



Bill Robertson and Chris Holland

volunteer project – mentoring

As you will be aware, FRSITO is working on a project to support volunteers in their training and completion of national qualifications. One aspect of this project is to look at how mentoring supports learning.

Dr Chris Holland has been working with us and with the New Zealand Fire Service to look at mentoring within their organisation – how it happens and what lessons we can learn. She will then look at any areas where we can make improvements.

To help us with the project, Chris ran a survey of the NZFS volunteer fire brigades. We would like to thank all of those who answered the survey and pass on our congratulations to Bill Gold of the Bluff Volunteer Fire Brigade, as the winners of the prize draw for completing the survey.

graduates galore in rural firefighting

Thanks to Mijo Katavic, CastlecCorp Business Manager

Late last year over 40 certificates in rural firefighting were presented to CastlecCorp staff and volunteers. To celebrate this achievement, representatives from the NRFA in Wellington, FRSITO, and the NZFS Area Commander attended along with Mayor Kevin Winters and the Chief Executive of the Rotorua District Council, Peter Guerin.

The presentation of certificates was a culmination of many hours work, and as noted by speakers, a reflection of the time and effort put in by both staff and volunteers. CastlecCorp Business Manager, Mijo Katavic, said it was a proud time for both CastlecCorp staff members and CastlecCorp as a whole. "This formal recognition through national certification is a reflection of the skills required to carry out the varied and complex tasks undertaken on a daily basis by CastlecCorp staff. For the volunteers, its recognition and reward for the time and effort they put into supporting their local communities."



Aroha Horn, Toni Smith, Jenny Baldwin and Jocelyn Martin



new faces – nathan freeman

Hi, my name is Nathan Freeman and I am joining the FRSITO team as a Moderator, based in Christchurch.

I have been in the fire industry for 19 years and many of you may know me from either my time with the RNZAF or NZFS. I was the New Zealand Defence Force representative on the FRSITO Training Advisory Group; a Workplace Assessor and became the Regional Moderator for the top of the South Island in 2008, as well as a Moderator for the RNZAF Fire Service.

At this stage, I will be starting work from Blenheim, but will be moving family (wife and two kids) to Christchurch in June. I look forward to meeting and working with you all.

FRSITO contacts

PO Box 11988, Wellington
P: 04 801 9469 | F: 04 801 9476 | E: info@frsito.org.nz
www.frsito.org.nz

Bill Robertson – Chief Executive Officer
P: 04 801 9475 | M: 021 739 197 | E: billr@frsito.org.nz

Liz Hamilton – Development Manager
P: 04 801 9470 | M: 021 509 076 | E: liz@frsito.org.nz

Warren Healy – Finance and Administration Manager
P: 04 801 9482 | M: 021 270 0022 | E: warren@frsito.org.nz

Martin MacLean – Quality Manager/National Moderator
P: 04 803 0070 | M: 021 859 582 | E: martin@frsito.org.nz

regional training coordinators

Employer visits Trainee assistance
Training implementation assistance

Deanna Roa – Lower and mid Central North Island
P: 04 801 8406 | M: 021 739 202 | E: deanna@frsito.org.nz

Shane Schrafft – Northland and North Shore
M: 021 739 2038 | E: shane@frsito.org.nz

Nandini Chandran
Auckland/Waikato/Coromandel
P: 09 525 9716 | M: 021 833 271 | E: nandini@frsito.org.nz

Janet Derham – South Island
P: 03 968 0222 | M: 021 270 0025 | E: janet@frsito.org.nz

development

Sam Cottle
P: 04 803 0071 | M: 021 270 0026 | E: sam@frsito.org.nz

Teresa Quin
P: 04 803 0073 | M: 021 911 412 | E: teresa@frsito.org.nz

moderators

Leigh Maddock
P: 04 803 0075 | M: 021 270 0024 | E: leigh@frsito.org.nz

Nathan Freeman
M: 021 739 198 | E: nathan@frsito.org.nz

administration

Inquiries about results & Learning resources
Requests for general information & Invoicing queries

Maria Reynecke
P: 04 801 9469 | E: maria@frsito.org.nz

Ruth Salasiban
P: 04 801 9433 | E: ruth@frsito.org.nz

Ian Chen
P: 04 801 9433 | E: ian@frsito.org.nz

regional offices

Auckland
Building 10, level 3, Office 3

Central Park
666 Great South Road
Penrose
Auckland 1061
PO Box 12-148
Auckland 1642
P: 09 525 9716

Paihia
8 Williams Road
Paihia 0200
P: 09 402 5517

Christchurch
Office 4.5, Level 4
199 – 201 Cashel Street
Christchurch 8011
PO Box 158
Christchurch 8140
P: 03 968 0222

emergency management solutions achieve training objective

Emergency Management Solutions Ltd (EMS Ltd) is an emergency services provider for Carter Holt Harvey Ltd Kinleith Pulp & Paper mill. They supply 24 staff on a rostered basis and are contracted to provide the following services to site:

- Administer and man the NZ Fire Service Commission registered Kinleith Industrial Fire Brigade
- Carry out all site fire and evacuation compliance checks and tests
- Administer and issue permits under the site hot work policy.
- Provide all site security including reception and mobile patrols
- Man a fully functioning call receipt and communications centre for site, which includes PFA receipt and emergency phone call centre.
- Provide emergency medical response in our fully equipped ambulance, and assist the on site OHC nurse with medical emergencies.

They attend approximately 200 emergency calls a year.

Recently National Certificates in Fire and Rescue Services (Urban Fire and Rescue Operations) (Level 2) were presented to 14 staff. This compliments the level 3 qualifications held by other personnel.

Bob Durham and Alan Mycroft the Directors of EMS Ltd say that the relationship with FRSITO has been very beneficial to both the company and staff. The FRSITO support staff have been a pleasure to work with, and while achieving qualifications has not been without the odd bumps in the road, our staff has been most appreciative of the ability to improve and stay connected with FRSITO and industry best practice.

Bob and Alan have a philosophy of "life long learning" and FRSITO has aided us in encouraging staff to see the need for this personal development as imperative, as well as helping us meet our strategic imperatives.

For this support we are very grateful and our staff are now well on the way to achieving the level 3 qualification. We look forward to more excellent support and service from FRSITO.



Rowan Guitry, Stewart Askin and Michael Semb



Nicholas Rowell, Nelson Jones, Tony Kell & Laurence Underdown



Murray Fredericksen, Tom Dawson and Joey Ngatikaura



Morehu Whareaitu, Ian McAuley and Steve Madsen

ceo update - Bill Robertson



Since I last wrote there have been some significant changes.

We have completed the review of our governance structure, and have three new members – Maritime New Zealand, Ministry of Civil Defence, and LandSAR. A Special General Meeting in January endorsed the governance changes and our new members were formally received at the March Annual General Meeting. With these changes there are some new board members. The board consists of the following members –

David Guard, Chairperson, Mike Owen, Blair King, Derek Best, Gary Lockyer, John Scobie, Kevin Kennedy, Kerry Hilliard and Te Arohanui Cook. Welcome to the new members and welcome back to those previous members. The governance review established a board that has a clear focus on the strategic direction for FRSITO, and members were selected on the basis of governance skills, rather than the representative focus the board previously had.

I would like to pass my special thanks to John Barnden, Rick Eng, Keith Marshall and Piki Thomas who decided not to continue on the Board. Your contribution has been very valuable and is much appreciated.

The beginning of 2010 has also seen a number of audits occur. The first of these is a requirement of the Tertiary Education Commission for the Office of the Auditor General to audit FRSITO for our recognition requirements – more of this later. The second was our normal annual financial audit, and finally NZQA audit as part of their normal cycle of ITO audits. Many thanks to all those who helped with these.

As I mentioned, this year marks a recognition year for the ITO. This is a 5 year requirement for the Minister of Tertiary Education to approve FRSITO as the ITO for its industry. This has now been submitted to the Tertiary Education Commission and we will be advised of the outcome in June. I remain optimistic that the growth FRSITO has shown over the last 5 years places us in good stead. Again many thanks to those who assisted with this.

We have been busy, as well, with staff movements and recruitment. On 29 March Nathan Freeman joined us as a new moderator (see separate item). He will be based in Christchurch eventually. There have been staff changes in the beginning of the year with a farewell to Léonce Jones (see separate item), and to Venessa Green. These are key roles in the organisation and activities have been undertaken to find suitable replacements. We hope to announce new appointments in the next newsletter.

While only a quarter of the year has passed, as you can see it has been a very hectic beginning, and I am in no doubt that the rest of the year will see an equally high level of activity.



farewell to léonce

Léonce Jones, FRSITO Operations Manager and his wife Margrette are shown being farewelled by Operations team members on his recent departure.

Léonce joined FRSITO in November 2003. He came with extensive experience in twelve different roles with the NZ Fire Service (NZFS). His last role with NZFS was National Training Delivery Manager so he brought to FRSITO a wealth of knowledge of the industry and of competency based training. Léonce has been a major contributor to the growth and development of FRSITO and of training within our industry. He was largely instrumental in developing the Recognition of Prior Learning (RPL) process with NZFS and has helped to steer the direction of the organisation on two occasions while filling the gap between CEOs.

As well as his many industry related talents, Léonce is something of a wine buff. He usually got the task of selecting the wine at various celebrations and functions. Léonce leaves us to further his career goals in a national position with the NZ Mountain Safety Council. We wish him well in his new role

farewell to venessa

Venessa Green leaves us to become a full time student. Venessa has been undertaking study towards a Masters in Health Science, and this year decided it was time to give her study her full attention. Achievement at this level requires dedication and perseverance and we wish Venessa well.

kiwi rural fire fighters trans-tasman navigation training

Simon Osborne, Fire & Rescue New Zealand

A team of 9 volunteer rural fire fighters from Fire & Rescue New Zealand and the Rodney District Council Rural Fire Authority recently returned from participating in a Trans-Tasman interagency rural fire navigation training exercise in Australia.

During November, over 100 New South Wales Rural Fire Service volunteers from the Lake George Zone and our Kiwi contingent of 9 took part in NAVEX which was held in Braidwood, New South Wales. This inaugural training exercise is to hone the volunteer's skills, practise techniques learned during training and to make sure they have all the information they need to ensure their safety during an emergency. It provided an opportunity to interact with and observe with our Australian colleagues.

The navigational exercise included a number of scenarios to develop and maintain the skills required for emergency work in preparation for the fire season. 12 teams in thirty fire fighting units spent two days navigating to rural fire scenarios, where they were deployed to 9 separate sectors to undertake simulated motor vehicle accidents, medical scenarios, burnover, fuel assessments, property protection, and electrical safety activities.

"It was an awesome experience getting to see how New South Wales Rural Fire Service volunteer Rural Fire Fighters operate in a simulated navigation and fire fighting environment," said Simon Osborne.

This Trans-Tasman interagency training initiative has provided a remarkable training opportunity to gain skills and knowledge which can lead towards the achievement of the FRSITO National Certificate in vegetation fire fighting.

regional moderators

As part of our review of our moderation processes, we have moved to a centralised model of moderation, and will no longer be using the Regional Moderation Structure previously in place. We'd particularly like to thank Allan Gamble, Don Geddes, Don Scott, Nathan Freeman and Justin Murtha (our current regional moderators) who have all contributed a great deal to our moderation work over many years.

hikurangi forest farms

Hikurangi Forest Farms is a medium sized forestry company based at Gisborne. The estate consists primarily of intensively managed Pinus Radiata plantations, with a total area of approximately 35,000 hectares of which approximately – 27,000 hectares in production forest.

For Warren Payne, Forest Operations Coordinator, fire is the greatest threat to the forest estate. "In the forest industry the fire fighter is the forest worker. Getting people trained to the national standard is very important so the fire fighter does not put himself and others in danger."

"Getting people motivated to attend training sessions is difficult at times. You need to allow for work hours and times when they are not too busy. Then there is the weather – training in the rain is not ideal at all. People also find fire training a financial disincentive."

To assist with training attendance, Hikurangi Forest Farms operate an incentive policy. Any units gained by one of its contractors or their employees receive a \$10.00 voucher per credit.

Wayne also stresses the importance of retaining the learning from training, and on-going refresher courses are an integral part of their programme. To ensure skills are maintained every opportunity to attend controlled burn offs or landing fuel reduction fires is taken.

This strong commitment to training has meant the company now has 14 people with the National Certificate in Vegetation Fire Fighting Level 2, seven with their level 3 qualification, and 2 with their level 4, with more on the way. There are also a number of people on Limited Credit Programmes.



Syd Hape

australian conference

A number of you will be aware that the conference for training personnel run in Rotorua last year followed on from two successful conferences previously held in Australia. The purpose of these conferences is to provide an opportunity for personnel associated with training in the emergency management sector to gain an understanding of initiatives in education, training and assessment.

It is once again the turn of the Australians and this year's conference is to be held in Brisbane on 6 – 8 October.

Expressions of Interest are now being called for from organisations and individuals, who like to provide workshop or guest speaker presentations, professional development sessions, a training and assessment initiative showcase or group learning activities. There are three focus areas for the conference:

- professional development of operational training officers
- continuous improvement outcomes for organisations

- quality systems and processes

However if you think you have a topic which will benefit the industry outside of these areas, don't hesitate to put it forward.

In submitting your proposal(s) please include the following:

- name and organisation
- topic of session eg key note, workshop, group training activity
- short overview of topic
- brief outline of how the session is likely to run, including timeframe, resources and facilitators as applicable
- any other information you consider important

Proposals should be no more than 2 pages and should be submitted to: aturner-duggan@netspace.net.au If you have any queries you can contact Liz Hamilton at FRSITO.