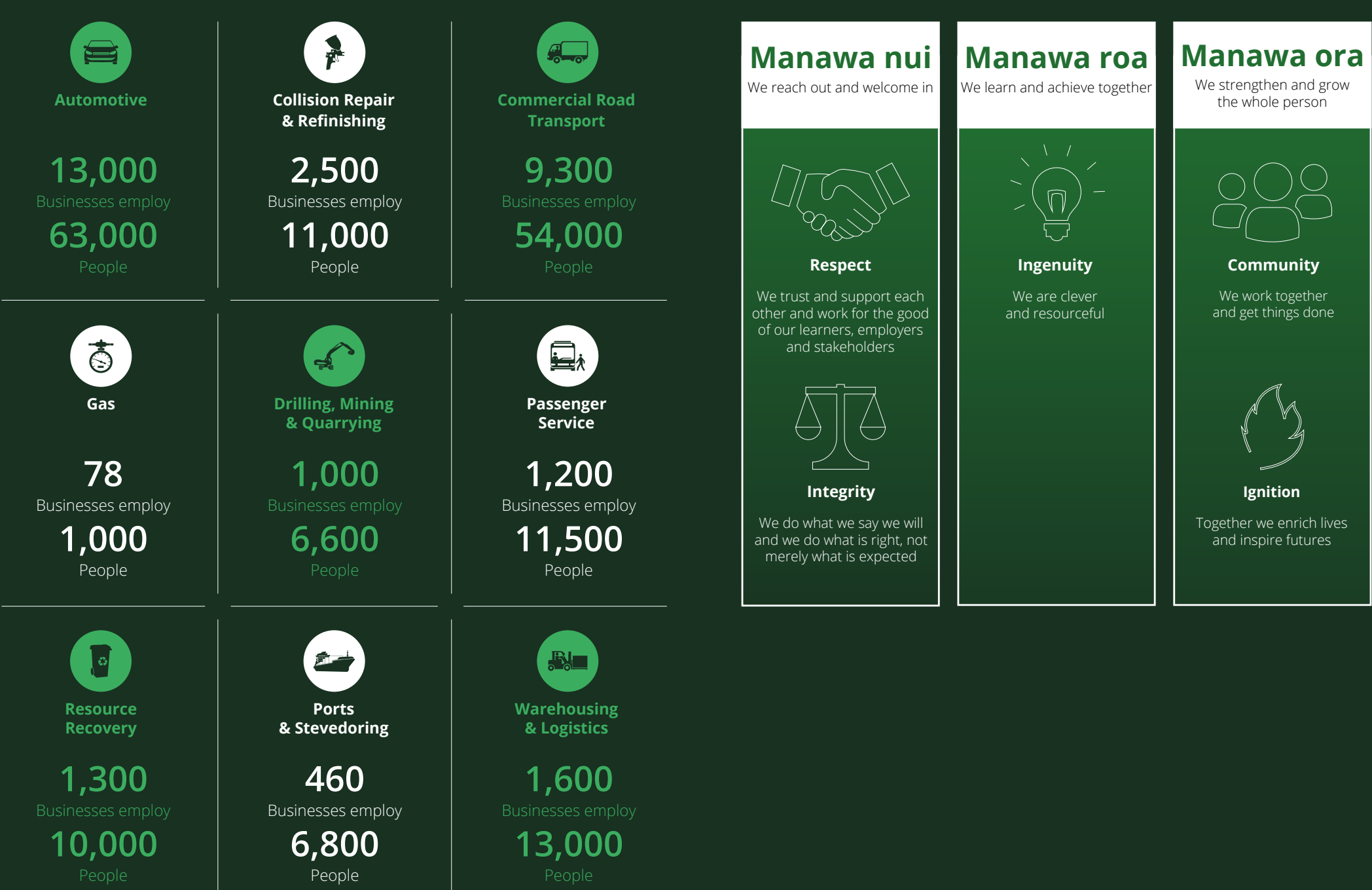
What we do

MITO is a division of Te Pūkenga – New Zealand Institute of Skills and Technology.

We collaborate with the industries we support to develop and facilitate the delivery of on-job qualifications and training programmes in workplaces across New Zealand. Those programmes support skill acquisition and lift the performance and productivity of their workforces. We support our learners to achieve their qualifications and in turn help them to grow their careers.

Our Industries | Mātou Ahumahi

Our Values | Mātou Uara



A black and white photograph of a woman wearing a hard hat, safety glasses, and a high-visibility vest. She is standing in front of industrial equipment, including a large pile of material and a conveyor system. The sky is cloudy.

Our Approach | Mātou Huarahi

WHY

Enriching lives and inspiring futures

WHAT

Enhancing workplace productivity, innovation and industry sustainability

WHO

Current and future employers, learners, Māori, Pasifika, learners with disabilities, schools and industry associations

HOW

We design and implement on-job training programmes that meet the needs of industry

TRANSITION

2022 was certainly a busy year with a focus on the transition of MITO to Te Pūkenga to support the Reform of Vocational Education. With our business plan focused on growth, innovation and retention, we set ambitious goals for the team.

MITO's former standard-setting function was transferred to Hanga-Aro-Rau Manufacturing, Engineering and Logistics Workforce Development Council for all industries, with the exception of the gas industry, which transferred to Waihanga Ara Rau Construction and Infrastructure Workforce Development Council.

We supported the Councils throughout their start-up phase to ensure continuity and forge new relationships for industry.



MITO has enjoyed a productive and positive relationship with Hanga-Aro-Rau to date, participating in moderation activity as well as standards and qualification reviews for the collision repair and extractives industries.

Over 2022 MITO operated as a business division, alongside other former industry training organisations, within Te Pūkenga Work Based Learning Limited before fully transitioning into Te Pūkenga on 1 January 2023.

Over 2023, Te Pūkenga's new operating structure will take effect to become a unified network of on-job, on-campus and online vocational education to meet the needs of learners, employers, Māori, Pasifika, people with disabilities and their communities.











PERFORMANCE

In terms of our performance, 2022 was another successful year. We enjoyed growth in apprentice and learner numbers, increase in our achievement rates and our customer satisfaction continued to rate highly.

Our end-of-year educational performance results reiterated our commitment to our customers. In 2022 1,700 qualifications were completed. Our Tertiary Education Commission performance indicators showed we are a high performing division.

MITO's customer satisfaction survey measures learner and employer experience and satisfaction with the services that MITO provides. In 2022, the results were once again high with 97% of employers and 93% of learners being satisfied with the overall service they received from MITO, while 97% of employers and 91% of learners were likely to recommend a MITO training programme.

CREDIT ACHIEVEMENT RATE	10-CREDIT ACHIEVEMENT RATE
 98% OVERALL	 93% OVERALL
 98% MĀORI	 95% MĀORI
 101% PASIFIKA	 93% PASIFIKA
 98% NON-MĀORI AND NON-PASIFIKA	 93% NON-MĀORI AND NON-PASIFIKA

LEARNER SUPPORT COLLABORATION

MITO collaborated with the other Te Pūkenga Work Based Learning (WBL) divisions through the Learner Support Steering Group to complete several projects aimed at sharing best practice to improve the learner experience.

A Vocational Literacy and Numeracy Initiatives project was established, aimed at aligning literacy and numeracy approaches and practices across the WBL divisions. Eight of the WBL divisions are working together to share and review information about the different literacy and numeracy approaches and initiatives each have in place, with a view to identifying opportunities to build uniform approaches, based on a collective understanding of effective best practice.

A research project was commissioned to create an understanding of the needs of employers and learners to support the onboarding experience. MITO's onboarding practices rated highly in the research, along with the high touch points by Training Advisors, targeted study groups with technical mentors, online portal, eLearning navigation and online practical assessments.

A Field Team Capability and Connections initiative saw seven hui across the country, reaching approximately 300 Account Managers and Training Advisors from WBL. Connecting the network provided opportunity to share best practice and consider regional opportunities.

MITO initiated a project to enhance our enrolment systems that will enable employers and learners to submit all enrolment details online, improving the learner and employer onboarding experience.

EMPLOYMENT BROKERAGE

Our job brokerage is one of the ways we support the pipeline of talent to industry. The online Job Hub allows employers to advertise their job vacancies and for jobseekers to create a profile with a CV for employers to view. Our Training Advisors provide coaching to jobseekers with CV development, interview skills and actively connecting them to a local employer.





ATTRACTING A PIPELINE OF TALENT

MITO provides vocational careers advice and micro-credentials to engage secondary school students with career options in the automotive, commercial road transport, mining and quarrying, and ports and stevedoring industries. In 2022, MITO supported 670 secondary school students from 145 schools enrolled in a micro-credential, through workplace experiences to potentially connect to an apprenticeship or traineeship.

We hosted over 200 secondary school students and careers advisors over nine bus tours across the motu in 2022. These annual bus tours take students and careers advisors behind the scenes of the automotive industry to see a variety of careers available.

Similarly, our annual SpeedMeet events were very well attended in 2022 with eight events from Whangarei to Dunedin connecting students to employers looking for new talent, speed-dating style! From over 3,200 speed-meet sessions, over 900 matches were made – over 900 opportunities for employment.

MITO Ambassadors

We engaged two well-known personalities as Ambassadors to help promote the automotive industry to youth – Hayden Paddon and Emma Gilmour. A highlight was four apprentices joining Hayden at two of his national rallies, which is something we'll do again in 2023.





WOMEN IN AUTOMOTIVE

Women in Automotive New Zealand is a new entity, formed to increase women's participation in the automotive workforce. The industry parties leading the consortium are: NZME Driven, MITO – Te Pūkenga, Motor Industry Association, Motor Trade Association, NZ Collision Repair Association and Otago Polytechnic – Te Pūkenga.

In 2022 MITO completed research to understand the barriers for women entering the automotive industry and the challenges that may exist. This research showed support for the development of networks for women, help for employers to develop workplace environments that are supportive and inclusive, and to promote the automotive industry as a valid career choice for women.

Respondents were invited to offer suggestions. Overwhelmingly, communication and access to information was seen as a high priority for respondents. Employers that completed the research noted that having a diverse workforce was beneficial and improved their culture and organisational performance. Increasing participation will have significant economic and labour market benefits for the automotive industry.

As a first step in response to these insights, the Women in Automotive consortium is developing a New Zealand wide communication channel and national network for women in industry. This communication and support will target workplaces, women in industry, and potential talent pipelines. Women in Automotive was successful in securing funding from Inspiring Futures Foundation which will provide for the development of a website with resources and other communication channels.





SCHOLARSHIPS

MITO has an annual scholarship programme in conjunction with Inspiring Futures Foundation. We also supported other scholarship programmes, including the IAG Insurance Trades scholarships, NZ Collision Repair Association's scholarships, and the MITO and Chartered Institute of Logistics and Transport in New Zealand Incorporated (CILT) scholarship.

In 2022, a total of 77 outstanding individuals received a MITO scholarship to further their education and training through various MITO, and other, qualifications. From 2023, for a period of five years, MITO and Inspiring Futures Foundation will partner to continue to support individuals in the industries that MITO supports with their educational and career aspirations.





RESPONSIVENESS

MITO is committed to meeting our obligations to Te Tiriti o Waitangi. To support our performance for Māori learners, we engaged and appointed an internal Te Pae Tawhiti Advisory Group and we appointed a Kaikōkiri Ōritetanga (Equality Driver) to support the cultural capability of the organisation.

A refreshed iwi mentoring programme was implemented with the appointment of a network of nine Kaiwhakamanawa (Iwi Mentors) who provide intensive support for Māori learners, alongside their Training Advisor.

Our current Pasifika Mentoring programme will be expanded in 2023.

With the increased cost of living due to high inflation, MITO has continued to support our learners that are unable to afford their own online device to access their eLearning materials, through our expanded loan devices scheme and data allocation.



PROGRAMMES

In 2022 MITO supported learners in over 50 different qualifications and training programmes, including automotive (21), extractives (12), transport and logistics (11), secondary school micro-credentials (6), and business (1).

In 2023 we will be prioritising new programme development and releasing programmes for the gas industry, advanced-level automotive technician programmes for light vehicle engineering, heavy vehicle engineering and automotive electrical engineering, and Coachbuilding (Level 4). Programmes such as First Line Management (Level 4) will be updated and aligned to reviewed qualifications.

Ia Ara Aotearoa Transporting New Zealand and MITO have continued to promote and scope opportunities for the “Road to Success” pathway. The release and continued development of micro-credentials is a key strategy to supporting industry to attract and retain talent.

The Ports and Stevedoring industry have approved the development of a new micro-credential called – Timata Haumarū – Introduction to Safe Port Operations. Development of this new programme has commenced and its anticipated release in 2023 will support the Ports Industry Association and its strategic aspirations for workforce development.

Programme development has continued to incorporate learning technology such as eLearning courses and online tutorial modules to enhance the learner experience. Development on migrating MITO's online practical assessments from Microsoft OneNote to the Totara platform, will further enhance the learner online experience and improve assessment management.

MITO's electric vehicle engineering programmes continue to support industry with the skills and knowledge to safely and effectively work on and around electric vehicles. These programmes are vital to supporting industry service the growing fleet of electric vehicles in New Zealand.





EMPLOYERS AND STAKEHOLDERS

MITO partners with its industry associations to support their workforce development strategy priorities over the next five to ten years. Action plans have been developed that focus on the annual priorities and progress towards creating a sustainable workforce that has the capabilities and skills required to meet current and future challenges.

Skill shortages remain a high priority for industry. MITO initiatives complement and support our industry associations to achieve their goal of having a high performing and productive workforce.

MITO supports high performance through awards, including:

- Motor Trade Association – Northern Apprentice of the Year
- CRA Golden Gun and Golden Hammer
- AB Equipment Apprentice of the Year
- Association of Australasian Diesel Specialists Apprentice of the Year.

Over 2022, MITO supported conferences and events organised by employers and industry associations, including:

- Auto Super Shoppes conference
 - Trucking Industry Summit
 - Quarry NZ conference
 - NZ Heavy Haulage Association conference
 - Tractor and Machinery Association conference
 - Association of Australasian Diesel Specialists conference
 - Ia Ara Aotearoa Transporting New Zealand conference
 - Motor Trade Association conference.
-

Industry organisations that we work with

Aggregate and Quarry Association
of New Zealand

Association of Australasian
Diesel Specialists

Bus and Coach Association
New Zealand

Chartered Institute of Logistics
and Transport

Collision Repair Association

E tū

Gas Association of NZ

Hanga-Aro-Rau Manufacturing,
Engineering and Logistics
Workforce Development Council

Ia Ara Aotearoa Transporting
New Zealand

Inspiring Futures Foundation

MinEX

Motor Industry Association
of New Zealand

Motor Trade Association

National Road Carriers

New Zealand Automobile
Association

NZ Automotive Electrical Group

NZ Trucking Association

NZ Drillers Federation

NZ Engine Reconditioners
Association

NZ Heavy Haulage Association

NZ Log Transport Safety Council

Port Industry Association

Straterra

The Institute of Quarrying
New Zealand

Tractor and Machinery Association

Vehicle Service Federation

VIA

Waihangara Ara Rau Workforce
Development Council

WasteMinz

MITO Leadership Team



Verna Niao

Executive Director



Mark Gebbie

Group Manager
Workforce Development



Rachael Dippie

Group Manager
Marketing and Engagement



Michael Alsford

Group Manager
Qualifications



Wayne Cook

Group Manager
Corporate Services



Michelle Crompton

Principal Advisor

Key Metrics

107
STAFF

including 45
Training Advisors
located in the
regions they serve



7
Contracted
Moderators

731
Assessor
Registrations
including

9
Kaiwhakamanawa
supporting learners
in our Manawa Atū
programme

131 Workplace
Assessors

54 Contracted
Assessors

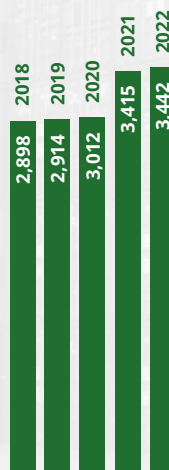
47
Industry Mentors
support learners through
the technical components
of their programme

369 Independent
Assessors
where the majority
of these support
Waka Kotahi Class
2 to 5 driver license
and endorsement
assessment.

LEARNERS ENGAGED



EMPLOYERS ENGAGED



Level 3, 50 Customhouse Quay
PO Box 10803, The Terrace
Wellington 6143

0800 88 21 21
mito.nz

