

Kia mōhio

Issue 08 | April 2009



FROM THE EXECUTIVE DIRECTOR

Jobs Summit – focus on building workplace skills

The need for employers to invest in skills and training for their staff – and to link that training with the needs of their workplace – was highlighted at the Prime Minister's recent Summit on Employment.

REPRESENTATIVES from right across the business, central government and local government sectors came together for the summit, which was designed to be a practical forum to generate new ideas and define specific actions to protect and create jobs in tough economic conditions.

Work-related education and training featured in many of the top 20 ideas identified at the summit, with a particular focus on the need to keep people in training and to build skills that are relevant to the workplace.

At Learning State, our job is to help State sector agencies improve their performance through workplace learning. As the industry training organisation for the State sector, we provide expertise and specialist advice on creating a learning culture within our member agencies. Time and again, research shows that investing in people's skills has a direct impact on an organisation's productivity.

In the current economic climate, workplace learning is an ideal option for upskilling and training

employees. Why is it an ideal option? Because it directly links learning and development initiatives, and investment, with organisational priorities. This means that staff are engaged in development activities that align with the skills that matter to their workplace.

"Time and again, research shows that investing in people's skills has a direct impact on an organisation's productivity."

More than 1,000 State sector employees successfully complete workplace learning programmes with Learning State every year – in subjects such as client and customer services, contact centre operations, business administration and computing, public sector services, adult education and training, and first line management.

If you'd like your staff to take part in any of our workplace programmes, or you'd like us to help you tailor a programme to meet your organisation's needs, please just give us a call – we're here to help.

LEARNING
STATE

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Kia mārama
Kia mahara

Leading workplace learning in the State sector



MICHELLE MANLEY
EXECUTIVE DIRECTOR

IN KIA
MŌHIO...

JOB SUMMIT
Message from the
Executive Director

MEET THE TEAM!
Introducing the
Agency services team

**QUALIFICATIONS IN
COMPLIANCE**
Cross-sector project
under way

**STATE SECTOR
SKILLS STRATEGY**
Under way!

Meet the team!

Learning State's Agency Services team is here to help you with your workplace learning requirements.

GIVE us a call to find out how we can help you identify learning programmes for your employees that are aligned to your workplace needs and that will result in your employees gaining nationally recognised tertiary qualifications.



Learning State's Agency Services Team.
Standing from left: Maria Faatau-Moananu, John Cudby (Manager), Mark Chironi, Tessa Siolo-Thompson and Mose Pio. Sitting from left: Craig Thomson, Megan Attwell, Anna Echegaray-Kelk, Angela Banfield and Elizabeth Day. Absent: Patricia Pooley.

New qualification for weights and measures

Learning State and the Ministry of Consumer Affairs joined forces recently to develop a qualification for employees working in the specialist area of weights and measures.

THE NATIONAL DIPLOMA in Compliance Management (Weights and Measures) is for employees who work in the Ministry of Consumer Affairs Measurement and Product Safety Service (MAPSS). The Service is responsible for ensuring that all products in the marketplace are the correct weight or the amount the seller says they are.

"Our role is to ensure that goods and products being sold are, in fact, the correct weight or measure – things like petrol, fresh produce and packaged goods. That's putting

it in a nutshell, but it's essentially what we do," says John Carter of the Ministry of Consumer Affairs.

However, knowing how to carry out this role is not necessarily so straightforward. To gain the qualification, MAPSS officers must demonstrate a range of specialist skills and knowledge, including undertaking laboratory and investigative work. This qualification is based on international best practice and reflects the high levels of skill and knowledge required for this role.

Three members of the Measurement and Product Safety Service have gained the

"...a classic example of how the industry training organisation can work with an agency to develop a qualification that's specific to their needs."



2008 Compliance Management graduates, Simon Barratt and Li He, with Team Leader John Carter (right).

qualification already, with the first two (pictured) graduating at Learning State's graduation event late last year.

"The great thing about the qualification is that it can be worked towards in a work setting – it's a great example of learning while you're on the job and having a nationally recognised qualification at the end of it," John says.

Learning State Senior Advisor Mose Pio describes it as "a classic example of how the industry training organisation can work with an agency to develop a qualification that's specific to their needs".

For more information about weights and measures, see:

<http://www.consumeraffairs.govt.nz/measurement/index.html>



Some of the members of the National Compliance Qualifications Project Steering Group. Clockwise from left: Keith Manch, Andrew Coleman, Larry Fergusson, Peter Burke and David Chrystal.

Developing qualifications for the compliance sector

Developing qualifications for those working in the compliance sector – no matter which organisation they work for – is the focus of a new Learning State initiative.



MORE THAN 30 agencies from across the public sector, including local government, are involved in the cross-sector initiative, which is being led jointly by Learning State and the Department of Internal Affairs.

“The government engages in a huge amount of compliance work, so it really makes sense to have some commonly accepted, externally referenced and transferable qualifications to support how we carry out that work,” says Keith Manch, Deputy Secretary of the Regulation and Compliance Branch of the Department of Internal Affairs.

Keith, who chairs the project’s steering group, says that, despite differences between the roles of agencies, there are

many similarities in the way compliance activities are carried out.

“Compliance is the process of ensuring that people adhere to rules and regulations. Carrying out that work uses common skills – such as identifying problems, investigating, using statutory powers, analysing information and applying facts to legal provisions. It uses a range of approaches, from informing and educating to court actions, formulating information in a way that can be presented as evidence in court.

“I compare it to being a lawyer: a lawyer has to reach certain competency standards before they’re able to practice. They might work in totally different sectors or industries – but they still need that common level of knowledge and skill before they can practise in their relevant industry.”

Keith says the process of developing the qualifications will take some time, but that it’s important to gain input from right across the sector.

“We have a real variety of agencies represented in the project – from the New Zealand Police and New Zealand Customs Service, right through to the Ministry for Culture and Heritage, Inland Revenue and the Commerce Commission. We want to meet the needs of all State sector agencies involved in compliance activities in a way that provides some common qualifications for all.”

If you’d like to find out more or be involved in the project, contact Wendy Kale, Learning State’s Senior Advisor, Research and Development, on 04 471 5573.

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Focus on State sector skill needs

Understanding the future skill needs for the State sector is the focus of a new project by Learning State.

THE PROJECT is being undertaken in conjunction with the New Zealand Institute of Economic Research (NZIER) and will result in a skills strategy that is relevant across the State sector.

“As the industry training organisation for the State sector, our role is to provide leadership within the sector on matters relating to skill and training needs,” says Nick Watson, Learning State’s Research and Development Manager.

“This strategy will identify trends that are likely to impact on the demand and supply of skills in the State sector, as

well as identify current and future skill gaps – and this, in turn, will enable us to develop relevant strategies.”

The project is currently in its research phase, with NZIER undertaking a literature review, data analysis and qualitative research through focus groups and in-depth interviews with State sector representatives.

If you’d like to know more, or would like to contribute in some way to this project, please contact Karen Moses, Learning State’s Senior Advisor, Research and Development, on 04 471 5570.

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Learning State’s 2009 graduation events

This year’s graduation ceremony dates have been confirmed – so make sure you mark your calendars.

THE DATES are as follows:



13
OCTOBER

Auckland

22
OCTOBER

Wellington

If you’ve got employees who have completed – or are about to complete – workplace learning programmes with Learning State, and you’d like them to take part in one of these premier events, please let us know.

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Giving young State sector employees the chance to shine

If you’ve got employees aged between 16 and 21 who you think have got what it takes to excel in the State sector, then let us know.

LEARNING STATE runs a Modern Apprenticeship programme for young people in the State sector – and we have places available right now.

The programme provides a means for young people to access high-quality, mentored, employment-based education and training towards national qualifications at levels 3 or 4 on the National Qualifications Framework.

State sector Modern Apprenticeship programmes cover a range of areas – from business administration skills right through to an introduction to the unique requirements of the State sector.

If you’d like to find out more, contact Learning State on 04 495 1410 – we’d be happy to help!

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DEVELOPMENT GOALS



LEARNING STATE
Supporting the Development Goals
for the State Services

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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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