

# Take the lead – and make a difference

'For government agencies to be world class, they need the best possible systems and the best possible staff, operating with high levels of integrity.' Development Goals for the State Services. State Services Commission, 2005.

## National Certificate in Public Sector Services – Middle Management



Kia mōhio  
Kia mārama  
Kia mahara

Leading workplace learning in the State sector

Motivated leaders are the single biggest influence on an organisation's success. Skilled leaders build effective teams, and effective teams make all the difference in achieving organisational goals.

That's why Learning State has designed the National Certificate in Public Sector Services – Middle Management, a leadership qualification that your staff can achieve while they work. This nationally recognised qualification builds State sector leadership skills and knowledge. It can help middle managers lift their careers – and your agency – to new levels.

Learning State is the brand of the Public Sector Training Organisation. We're the industry training organisation for the State sector, and we're also part of the State Services Commission. We're the experts in workplace learning in the State sector. We can help you develop the staff you need to improve the performance and productivity of your agency and of the wider State sector.

### What are the benefits?

The benefits of offering the National Certificate in Public Sector Services – Middle Management at your agency include:

- more qualified and motivated senior staff
- enhanced teamwork because skilled managers build effective teams

- an incentive to retain skilled managers, meaning less staff turnover
- staff working towards the certificate while on the job
- cost savings since staff development is much less expensive than recruitment
- detailed competency descriptions that you can use for learning and development, recruitment, and performance management
- full support from Learning State for your agency and your learners.

All these benefits can lead to the improved performance and productivity of your agency.

### What does the certificate involve?

The National Certificate in Public Sector Services – Middle Management is a level 5 qualification on the National Qualifications Framework (NQF). It is offered online, with experienced tutors providing on-going support.

Learners complete six modules. The first five cover management principles, organisational strategies, workplace relationships, team leadership, and ethics and diversity in the State sector. The final module is a professional development project aimed at improving management performance.

Learners do no formal lectures or exams, although they may participate in face-to-face workshops. Those who live in the Auckland region can choose to attend weekly workshops at Manukau Institute of Technology (MIT). Learners qualify on the job by demonstrating their skills and knowledge to a Learning State registered assessor.



**How do I find out more?**

To find out more about our National Certificate in Public Sector Services – Middle Management, please contact a Learning State advisor.

T (04) 495 1410

E [info@learningstate.govt.nz](mailto:info@learningstate.govt.nz)

You can also visit our website at [www.learningstate.govt.nz](http://www.learningstate.govt.nz)

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It usually takes between 18 months and two years to complete the certificate part-time, which involves four to six hours of study per week. However, learners may qualify sooner if they can demonstrate to their assessor that they already have the required skills and knowledge.

**Celebrate success!**

Once a staff member has successfully completed the programme, we'll present their qualifications at one of Learning State's annual graduation ceremonies. This premium event allows staff to celebrate their achievement with family, colleagues, and government representatives.

**How will Learning State support my agency?**

You'll have full access to our expertise in developing State sector staff. We can:

- help you identify which of your staff would be suitable for the certificate
- set up learning and assessment arrangements
- identify assessors and help with learners' assessments.

**How does the certificate tie in with other leadership qualifications?**

The National Certificate in Public Sector Services – Middle Management is the second in a four-step series of qualifications that forms one of our 'career pathways' – a pathway to help your agency build essential leadership skills and knowledge.

Qualification	Designed for
National Certificate in First Line Management (NQF level 4)	Existing and aspiring team leaders and supervisors
National Certificate in Public Sector Services – Middle Management (NQF level 5)	Middle managers
National Diploma in Public Sector Māori (NQF level 5)	Advisors and senior advisors, and middle and senior managers
National Diploma in Public Sector Services Leadership Development (NQF level 6) – <i>in development</i>	Senior managers

DEVELOPMENT GOALS



**Learning State** – supporting the *Excellent State Servants* and *Employer of Choice* Development Goals for the State Services.