



Safety • Competency

Annual Report | 30 June 2002



Electrical Safety for all New Zealanders through
the on-going competency of electrical workers.

EWRB Highlights 2002

- Adoption of a revised Strategic Plan.
- Outsourcing of some essential services to Ministry of Economic Development “Centres of Excellence”.
- Establishment of online relicencing.
- Development of upgraded guidelines for the supervision of electrical work.
- Introduction of the Board’s own newsletter – ELECTRON.
- Further developments in risk based competency auditing.
- Continuing reduction in the time to process complaints and hear disciplinary cases.
- Development of draft minimum standards for biennial refresher courses.
- Progress with industry training requirements to ensure the essential performance capability of electrical workers.
- Ongoing review of regulations and the EnergySafe legislative programme.



REPORTS

Presiding Member's Report

The Electrical Workers Registration Board has pleasure in presenting its 9th annual report.

Board Membership

This year, to a large degree, you have been served by a new Board membership. It has become obvious that these new Board members each have their own particular forte with respect to our industry. Tim Elms has shown his continued interest in and dedication to the training aspect of the many apprentices and trainees in our industry. His knowledge of both apprentice and unit standard systems coupled with his "back to basics" approach to electrical contracting has proved invaluable.

The total involvement of Dennis Amiss in the Appliance Service sector of the industry is illustrated by his constant vigilance regarding the interests of the very large proportion of Registered Service Technicians in our industry (who now represent 33% of all electrical registrations).

Brian Velvin, registered electrician and inspector, maintains his concerns for the regulatory functions of the Board. As another active electrical contractor he brings to the Board an understanding of the difficulties and idiosyncrasies faced by many electricians, electrical inspectors and electrical contractors.

Recent Board appointee Tom Leong is well known and highly respected in our industry. His many years of service in the supply sector bring to the Board a wealth of knowledge and invaluable experience



Murray Willis

in that regard. This is coupled with his vast knowledge of the Electricity Act, the Regulations, Codes of Practice and New Zealand Standards.

Another recent appointee, Deborah Rundle, has brought to the Board considerable experience in dispute resolution, group facilitation and consumer issues. It is important to remember the role of our lay members on the Board and the balance they bring, particularly with respect to the concerns of the general public.

The continuity brought about by the second term lay member and Deputy Presiding Member, Barrie Mason, has proved invaluable to this current Board. Barrie is serving his fourth year on the Board and has helped maintain the stability needed with a changing Board membership. His background as CEO and director of a number of companies, has been a major asset.

Lay member Belinda Greer recently completed her three year term on the Board. Belinda made a major contribution during this time, particularly in the legal field, and the Board has benefited greatly as a result. The Board wishes to express its appreciation of her considerable contribution to its function.

Complaints and discipline

Unfortunately, while the time taken to hear disciplinary complaints has been dramatically reduced, the number of complaints heard by the Board during the year has not reduced but has in fact increased. This has been brought about by increased public awareness of poor work standards, which has also been highlighted by the Target television programme.

The sad fact is that the complaints heard by the Board represent less than 0.18% of total registered electrical workers but involves the Board and the Ministry in massive costs, and takes in excess of 50% of the Board's time. To make matters worse, 90% of the complaints are about electricians and over 70% of those complaints are identical; failure to test and furnish a Certificate of Compliance or practising without a current practising licence.

There seems to be a misunderstanding amongst some electricians that only work requiring inspection requires a Certificate of Compliance. It is a fact that virtually all prescribed electrical work requires certification. The Certificate of Compliance is the medium of the self-certification system that gives the public the assurance that a competent, registered and licensed worker has completed the electrical work.

The Board has moved to tighten up the regulations concerning the furnishing of Certificates of Compliance by reducing the time allowed for furnishing a return to 20 working days.

Too many complaints heard by the Board are as a result of a commercially generated

complaint. If you feel that your position is in danger of being impugned, use the Board's 0800 free phone and seek advice. The Board has recently sent a clear message via ELECTRON that it is taking a much stronger stance toward offenders, endorsing the industry view that it should not have to bear the high cost of the disciplinary process.

Supervision

During the year the Board heard a number of disciplinary cases which involved registered workers and the supervision of trainees. The Board considers such cases to be of a very serious nature especially when most of the incidents cited have resulted in electric shock, burns, or even death for the trainee. It is evident that some employers and registered workers lack an understanding of the responsibility of their role with respect to supervision. There are detailed guidelines available from the Board, which clearly outline the responsibility of a "Supervisor of Electrical Work". The document explains the responsibility and takes into consideration the Occupational Safety and Health Act, the Electricity Act and the Electricity Regulations. The EWLG document, "Guidelines for the Supervision of Electrical Work" is available from the Board via the free phone at no cost.

Refresher courses

There is growing evidence that the quality and format of some refresher courses being offered by some service providers fail to reach a standard acceptable to the Board. This is shown in many of the disciplinary complaints heard by the Board where basic fundamental prerequisites such as testing, both for electricians and service technicians, are not being considered.

Industry criticism of the refresher courses has included the suggestion that they be held annually rather than biennially as at present. Accordingly the Board has recently prepared a document that prescribes the minimum standard for refresher courses and I suggest that course providers take notice that the Board is dissatisfied with the quality of some courses.

Practising licences

Many procedures have been improved during the year to assist with the process of renewing the annual practising licence. This includes a new bar coded renewal form together with dedicated telephone services for relicencing questions and for the first time ever online relicencing. You can now relicence online by visiting the Board's internet site at www.ewrb.govt.nz, click on Online Services, the EW Register and Practising Licence application.

Information dissemination

This year has seen a major change in the method the Board has taken for dissemination of information with both the expansion of online information services and the introduction of the publication ELECTRON.

The feedback has been very positive with the "frequently asked questions" and the "technical corner" in ELECTRON proving particularly popular. Many of the questions fielded by Kay Lyons on the Board free phone are of interest to all electrical workers and those of particular interest are published in ELECTRON.

The change in the information dissemination process has meant funding is available to develop additional direct communication with licensed workers. While you are currently receiving information such as new codes of practice and standards at no cost, in the forthcoming year you will receive considerably more information in the form of AS/NZS 3000:2000 and associated documents, once Government has mandated these documents.

The Board bookshop is proving to be very popular and a wealth of information is available from it, including all Board publications and Certificates of Compliance.

Audit policy

The Board is beginning to introduce its zero risk based audit policy. This policy applies to those registered workers who possess a current practising licence and regularly use Certificates of Compliance. The Board has established from a very substantial audit study that these workers present the least risk in our industry. Accordingly the Board has recently entered into a Memorandum of Understanding with one of the larger industry associations to become part of the zero risk based audit group. Negotiations are ongoing with other similar low risk groups. While this might be seen as a change of direction by some, the Board has in no way relinquished its statutory obligation to continue with the audit of electrical workers.

Appreciation

The Board again wishes to acknowledge the excellent work of the staff of the Electrical Workers Licencing Group, the Ministry of Economic Development's, service unit for the Board.

Lastly, the Board expresses its sincere appreciation for the professional and quality service that it continues to receive from the Registrar, Mr John Sickels and the Board Secretary Mrs Janine Anderson.



Registrar's Review

New strategic direction

During this year the Board introduced a strategic plan designed to establish the direction for electrical worker occupational licencing for the next five years.

The objective is for the Board to have a business unit as efficient and effective as it can be, whether standalone or within the Ministry of Economic Development.

Key drivers for the Board's review were:

- the impact the EnergySafe legislative programme would have on the Board if the proposals contained in the programme were introduced, and
- industry criticism of overhead costs, and
- industry criticism of the Board/Ministry complaints process, and
- opportunities to integrate functions into the Ministry to achieve economies of scale, and
- staff movements and feedback, and
- the desire to be more efficient.

The strategic changes to the Board plans are:

- to focus on its regulatory functions,
- to redesign its licencing and enforcement processes and structure,
- to target spending on communication to registered workers, high risk workers and industry partnerships for worker competency auditing.

Full details of the strategic plan are available on the Board's website at

www.ewrb.govt.nz.

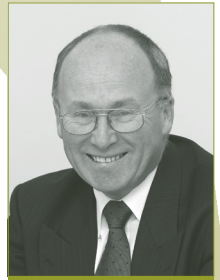
Database enhancement

In May 2002, the Board's new web enabled database was commissioned and as a first step online licencing was introduced. The primary goals for enhancing the Board databases were to:

- be able to provide registration/licencing and other services online,
- provide search facilities,
- reduce manual processes,
- enhance management reporting,
- link all IT functions with the Board and the Electrical Workers Licencing Group to a central database,
- enable the Board database to "talk" to other databases,
- enhance the administration of electrical workers, complaints, investigation and disciplinary regimes.

When fully operational the new database will:

- reduce compliance costs to industry
- provide a stable integrated system which sets a platform for areas such as extended certification on the Internet
- foster e-business.



John Sickels

Use of centres of excellence

As a forerunner to the strategic goal of redesigning its licencing and enforcement business processes and to leverage off existing Ministry of Economic Development processes, the Board commenced using the Ministry's Call Centre which is situated in Christchurch for 0800 calls. The Call Centre is used by other business units within the Ministry and with its 22 operators, it is well suited for handling the large volumes of telephone calls received by the Board, particularly at practising licence time. During the review period the Board's finance section was disestablished and the functions of that section were incorporated into the Ministry's corporate finance section. Again this enables the Board to leverage off existing Ministry processes resulting in reduced overheads and a better level of reporting.

In the forthcoming year, it is the Board's intention to use the Ministry's investigatory and licencing processing units in Auckland for investigation and processing work.

Auditing

The Board's risk based audit strategy has continued during this year. Eight hundred electrical inspections were carried out under the Certificate of Compliance programme. In addition and in line with the goal to ensure public buildings are electrically safe, the Board carried out a further 600 inspections of schools.

Industry partnerships for competency auditing

The Board reported last year that it intended building industry partnerships and to that end the Board has entered into an arrangement with the Electrical Contractors Association of New Zealand whereby the Association is responsible for ensuring that its branded members:

- supervise trainees in accordance with the legislative requirements, and
- have monitoring systems in place to ensure safety, and
- hold valid practising licences, and
- ensure that all prescribed electrical work carried out is tested and certified.

The Board considers that industry self auditing is a cost effective way of ensuring that the ongoing competency function is satisfied. Instead of the Board auditing a large number of individual people from one organisational group, one audit can be carried out on the organisation.

Industry self auditing is designed to ensure that there is no cost incurred by the Board and this in turn releases vital funding for the Board to take appropriate action against people who may be working in breach of the Act.

The industry self auditing concept is available to all electrical/electronic organisations that have an interest in electrical worker safety.

Appointments to the Board

During the year lay member Belinda Greer completed her term on the Board and the Board acknowledges the contribution Belinda made to the Board's overall objectives.

In May 2002 the Minister of Energy appointed Deborah Rundle, who has a background in dispute resolution, and Tom Leong, an electrical inspector, to the Board.

In February 2002 the Board re-elected Murray Willis and Barrie Mason to the respective positions of Presiding and Deputy Presiding Members.

Conferences

Board Members and staff attended the annual conferences of the Appliance and Electronic Industry Association, Electrical Contractors Association of New Zealand, Electricity Engineers Association and the Electrical Institute.

Board meetings

The Board has continued with its strategy of holding the business section of meetings at its Wellington office and hearings into complaints in main centres on demand. This year the Board met 13 times for general and complaints hearing business and twice in relation to strategic planning.

Advisory service

The "one stop shop" approach for advice for electrical workers, implemented in 1999, has continued and this has proved to be very popular with electrical workers.

Information dissemination

As previously reported the Board has now revised its strategy for information dissemination. This has resulted in the Board now distributing its own newsletter ELECTRON to all practising licence holders residing in New Zealand at least four times per annum. ELECTRON is also sent free of charge to all trainees who have electrical training agreements recognised by the Industry Training Organisations.

ELECTRON is available on the Board's website and is designed to keep registered workers fully informed about electrical matters, both technical and legislative. The Board's strategy of making documentation available to electrical workers was continued through the year with a complimentary copy of AS/NZS 3760:2001 In-Service Inspection and Testing of Electrical Appliances being issued to registered people.

During the year the Board negotiated an agreement with Standards New Zealand which enables the Board to print and distribute AS/NZS 3000:2000 Electrical Installations (known as the Australian/New Zealand Wiring Rules) and nine companion documents to all practising licence holders who reside in New Zealand. The Board has provided further information on this initiative through ELECTRON.

Industry training

As the EnergySafe legislative programme recommends changes to the manner in which training for electrical workers is aligned with electrical registration/licencing, and with the continued development of electrical licencing mechanisms under the Trans Tasman Mutual Recognition Agreement, the Board introduced policy whereby people aspiring towards electrical registration will be required to complete a list of essential capabilities and pass a “capstone” assessment as a prerequisite to registration/licencing.

The overarching objective of the policy is that the training for a prospective electrical worker must deliver at least the essential performance capability requirements, and that the capstone assessment will confirm the most critical of these has been attained by the applicant.

Work on the revised criteria is continuing with the Industry Training Organisations and in particular the Electrotechnology Industry Training Organisation Electrical Engineering Advisory Group’s desire to retain “registration” examinations as an assessment tool within the National Certificate qualification.

Representation on the Electrotechnology Industry Training Organisation’s Electrical Engineering Advisory Group has continued during the review period.

EnergySafe

During October 2001 the Cabinet Finance, Infrastructure and Environment Committee made a number of decisions relating to the EnergySafe Legislative Review programme.

The Board has commenced work on aspects of the decisions, which relate to the registration and licencing of electrical workers and this will continue in the forthcoming year.

Regulation review

The Board has been actively involved in two sets of regulation amendments during the review period.

The amendments relate to:

- the safety requirements for works and associated equipment, and
- the clarification of the regulations and improvement of electrical safety while minimising compliance costs for industry and individuals.

Discipline

The Registrar received 68 new complaints this year bringing the total complaints being dealt with by the Complaints Assessment Committees to 85. Of the 85 complaints, 67 were completed during the financial year. Of the 67 completed, 39 were referred to the Board by Complaints Assessment Committees. Of the 67 complaints completed 93% were completed within 25 weeks and the remaining 7% took more than 25 weeks.





Safety • Competency

About the EWRB

The Electrical Workers Registration Board is a statutory body established in 1992. Members are appointed by, and responsible to, the Minister of Energy. There are seven members at any one time. Five are registered or entitled to be registered under the Electricity Act and two are not registered or entitled to be registered.

The Board's main functions are set out in section 14.9 of the Electricity Act 1992. Its primary focus is to register electrical workers and ensure the ongoing competency of those workers, thereby ensuring the public's safety. In addition to its occupational licensing function, the Board audits electrical workers, holds disciplinary hearings and undertakes the promotion of electrical safety and competency.

Income is entirely derived from electrical worker fees and charges. No income comes from Government.

Board Members



Board Members: Left to right - Back: Brian Velvin, Tom Leong, Deborah Rundle, Dennis Amiss.
Left to right - Front: Barrie Mason, Murray Willis, John Sickels, Registrar. Absent: Tim Elms

Murray Willis, Presiding and Registered Member, Auckland

Murray has had wide experience in the electronics and electrical industry both in New Zealand and overseas. He has held management, board and committee positions and is at present self-employed specialising in the design and construction of renewable energy generation and communication systems.

Contact details

21 Harpoon Hill
RDI Great Barrier Island
Tel 09 429 0337
Email earthenergy@xtra.co.nz

Barrie Mason, Deputy Presiding and Lay Member, Auckland

Barrie is a business consultant and company director with a background in management, marketing and communications. Barrie is a court experienced Justice of the Peace, a member of the Institute of Directors and a board member of the Museum of Transport and Technology (MOTAT).

Contact details

33 Sylvan Park Avenue
Milford
Auckland 9
Tel 09 489 6288

Deborah Rundle, Lay Member, Auckland

Deborah is a Disputes Tribunal Referee, Chairperson of the Discipline and Complaints Committee of the Corporation of Insurance Brokers of New Zealand and a member of the Insurance and Savings Ombudsman Commission. She has considerable experience in dispute resolution, group facilitation, conflict management and consumer issues.

Tom Leong, Registered Member, Auckland

Tom is a registered electrical engineer and registered electrical inspector with many years experience in the electrical supply industry. He has extensive knowledge of electrical legislation and electrical industry training. Tom has worked with Standards New Zealand, the Electricity Supply Engineers' Association and the National Safety Association to advance safe and competent electrical work in New Zealand.

Contact details

8 Williams Avenue,
Pakuranga, Auckland 1706
Tel 09 570 6475 Mobile 027 246 0415

Brian Velvin – Registered Member, New Plymouth

Brian is a registered electrical inspector and was Managing Director of Velvin Electrical Services Ltd. He has over 30 years experience in the general electrical contracting and marine fields as well as having held management and board positions with other national organisations.

Contact details

78 Clemow Road, New Plymouth
Tel 06 769 9380
Email bvelvin@extra.co.nz

Tim Elms, Registered Member, North Canterbury

Tim has significant experience in electrical contracting as well as a long record of contributions to the Electrical Contractors Association of New Zealand and the Electrotechnology Industry Training Organisation. He has wide experience in the general wiring sector of the industry both in New Zealand and overseas.

Contact details

22 Allandale Road
Hawarden, North Canterbury
Tel 03 314 2166 (Home)
Fax 03 314 2167 Mob 025 622 0206

Dennis Amiss, Registered Member, Auckland

Dennis is a registered electrician who originally gained broad experience in the industry with the former Auckland Harbour Board. More recently involved with the appliance industry, both in New Zealand and overseas, Dennis has been Executive Director of the Appliance and Electronic Industry Association for 22 years, working extensively with Government, it's agencies and the ETITO on behalf of the servicing sector.

Contact details

120a Pakuranga Road
Pakuranga, Auckland
Tel 09 577 3031 Fax 09 577 3032



FINANCIALS

BOARD BUDGET

	ACTUAL 2000/2001 \$000's	ESTIMATED 2001/2002 \$000's	ACTUAL 2001/2002 \$000's	ESTIMATED 2002/2003 \$000's
Income				
Practising Licences	1,626	1,640	1,833	1,593
Examination/registration fees	202	181	261	238
Sale of publications	113	122	133	121
Miscellaneous revenue	98	310	28	278
Certificates of compliance	743	754	749	779
Total Income	2,782	3,007	3,004	3,009
Expenditure				
Personnel	748	700	647	672
Operating	1,490	1,699	1,437	1,331
Depreciation	53	39	59	212
Capital charge	1	10	8	7
Support services	354	397	672	623
Total Expenditure	2,646	2,845	2,823	2,845
Surplus (Deficit) from Operations	136	162	181	164

ACCUMULATED SURPLUSES

	ACTUAL 2001/2002 \$000's	ESTIMATES 2002/2003 \$000's
Opening Balance	249	430
Add Surplus (Deficit)	181	0
Closing Balance	430	430

REVENUE

Miscellaneous revenue incorporates fines and sundry income. Unbudgeted practising licence renewals, previously allocated to Miscellaneous Revenue, are now included in Practising Licence Revenue giving rise to the annual differentials.

EXPENDITURE

Personnel costs have decreased by \$101,000, and it is expected that more savings will be made in the future due to the introduction of the Board's Strategic Plan.

Depreciation has increased by \$6,000 for the year and it is expected to increase a further \$153,000 in 2002/2003. This increase is due to the introduction of the Board's web enabled databases.

Support services have increased by \$318,000 for the year. This increase is made up of costs associated with aligning the Board's personnel structure with the strategy contained in the Board's Strategic Plan.

Operating costs have reduced by \$53,000 for the year.

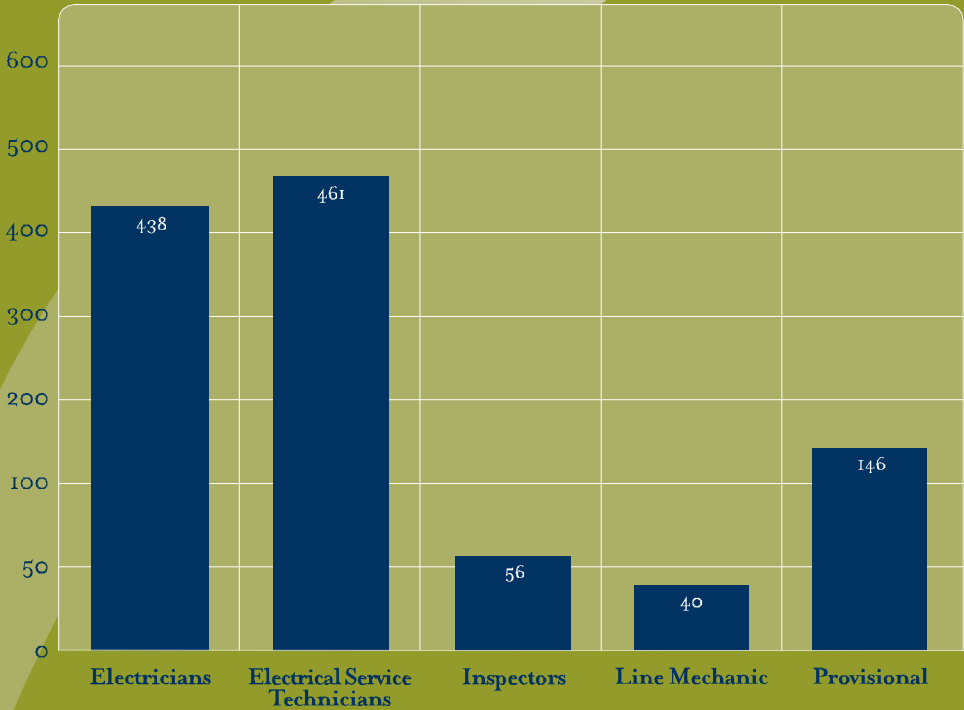
The information contained in these statements forms part of the Ministry of Economic Development consolidated statements audited by Audit New Zealand. These accounts are GST exclusive.



STATISTICS

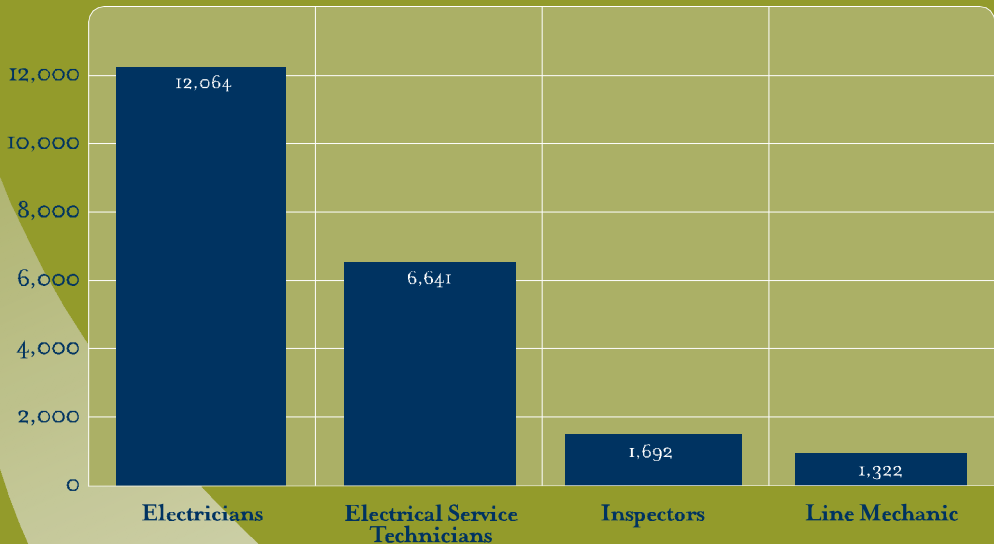
NUMBER OF REGISTRATIONS

July 2001 - June 2002



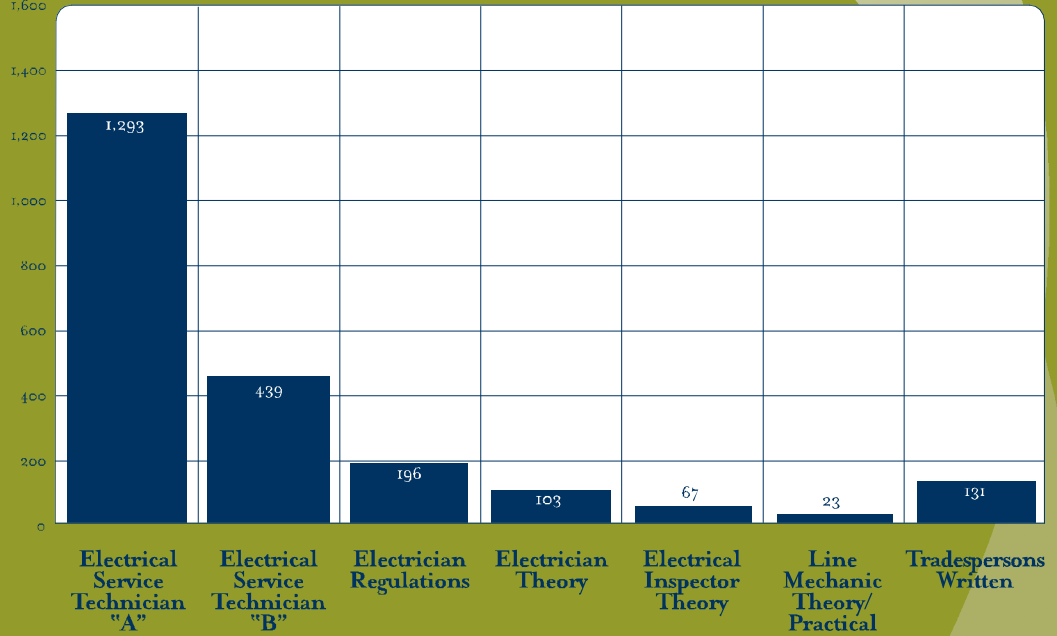
NUMBER OF PRACTISING LICENCES ISSUED

July 2001 - June 2002

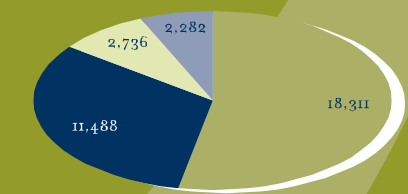
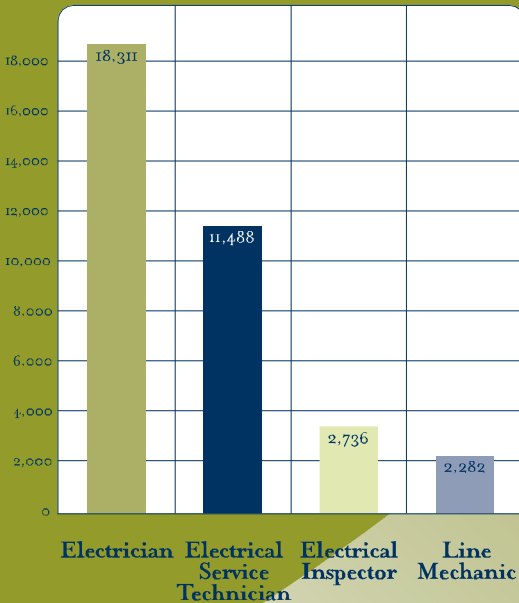


WRITTEN EXAMINATIONS

July 2001 – June 2002



NUMBER OF REGISTRATIONS IN EACH CATEGORY AS AT 30 JUNE 2002

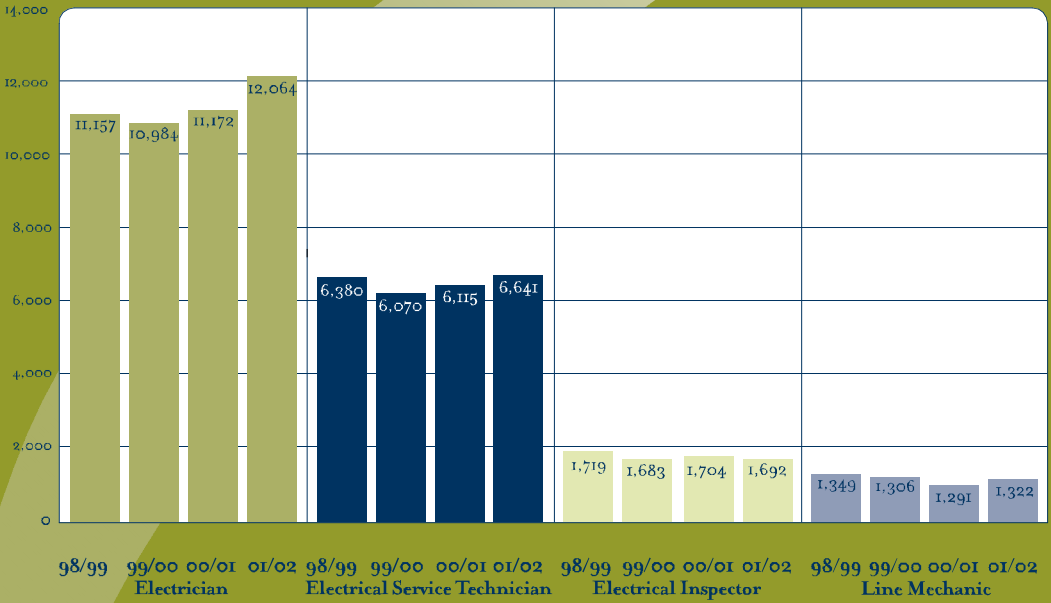


TOTAL 34,817

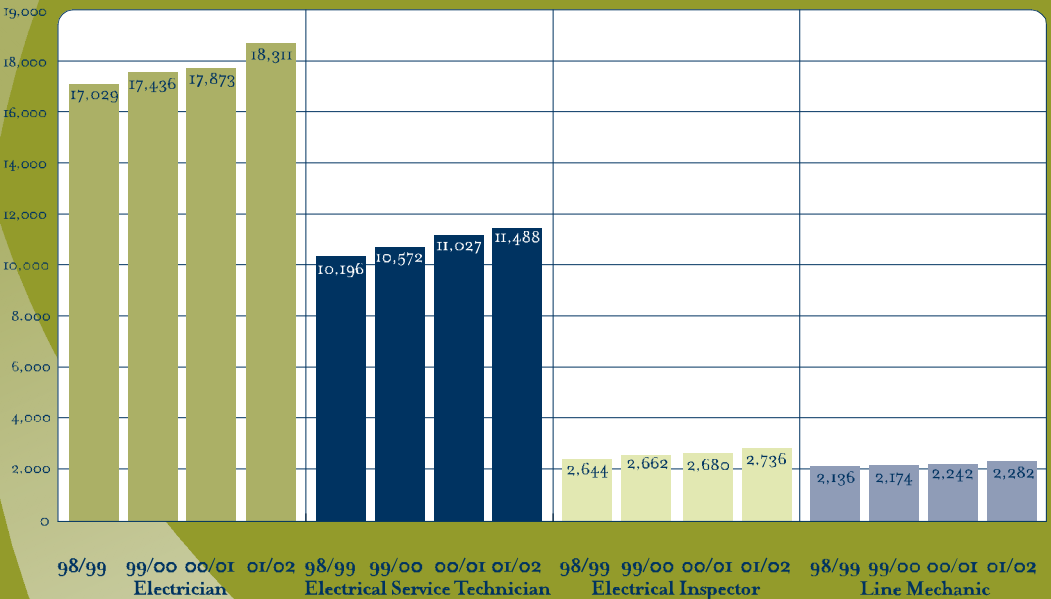
- Electrician 53%
- Line Mechanic 7%
- Electrical Inspector 7%
- Electrical Service Technician 33%

Note: All percentages have been rounded to the nearest whole number.

FOUR-YEAR TREND OF PRACTISING LICENCES ISSUED

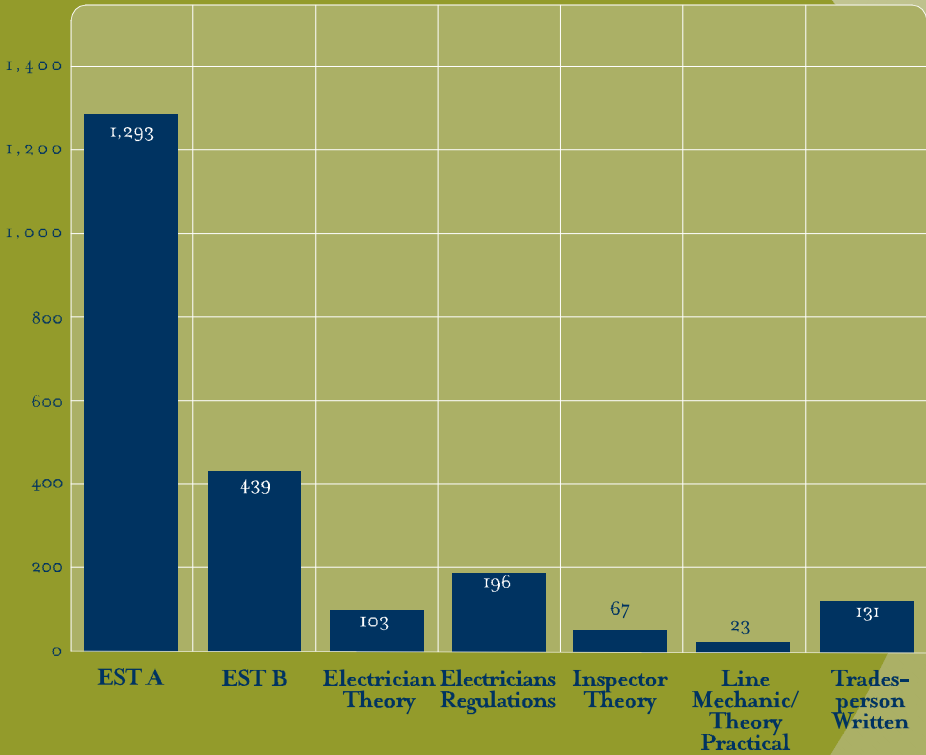


FOUR-YEAR TREND OF REGISTRATIONS



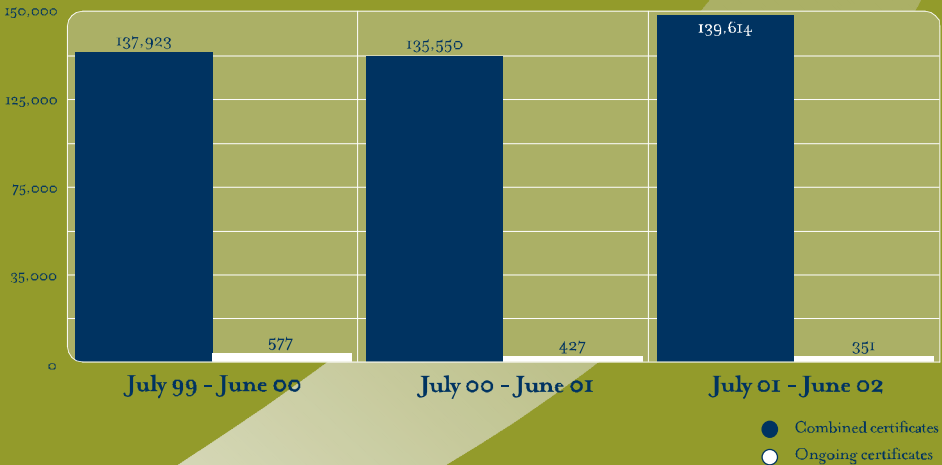
COUNT OF CANDIDATES THAT SAT EXAMINATIONS

July 2001 - June 2002



Number of candidates who sat practical assessments 1,545

CERTIFICATES OF COMPLIANCE SALES THREE YEAR TREND





Safety • Competency

ELECTRICAL WORKERS REGISTRATION BOARD

Registrar: John Sickels

86-90 Lambton Quay, PO Box 10-156, Wellington 6036

Telephone: 04-472 3636 Facsimile: 04-473 2395 Freephone: 0800 66 1000

Website: www.ewr.govt.nz Email: info@ewr.med.nz