

Kia mōhio

Issue 05 | June 2008



LEARNING
STATE 

Kia mōhio
Kia mārama
Kia mahara

Leading workplace learning in the State sector

FROM THE EXECUTIVE DIRECTOR

Creating world-class service through people

At Learning State, our goal is to help agencies develop their most important resource: their people. We want everyone who works in the State sector to have the learning opportunities they need to perform at their best.

ALL THE WORKPLACE LEARNING opportunities we develop are designed to support this approach. Some are tailored specifically to the needs of your organisation. Others are intended to help your staff gain skills that can be transferred across the whole State sector.

In all cases, we will work with you from the outset to ensure that your agency's development needs are identified clearly in the first place. This is the only way to ensure that workplace learning can fulfil the development needs of your staff, your wider organisation and, ultimately, the State sector as a whole.

In this newsletter

Official statistics have a key role in shaping decision-making in the State sector. Learning State has worked with Statistics New Zealand to

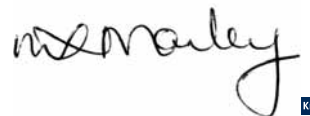
create a learning programme that demystifies national statistics and enables them to be used ever more effectively for sound decision-making and policy development. It's an example of how Learning State is contributing to the development of programmes that benefit the whole State sector. Read about it on page 2.

One of the ways we can help build a high-performing and trusted State sector is by nurturing the talents of enthusiastic young staff. Now is a good time to think about whether you have staff aged 16 to 21 who would benefit from the Modern Apprenticeship programme. The story on page 3 about one of our recent graduates illustrates that this 'learn-as-you-earn' programme is a great way to gain skills that can be transferred across the whole State sector.

Finally, don't forget to send in results and certificate applications for staff who want to take part in our two graduation ceremonies in November. These are an excellent way to celebrate staff achievement. See the article on the back page.



MICHELLE MANLEY
EXECUTIVE DIRECTOR



IN KIA MŌHIO...

CREATING WORLD-CLASS SERVICE THROUGH PEOPLE
Message from the Executive Director

MAKING SENSE OF STATISTICS
New programme demystifies national statistics

IT'S GOOD TO LEARN WHILE YOU EARN
A Modern Apprentice tells her story

CELEBRATING SUCCESS
Graduation ceremonies coming soon

Making sense of statistics

A new learning programme aims to demystify statistics for State servants and enable better decision-making.

LEARNING STATE HAS developed the National Certificate in Public Sector Services (Official Statistics) in collaboration with Statistics New Zealand. The programme is designed for people working in the State sector who use official statistics as part of their job.

The programme is delivered by Victoria University, the University of Auckland, and Auckland University of Technology (AUT). AUT also provides assessment services.

Kim Cullen of Statistics New Zealand worked with Learning State to develop the programme.

She says the programme is aimed at policy analysts and managers who need to be able to interpret statistical data as part of their job.

'It's for people who want to better understand the information they're working on. It's about helping people feel more confident about working with statistics, not about creating statisticians.'

Making a start

The first programme started in April this year, with 16 candidates from several State sector organisations. This includes the New Zealand Police, the New Zealand Defence Force, the Department of Labour and Inland Revenue.

Learners attend seminars in Wellington every second month, before completing their assessment for each unit standard. They have the opportunity to attend regular tutorials, either in person or by video conference link.

A second intake will begin in September this year.

Learning State and Statistics New Zealand ran a pilot course before offering the programme to the State sector. This helped to fine-tune the way the programme is delivered to better meet the needs of candidates.

Researching the role of assessment

The experiences of learners on the programme are recorded as part of a collaborative research project. It examines the role of assessment in learners completing a qualification.

Research project leader Neil Béchervaise says some learners worry about sitting a formal test to complete a programme. Many see it as a hurdle, instead of a successful culmination to their learning.

The research project will help to inform the sort of assessment that is most appropriate in largely practical programmes such as the National Certificate in Public Sector Services (Official Statistics).

The research project is a collaboration between Learning State, Statistics New Zealand, Victoria University and AUT. It is funded by Ako Aotearoa – the Centre for Excellence in Tertiary Teaching.

Want to find out more?

To find out more about the National Certificate in Public Sector Services (Official Statistics), contact CertificateOS@stats.govt.nz



Simon Thomson is about to complete the pilot scheme

Building confidence

As a graduate with a master's degree, Simon Thomson already had a basic knowledge of statistics.

ENROLLING FOR for the National Certificate in Public Sector Services (Official Statistics) has made Simon feel a lot more confident about his work as an analyst at Statistics New Zealand.

He is one of 14 candidates who are about to complete the pilot course for the programme. He signed up because he wanted to get a better understanding of how the Official Statistics System works, and how statistics are used to inform public decision-making.

Simon says the work has been challenging but enjoyable. There is plenty of support available, such as the regular tutorials he attended with other learners in the pilot course.

'It's really supportive in the way it has been set up,' he says. 'It has definitely given me a lot more confidence in using statistical terminology and understanding the concepts.'

It's good to learn while you earn

Now is a good time to encourage your young employees to join the Modern Apprenticeship Programme.

SOME OF THE QUALIFICATIONS young State sector employees can gain under the Modern Apprenticeship Programme include:

- business administration
- computing
- conservation (becoming a ranger)
- contact centre operations
- customer services.

Anita Parangi is delighted with the skills she's gained from her involvement in the Modern Apprenticeship Programme.

Anita, 23, recently completed a National Certificate in Public Sector Service (Client-Customer Services) levels 3 and 4. She undertook the two-year programme while continuing to work as a case manager at the Papakura office of Work and Income – the 'learn-as-you-earn' option offered by



Anita Parangi is delighted with the skills she has gained from her involvement in the Modern Apprenticeship Programme

the Modern Apprenticeship Programme.

'I've learned so much from it,' Anita said. 'You learn about how Parliament works and about factors that affect the State sector, like the Official Information Act and the Treaty of Waitangi.'

She says another advantage is that most of what she has learned can be easily transferred to other parts of the State sector.

'It isn't just related to Work and Income, it's related to the whole public service,' says Anita. 'It makes it easier to move between government departments, and it makes you much more employable.'

Anita is one of 163 young State sector employees who work towards completing Modern Apprenticeships each year. The

Modern Apprenticeship Programme enables employees aged 16 to 21 – and some who are older – to gain national qualifications while continuing to work.

In Anita's case, she took part in weekly group training sessions with a qualifications workplace assessor who helped her work through the resource material for the certificate. Anita also undertook additional study at home in order to complete the unit standards.

If you have a talented young employee who could join the Modern Apprenticeship programme to gain a national qualification while they keep working, contact Mrinal Mandsorwale at Learning State on 09 303 4617. [Km](#)

Celebrating success

THE DATES HAVE NOW BEEN SET for this year's graduation ceremonies for State sector staff who have completed national qualifications.

The ceremonies will be held in Auckland on Wednesday 12 November and in Wellington on Wednesday 19 November.

If you are responsible for assessing staff who want to graduate at one of these two ceremonies, please:

- submit results to Learning State for processing by Friday 12 September
- submit certificate applications to Learning State by Friday 10 October.

Certificate application forms are available on Learning State's website, www.learningstate.govt.nz (click on 'Workplace Assessors and Moderators' on the left of our home page and choose 'forms' from the menu).



A recent graduate with her certificate

12
NOVEMBER

Auckland

STATE SECTOR NATIONAL QUALIFICATIONS CEREMONY

19
NOVEMBER

Wellington

STATE SECTOR NATIONAL QUALIFICATIONS CEREMONY

Please note that RSVPs for both ceremonies must be sent to Learning State by Friday 17 October.

For more information about the graduation ceremonies, contact your Learning State advisor on 04 495 1410.

DEVELOPMENT GOALS



LEARNING STATE
Supporting the Development Goals
for the State Services

Wellington T 04 495 1410 F 04 495 1419
State Services Commission
Gen-i House, Level 1, 154 Featherston St
Wellington 6011, PO Box 10243

Auckland T 09 303 4617 F 09 303 2748
State Services Commission
Level 1, 110 Symonds St
Auckland 1010, PO Box 5242, Wellesley St

Contact us at feedback@learningstate.govt.nz to let us know your comments on this newsletter. Your suggestions for improvements or future articles are welcome.

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