



Fire & Rescue Services ITO

**STRATEGIC PLAN
2009 - 2011**

Vision

FRSITO is the ITO of choice, providing leadership for all involved in emergency management.

Purpose

Ensure that the community is served by well trained and qualified emergency personnel.

Values

- We model attitudes and behaviours we believe are right and take a stand on important issues
- We believe in building partnerships and in productive relationships
- Through learning we enable people to achieve their life goals and enable their organisation to achieve its goals
- We value our learners

Key Result Areas

1. Design and maintenance of qualifications
2. Quality management of training delivery
3. Supporting volunteers
4. Increase learners and qualification completion.
5. Influence and sector leadership
6. Organisational effectiveness

Key Performance Indicators

Design and maintenance of qualifications

- The range of qualifications meets the needs of the industry and achieves a 90% satisfaction rating in biennial stakeholder satisfaction survey.
- FRSITO's performance as a standards setting body meets NZQA quality standards.
- Qualifications are flexible and meet cross-sector needs by achieving a 90% satisfaction rating in biennial stakeholder satisfaction survey.

Quality management of training delivery

- Provision of training complies with the requirements of our "Accreditation and Moderation Action Plan" as determined through internal review by QMAG.
- Industry training facilitated by FRSITO leads to qualifications that are highly valued by the learner and the wider emergency management industry. 90% of learners highly value their qualifications.

Supporting volunteers

- Volunteer involvement in structured training programmes increases by 8% by 2011.
- A strategic training plan for volunteers is developed by 2011.
- Structured training programmes and qualifications are designed to specifically meet the unique needs of volunteers.
- All learning materials developed for volunteers meet the government's literacy requirements by 2011.

Increase learners and qualification completion

- By 2011, annual STMs will meet or exceed 640.
- By 2011 the numbers of women, Maori and other ethnic minorities engaged in and completing industry training programmes increases by 11% over the three years.
- Numbers of rural fire personnel engaged in structured training programmes increases by 10% a year from 2009-2011.

Influence and sector leadership

- Successfully advocate with government and NZQA for improvements in the design and approval processes of industry qualifications.
- Successfully advocate with government and TEC for development of a "fit for purpose" funding structure and strategy for industry training.
- Successfully lobby government for funding and acceptance of 'skill sets' as national qualifications that meet the unique training needs of industry.
- FRSITO is successful in having its voice heard in the ITF's various fora.

Organisational effectiveness

- Financial and contractual processes have been followed as determined by annual external audit.
- Biennial customer satisfaction feedback achieves 90% positive rating in 2010.
- The FRSITO work culture is healthy and productive as measured in annual employee engagement survey.
- The Board is satisfied with the support received from the CEO and team.