



ELECTRICAL WORKERS REGISTRATION BOARD

Annual Report

2014/15

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2014/15

Presiding Member's Annual Report

This is the twentieth annual report for the Electrical Workers Registration Board. During the year, the Board was back to its full complement of seven members, with the appointment of Quentin Varcoe. Quentin is an electrical inspector who also brings his legal skills to the Board.

The Board was required to carry out a review of the Electricity Act 1992 (all Parts other than Parts 2 to 8). This was delegated to a sub-committee. Work began in February 2014 with the Ministry of Business, Innovation and Employment, allowing for submissions from the industry, the Ministry and Board members. While the review found that the current occupational regime is sound, it was of the view that there are areas that could help in the administration of the Act. The report and its recommendations was submitted to the Minister of Building and Housing and was tabled in the House in July 2015.

In January 2015, the Board reviewed its strategic plan. The key issues for the Board from that review were:

- Connecting with the workforce – the Board held four focus group meetings with practitioners throughout the country, and is considering the feedback as input into future worker engagement programmes.
- Auditing for compliance – a new audit programme has been developed, and the Board will conduct a pilot and evaluate the outcomes in the 2015/16 year.
- Enhancing the delivery of competency and training programmes – it is the view of the Board that it needs to take ownership of the material that is delivered in competence training materials and also the way that practitioners access the programmes. The Board is working with the Ministry to move this work forward.

A Service Level Agreement was signed with the Ministry, and through regular contact with senior Ministry staff, the Board is working with the Ministry to help improve the level of service delivery.

There were two major changes to the licensing round. These included the addition of a photo to the licence and the statement on the application regarding the Board's policy on fit and proper persons. While there was initially a slow uptake for new licences, the overall result of the licensing round was pleasing. The Board and the Ministry will conduct a review of the licensing round and ensure any issues with the process will be rectified before the 2017/19 round.

During the year, the Board ran a successful consumer awareness campaign, targeted at homeowners. This took place over a five-month period from October 2014 until February 2015. The aim of the campaign was to raise awareness of homeowners' rights and responsibilities when getting electrical work done. As well as targeting members of the public, the Board also took every opportunity to consult with the industry in seeking its input, where appropriate.

There were 1,523 new registrations across all classes of registration during the year. The total number of practitioners who had current registrations was 47,509.

A total of 19,708 practising licences were issued in the last year, which represents 43.4 per cent

of all people on the register. The number of exam participants was up on the previous year with 3,744 candidates attempting Board exams. The overall pass rate across all exams was 63 per cent.

During the year, the Board considered 72 investigator reports, of which 37 proceeded to a hearing and 35 people were found guilty of disciplinary offences. The number of complaints received by the Registrar was 119, up 55 from last year's figure of 64. The Board also considered 31 reports relating to non-registered people, with 15 of those people found guilty at the prosecution.

In the past year, the Board met all its performance measures within the Output Agreement with the Minister. To achieve this and all other functions of the Board, the members have shown that they are willing to put the time and effort into achieving all that is required for the role and responsibility that they were appointed for. This has required Board members to commit more time to the role but this is considered appropriate to ensure public safety is maintained and we have a competent work force.

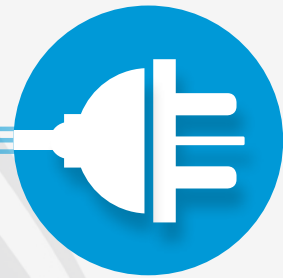
As Presiding Member, it has been a privilege to have worked alongside the rest of the Board members, with the assistance of Shane Dolan, the Deputy Presiding Member, and the rest of the Board, in what has been a very successful year. The Board also wishes to thank and acknowledge the work and commitment of the Registrar Mr John Sickels to both the Board and the industry, also the Board Secretary Brooke Mansfield and to all other Ministry staff who worked to support the Board in carrying out its role and its functions.



Neil McLeod
Presiding Member



2014/15 Highlights



PRACTISING LICENCES

19,708 practising licences issued by the end of June

UP by 6,000 from 2013



EXAMS

3,744 candidates sat Board exams

UP 494 on last year



47,509



REGISTERED ELECTRICAL
WORKERS IN NEW ZEALAND

CONNECTIONS

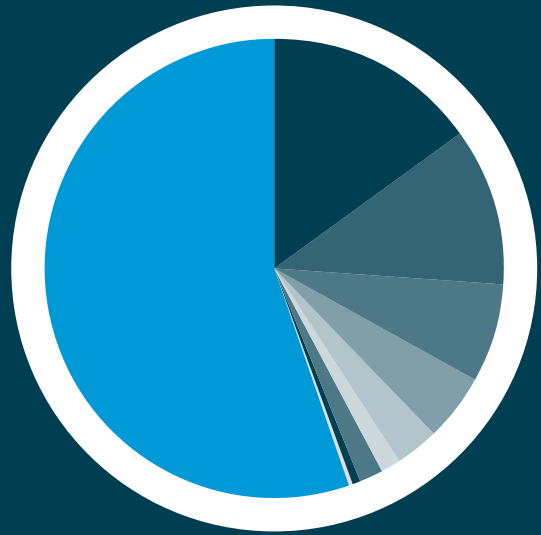
made with Building
Practitioners Board
and Plumbers, Gasfitters
and Drainlayers Board



NEW REGISTRATIONS

1,523 issued

DOWN 80 from previous year



842 electrician

232 electrical service technician

166 line mechanic

108 electrical appliance serviceperson

71 electrical inspector

45 electrical engineer

24 cable jointer

24 electrical appliance serviceperson
(qualified)

8 associated tradesperson

3 electrical installer

COMPLAINTS

119 complaints received
UP by 55 from last year



Output Agreement

The Minister for Building and Housing has an Output Agreement with the Board that establishes performance and service delivery measures. The Agreement enables the Minister to monitor the Board, and hold the Board responsible for its performance. The Agreement is in two sections: governance and service delivery.

Governance		
Expectation	Performance measure	Output
1 Appropriate delegations to Registrar in place.	Delegations from the Board to the Registrar are fully reviewed by the Board by 31 December with clear evidence to support the decisions.	The Board reviewed and reconfirmed the delegations in accordance with the performance measure.
2 Induction and training for new Board members covering governance, legislative requirements, disciplinary role of Board, role of the Ministry.	Induction carried out by Chair, supported by the Ministry, within 12 weeks of appointment.	Induction training carried out in accordance with the performance measure.
3 Provide training and professional development for Board members in the performance of their duties.	At least four half days training per annum for Board members (individual or collective).	The Board participated in a one-day Victoria University short course on public finance and a further one-day facilitated session on strategic planning.
4 Undertake Board self-review.	Board self-review completed by 30 June.	The Board completed a self-review in accordance with the performance measure.
5 Conflict of interest register regularly maintained and updated.	Conflicts of interest are made known as appropriate and minuted accordingly.	The Board continued with its conflict of interest register and continued to minute conflicts of interest relating to meeting papers on a monthly basis.
6 Publish Board annual report.	Annual report to be ready for tabling in Parliament by 31 October.	Annual report completed in accordance with the performance measure.

Strategy and Capability

Expectation	Performance measure	Output
7 Complete section 158 of the Electricity Act 1992 review.	Develop and present recommendations to the Minister in consultation with the Ministry.	The Board completed its review of section 158 of the Electricity Act 1992 in consultation with the Ministry. Recommendations were made to the Minister in June and the report on the review was subsequently tabled in the House.
8 Support Ministry fees review.	Provide input and support on the review of fees to support the Board's audit programme.	To help with the Ministry's fee review, the Board provided the Ministry with information on a pilot audit programme of prescribed electrical work.
9 Occupational licensing review.	Provide information and support the Ministry of Business, Innovation and Employment officials to facilitate the review of occupational licensing.	The Board was provided with updates from the Ministry on the review of occupational licensing.



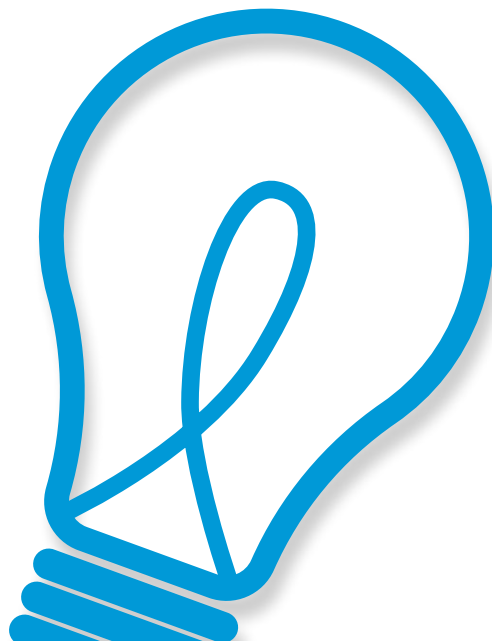
Registrar's Review

Service Delivery		
Expectation	Performance measure	Output
10 Maintain a Service Level Agreement with the Ministry.	Develop, implement and monitor an agreement that sets out the expected service levels to be provided by the Ministry to meet the Board's delegations to the Registrar.	The Board, in conjunction with the Ministry, developed a comprehensive Service Level Agreement. The overall purpose of the Agreement is to provide a framework for the ongoing relationship between the Board, the Ministry and the Registrar. The Agreement sets out expected and measurable levels of service.
11 Maintain a working relationship with other associated occupational licensing boards.	Initiate contact with at least two occupational regulatory boards during the period. Attend occupational licensing board forums as organised by the Ministry from time to time.	Contact was initiated with members of the Building Practitioners and Plumbers, Gasfitters and Drainlayers boards. No forums were held by the Ministry during the year under review.
12 To register and license electrical workers in the classes of registration.	To register all eligible applicants within 12 days of receipt of correctly completed applications.	The Board registered all eligible applicants in accordance with the performance measure.
13 To ensure that registered persons maintain an adequate level of competency and compliance.	Board to implement its new framework for auditing of electrical workers within agreed budget.	The Board has worked with the Joint Accreditation System of Australia and New Zealand (JAS-ANZ) to develop an internationally recognised auditing programme for electrical workers. In 2015/16, the Board envisages trialling the new audit programme.
14 To set electrical worker registration standards.	Conduct examinations four times per annum and review the examination results after each examination round.	Examinations were conducted in accordance with the performance measure. The examination rounds were conducted in May, June, September and November.

Service Delivery

Expectation	Performance measure	Output
<p>15 To maintain effective communications with all stakeholders.</p>	<p>Develop and implement a communications plan within agreed budget.</p>	<p>A communications plan was developed and implemented during the year. Communications included a consumer awareness campaign, the 2015 practising licence round and the ongoing publication of prosecutions brought under the Electricity Act 1992.</p> <p>Six issues of ELECTRON newsletter were issued to more than 35,000 people during the year.</p> <p>Discussion papers were issued on the following:</p> <ul style="list-style-type: none"> • review of the Act • proposed changes to examinations • review of classes of registration. <p>Individual reminders were sent to all people who held practising licences advising of the need to relicence. The reminders were sent in April, May and June.</p>
<p>16 To promote the licensing regime.</p>	<p>Promote the registration and licensing regime through communication channels and publicity campaigns within agreed budget.</p> <p>To prosecute non-registered persons who undertake prescribed electrical work in breach of the Electricity Act 1992 and publish the same.</p>	<p>A successful consumer awareness campaign, targeted at homeowners, was implemented over a five-month period from October 2014 to February 2015. The aim of the campaign was to raise awareness of homeowners' rights and responsibilities when getting electrical work done, to ensure they were aware that safe electrical work is completed by a licensed electrical worker and is certified. The campaign included a mix of social media channels, popular news websites and other online-based channels.</p> <p>Four media releases were issued by the Board in the 2014/15 year, highlighting the prosecutions of non-registered persons. Details were also published in various issues of ELECTRON.</p>

Service Delivery		
Expectation	Performance measure	Output
17 Clear measurable strategic plan.	Strategic and business plan reviewed and updated by 31 March.	The strategic and business plan was reviewed and updated in accordance with the performance measure.
18 Continue to liaise with and maintain key relationships.	Includes government agencies, industry groups, training organisations, trans-Tasman agencies and overseas authorities.	<p>During the year, either the Board or its committees held meetings with representatives of the following organisations:</p> <ul style="list-style-type: none"> • WorkSafe New Zealand • Ministry of Business, Innovation and Employment • Electricity Engineers' Association • Electrical Contractors Association • Electrical Training Company • Electrotechnical Education Centre. <p>The Board was also represented at meetings of the Australian Electrical Regulatory Authorities Council.</p>



The Board

The Board met 10 times over 29 days during the year. Committees met as and when required.

In December 2014, the Minister appointed Quentin Varcoe to the Board.

At the February meeting, the Board elected Neil McLeod and Shane Dolan to the positions of Presiding and Deputy Presiding Members.

Review of Act

During the year, the Board carried out a review of the Electricity Act 1992 and submitted its report, with recommendations to the Minister. The report was tabled in the House in July.

Overall, the Board found that the current occupational regime is fundamentally sound. However, it is of the view there are areas that can be improved. The full report can be viewed on the Board's website at www.ewrb.govt.nz.

Board policies

The Board continued its process of updating policies during the year. The policies that have been updated are:

- disciplinary rules and correspondence
- supervision guidelines
- limited certificates and provisional licences
- practising licence and competency programme requirements
- Board committees
- fit and proper person
- interim suspensions.

Communications

As referenced earlier in this report, the Board conducted a successful consumer awareness campaign using a range of online communications channels, which ran from October 2014 to February 2015. The campaign targeted homeowners, with the aim of ensuring they were aware that safe electrical work is work that is completed by a licensed electrical worker. The campaign had four simple messages:

1. There are rules when doing electrical work in your home or business.
2. Make sure your electrical worker is licensed to do your job before completing the work.
3. Ask electrical workers to certify completed work.
4. To find a licensed electrical worker, go to www.ewrb.govt.nz.

The campaign used a mix of social media channels, such as Facebook, as well as popular news websites and other online channels. The campaign generated more than 25,000 total clicks to the Board's website.

Phase two of this campaign is being planned for the 2015/16 financial year, to build on the awareness raised during phase one.

As part of its strategy of engaging with the workforce, the Board held four focus group meetings throughout the country. The Board will consider the feedback received from the groups in the 2015/16 year.

In the next financial year, the Board will be producing a revised communication plan that it envisages will include continued regular publication of the ELECTRON newsletter, ongoing consumer communications in digital channels and regular media releases.

A comprehensive review of all communications channels is currently under way.

Practising licence round

Following a concerted communications effort, the Board completed its two yearly practising licence round, with 19,708 practising licences being issued by the end of June. The number of licences issued was 6,000 more than at the corresponding date in 2013. For the first time, practitioners were issued with licence cards that include a photograph.

The Board will be reviewing the practising licence issuing process during the next year, to ensure any issues with the process have been rectified before the 2017/19 round.

Comments on statistics

Complaints and investigations

During the year, the Registrar received 119 complaints against people who were registered/licensed under the Electricity Act 1992. This number was 55 more than the previous year, which was 64.

The Board considered 72 investigator complaint reports and, of that number, investigators determined that no further action be taken in relation to 35 of the complaints. The balance of the complaints received is being considered by the Ministry's occupational licensing team.

The Board held 37 complaint hearings and 35 practitioners were found guilty of disciplinary offences.

The Board considered 31 reports relating to practitioners working in contravention of the licensing requirements of the Electricity Act 1992, and 15 people were found guilty at prosecution in the District Court.

Registrations

During the year 1,523 new registrations were issued bringing the total number of registrations to 47,509.

The new registrations decreased by 80 from the previous year's figure of 1,603.

Examinations

A total of 3,744 candidates attempted Board examinations during the year and that number was up by 494 on the previous year's figure of 3,250.

Last year, the Board commented on the decline in the number of people attempting examinations. The Board is pleased to note a significant increase this year.

The overall examination pass mark was 63 per cent.

Board Financials

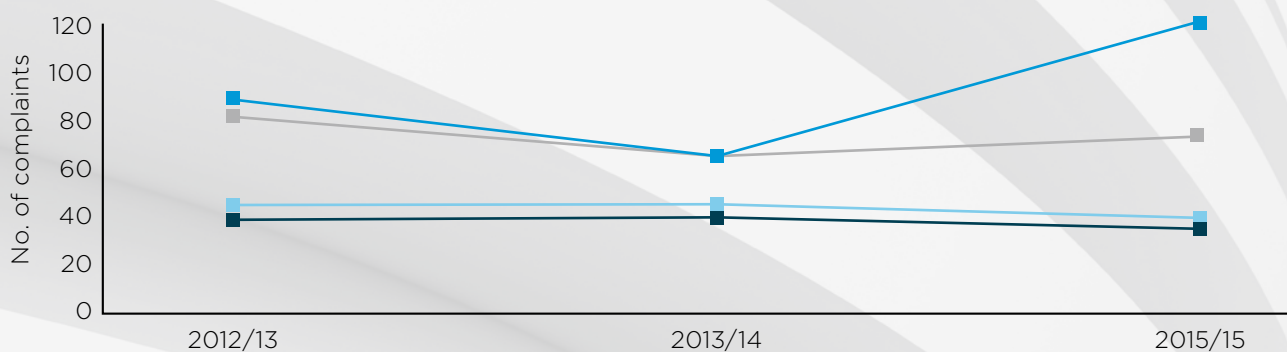
	Actual 2013/14 \$000	Actual 2014/15 \$000
INCOME		
Practising licences	1,304	2,316
Examination and registration fees	774	1,029
Sale of publications	23	24
Miscellaneous	55	45
Total	2,156	3,414
EXPENDITURE		
Personnel	721	705
Operating	1,995	2,232
Capital charge	-393	-322
Depreciation	186	168
Support services	553	619
Total	3,062	3,402
MEMORANDUM ACCOUNT		
Opening balance	6,368	5,462
Add surplus/deficit	-906	12
Closing balance	5,462	5,474
One-off adjustment (refer note 2)		-26
Adjusted closing balance		5,448

Notes

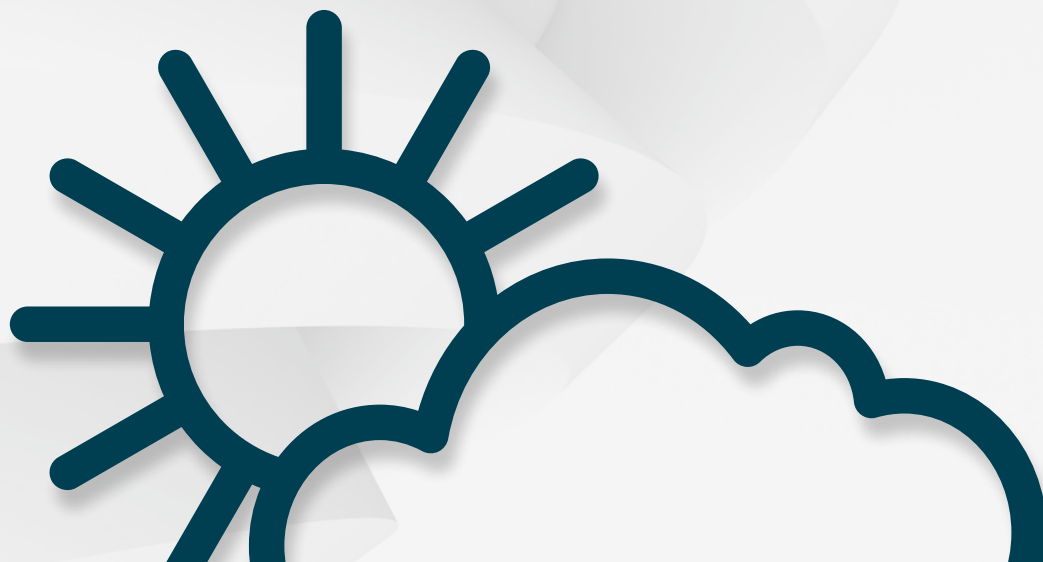
1. These figures are an extract from the audited accounts of the Ministry of Business, Innovation and Employment.
2. An adjustment has been made to the memorandum account balance to allow for a \$26,000 correction to the 2013/14 closing balance.
3. A capital charge credit of \$322,000 has been received and this directly relates to the memorandum account balance.
4. Direct costs (operating, personnel and depreciation) have increased by \$203,000 and indirect costs (support) have increased by \$66,000. The increase in direct costs is largely a reflection of the costs incurred during the practising licence round and the increase in indirect costs reflects the use of additional Ministry resources by the Board.

Board Statistics

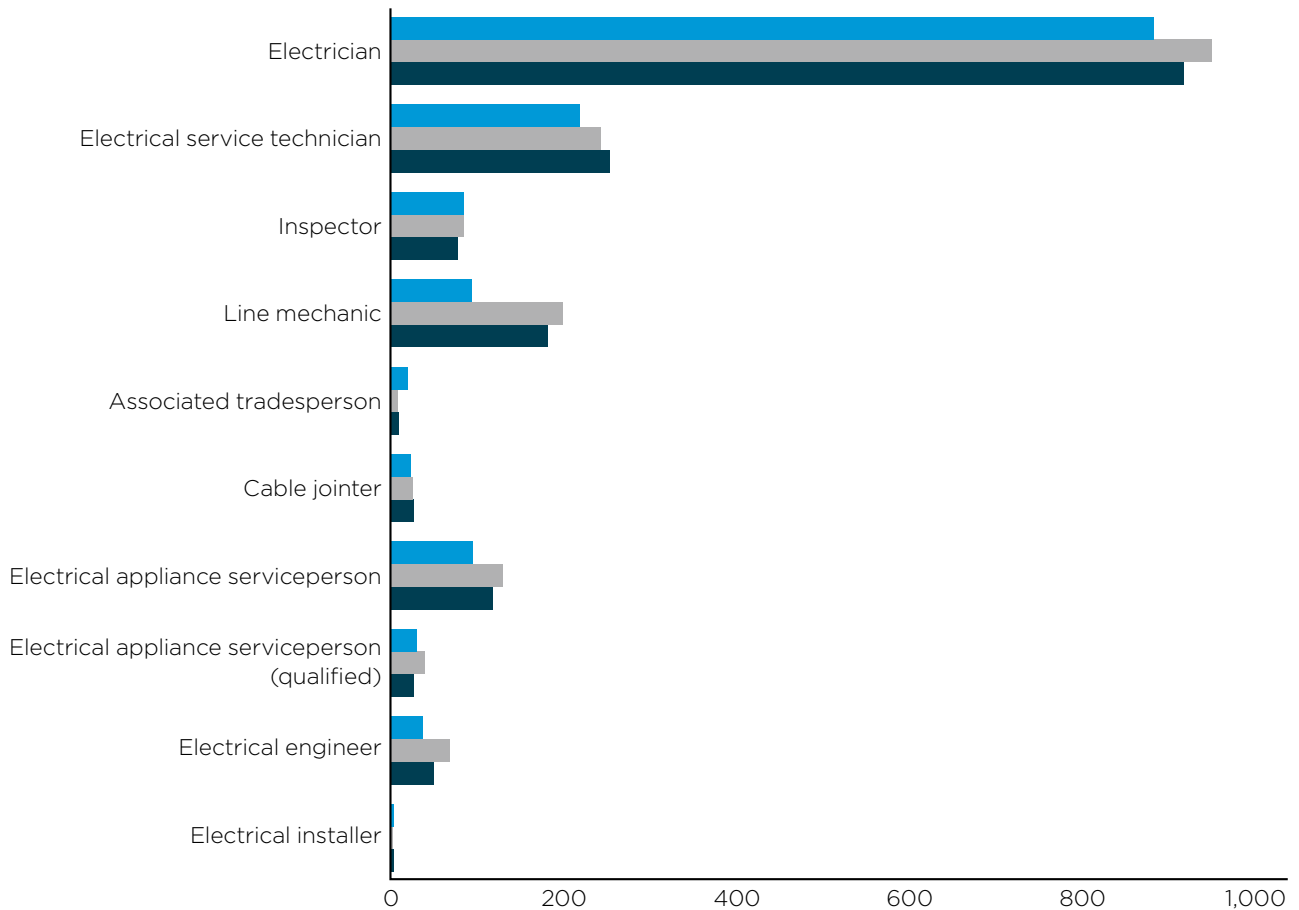
Three-year trend of complaints



	2012/13	2013/14	2014/15
■ Received by Registrar	87	64	119
■ Complaints referred to Board by investigators	80	64	72
■ Complaint hearings held by Board	43	44	37
■ Practitioners guilty of disciplinary offences	38	39	35

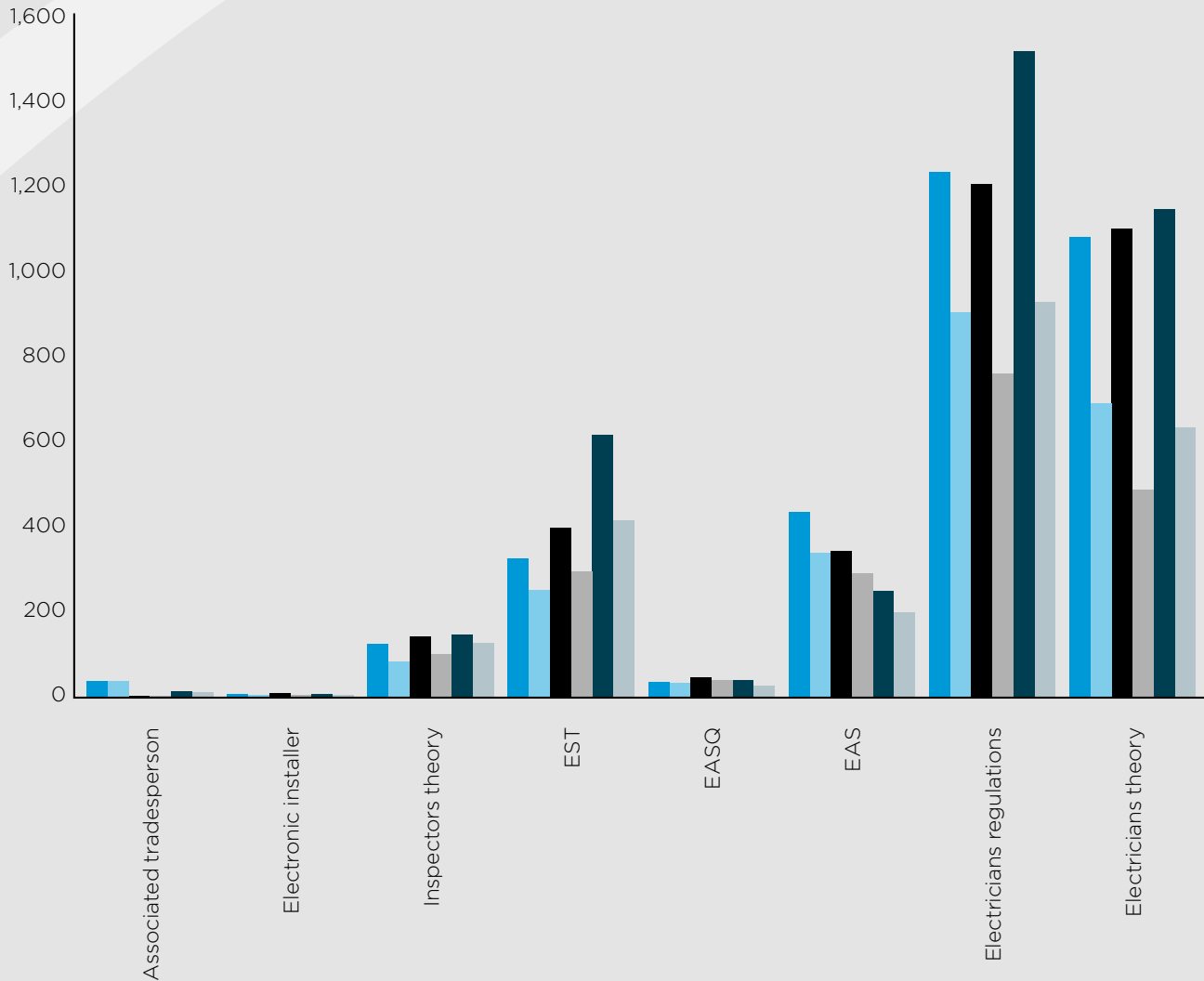


Three-year trend of new registrations



	2012/13	2013/14	2014/15
Electrician	810	872	842
Electrical service technician	200	223	232
Inspector	77	77	71
Line mechanic	86	182	166
Associated tradesperson	18	7	8
Cable jointer	21	23	24
Electrical appliance serviceperson	87	119	108
Electrical appliance serviceperson (qualified)	27	36	24
Electrical engineer	33	62	45
Electrical installer	3	2	3
Total	1,362	1,603	1,523

Examinations



	Sat 2012/13	Passed 2012/13	Sat 2013/14	Passed 2013/14	Sat 2014/15	Passed 2014/15
Associated tradesperson	38	38	2	2	15	13
Electronic installer	4	3	5	3	4	3
Inspectors theory	126	85	143	101	147	127
EST	327	252	398	297	618	416
EASQ	37	34	48	40	41	28
EAS	437	341	345	292	251	201
Electricians regulations	1,236	906	1,207	762	1,519	930
Electricians theory	1,082	691	1,102	488	1,149	634

EST - Electrical Service Technician. EASQ - Electrical Appliance Serviceperson - Qualified. EAS - Electrical Appliance Serviceperson.

Board Members



Neil McLeod

Neil is a self-employed registered electrical contractor with a current knowledge of the electrical sector. He was a councillor on the Whangarei District Council from 1998 until 2005 serving on a number of committees including the judicial committee.



Mike Macklin

Mike is a self-employed registered electrical inspector based in Darfield. Mr Macklin was previously a director for a large New Zealand low voltage switchboard and switchgear company. He comes to the Board with broad experience in electrical, commercial and disciplinary proceedings.



Shane Dolan

Shane runs a business that provides geographical information systems services to utility companies. He is a registered line mechanic with 25 years of experience in the electricity industry and holds a Master of Business Administration (MBA) degree. Shane comes to the Board with expertise in establishing quality and safety systems and processes.



Mel Orange

Mel is a self-employed barrister and solicitor and business consultant from Christchurch who works in the energy, electrical and construction industries. He has held senior management positions with Meridian Energy and board positions in energy industry governance bodies. Mel is a former Presiding Member of the Electrical Workers Complaints Assessment Committee.



William Waterworth

William is a registered electrical service technician and has a background in general management, sales and marketing. He has worked as a senior executive for a large American corporation, in both Australia and New Zealand. He has also had significant experience with small and medium enterprises (SMEs), as well as operating his own business.

William has worked in multi-site retail, franchising, wholesale and business-to-business sales within the consumer electronics, telecommunications and automotive sectors. He has taken businesses from start up to success, as well as turning businesses around and ensuring ongoing profitability.

William has significant experience at board level, being the immediate past chairman of a school board and working with a number of SME boards. He holds a Bachelor of Science in Applied Mathematics and Marketing and is a member of the Institute of Directors. William also has technical qualifications in telecommunications engineering.



Debra Hall

Debra is a retired marketing professional, with 25 years' experience. She is a Fellow of the UK Chartered Institute of Marketing, a Fellow of the NZ Market Research Society, and a Member of the Institute of Directors.

As the owner of one of New Zealand's leading market research companies, Debra worked with a wide range of corporates and other businesses, across multiple sectors, developing communication, product and service strategies.

She is an active investor, mentor and director of start up/early stage businesses, and sits on the Executive of the National Council of the NZ Angel Association.

She has previously worked in the mining industry in South Africa, and has a degree in Metallurgical Engineering.



Quentin Varcoe

Quentin Varcoe holds a senior management position for the contracting arm of an electrical distribution business based in Hastings (Unison), where he is responsible for the operational and financial performance of the business and implementation of the company's strategies.

Quentin holds practising licences/certificates as a registered electrical inspector and is a barrister and solicitor. He has owned and operated several businesses (including electrical contracting and software development) and is a former senior advisor for the Electrical Workers Licensing Group.



Top left to right: John Sickels, Mel Orange, Quentin Varcoe, Mike Macklin, Shane Dolan

Bottom left to right: Brooke Mansfield (secretariat), Neil McLeod, Debra Hall

Absent: William Waterworth



www.ewrb.govt.nz