

HANSARD SECONDMENT REPORT



***A REPORT BASED ON OBSERVATIONS DONE DURING
ATTACHMENT AT THE HANSARD DEPARTMENT.***

WELLINGTON, HOUSE OF REPRESENTATIVE

NEW ZEALAND

(02TH -10TH SEPTEMBER 2011)

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CONTENT PAGE

	PAGE
ACKNOWLEDGEMENT	2
CONTENT	3
INTRODUCTION	4
BACKGROUND	4
PREFACE	4
PROGRAMS AND ACTIVITIES	5 - 6
OBSERVATION	7
STRATEGY FOR PRODUCTION	8
TRAINING AND UPGRADING OF SKILLS	9
PRODUCING THE HANSARD	10
MANAGEMENT AND STAFF STRUCTURE	11
FACILITIES AND EQUIPMENT	12
SUMMARY	13
APPENDIX	14 - 30

INTRODUCTION

The secondment trip to Wellington Parliament was done on the 2 of September 2011 – to the 10th of September.

The content of this report will consist of discussions that were done during the secondment and issues that were raised and discussed in relation to the report done on the Hansard Department earlier this year.

The report will also highlight recommendations as to how the department will tackle the challenges faced.

BACKGROUND

The one week secondment visit was a follow up of a visit by the Hansard Manager of the Wellington Parliament. Whilst during the week there were discussions around issues highlighted by the report done by the Project Manager.

The trip to Wellington is to see how Hansard is done and how the department copes and structure their line of work to enable them to achieve the expected outcomes.

Hansard is one of the oldest departments in the National Parliament. With the strengthening program, the need to produce a Daily Hansard transcript and the development of staff to perform at a certain level is eminent.

The review report highlighted 4 key areas namely;

- Hansard management, structure
- Production
- Internal sustainability(training and development)
- Facilities and Equipment.

The Hansard Department with the support of Management needs to address these challenges that the Hansard Department is faced with.

PREFACE

This report will make recommendation of some strategies that were observed during the secondment. That will hopefully address some of the issues highlighted in the report. This will be presented to the respective management and executive groups. And with their consideration, will be auctioned by the Hansard management, as part of the way forward to address challenges faced by the Hansard Department. The report will be presented to the said groups:

- Project Manager
- Office of the Clerk
- Office of the Deputy Clerk
- Hansard steering Committee
- Human Resources Management
- Procedures office'
- ICT Department
- New Zealand Hansard Manager.

PROGRAMS AND ACTIVITIES DURING THE ATTACHMENT

A log of the sessions held with the respective team leaders within the Hansard Production Line. The program is very much focussed on the Hansard Department and aligned department.

Monday

Session 1: A courtesy call was made to the Desk Clerk.

Session 2: A visit to the 3 Hansard Sections, namely the Reporters, Editors and the Lasers.

Session 3: A short overview of the functions of Parliament facilitated by Lynne Edmonson.

Tuesday

Session 3: Is on Rostering this is facilitated by the Lynlee Earles, the Hansard Manager.

Session 5: Is on Hansard Publishing and indexing, this was facilitated by Keith the Team leader of Laser readers section.

Wednesday

Session 6: Is on Reference List and is facilitated by Chris Ross. The session is on how reference lists are created and its importance and usage during Hansarding.

Session 7: A meeting is held with the IT Department, this was facilitated by Keith Parkin. Its point of discussion is how the software used by Hansard functions and a brief of how it is designed, the significance it plays in enabling Hansard to be produced efficiently and monitored. Also issues raised are the challenges and the need for its upgrading.

Thursday

Session 8: A continuation with Rosters. This session was coordinated by John Greenless; this was going into steps of creating rosters and different rosters available and their purpose.

Session 9: Work on Solomon Islands Hansard Roster, this session was coordinated by Lynlee Earles, which scenarios were created in the context of Solomon Islands, and recommendation and solution were attempted to resolve that.

Friday

Session 10: Continue with the SI Hansard Roster. This was done in conjunction with expert advice from respective NZ Hansard staff.

Session 11: Morning tea with the Clerk of New Zealand Parliament. Issues regarding how the Parliaments can help improve the relationship in terms of information sharing, and how this can be further developed, in particular what would be the possibility of assistance that can be rendered by New Zealand Parliament's Hansard.

Session 12: Tour to the Parliaments Television. This session was coordinated by the Manager of the media department. And issues discussed is the essence of information disseminated to the public, the importance of such information and the responsibility that such information being accurate and the timeliness of it, hence how media, creates more responsibility in terms of the accuracy and the quality of Hansard. Importantly the use of visual media being used to

scrutinize information produced by Hansard. Let alone the consistency and the parallels of accuracy and efficiency of Hansard.

In that Television, is a medium that can be used to check transcript provided by Hansard. As a department that holds the reputation of Parliament in balance, hence the need of higher level of professionalism and staff to be responsible for this departments.

Session 13: Continuation with Consultation with Hansard Team Leaders, on areas of management, technical expertise, and challenges faced by Hansard in common and ways to address such challenges.

Session 14: Joining the meeting of Seniors.

Session 15: Consultation session with John Greenless and Maureen Lee, on aspects of training and capacity development of staff, recruitment and retention.

Session ends at 6:30pm and a brief tour to bid farewell to Hansard staff and we left for the Hotel getting ready for our departure to Solomon Islands.

OBSERVATION

Production

Timetable and Rosters

The timetable and roster is one important key issue in which staff in the Hansard department are organized as to their turn and what tasks they are given in a particular day. Currently there is only a timetable which indicates which 5 minute segments each staff either going to transcribe and or edit.

Current Challenges and Findings

Currently one of the challenges that are indicated with regards to turnovers is that staffs are lagging behind in timing. What that means is that staffs do not complete their segments before the next one is ready. Thus there is no breathing space, for each reporter and additionally it put pressure on transcribing hence the quality of transcripts will be neglected.

The impact of such a turnover is that staff will produce low quality transcripts, and delays. And as is evident a daily, Hansard will not be ready before the next sitting day (see Appendix 1)

The result of turnovers

- Staff will stay on for long hours, because of delays thus huge claims for overtime
- Staff will not have proper breaks between each segment
- Productivity will be low though they sit for long hours, but they will become slow due to fatigue.
- The overall result a daily Hansard cannot be produced

The current staffing consists of 6 reporters and 3 editors. The analysis of the timetable indicates delay.

- ✚ For the first heat, with the inclusion of the 3 editors also transcribing.
- ✚ Staffs are behind for their second turnover by 15 minutes.
- ✚ With their second 5minute turns. The editors will go back to editing.
- ✚ The 6 reporters on their part will be behind by 35 minutes, whilst the third turn will be ready.
- ✚ Supposing a sitting starts at 10 am go for lunch break at 1:00pm, starts at 2pm and adjourns at 6pm.
- ✚ The transcribing of that sitting will only be completed by 11.35pm.

The above result does not consider editing. However a rough calculation shows that editing can only be completed by 5:00 am in the morning. Which is not an ideal situation for neither the staff nor the National Parliament.

STRATEGY FOR PRODUCTION

Timetable

A timetable is to indicate when a staff would come in either to transcribe or to edit during a particular time.

Rosters

A roster will show what task a Hansard staff would do in a particular day, as to when he or she will do transcribing or when he or she will be required to do editing or do proof reading.

Producing a Daily Hansard

- In a particular day's sitting that during the first turn, all the editors do transcribing. And after the first and second 5 minute turns. Only **one (1)** editor is pull out for editing and be responsible to do merging. This will enable a total of 8 staff to do tasks in transcribing.
- This will enable a draft and roughly edited daily Hansard transcript to be available the next day and sent to Members of Parliament.
However note the quality of the transcript *might* be poor, and might contain some errors and once it is corrected and critiqued then it will be edited.

Recommendation

- That the Hansard Department should have both a Timetable and a Roster.
- Daily Hansard should be produced.
- The Hansard management will sit with the NPO management, and agree as to the definition of a Daily Hansard and what it contains. Importantly that stakeholder be informed of that.
- Only 1 editor to do merging and editing at any one time during a sitting, allowing 8 people to do reporting.
- Flexibility of staff in their roles determined by the roster.
- On a later date maybe after a grace period of 2 days, the Hansard will be edited with inclusion of corrections and amendments made by members of Parliament.(however, inclusion of any corrected additions of what is not in the verbatim, will be decided by the Hansard Editorial committee whether or not to be inserted.). This will then be sent to be up loaded.
- In the midterm in consultation with the HR and the Deputy Clerks office 2 new Hansard Reporters to be recruited

TRAINING AND UPGRADING OF SKILLS

-Currently staffs are taking up short courses at the USP centre. And for the first semesters staffs are taking courses in basic language and Computing. One of the staff in the second part of the year has retired.

In the second semester, 3 staffs are taking various courses, in language 1 withdrew, and 2 are taking language courses, namely LLF11 and UU 100. And 2 have done 100 level management courses; is a Principal reporter and the Hansard Director.

a. CAUTION TO TAKE NOTE OF

However caution, is that can be sourced externally courses generally are designed for different purposes and might not necessarily give the necessarily skills that the Hansard Department expected for its staff to attain.

And that course taken by respective staff has to be discussed and endorsed by the management. This is to avoid staff to take courses that might not be directly related to the work of Hansard.

As Lynlee Earles has pointed in one of the sessions during the secondment. Specific needs trainings for Hansard can only be done, only within a Hansard Department.

b. TRAINING BENEFITS AND SUSTANCES

The sustenance of funding for the continuous training and up skilling of staff depends somewhat on the duration of Phase 3, which will end in 2015 and or whether National Parliament's Budget will continue to cater for that.

It would be estimated such training would take up to 6 to 8years before any staff can be able to receive a certificate in any qualification.

In a long run, the benefit of such training with regards to the requirements and needs of the department is an important factor to consider.

Firstly, the question of whether the relevance of continuing such courses suites the responsibility required of the staff to perform in the department.

The second issue is the duration or the length of time the staff continues to work and being productive in the department. Factors to consider will be the age to as to when will retire, since it will not be economically viable to continue training to those who will be near retirement age.

Nor will it be a good investment to finance staff, which will eventually leave the department let alone work in the National Parliament.

Training from the point of view of the Hansard department, is to enable staff to acquire skill to address issues pertaining to challenges and developments required to improve productivity of the department.

This is to ensure that the general output of Hansard is at par with expectations and outputs expected by the National Parliaments corporate plans. More so that such staff on their part serve in the Hansard Department or the National Parliament for a required period of time.

PRODUCING OF MANUALS AND COURSE PROGRAMS FOR THE HANSARD STAFF

-Currently a Hansard Style Manual is underway and at the verge of compiling and completion.

- A staff is now assigned to design the course program and training for the Hansard Department

Recommendation

- Courses and training programs to be designed by Hansard, and if possible an expert Hansard officer who is in charge of training be called upon to give expert advice for the designing of such course material for NPSI Hansard Department
- The Hansard Department has to set an annual plan and a curriculum for internal training. This includes weekly exercises and term assessment on transcribing, translation and editing and the mastering of Hansard terminology. And very important the mastery of Hansard, styles and terminology.
- This assessment to be part of the basis of identifying the competency level of staff, either to confirm a new recruit or upgrade the level of a staff.
- courses to be taken by staff at any one academic semester has to be screened and endorsed by Hansard Management and discussed in a meeting with the Human Resource Department with endorsement made, before funding can be approved, and staff
- External courses must be regulated to ensure its relevance to the responsibility prescribed in each staff's job description.
- Mechanisms to be put in place to ensure that the benefits of such trainings meet the developmental needs of the Hansard department.
- A criterion to be in place to measure output of such training is viable and sustainable to the needs of the Hansard. In terms of the length of time the staff will serve the Hansard Department. And the efficiency and the capability the staff, will continue to be productive in the Department.
- Hansard management needs to note the risk of taking course verses the, victimizing of time to do actual work. Thus victimizing time to be spent on Hansard work must be kept at a minimal.
- Should a need for a staff to take a much higher level course or take more than a certain number of courses in any one academic year, which in the point of view of the management and executive deemed necessary. Then a full time scholarship or fellowship be given. This is ensure that a new staff be taken on board or a relief staff, so that time and efficiency in producing Hansard transcripts are not victimized over a medium or long period of time.
- Any courses taken outside from skills required by Hansard shall be met at respective staff's expense.
- The partnership with Hansard wellington Parliament must be maintained and if possible an agreement made. So that regular visit either that their staff that are in charge of certain areas in the Hansard, be called upon to give expert advice, or if deem necessary NPSI Hansard staff that are allocated responsibility for those certain areas can do secondments. Long term attachments should be arranged for areas such as management, specialized areas for instance like training and manual production. Because training for Hansard cannot be sourced in any other institutions than in a Hansard Department.

MANAGEMENT AND STRUCTURE

Hansard Staffing and Recruitment

Currently with the assistance of the Parliamentary Strengthening project, there are recruitments of new staff.

However, the capacity and capability of staff number must be weighed against output of the production of Hansard. From this view it necessary that staffs that are recruited must acquire the competency and qualities that are required to produce, a quality and timely Hansard transcripts.

Hansard requires specialized skills and the minimal potential of staff to be recruited should encompass the following:

- Mastery and high level of efficiency in grammar of language(s),
- Capability to simultaneously accurately translate and editing in a given time.
- The ability to learn and grasp concepts quickly,
- Ability for speed and accuracy in transcribing,
- Patience, and longer hours of concentration,
- Flexible and to work at odd times.
- Requires commitment and interest in doing Hansard.
- Quick mastery of technical skills in Hansarding.
- Being time conscious
- Willing to be trained and follow orders.
- Have skills or qualification in other backgrounds apart from language.

The nature of work in doing Hansard stresses a lot on a 'hands on approach mode of doing work'. Thus it requires that exercises and activities be considered as an important and integral part of interviews and recruiting candidates.

Recommendation

- There should be a manual containing guidelines in place, to guide recruitment, appraisal of probationers and confirmation.
- Exams and Exercises during interviews should be allotted at least 50% of the marks given to any one candidate during interviews.
- The panel to interview should comprise of the management of Hansard, and team leaders of the various areas in Hansard.
- Upon recommendations of the interview panel, then the Human resources can endorse the successful candidate.
- Probationary year for a Hansard should not be less than 8 months. This is due to the level of expectation of the new staff to master the skills and terminology and proficiency in Hansarding.
- In the midterm, there is need for another 2 more reporters. To balance turnover. Those candidates at least have a basic background in ICT and Library services.

Hansard Organizational Structure

Currently the Hansard organizational structure, comprised of the chief Editor, seconded by the Assistant Hansard Editor; and then principal reporters.

The immediate need is for staff or staffs on the part of the reporters to be given responsibility to organize daily Rostering, timetabling and training of the whole team. And also training programs for the new recruits; designing of manuals and updating them. And hence bringing those update Hansard management for deliberation and endorsement.

Due to the number of staff at the Hansard Department, staff from other departments such as procedures can be called upon to do other task, especially in the area of laser reading. For instance, indexing to be done by the Library and proof reading and ensuring title, sub heads to parts of Hansard to be done by the Procedures. This is to ensure consistency in titling of parts of debates, speakers rulings and so forth.

Recommendation

- Review and adjustment to job descriptions
- Organizational structure to indicate seniority with regards to the responsibility given to certain reporters.
- Some responsibility will be shared with other departments.
- Staff's task will be shifted from one task to another (guided by the roster) from time to time. When needs arise.
- Close working relation with other departments, such as the libraries and the procedures. And if possible tasks can be shared and allow staff to do multi-tasking between the departments.

FACILITIES AND EQUIPMENT

The Hansard is currently equipped with the software the FTR and 2008 windows program. However the challenge of timeliness hasn't being addressed.

To compensate for the number of staff that we have available. Relevant technology in terms of specially tailored made software to be used by Hansard, can resolve that challenge.

In the long run it will be economical once we put in place relevant technology. This can be utilized to resolve the Challenges of timely production. Rather than recruiting more staff.

Recommendation

- The immediate requirement for Hansard is the possibility of acquiring software that is tailor made for the production of Hansard. Close consultation with the NZ Parliament's Hansard and ICT is required to get ideas. However ensuring our Software is tailored to our requirements and needs.
- Collaboration with the Library, so that we can acquire a scanner for the archival of volumes of old Hansard.

Summary

This recommendation and strategies are geared towards the plans of action recommended in the report. As set out in the report the duration of most of the recommendation in the action plans are at the end of the year.

- However the experience during the attachment at the Wellington Parliament indicates that some of the tasks to do with manuals would require an extension. For instance, the manual guide contains the general rules; however there are complimentary manuals to be created, to guide the Hansarding of parts of sessions and meetings. Examples will be guide manuals for referencing, Hansarding of sections of debates, select committees and others.
- Other recommendations would require assistance from other departments and NPSI Management. This includes follow up technical trainings by officers identified. Follow up meetings with other departments for their insight and technical assistance.
- Active participation and involvement of Hansard management and selected staff with other Hansard from other Parliaments and participation in Conferences.
- Training and Development of both Hansard staff and Management should be an on-going activity. And the possibility of full time training for Hansard Management, and selected staff. This is to avoid disturbance of work.

Appendix

Appendix I

Case Study A.

Hansard 5 Minutes Segment

6 Hansard Reporters & 3 Editors

1st 2 Hours of Sitting

Turn Time	Reporters	Start of next Reporter Turn	Editor	Turn Time	Reporters	Start of next Reporter Turn	Editor
10.00 am	R1	10.50 (S1)	11.20 (LS)	11.00	R4	11.55 (S2)	1.20 (LS)
10.05	R2		11.40 (LS)	11.05	R5		1.40 (LS)
10.10	R3		12.00 (LS)	11.10	R6		2.00 (LS)
10.15	R4	11.05 (S1)		11.15	R1	11.40 -12.30(S3)	
10.20	R5			11.20	R2		
10.25	R6	11.10 (S1)		11.25	R3		
10.30	E1	11.20 (S1)	12.20 (LS)	11.30	R4	12.45 (S3)	2.20 (LS)
10.35	E2		12.40 (LS)	11.35	R5		2.40 (LS)
10.40	E3		1.00 (LS)	11.40	R6		3.00 (LS)
10.45	R1	10.50-11.40 (S2) (-5mins.)		11.45	R1	12.30 -1.20(S4) (-30 mins.)	
10.50	R2			11.50	R2		
10.55	R3			11.55	R3		

2nd 2 Hours of Sitting

Turn Time	Reporter	Start of next Reporter Turn	Editor	Turn Time	Reporter	Start of next Reporter Turn	Editor
12.00 pm	R4	1.35 (S4)	3.20 (LS)	1.00	R4	3.15 (S6)	5.00 (LS)
12.05	R5		3.40 (LS)	1.05	R5		5.20 (LS)
12.10	R6		4.00 (LS)	1.10	R6		5.40 (LS)
12.15	R1	1.20 -2.10(S5)		1.15	R1	3.00-3.50(S7)	
12.20	R2			1.20	R2		
12.25	R3			1.25	R3		
12.30	R4	2.25 (S5)	4.20 (LS)	1.30	R4	4.05 (S7)	6.00 (LS)
12.35	R5		4.40 (LS)	1.35	R5		6.20 (LS)
12.40	R6		5.00 (LS)	1.40	R6		6.40 (LS)
12.45	R1	2.10-3.00(S6)		1.45	R1	3.50-4.40 (S8)	
12.50	R2			1.50	R2		
12.55	R3			1.55	R3		

3rd 2 Hours of Sitting

Turn Time	Reporter	Start of next Reporter Turn	Editor	Turn Time	Reporter	Start of next Reporter Turn	Editor
3.00 pm	R4	4.55 (S8)	7.00 (LS)	4.00	R4	6.35 (S10)	9.00 (LS)
3.05	R5		7.20 (LS)	4.05	R5		9.20 (LS)
3.10	R6		7.40 (LS)	4.10	R6		9.40 (LS)
3.15	R1	4.40 -5.30(S9)		4.15	R1	6.20-7.00 (S11)	
3.20	R2			4.20	R2		
3.25	R3			4.25	R3		
3.30	R4	5.45 (S9)	8.00 (LS)	4.30	R4	7.25 (S11)	10.00 (LS)
3.35	R5		8.20 (LS)	4.35	R5		10.20 (LS)
3.40	R6		8.40 (LS)	4.40	R6		10.40 (LS)
3.45	R1	5.30-6.20 (S10)		4.45	R1	7.00-7.50 (S12)	
3.50	R2			4.50	R2		
3.55	R3			4.55	R3		

Final 1 Hour of Sitting

Turn Time	Reporter	Start of next Reporter Turn	Editor	Turn Time	Reporter	Start of next Reporter Turn	Editor
5.00 pm	R4	8.25 (S12)	11.00 (LS)	6.00 pm	R4	10.05 (S14)	1.00 (LS)
5.05	R5		11.20 (LS)				1.20 (LS)
5.10	R6		11.40 (LS)				1.40 (LS)
5.15	R1	7.50-8.40 (S13)					
5.20	R2						
5.25	R3						
5.30	R4	9.15 (S13)	12.00 (LS)				
5.35	R5		12.20 (LS)				
5.40	R6		12.40 (LS)				
5.45	R1	8.40-9.30 (S14)					
5.50	R2						
5.55	R3						

CASE A

Scenario:

Given that you have 6 Reporters and 3 Editors to transcribe.

- The first sets of 5 minutes Segments were attempted by the Reporters and Editors (40 Minutes).
- The next sets of 5 minutes Segments requires 50minutes of transcribing plus the 1st stage of Editing were done by the reporters alone.
- The House commences at 10:00 am and adjourns at 6:00pm, no time set aside for breaks.
- The Reporter No.1 who commences at 10.00 will complete his 1st 5 min. segment by 10.50 am and commences his 2nd 5 min. Segment.
- Reporter No. 6 commences his 1st segment at 10.25 am and will complete it by 11.10 am.
- The last set of the 5 min. segment is at 6.00 pm, and it falls on Reporter No.4, who would have it completed by 10.05 pm.
- The Editor No.1 will commence his 1st turn (20 mins.) for editing at 11.20 am and ends his finally editing at 1.40 am.

Appendix II

CASE STUDY B

Hansard 5 Minutes Segment

6 Hansard Reporters & 3 Editors/Transcriber

1st 2 Hours of Sitting

Turn Time	Reporters	Start of next Reporter Turn	Editor	Turn Time	Reporters	Start of next Reporter Turn	Editor
10.00 am	R1	10.50 am(S1)	E3 11.50am	11.00	R4	12.35 -1.25pm (+Bre) (S2)	E3 5.00pm
10.05	R2		E3 1.20pm (+Bre)	11.05	R5		E3 5.20pm
10.10	R3		E3 1.40pm	11.10	R6		E3 5.40pm
10.15	R4	11.05 am(S1)	E3 2.00pm	11.15	E1	12.50 -1.40pm (+Bre) (S2)	E3 6.00pm
10.20	R5		E3 2.20pm	11.20	E2	12.55- 1.45pm (+Bre) (S2)	E3 6.20pm
10.25	R6		E3 2.40pm	11.25	R1	1.10-2.00 pm(S3)	E3 6.40pm
10.30	E1	11.20 am (S1)	E3 3.00pm	11.30	R2		E3 7.00pm
10.35	E2	11.25 am (S1)	E3 3.20pm	11.35	R3		E3 7.20pm
10.40	E3	11.30 am (S1)	E3 3.40pm	11.40	R4	1.25 – 2.15pm (S3)	E3 7.40pm
10.45	R1	12.20 -1.10pm (+Bre) (S2)	E3 4.00pm	11.45	R5		E3 8.00pm
10.50	R2		E3 4.20pm	11.50	R6		E1 8.00pm
10.55	R3		E3 4.40pm	11.55	E1	1.40 -2.30pm (S3)	E1 8.20pm

2nd 2 Hours of Sitting

Turn Time	Reporter	Start of next Reporter Turn	Editor	Turn Time	Reporter	Start of next Reporter Turn	Editor
12.00 pm	E2	1.45 – 2.35pm (S3)	E2 8.25pm	1.00	R4	3.05 – 3.55pm (S5)	E2 9.45pm
12.05	R1	2.00 – 2.50pm (S4)	E2 8.45pm	1.05	R5		E2 10.05pm
12.10	R2		E3 8.20pm	1.10	R6		E3 9.40pm
12.15	R3		E3 8.40pm	1.15	E1	3.20 -4.10pm (S5)	E3 10.00pm
12.20	R4	2.15 -3.05pm (S4)	E1 8.40pm	1.20	E2	3.25- 4.15pm (S5)	E1 10.00pm
12.25	R5		E1 9.00pm	1.25	R1	3.40 – 4.30pm (S6)	E1 10.20pm
12.30	R6		E2 9.05pm	1.30	R2		E2 10.25pm
12.35	E1	2.30 – 3.20pm (S4)	E2 9.25pm	1.35	R3		E2 10.45pm
12.40	E2	2.35 – 3.25pm (S4)	E3 9.00pm	1.40	R4	3.55 – 4.45pm (S6)	E3 10.20pm
12.45	R1	2.50 – 3.40pm (S5)	E3 9.20pm	1.45	R5		E3 10.40pm
12.50	R2		E1 9.20pm	1.50	R6		E1 10.40pm
12.55	R3		E1 9.40pm	1.55	E1	4.10 -5.00pm (S6)	E1 11.00pm

3rd 2 Hours of Sitting

Turn Time	Reporter	Start of next Reporter Turn	Editor	Turn Time	Reporter	Start of next Reporter Turn	Editor
3.00 pm	E2	4.15 -5.05pm (S6)	E2 11.05pm	4.00	R4	5.35 – 6.25pm (S8)	E2 12.05am
3.05	R1	4.30 – 5.20 pm(S7)	E2 11.25pm	4.05	R5		E2 12.25am
3.10	R2		E3 11.00pm	4.10	R6		E3 12.20am
3.15	R3		E3 11.20pm	4.15	E1	5.50 -6.40pm (S8)	E3 12.40am
3.20	R4	4.45 – 5.35pm (S7)	E1 11.20pm	4.20	E2	5.55 -6.45pm (S8)	E1 12.40am
3.25	R5		E1 11.40pm	4.25	R1	6.10 – 7.00pm (S9)	E1 1.00am
3.30	R6		E2 11.25pm	4.30	R2		E2 12.45am
3.35	E1	5.00 -5.50pm (S7)	E2 11.45pm	4.35	R3		E2 1.05am
3.40	E2	5.05 -5.55pm (S7)	E3 11.40pm	4.40	R4	6.25 – 7.15pm (S9)	E3 1.00am
3.45	R1	5.20 – 6.10pm (S8)	E3 12.00am	4.45	R5		E3 1.20am
3.50	R2		E1 12.00am	4.50	R6		E1 1.40am
3.55	R3		E1 12.20am	4.55	E1	6.40 -7.10pm (S9)	E1 2.00am

Final 1 Hour of Sitting

Turn Time	Reporter	Start of next Reporter Turn	Editor	Turn Time	Reporter	Start of next Reporter Turn	Editor
5.00 pm	E2	6.45-7.35pm (S9)	E2 1.25am	6.00 pm	R4	8.05 – 8.55 pm (S11)	E2 2.45am
5.05	R1	7.00 – 7.50pm (S10)	E2 1.45am				
5.10	R2		E3 1.40am				
5.15	R3		E3 2.00am				
5.20	R4	7.15 – 8.05pm (S10)	E1 2.40am				
5.25	R5		E1 3.00am				
5.30	R6		E2 2.05am				
5.35	E1	7.10 -8.00pm (S10)	E2 2.25am				
5.40	E2	7.35 -8.25pm (S10)	E3 2.40am				
5.45	R1	7.50 – 8.40pm (S11)	E3 3.00am				
5.50	R2		E1 3.20am				
5.55	R3		E1 3.40am				

CASE B

Scenario:

Given that you have 6 Reporters and 3 Editors to transcribe.

- The first sets of 5 minutes Segments were attempted by the Reporters and Editors (40 Minutes).
- The next sets of 5 minutes Segments requires 50 minutes of transcribing plus the 1st stage of Editing were done by the reporters alone.
- The House commences at 10:00 am and adjourns at 6:00pm, 1hr 30mins for their lunch break.
- The Reporter No.1 who commences at 10.00 will complete his 1st 5 min. segment by 10.50 am and commences his 2nd 5 min. Segment.
- Reporter No.1 last 5 min. segment will end by 8.40 pm.
- Reporter No. 9 (E3) commences his 1st segment at 10.40 am and will complete it by 11.30 am.
- The last set of the 5 min. segment is at 6.00 pm, and it falls on Reporter No.4, who would have it completed by 8.55 pm.
- Editor No.3 will commence his 1st turn (20 mins.) for editing at 11.30 am and ends his final editing by 3.00 am (next day)
- Editor No.2 will commence his 1st turn (20 mins.) for editing at 8.25 pm and ends his final editing by 2.45am (next day)
- Editor No.1 will commence his 1st turn (20 mins.) for editing at 8.00 pm and ends his final editing by 3.40am (next day)

Appendix III

Hansard Report on Secondment to Wellington

Objective of the Attachment: To learn new ideas, information and knowledge to improve the Development of the Hansard in the Solomon Islands Parliament

Monday 15th September 2011

9:15am-met by Lynne Edmonson and walk to the Wellington.

9:30am-Setup of office space and hooked to the system.

Session 1: Hansard Editing Procedures

Coordinator: Maureen Lee

The Session is going through tools and manuals that editors used to Edit Hansard.

- a. Dictionary: the Editors have issued with the Oxford Concise Dictionary, New Zealand Version.
-it is important that staff are equipped with the same edition of Dictionary to maintain consistency of definition of terms.
- b. Reference Lists:
 1. List of Names used of people said in Parliament and names of members of Parliament
 2. List of Organizations and institutions that are referred to in Parliament.
The list is compiled by reporters in that when transcribing they insert new names into a template and from every week the management and team leader would go over it and made the final decision as to the use and form as to how the person and institutions are made referenced to.
- c. Hansard Procedures Manual:
 - sets the rules and grammar which phrases and sentences are conformed to
 - details the style used in structuring and formatting the Hansard
 - give guidelines as to the production of Hansard.
 - timing required to do each segment and expected turnover.
 - the production of Hansard.
- d. Committee Manuals
 - outlines the production of Hansard for the Select Committee enquiry and hearing s

Session 2: Education Department.

Coordinator: Lynne Edmonson

The session covers what is parliament and how the parliament meetings are organized
And how the laws are made during sessions of Parliament and how the electoral and party system operates in Parliament.

Tuesday 6th September 2011,

Session 3: Rostering

Coordinator: Lynlee Earles
Methodology and Hansard.

-the objective of the session is to justify and find out how much time would each reporter would a Hansard reporter and Editor would take to complete a Days Daily.

Approach.

-the calculation was done by putting the roster of reporters on a table and calculate using the 50minutes timing which a reporter would take to do each turn.

-two approaches was calculated that how much would it take if it would be an ideal situation. How much time will a days session would take if for instance a reporter and an editor would sit for the whole without taking any break whatsoever to complete a Daily Hansard.

-the second scenario is to include breaks for meals, to relax and if it would be done by Eight reporters and the 3 editors. And see how time will it take before a Daily Hansard can be completed.

Session 4. Publishing and Indexing.

Coordinator: Team leader in charge of Publishing.

The session shows that in the section of publishing they are responsible for what is termed as laser reading which is to do proof reading ensuring that the transcript is finally checked and the script is indexed.

-what is gathered during the session is transcripts are merged automatically and that proofing is done and whatever queries is decided by a Committee consisting of the team leaders and they do the final decision as what is the final layout of any style, should there any uncertainties.

-indexing is an automated system using Database.

And a draft layout created by the automated XML program, and the staff responsible for indexing fill in other details that the system does not picked out, so as verifying the consistency as to how titles and subtitles were inputted ensuring consistency throughout the bound volumes.

Indexes were done for the daily, a sitting of parliament, and the sitting of the full term of the house.

The indexing is essential because it sets out and lays out the content of the Hansard, which then enable other department such as procedures to access proceedings and speakers ruling in the Hansard transcript.

Findings

Wednesday 7th September 2011.

Reference List

Coordinator: Chris Ross.

-the session covers one of the Manuals that the Hansard staff are equipped with, which is the Reference List. The Reference List consist of references which is essential to have ready access to names and titles that have arisen during debates, and will likely to be risen again.

-the significance is that reference lists enables both reporters and Editors to be consistent with what they have typed in the Hansard, and how they put it down in the Hansard. This avoids errors as transcripts have to be completed in time.

-It is in 2 parts,

(i) parts A. consists of references to organizations and institutions.

(ii)parts B. consists of references to names of people, places referred to during debates.

Information Technology.

Facilitator: Pamela Parkin

The topic of discussion is how the customized system that Hansard used comprised of and how it is linked to the Parliaments network system.

-the Hansard system consist of several parts of programs put together, basically a HPS system to enabled for the roster to be organized and arranged to enable duties to be disseminated to staff. Secondly the proforma system to enable transcripts to be automatically merged and tracked to whoever is working on certain segments. Thirdly a data system to create the transcripts after editing to be automatically indexed.

-further discussions led to explanation as to how the system is linked to the central Server in order for transcripts to be accessed by other department. So as the department accessing other necessary information from the whole parliament.

-other issues highlighted is the system is quite old, and that it will not function with the latest version of Microsoft 2007. And there is need to be upgraded, and should the National Parliament requires one, the trend would be to consult external expertise to provide advise and a design for a system that would be tailored to suit the context of Hansard work at the NPO.

Findings and Recommendation.

-the system creates efficiency and enable immediate progress of work to be tracked by superiors and other colleagues

-However the system that we should have, should be tailored to our own requirements, which would be a simpler version as to the one New Zealand parliament use.

Creating Rosters:

Facilitator: John Greenless

Explains how rosters are created for the reporters in any one particular sitting day.

- a. Two types of roster
 1. Delegation of turns(timing) for reporters
 2. Delegation of staff to work on either reporting or editing.

Delegation of Turns

- The turns vary over day when reporters did Hansard. They started off 5 minute in the morning then 7.5minutes during afternoon and then 10minutes.
Roster.
- Prior to next day's sitting the staff in charge of Rosters, assigned which staff to do reporting and who to do editing.

Work on SI Hansard Rosters.

Facilitator –Lynlee Earles

This is an activity which Lynlee and the Assistant Editor, work on to identify how the staff of the Hansard can be rostered and have an estimate to verify how long will takes for Hansard to complete a script of a day's sitting.

Case No.1.(ideal situation)

- a. A sitting day of six hours
- b. 6 reporters.
- c. 3 editors assisting reporter in the first turn

Findings.

-In the first turnover the reporter are 5 minutes late behind their turns. In doing the first turn involves all Hansard staff just doing transcribing

-Second turnover which the 3 editors are now doing editing. Reporters are behind for the turn turn by 25minutes.

-In summary, **transcribing** of a day's sitting of 6 hours will not be complete until. 8.45.

Risks.

-the calculation excludes reporters nor the editors taking any breaks or having a lunch break which they are entitled to under relevant GO's

Friday, 9th September 2011.

Continue with the Roster.

Facilitator: Lynlee Earles

- With the assistance of Lynlee we continue to work on building scenarios to identify which mode of rostering is suitable with the context of the Hansard of Solomon Islands, after an intense discussion.

Findings.

With the aim of creating a benchmark formula that will enable reporting or editing to be completed before 12:00 midnight, and ensuring that transcripts, has the reasonable quality and accuracy, that can pass as a draft. which then can be termed as a Daily Hansard.

With the various scenarios, the conclusion is that if the Management can increase the number of reporters/editors by 2 staff so that a total of Hansard Reporter and editors, will be 8 staff.

Morning tea with Clerk of New Zealand Parliament

-the session is a brief session over morning tea which we discuss issues regarding Hansard and how the New Zealand parliament can assist and just a feedback as to level of assistance that has been currently given during our visit.

The discussion also includes which ways such relationship regarding such assistance can continue between the Hansard Departments of those 2 Parliaments. Noting from the outcome of what we observe during the secondment, there is a lot that New Zealand that we need in terms of technical expertise and advice from the New Zealand parliament.

And the gain on New Zealand Parliament's part is how they can learn from our restructures whilst we use their expert advice to achieve our corporate goals. Through these interactions they learn ways which they can in help with the efficiency of their budgets.

Tour to the Parliament Television.

Facilitator: manager of media.

The department consist of both Television and Radio. the program consists of a tour to the editing room. And a brief rundown of the significance of media in informing the citizens of developments in the Parliament and the nature of such update and the impact it has on the timeliness and the accuracy and quality of Hansard that needs to be produced.

Hansard is a tool that is used to further follow up of what is said in Parliament. And since media updates people instantly, it puts pressure on Hansard to be of quality and such quality is to be maintained.

Joining meeting of Seniors.

Facilitator: Team leaders. in the Hansard Department.

-it is a brief which the team leaders brief and update the manager of the progress of work regarding progress of Daily Hansard, and staff performance and training done for staff.

Continuation with Consultation and question

Facilitator: John Green less. Reporters and Rostering.

-the session involves explaining how rosters are done. And factors and steps taken to create rosters and turns for both reporters and editors.

-rosters for urgency

-different templates for different parts of any sitting. for instance Hansarding of Bills, motions and committee stage etc.

Facilitator: Maureen Lee (Team leader Editor).

-the session is a follow up of what has been discussed earlier. Issues that are discussed.

- a) a. Recruitment and Training - recruitment and training is done entirely by the Hansard management and only reports and recommendation is given to the Human Resources for endorsement. New recruits into the Department undergo a 1 year of probationary training in which the Hansard management will then meet to finally decide whether a new staff is to be confirmed.

The need for such period of time for training is that, Hansard demand technical skills that need to be mastered. However there is no course in Hansard that are provided anywhere.

Skills that a Hansard staff requires mastering are in the styles used in Hansard, accuracy, concentration, timeliness, working under pressure and the language (terms and jargons) used in Hansard.

- b) Retention: retention of staff is an issue also faced by the New Zealand Hansard Department. Whilst recruitment of highly qualified people is a need, to have qualified and competent staff. However the retaining of these staff within the department is a concern. since the tendency for them to move on to other sectors is a trend, whilst causes brain drain and need for continuous recruitment and training by the Hansard Department.
some of the ways the New Zealand Hansard Department attempts in reducing such trend is in the conditions given to staff. Such as flexible working hours during sitting, which is managed by the team leader in charge of Roster.

Management.- the issue highlighted is that it is important that the link between supervisors and the manager is important. And that the communication relayed to the Executive and vice versa, should be effective.

Session 5. Farewell tour to the respective Hansard Section.

Just a roundup of the whole program, and brief visit to the Hansard sections, to say well farewell and thank staff for their time and assistance.

... "KIA ORA" ...

....FROM THE LAND OF THE LONG WHITE CLOUDS....