



# 2023

END OF YEAR REPORT



# Report Highlights

## Educational Performance

**100%+**

### Credit Achievement

Overall learners  
Māori learners  
Pasifika learners  
Learners with disabilities  
Learners with low prior achievement

## Customer Satisfaction

- 98%** Satisfaction rate achieved
- 97%** Of respondents confirmed that they would recommend MITO
- 98%** Of graduates confirmed satisfaction with MITO and their qualification
- 96%** Of graduates confirmed they are likely to recommend a MITO training programme

## Cyclone Gabrielle

MITO and the Inspiring Futures Foundation supported apprentices in the Hawke's Bay region with travel, accommodation and meals to help them continue with their training programmes.

## Financial Performance

**\$13.3m**

Surplus

## Learner Success

**158**

Scholarships awarded, in partnership with the Inspiring Futures Foundation

## Learner and employer engagement

- 7,325** Learners in TEC funded training agreements in 2023
- 3,414** Employers took on learners and apprentices in 2023



# What we do

MITO is a former Industry Training Organisation that transitioned into Te Pūkenga – New Zealand Institute of Skills and Technology. MITO has continued as a business division arranging and facilitating the delivery of on-the-job training within workplaces across New Zealand.

We serve the automotive, commercial road transport, extractives, gas, ports and logistics industries.

MITO training programmes approved by the New Zealand Qualifications Authority have been designed for and by industry to raise the skill levels of workforces and enhance workplace productivity. The future of work will see skill requirements shift as technology continues to drive business practices and consumer trends in future spending patterns. We support our employers and their learners to achieve their industry credentials and qualifications. We remain committed to the workforce development industry goals and facilitating high quality industry training and creating career pathways.



Addressing skill and labour shortages remains paramount for many industries, with numerous roles featured on skill shortages lists and approved on the NZ immigration Green List.

2023 presented numerous challenges for industries, including economic fluctuations, a rising cost of living, shifts in the political landscape, weather events, and the ongoing presence of COVID-19 in our communities.

During 2023 we were proud to achieve 98% customer satisfaction, and over 100% credit achievement rate for all of our learners, including Māori, Pasifika, and learners with disabilities. We were pleased to have a strong financial performance during 2023.



# Our Industries | Mātou Ahumahi



Automotive

**14,194**

Businesses employ

**65,098**

People



Collision Repair  
& Refinishing

**2,781**

Businesses employ

**10,626**

People



Commercial Road  
Transport

**10,846**

Businesses employ

**56,509**

People



Gas

**83**

Businesses employ

**1,128**

People



Drilling, Mining  
& Quarrying

**1,162**

Businesses employ

**7,312**

People



Passenger  
Service

**1,076**

Businesses employ

**10,357**

People



Resource  
Recovery

**1,365**

Businesses employ

**11,060**

People



Ports  
& Stevedoring

**506**

Businesses employ

**7,074**

People



Warehousing  
& Logistics

**1,712**

Businesses employ

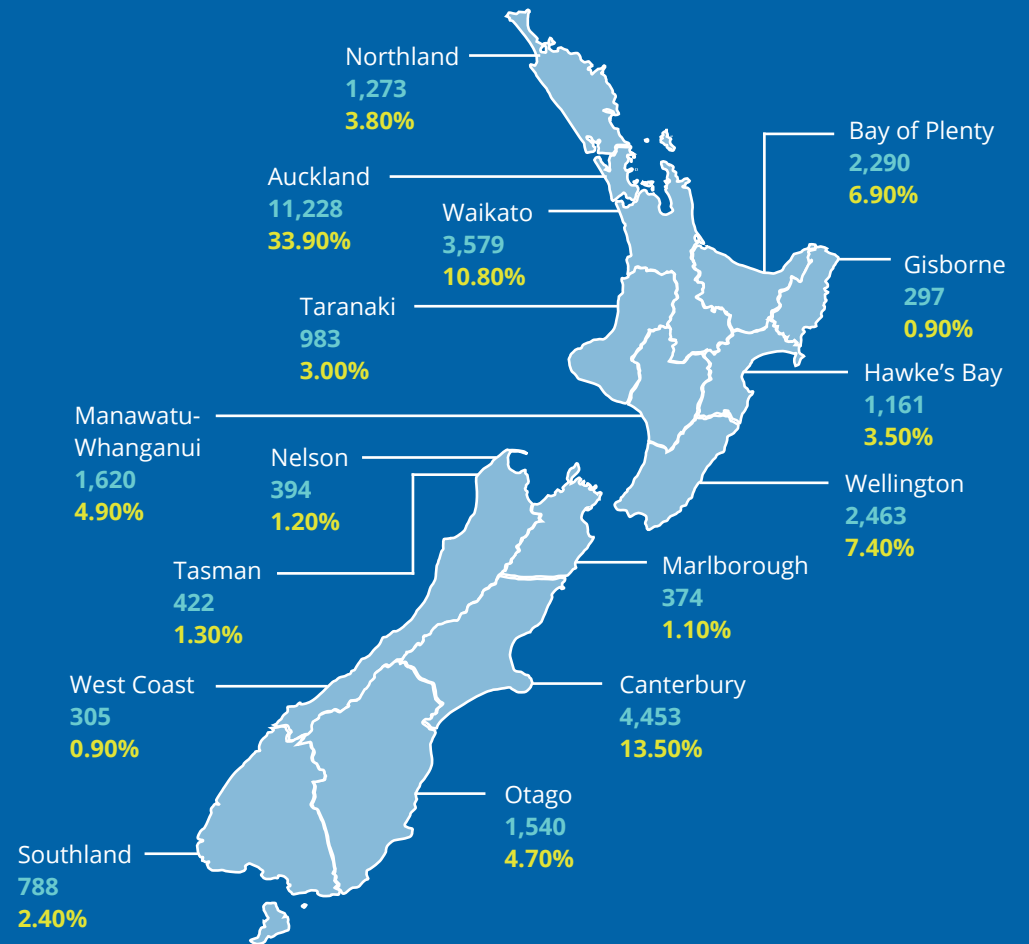
**14,547**

People

## MITO Total Coverage

Business Units - **33,099**

% of New Zealand - **100%**





# Our Values | Mātou Uara

## Manawa nui

We reach out and welcome in



### Respect

We trust and support each other and work for the good of our learners, employers and stakeholders.



### Integrity

We do what we say we will and we do what is right, not merely what is expected.

## Manawa roa

We learn and achieve together



### Ingenuity

We are clever and resourceful.

## Manawa ora

We strengthen and grow the whole person



### Community

We work together and get things done.



### Ignition

Together we enrich lives and inspire futures.

# Our Approach | Mātou Haurahi

## 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.



# Employers and Stakeholders

MITO partners with Industry Associations to support their workforce development strategy priorities.

Annual Workforce Development Action Plans are developed and agreed with industry. These plans outline initiatives and agree skill development priorities towards creating sustainable workforces to meet current and future skill needs.

Increased stakeholder engagement with Industry Associations was a focus in 2023. Updates on industry workforce trends, learner performance progress, enrolment data and changes as the New Zealand Institute of Skills & Technology (Te Pūkenga) implemented its new organisation structure. MITO remained committed to supporting a seamless transition ensuring customers continued to be fully supported and enjoy the services they expect from MITO.

During the year we visited a large number of different enterprises who we do not have a formal relationship with to promote on-the-job opportunities and support workforce development engagement.



60+

Industry Association engagement meetings held

2,600+

Enterprises visited to promote on-the-job opportunities



# Supporting our Industries

MITO initiatives complement and support our Industry Associations to achieve their goal of having a high performing and productive workforce through awards, including:

- Motor Trade Association – Northern Apprentice of the Year
- Motor Trade Association – Southern Mainland Apprentice of the Year
- Collision Repair Association Golden Gun Apprentice of the Year
- Collision Repair Association Golden Hammer Apprentice of the Year
- AB Equipment Apprentice of the Year
- Association of Australasian Diesel Specialists Apprentice of the Year
- Aggregate & Quarry Association & MinEx Emerging Star Award

In 2023, MITO presented and supported conferences and events organised by employers and Industry Associations, including:

- Terra Cat 2023 National New Apprentice Induction Conference
- Aggregate & Quarry Association MinEx Women in Extractives Inaugural Event
- Over 30 Collision Repair Association Regional Roadshows
- Women in Automotive Consortium Events
- Collision Repair Association Conference & Awards
- New Zealand Quarry Conference
- Kura Kaupapa Māori and Kura a Iwi Conference
- Te Runanga Nui O Kura Kaupapa Māori AGM
- Bus and Coach Association Conference
- New Zealand Heavy Haulage Association Conference
- New Zealand Drillers Federation Conference & Awards
- Association of Australasian Diesel Specialists Conference & Awards
- Iā Ara Aotearoa Transporting New Zealand Conference & Awards
- Motor Trade Association Council and Regional Executive Committee National Meetings

MITO remained committed to its governance role on I-Car Training NZ, supporting the technical training requirements for the Collision Repair industry.







# Performance

2023 was another successful year for educational performance and continued strong engagement with learners and employers. Our credit achievement rates increased with an overall rate of over 100%, with all of priority groups also achieving over 100%.

We are particularly proud of our Māori and Pasifika learners for this achievement, many of whom benefited from the additional support provided by our technical and iwi mentors.

MITO had a strong financial performance, generating a \$13.3m surplus, similar to the previous year.

## 7,325

Learners in TEC funded training agreements in 2023

## 3,414

Employers took on learners and apprentices in 2023

## 1,943

Training programmes completed in 2023

## 396,769

Total credits achieved in 2023

## 100%+

Credit Achievement

Overall learners  
Māori learners  
Pasifika learners  
Learners with disabilities  
Learners with low prior achievement



# Customer Satisfaction

Our annual customer satisfaction survey had the highest response rate we've seen in the past five years, with over 400 employers and over 500 learners providing us with feedback.

**Thank you to our customers for their ongoing contribution to raising skills and lifting performance to future-proofing our New Zealand industries.**

Using this research, we are committed to continually improving our customer experience and ensuring that our training programmes remain relevant and purposeful to support increased productivity in our industries.

**98%**

Satisfaction rate achieved

**97%**

Of respondents confirmed that they would recommend MITO

**98%**

Of graduates confirmed satisfaction with MITO and their qualification

**96%**

Of graduates confirmed they are likely to recommend a MITO training programme







# Learner support and wellbeing

Throughout 2023, our national network of Training Advisors provided tailored pastoral care services to our learners and employers alike.

We continued our commitment to delivering specialised support to individuals requiring additional assistance, ensuring that learners received the guidance and resources necessary for their success. As part of this additional support, we provided C-Pens from our loan device pool to assist learners with dyslexia in completing their theory work.

Free counselling services were offered to learners for the first time. A completely confidential service through a national health provider was available to MITO learners.

**28,316**

Visits completed

**5,383**

Off-job training  
course placements

**4,181**

Literacy and Numeracy  
assessments completed

**575**

Loan devices provided  
for learners

**8,957**

Hours of support from  
technical, Pasifika,  
disability and Iwi mentors



# Cyclone Gabrielle Response

Following the devastating impact of Cyclone Gabrielle in February 2023, the Eastern Institute of Technology's Taradale campus was badly damaged.

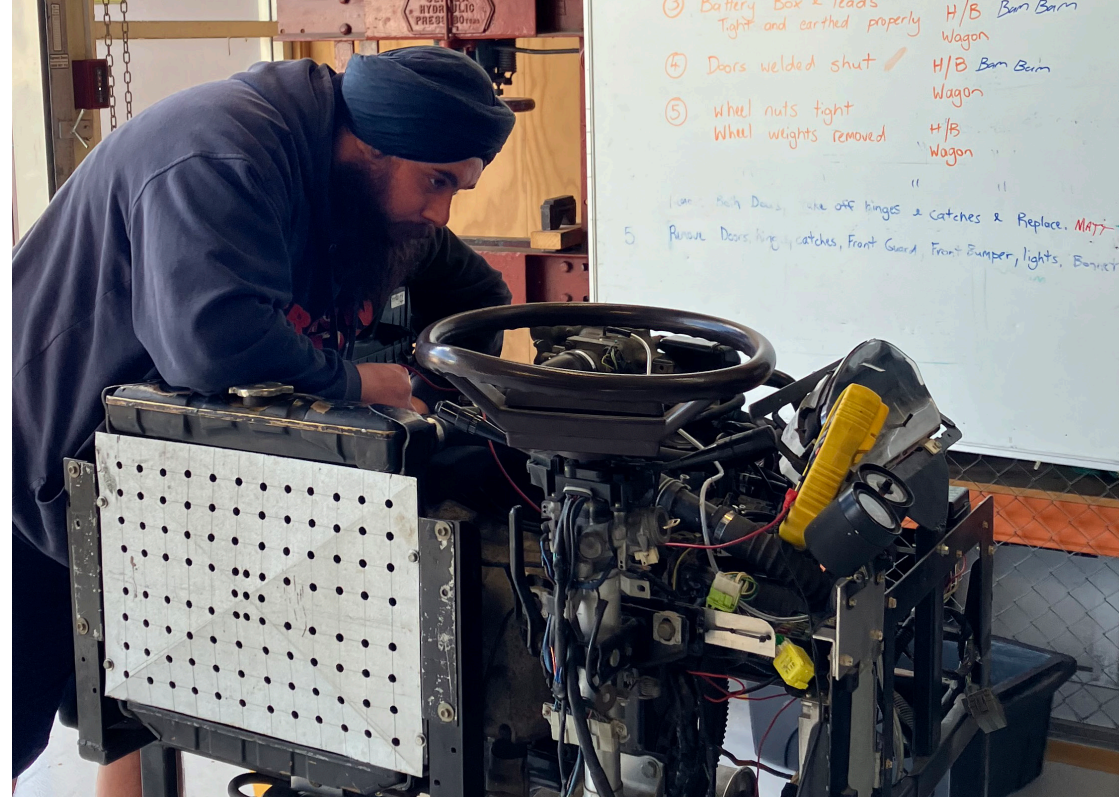
MITO and the Inspiring Futures Foundation (IFF) collaborated to support the impacted apprentices to continue their training programmes, without the burden of additional costs.

***"It was a simple decision for the Trustees to support learners and employers through the challenges placed on them by Cyclone Gabrielle. The Foundation was pleased to provide funding support for those apprentices in the affected regions to make a positive change."***

Sturrock Saunders, Inspiring Futures Foundation Convenor/Chair

With the help of the Universal College of Learning (UCOL) based in Palmerston North, MITO was able to purchase two block courses exclusively for our Hawke's Bay apprentices affected by the closure of the local campus, supporting 20 learners.

To reduce the burden of other costs such as travel, accommodation and meals, the Inspiring Futures Foundation provided funding to support our apprentices in this region to attend these block courses.



Affected MITO learners also had the opportunity to apply for an emergency grant from the Te Pūkenga Manaaki Fund, which distributed much needed support to learners impacted the most by Cyclone Gabrielle and the floods in other parts of the country.

***"Having the ability to attend this impromptu course after believing I had lost the opportunity with the effects of the cyclone was a godsend. The practicals that were covered are ones that require very specific jobs that don't commonly occur in my workshop. I have so much gratitude for MITO and UCOL for organising and hosting this course and allowing us to progress our training further in a difficult time."***

– Matt, MITO Learner

We would like to acknowledge the Inspiring Futures Foundation for their generous support of this initiative.

# Marketing and Engagement

## Campaign activity

During 2023 we ran three large-scale marketing campaigns.

From March to May we ran our Jobseeker campaign targeting school leavers and encouraging them to create a profile on our online 'Job Hub'. The campaign ran on social media, radio, and out of home advertisements. A total of 162 new Jobseeker profiles were created on the Job Hub during the campaign period.

From May to June, we ran our Introduction to Automotive Engineering Micro-credential campaign. This digital campaign focused on increasing enrolments to our complimentary Introduction to Automotive Engineering Micro-credential (Level 3). The campaign targeted both school leavers and career changers who have an interest in cars, encouraging both audiences to increase their employment prospects via the acquisition of foundation skills that the micro-credential provides.

From September to November, we re-ran our Jobseeker campaign to once again target school leavers and encourage them to pursue a career in the automotive industry. This campaign saw impressive results, with 549 Jobseeker profiles created during the campaign period.

## Job Brokerage

Our free job brokerage service continued to grow with 1,472 job seekers and 153 employers engaging with our Job Hub, an online hub that allows employers to list vacancies, and job seekers to create a profile with their CV for employers to view.

Our Training Advisors provide coaching to job seekers on CV development, interview skills, advice on work readiness and connect them to local enterprises seeking their next learner. We placed 19 into employment to allow them to continue their training programme or enter a new training programme.



Want to  
work on big  
engines?

Start your Heavy Vehicle  
Mechanic career

[mito.nz/career](https://mito.nz/career)

**mito**



# MITO Ambassadors

Our partnership with MITO Ambassadors Hayden Paddon and Emma Gilmour continued throughout 2023.

During the year, six MITO apprentices attended three rallies across the country. This gave the apprentices the opportunity to get hands-on experience working as part of a professional rally team.

Apprentices Tori Stonehouse and Sam Rodgers attended Rally Otago, Toni Harris and Jon Morrison the Daybreaker Rally, and Paige Bloor and Troy Melton, the Rally Bay of Plenty.



MITO Ambassadors Hayden Paddon and Emma Gilmour







# Celebrating Learner Success

MITO's annual scholarship programme supports aspiring and graduate learners to further their education and training.

MITO, in partnership with the Inspiring Futures Foundation, was pleased to award 74 individuals a 2023 scholarship.

2023 also saw the introduction of the newly offered Janet Lane MNZM scholarship. This scholarship was awarded to Matthew Clark - SSA New Zealand Ltd, Tauranga.

The significant partnership with the Inspiring Futures Foundation supports the talent pipeline by investing in workforce skill development.

Following the launch of three new automotive Level 5 programmes, MITO awarded an additional 83 scholarships across the three programmes: the New Zealand Certificate in Light Automotive Engineering (Level 5), the New Zealand Certificate in Heavy Automotive Engineering (Level 5) and the New Zealand Certificate in Automotive Electrical Engineering (Level 5).

MITO also launched the New Zealand Certificate in Coachbuilding (Level 4). A scholarship covering the first-year fees of the programme was awarded to Ravneel Singh, Vantage RV.



Matthew Clark from SSA New Zealand Ltd and Andrew Clearwater



# Secondary School Engagement

**793**

Students enrolled into our school programmes

**154**

Schools with students enrolled into our school programmes

**365**

Students attended one of our 19 bus tours across NZ

**80**

Expos attended by our Training Advisors

**264**

Learners enrolled in our Introduction to Automotive Engineering Micro-credential

**53**

Learners enrolled in our Introduction to Commercial Road Transport Micro-credential

MITO identified a new chance to collaborate with kura. With the guidance of a kaiwhakamanawa (iwi mentor), an automotive micro-credential has been translated into Te Reo.

This marks a first for some kura in offering their akonga (students) an industry opportunity while in school, paving the way for a fresh talent pipeline into industry training. Waka Tohu Tuatahi will be released in 2024.



# Promoting Pathways

## Road to Success

The Road to Success programme provides and promotes a tertiary qualification pathway for new and experienced truck drivers, as well as recognising diversity and promoting the industry as a great career option for our future Commercial Road Transport workforce.

Road to Success is supported by Iā Ara Aotearoa Transporting New Zealand, National Road Carriers and New Zealand Trucking Association, representing transport operators nationwide. The Driver Traineeship is the industry's recognised way of training and developing new drivers. Driver Boost is for professional, experienced drivers to gain industry recognised tertiary qualifications, refresh their knowledge to improve their driving and progress their careers.

Road To Success has partnered with MITO to establish four NZQA-approved micro-credentials, which, once completed, puts class 2, 4 and 5 drivers well on the road to completing MITO's New Zealand Certificate in Commercial Road Transport (Heavy Vehicle Operator) (Level 3), programme. MITO is working with the industry and its associations to achieve one thousand enrolments in these programmes.



## Pathway to Success

The Log Transport Safety Council's (LTSC) Pathway to Success is an accreditation programme for log transport operators, to recognise their skills and experience within the industry.

The programme is open to LTSC members and demonstrates the LTSC's commitment to improving safety outcomes in the log transport sector.

The Pathway to Success is made up of four levels of accreditation: Bronze, Silver, Gold and Platinum, which recognise educational and practical achievement. These accreditation levels are underpinned by the achievement of the NZ Certificate in Commercial Road Transport (Specialist Driver) - Level 4 - Transportation of Logs qualification. This pathway has completed 472 log transport drivers since its release.



CEO of Preston Group, Hamish Preston, Helene Jensen-Selkirk, from Wellington's KAM Transport, Interim Chief Executive of Transporting NZ, Dom Kalasih and KAM Branch Manager, Paul Fincham.



# Te Waharoa Initiative

To continue enhancing the working relationship MITO has with Waikato-Tainui, the next cohort of eight Waikato-Tainui iwi members commenced Te Waharoa (Gateway to the Trades) in September 2023. This work-readiness initiative was delivered in collaboration with MITO and the Ministry of Social Development. The initiative aims to raise awareness of the opportunities in the mining and quarrying industries, provide potential talent for employers and provide opportunities for those interested in a career in the sector.

Te Waharoa was a great success, with multiple members of the cohort receiving job offers at the end of the 10-week initiative.

***“The success of the programme is a result of the village approach. That village is MITO, Waikato-Tainui, the Ministry for Social Development and Whatukura.”***

- Stu Lawrence, Whatukura Limited Director

MITO Kaikōkiri Ōritetanga Ardi Tawha speaks highly of the insight into the industry the initiative was able to provide to the cohort.

***“The site visits to workplaces were amazing. They saw and witnessed what happens in quarries and mines, how the machinery operates, how it’s maintained and repaired and where quarry products can end up getting laid as a road. We wanted them to see the whole supply chain. They now have that understanding.”***

- Ardi Tawha, MITO Kaikōkiri Ōritetanga

Ardi says thanks are due to Waikato-Tainui, Whatukura Limited Director Stu Lawrence, the companies (Bathurst Resources, Stevenson Aggregates and J Swap Contractors) for their support, and MinEx CEO Wayne Scott.







MITO Executive Director Verna Niao and Tamsen Woodward (Teletrac Navman). Photo supplied by La Ara Aotearoa Transporting New Zealand.

# Awards and Acknowledgments

## Waikato-Tainui – Contribution to the success of Te Whaharoa

An awards evening hosted by Waikato-Tainui held in Hamilton was a special acknowledgement of the commitment by industry, the participants and their whanau and MITO. MITO received an award from Waikato-Tainui for its commitment to Te Whaharoa.

## la Ara Aotearoa Transporting New Zealand – Outstanding Contribution by a Women in the Road Transport Industry

This award was to recognise actions taken by a woman in the road transport industry that enhances the public image of industry, successful promotion of the benefits of diversity to organisations and companies involved in the industry, an innovative approach to industry practices that help to encourage and enhance the standing of women in the road transport industry, promotion or inception of a successful training programme that encourages or assists the progression of women in road transport.



Awarded to MITO Executive Director, Verna Niao



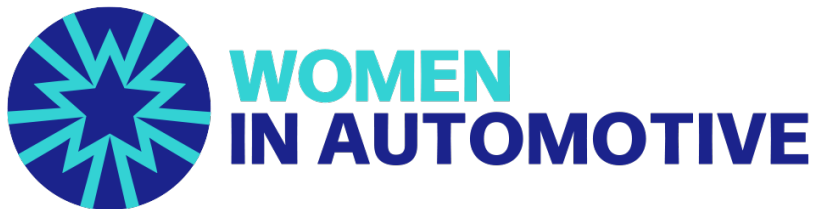
# Women in Automotive

Over 100 people from the automotive industry attended the launch of Women in Automotive New Zealand on 17 May 2023, which was held at the offices of DRIVEN Car Guide in central Auckland.

Women in Automotive New Zealand is a working group collective of organisations that are equally passionate about the automotive industry; NZ Collision Repair Association, DRIVEN Car Guide, MITO, Motor Industry Association, Motor Trade Association, Natasha Callister, Otago Polytechnic.

Its purpose is to bring together organisations of influence within the automotive sector behind a coordinated and aligned effort to deliver on our ambition, which is to actively increase the participation of women across the automotive industry, and the advancement of women into automotive senior leadership roles.

Attendees at the launch were invited to “Stand with Women in Automotive” by joining the pledge and using the resources of the website [womeninautomotive.nz](http://womeninautomotive.nz). In the 7 months since the launch, 135 individuals have signed the pledge and stand together with Women in Automotive to advocate for more women to join the automotive workforce.





# Employee Engagement

During a year of uncertainty and change, staff wellbeing remained a priority.

We supported our people through initiatives such as increasing access to EAP counselling services, mental health first aid training, cultural competency support, regional hui to keep the team connected, the opportunity for team members to take a day to volunteer out in the community, fundraising for Wellington City Mission, and a motivational talk from MITO Ambassador Emma Gilmour.

2023 was an extraordinarily challenging year for MITO staff, and we wish to acknowledge the efforts of the entire team in keeping focused on our customers and performance.

***“Our work would simply not be possible without the combined efforts of every member of the MITO whānau, and we sincerely value their dedication and commitment to the industries that we serve.”***

- Verna Niao, Executive Director





# Programme Development

Throughout the year MITO worked closely with Hanga-Aro-Rau, Waihangā Ara Rau, and Toi Mai Workforce Development Councils (WDCs) reviewing qualifications and unit standards, developing skills standards and gaining endorsements for new MITO programmes.

During 2023, MITO released the following new programmes:

- New Zealand Certificate in Coachbuilding (Level 4)
- New Zealand Certificate in Heavy Automotive Engineering (Level 5)
- New Zealand Certificate in Light Automotive Engineering (Level 5)
- New Zealand Certificate in Automotive Electrical Engineering (Level 5)

MITO took a lead role in supporting the development project of an on-job Digital/IT “Apprenticeship” programme leading to the New Zealand Diploma in Information Technology Technical Support (Level 5). This is an important opportunity in supporting the IT industry by allowing IT learners to gain a qualification while employed in the sector.

With a focus on continuous improvement of MITO eLearning, our programmes team worked through a major format upgrade of eLearning assessments for our automotive programmes to enable an enhanced user experience for learners and assessors. These will be rolled out in early 2024.

## Assessment, Moderation and Consistency

MITO maintained a register and responsibility for 251 internal, workplace and contracted assessors who conduct theory and practical unit standards-based assessment of learners enrolled in MITO programmes. On average each month during 2023, just over 4,000 eLearning assessments and 1,990 practical packages were assessed.

## Waka Kotahi NZ Transport Agency (NZTA)

MITO and NZTA are jointly responsible for Class 2 - 5 driver licensing and driver licence endorsement unit standards-based training and assessment resources for driver licence courses. All course assessments are conducted by MITO registered independent assessors. During 2023 there were 282 MITO registered independent assessors assessing driver licence course-related unit standards. Over 31,300 unit standards were assessed totalling just over 157,100 credits.

MITO engaged in moderation activities with Hanga-Aro-Rau, Waihangā Ara Rau, Toi Mai, Muku Tangata and Ringa Hora WDCs.

Efficiencies gained in our moderation processes allowed for an increase in MITO’s internal moderation activities with 1,238 moderations conducted during 2023.

The New Zealand Qualifications Authority (NZQA) held Consistency Reviews during the year for the following programmes:

- New Zealand Certificate in Electric Vehicle Automotive Engineering (Level 5)
- New Zealand Certificate in Commercial Road Transport Skills (Level 3)
- New Zealand Certificate in Automotive Electrical Engineering (Level 4)
- New Zealand Certificate in Automotive Parts and Accessories (Level 3)
- New Zealand Diploma in Business (Level 5)

Consistency Reviews determine whether programmes are nationally consistent in meeting the graduate outcomes of the qualifications the programmes lead to. The reviews help to ensure that graduates of a qualification meet a national standard.

NZQA confirmed National Consistency for the five MITO programmes.



# Te Pūkenga



At the end of 2023 further change was signalled. The new Government confirmed through a Letter of Expectations for the New Zealand Institute of Skills & Technology (Te Pūkenga) that the Government will, in its first 100 days, begin the disestablishment of Te Pūkenga, and that a new direction will be set for the Vocational Education System.

MITO continues to enhance strategic relationships with the Workforce Development Councils. We have participated in moderation activity and have been included on various working groups.



We were also required to review our programme approvals, with the New Zealand Qualifications Authority (NZQA) requiring Programmes of Study with the removal of Programmes of Industry Training effective at the end of 2023, and approval for all sub-contracting arrangements.

MITO remained fully compliant with all regulatory requirements.

## Digital

We remain committed to advancing our digital capabilities and continually enhancing our systems. Throughout 2023 we undertook various system upgrades as part of our ongoing commitment to simplifying processes for both our learners and employers.

The Employer Online Enrolment process was released in 2023. Feedback from employers and internal stakeholders was used to release new features such as navigation functions and reporting dashboards.

Our Online Practical Assessments support and enhance customer experience. We updated our learner management system creating a seamless experience for learners including new functions that allow learners to upload videos, record audio files and review content.

These enhancements increase productivity for MITO's assessors to ensure learners receive the best possible service and advice on resubmissions.







# Industry Partners

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

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

WasteMinz



# MITO Senior Leadership Team



**Verna Niao**  
Executive Director



**Mark Gebbie**  
Group Manager -  
Workforce Development



**Michael Alford**  
Group Manager -  
Qualifications



**Wilhelm Potgieter**  
Manager - Information  
Systems



**Rob Sewell**  
Finance Manager



**Michelle Crompton**  
Principal Advisor



**Izzy Sellars**  
Senior Advisor -  
Marketing &  
Communications

## Previous Senior Leadership Team Members:

- Rachael Dippie (Group Manager - Marketing and Communications), October 2023.
- Wayne Cook (Group Manager - Corporate Services), June 2023.

  
**mito**