

MEMORANDUM OF UNDERSTANDING

BETWEEN

Public Service Association

Pukenga Here Tikanga Mahi (“PSA”)

Ministry of Business, Innovation and Employment

Hikina Whakatutuki (“MBIE”)

Together (“the Parties”)

BACKGROUND

- A.** On 4 October 2019 PSA members ratified a variation (“the Variation”) to the PSA Collective Agreement 2018-2020 (“the Collective Agreement”). The Variation established a new Career and Pay Progression (“CAPP”) framework; established a new ‘Pay Ladder’; expanded coverage under the Collective Agreement to include all roles previously banded 11 to 19 inclusive; provided that every role within coverage would have a designated minimum and maximum step on the Pay Ladder; established the method by which all roles would transition to the new Pay Ladder; and established the effective date for this transition. The Variation also established career progression to a senior role to be available twice yearly effective 1 April and 1 October; provided for career progression to include all roles in the Immigration New Zealand (INZ) and Market Services groups with at least 15 incumbents effective from 1 April 2020; included a list of roles which met that criteria at ratification and that career progression to a senior role would not be limited by numbers and would be based on employee capability; and that career progression for roles in INZ and Market Services with fewer than 15 incumbents, and for roles in all other MBIE groups, would be dependent on business need to be determined by each business unit and effective from 1 October 2020. The Variation establishes an annual meeting of the Parties no later than 31 March of each year to review matters relevant to the operation of CAPP.
- B.** The Parties agreed that the Career and Pay Progression working group (“the Working Group”) would oversee development of the career progression criteria and process for roles ‘in scope’ based on the roles stated in the Variation and other roles as agreed in a Memorandum of Understanding dated 16 March 2020.

- C. As career progression as outlined in the Variation did not take effect until April 2020, the Parties agreed that existing career progression processes would continue to operate in 2019, including in the Contact Centres, and that the Working Group could further agree that existing career progression processes were compatible with the CAPP criteria and processes and therefore that they could continue.
- D. Delivery of the career progression framework has been delayed due to the Covid-19 pandemic, meaning that no career progression occurred in April 2020. Further, the implementation of MBIE's new SAP payroll platform requires the October career progression process to be brought forward.

AGREEMENT

- E. To resolve the matters referred to above, the Parties agree
 - 1. The April and October career progression rounds for 2020 as set out in A will be run together in August and backdated to 1 April 2020. The Parties agree that no formal claims will be made or supported in relation to this.
 - 2. Career progression for areas outside INZ and Market Services and roles in INZ and Market Services with fewer than 15 incumbents will continue to be developed based on business need as referred to in A. Where business need dictates senior positions and career progression be developed in these areas and run prior to April 2021, these will be effective from 1 November 2020, being the SAP implementation date referred to in D.
 - 3. Career progression processes were previously developed by the Contact Centres as referred to at C and have been run in October 2019 and April 2020. The Parties agree that the career progression processes developed by the Contact Centres meet the requirements and definitions for CAPP set out in the Variation and referred to in A, principally being unlimited progression to Senior based on capability, including no interview process of applicants being necessary other than meeting the criteria and competency for senior position. A second career progression round will be run later in 2020 following the SAP implementation referred to in D. The Contact Centre career progression processes will be reviewed as part of the annual review of CAPP referred to in A.
 - 4. A joint working group will be established for the contact centre to review the KPI's to ensure they are fair and accurate. This should be established after the MOU has been endorsed by members and before the next progression round on 1 November 2020.
 - 5. Review Process
 - a. If an employee's application is unsuccessful and, after reviewing and reflecting on the feedback provided, the employee feels like the process or outcome was unfair then the following provision applies.

