

13 April 2021

Mike Benning
Chair
S+SNZ Board

via Email: chair@surveyspatialnz.org

Dear Mike

Annual Letter of Expectation 2022/2023.

On behalf of the Survey and Spatial NZ, Tātai Whenua (S+SNZ) Council, I am pleased to provide the Board with the following Letter of Expectation (LoE) for the 2022/2023 period. It sets out the Council's priorities and expectations for the Board, to sit alongside the strategic and performance expectations for Survey and Spatial New Zealand for 2022/2023.

We acknowledge that the ongoing impacts and uncertainty created by Covid-19 have meant that we are not operating in a 'business as usual' scenario, and we would like to thank the Board and CEO, as we did last year, for ensuring that S+SNZ continued to operate and deliver to our members over this time. We are keen, however, to ensure that we not only maintain, but start to accelerate our momentum on delivering our expectations, and continue to be offering value to our members.

In some respects, our expectations for the upcoming year continue the progress from the last, but our expectation is also that any ongoing work from the previous period will be completed as soon as possible, if it has not already been. As per last year, we expect that S+SNZ will significantly progress and/or complete delivery of the highest priority short-term initiatives and continue to grow the longer-term ones.

The Council expects to work constructively with the Board, National Office, and our members to support both the strategic intent of the organisation, and the following specific priorities identified for the 2022/2023 period. Our priority expectations are as follows:

RPSurv (*New – following from original 2019/2020 expectation*)

The initial focus of the LoE in 2019/2020 was around reviewing and updating RPSurv. This focus was superseded by the Certification program

We now need to refocus on defining the future of the RPSurv, so that there is clarity for our members and for external stakeholder (councils etc) as to what it is, as well as ensuring we have a clear process for applications, maintenance, and requirements so that the RPSurv title has purpose and value.

The expectation for this year is to define a roadmap for RPSurv and provide clear communication to members and stakeholders about what this is. We would like to ensure that the RPSurv brand is not undermined or devalued in any way in this period. We also need to

ensure that we have interim provisions and communications for members planning to apply for RPSurv.

Aim: A completed roadmap for RPSurv with identified and agreed next steps, which has been approved by Council.

Implementing Certification (*Continuation of priority from 2020/2021 LoE*).

The Council recognizes that this priority has been progressed over the 2021/2022 period to the point where a pilot is now due to be launched in the next month.

Our expectation is for the pilot to be conducted in the second quarter of 2022 (April-June) and then, rapidly, a full rollout of the program to be undertaken so that we can start to put into practice the groundwork of the last two years and not miss out on the window we have with Councils to accept this certification.

As before, we expect that the status, need, and value of these certifications will be clearly and proactively communicated to members and external stakeholders through National Office to ensure their uptake, recognition and continued relevance.

Aim: Pilot completed, review undertake and rollout of full program underway (and into 'BAU' space)

Supporting Examinations and strengthening CSLB relationship (*Continuation of priority from 2021/2022 LoE*).

S+SNZ have now signed an MOU with the CSLB (Cadastral Survey Licensing Board) and will continue to run the examinations for the next few years – until 2024 - while the CSLB undertake a review of the examination requirements more broadly. Our expectation is that we will continue to support running and refining the exam process (including documenting processes and putting better systems in place to manage exams) so that we present an organised and efficient service to candidates and maintain the confidence of the CSLB.

It is our expectation that S+SNZ will continue to provide an effective and efficient examinations process for our members, will improve the process where needed through ongoing review and refinement, and maintain a good open working relationship with the CSLB.

Aim: Sustainable framework in place to effectively run the Examinations as 'BAU' until 2024.

Developing a Strategic CPD Programme (*Continuation of priority from 2020/2021 LoE*).

As outlined in the 2020/2021 LoE, we expected the ongoing development of a strategic CPD programme relevant to all members including 'essential training' modules for topics such as ethics and professionalism, core policy updates such as health and safety legislation changes, training to support capability upskilling and leadership development, and wider industry advances including new technologies, standards and approaches.

Our expectation for the 2021/2022 period was that a framework for CPD should be delivered and its implementation progressed, with following years building on delivery expertise. We understand that some of this is dependent on the Certification work, but we would like to now see a clear plan for how this will be put in place – including how CPD will be provided (including partnerships, input from streams, branches, commercial partners, etc), managed, measured, and monitored to ensure it provides a robust framework for our members and confidence in our CPD from external stakeholders.

We also expect that to support the CPD programme, as well as improving the membership experience in this space, we will look to develop a mechanism for recording and tracking CPD points per member with an interface that allows them to view their CPD progress, as well as allowing us to monitor members' adherence to annual CPD requirements. This is likely something that will be connected to the member database.

Aim: Clear CPD plan and management/monitoring framework that can be approved and moved to 'BAU'.

Improving the Membership Experience *(Continuation of priority from 2020/2021 LoE).*

With reference to the 2020/2021 LoE, we expect that this area will continue to be developed. As a membership organization, we need to ensure we are not just understanding and meeting the needs of our members but providing a valuable and enriching membership experience, and that should be front of mind in our activities.

Key questions for us are about understanding what members want and need from a modern-day organization, what will improve the membership experience for them and deliver value, and what the pressing issues are that they see S+SNZ providing leadership in.

This also speaks to maintaining the momentum in our communications space to build on the improvements seen in the past year. This includes both internal communications as well as communications to stakeholders and the wider public to raise our profile in a positive way. This may include media engagement where appropriate.

Aim: Improve member survey scores. Growing membership numbers. Good engagement with communications media (emails, magazines, etc)

Diversity support.

We want to continue to promote S+SNZ as a diverse and future-focused organisation. In particular, our expectation is that we will support and encourage membership from - and activities for - all streams in our profession, as well as encouraging collaborative/connected activities, and raising awareness of upcoming changes that may impact the way we work in the future.

We expect to be supporting activities that encourage more women into the profession, improve cultural diversity, raise awareness across our membership and stakeholders of the diverse work undertaken by different members groups, and encourage young people to consider this profession as an exciting career choice.

Aligned to this, we would expect S+SNZ to support growth in membership numbers as well – including (but not limited to) ‘newer’ streams such as Spatial and survey technicians, and in young professional members.

We also need to ensure we are promoting proactive collaboration and partnerships beyond the boundaries of our organization, in line with our MOUs.

Aim: Growing membership numbers, especially in underrepresented demographic and stream groups. Support for more inclusive/collaborative events. Effective and mutually beneficial MOU agreements.

Response

Your advice by 10 May 2022 to Council on how you propose to respond to the expectations in this letter would be appreciated.

The Council would appreciate a high level work plan and regular reporting against this plan to demonstrate progress on these expectations, so we are better able to understand and communicate back to our committees, and adjust expectations if necessary.

We expect the Board to report back to Council on progress against these expectations - including a summary report prior to the next AGM - to inform discussions and priority setting at the 2022 Stakeholder Workshop. This report and the Stakeholder Workshop will, in turn, support the development of the Letter of Expectation for the 2023/2024 period.

We look forward to the continuing working relationship between Council and Board over the coming year.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Kat Salm', with a stylized flourish at the end.

Dr Kat Salm

President, Survey and Spatial NZ