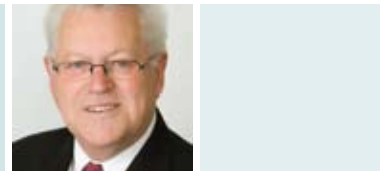
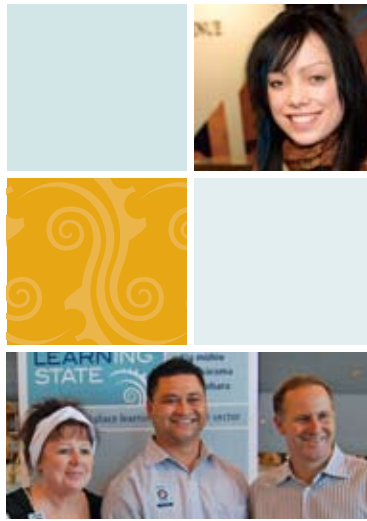


Kia mōhio

Issue 09 | June 2009



FROM THE EXECUTIVE DIRECTOR

New Board for Learning State

At the end of 2008, the State Services Commissioner and the chief executives of our member agencies agreed to make changes to the Learning State Board.

AS A RESULT, Learning State now has an Advisory Board that is focused on the strategic role of the industry training organisation in work-based learning across the State sector.

The major changes relate to the composition of the Board, and we now have an independent chair, Patrick Waite, who you can read more about in this issue of *Kia mōhio*. I welcome Pat to Learning State and am looking forward to supporting him in our drive to create interest and enthusiasm for workplace learning in the State sector.

In addition to a new chair, the Learning State Advisory Board includes Department of Internal Affairs Chief Executive Brendan Boyle, Māori Language Commission Deputy Chief Executive (Kaiwhakahaere Tuarua) Sharon Armstrong and Ministry of Justice Senior Advisor Māori Strategic Policy Alex Holes. Sharon and Alex fill the two Māori representative positions on our Board and have both been nominated by Learning State's Māori Advisory Board, Ngā Tahu o te ao Māori.

I'm also pleased to welcome back Public Service Association Assistant Secretary (Development) Patricia French and to welcome the following new members: Ministry of Social Development Manager

Organisational Development and Training David Belesky, New Zealand Defence Force New Zealand Defence College Commandant Al McCone and New Zealand Police Human Resources Manager Organisational Development Alan Cassidy. The final position on our Board is for a representative of the State Services Commissioner.

I'm looking forward to working with our new-look Board to ensure that our services are exactly what our members need and that we're focused on the future.

In this issue of *Kia mōhio*

In addition to a profile of our new chair, Pat Waite, this issue of *Kia mōhio* includes a profile of one of our Modern Apprentices, Trina Bielawski of Inland Revenue. In fact, we'd like to remind you that we have a limited number of spaces available right now for young State sector employees to take part in our Modern Apprenticeship Programme, so we welcome your call.

In this issue, we also showcase the work we've been doing with our member agencies to develop a strategic overview of skills needs for the sector and outline some of the work we've been doing with the Royal New Zealand Air Force. Enjoy!

LEARNING
STATE

Kia mōhio
Kia mārama
Kia mahara

Leading workplace learning in the State sector



MICHELLE MANLEY
EXECUTIVE DIRECTOR

"I'm looking forward to working with our new-look Board to ensure that our services are exactly what our members need and that we're focused on the future."

IN KIA
MŌHIO...

NEW BOARD
Message from the
Executive Director

PATRICK WAITE
Meet our new chair

MODERN
APPRENTICESHIP
PROGRAMME
Places available now

FOCUS ON RNZAF
Air Force and
Learning State join forces

Introducing Pat Waite, Learning State's new chair

Learning State's new chairperson Pat Waite is passionate about learning and development – particularly when it's linked to the needs of the workplace.

PAT WAS APPOINTED chairperson of Learning State's Advisory Board in April and is looking forward to supporting Learning State's work in the State sector.

"It's so important that the State sector has the right people to take us into the future. That's what Learning State is all about – creating a culture of learning and improvement to ensure that the sector is well placed to continue meeting the needs of all New Zealanders," he says.

Pat is an accountant by profession and has had an extensive senior executive-level career in the banking and finance industries as well as holding the position of New Zealand President of the Institute of Chartered Accountants in 2003. He has held a number

of senior positions in the financial sector in New Zealand, Asia and Australia. Pat was a member of the Modernisation Board of Public Trust before being appointed a director and later chief executive of the Public Trust. Pat was recently appointed an external member of The Treasury's Risk and Audit Committee.

A long-time supporter of workplace learning, Pat has put his beliefs into practice by following a new direction and completing a National Diploma in Adult Education and Learning (a qualification that Learning State also offers).

"Taking this programme was a real eye opener. At the end of the day, it doesn't really matter how senior your role is or



Learning State's new chairperson Pat Waite.

what qualifications you already have – you're not doing yourself any favours if you're not continuing to expand your knowledge. It's about how well you can do your work – and learning is integral to that."

(For more details on Learning State's new-look Advisory Board, read our Executive Director's column on the front page of this issue of *Kia mōhio*. Also, a photograph of our Board members is on the back page.)

State sector managers contribute to skills overview

More than 100 State sector chief executives, managers and learning and development practitioners are helping identify skills needs for the State sector.

THE STRATEGIC OVERVIEW of skills needs for the sector, due to be published in September, sets out what the skills needs of the State sector are likely to be over the next five years – taking into account key drivers such as



Inland Revenue's John Moreno and the Department of Internal Affairs' Jools Joslin at a recent skills needs focus group.

rising customer expectations, government policy, demographic trends and the economy.

"By 'skills needs', we mean the capabilities, expertise and attributes required of people working in the sector – what they need to know and do," says Learning State's Research and Development Manager Nick Watson.

The development of the strategic overview, which is being undertaken in partnership with the New Zealand Institute of Economic Research, involves quantitative research including data analysis and literature reviews, and qualitative research including

focus group meetings and in-depth interviews with key people in the State sector.

"The strategic overview looks both at long term trends and more recent developments such as the global economic downturn, and the impact of these on future skill requirements. It will provide us with a foundation from which to develop sector-specific strategic training plans," Nick says.

State sector people are providing significant input into the strategic overview of skills needs, with several agencies represented.

State sector Modern Apprenticeships open doors



Inland Revenue Modern Apprentice Trina Bielawski.

Completing a Modern Apprenticeship in the State sector is an ideal way to align learning with work.

THAT'S ACCORDING to Inland Revenue employee and Learning State graduate Trina Bielawski, who recently completed qualifications in business administration and public sector client and customer services.

"I think the Modern Apprenticeship is a good opportunity to gain your qualifications while working," she says.

"People don't always have a good understanding of how their role contributes to the overall outcome for their organisation. Having the opportunity to learn more about my organisation and my part within it has given me a better understanding of the value my role adds!"

"It's super motivating, and I have gained a lot more job satisfaction!"

Trina began her Modern Apprenticeship with Learning State shortly after she began her role as an administrator with Inland Revenue in January 2006. With the support of her manager, she managed to complete it in just two years.

"When I signed up to the Modern Apprenticeship after finishing school, I didn't want to undertake further study without having a clear idea of what industry I wanted to pursue a career in," she says.

Since Trina completed her Modern Apprenticeship, she's taken up a new role within the human resources area of Inland Revenue as an administrator and is now working towards a National Diploma in Applied Human Resources.

"Doing the Modern Apprenticeship has given me the foundation and confidence I needed to identify and progress the area of work I wanted to further my career in."

Inland Revenue success with Modern Apprenticeship Programme

Trina is one of many Inland Revenue employees who have taken part in the State Sector Modern Apprenticeship Programme.

Richard Pryce, an Inland Revenue manager, says that, since 2003, many employees have

Modern Apprenticeship places available now

LEARNING STATE has limited places available right now for State sector employees to take part in the State Sector Modern Apprenticeship Programme.

Every year, around 160 young employees from right across the State sector take part in this exciting workplace learning programme.

The Modern Apprenticeship Programme allows young State sector employees, aged between 16 and 22, to work towards national qualifications on the job. (Employees can sign up at any time between the ages of 16 and 22.)

Employees generally take between two and three years to complete the programme, emerging with national certificates at levels 3 or 4 on the National Qualifications Framework. Modern Apprentices can choose from topics such as business administration, computing, contact centre operations and customer services.

If you've got employees aged between 16 and 22 who you think would be suitable for a Modern Apprenticeship in the State sector, please give us a call.

completed national certificates and diplomas, of which the Modern Apprenticeships have been an integral part.

"Our area is just one small part of Inland Revenue, and we see the Modern Apprenticeship Programme as a real opportunity for our staff to complete some non-tax qualifications," he says.

"The State Sector Modern Apprenticeship Programme really opens doors for them."

In fact, for Richard's business unit, the programme has been almost too successful: "Our motto is that if other business units ask to 'poach' our staff, then that would be a sign of success. Unfortunately, it has been working a bit too well, as we've lost a lot of our staff to other parts of the business!" Richard says.

Civilian qualifications for the Air Force



Learning State staff attended the Air Force Open Day earlier this year. From left: RNZAF's Michael Naus; Learning State's Elizabeth Day, Patricia Pooley and Mose Pio; and Prime Minister John Key.

CORPORALS AND sergeants in the Royal New Zealand Air Force are gaining civilian recognition for their leadership skills, thanks to a joint initiative with Learning State.

The initiative involves the alignment of national qualifications in frontline management with the leadership training programmes that the Air Force already provides. The qualifications are for corporals and sergeants who are currently completing the Air Force's promotion courses – and those who have already graduated.

"At Learning State, we're always looking at how skills achieved during work or training

can be recognised through qualifications, and this is a great example of this process," says Elizabeth Day of Learning State.

"Through our work with the Air Force, we've been able to match what they've already been doing to the requirements of the National Qualifications Framework, so they're able to gain qualifications that are recognised outside the Air Force," she says.

Michael Naus of the RNZAF says that training is an integral part of life in the military.

"We're really satisfied with the quality of the personnel we develop through our leadership

training but feel that we should provide access to national qualifications as well as our own," he says.

"Much of the training and work we carry out appears to be purely military oriented, but these activities are often just different ways of developing the same leadership and management skills that all organisations require to function effectively.

"Achieving national qualifications while at work gives our personnel a measure of their skills in the civil sector and enables them to aim for higher levels of learning."

Learning State's new Board



Members of Learning State's Advisory Board. STANDING FROM LEFT: David Espie of the State Services Commission; Department of Internal Affairs Chief Executive Brendan Boyle; Learning State Chairperson Patrick Waite; Learning State Executive Director Michelle Manley; New Zealand Defence Force Defence College Commandant Al McCone. SITTING FROM LEFT: Ministry of Social Development Organisation Development and Training Manager David Belesky; Māori Language Commission Deputy Chief Executive (Kaiwhakahaere Tuarua) Sharon Armstrong; New Zealand Police Human Resources Manager Organisational Development Alan Cassidy; Ministry of Justice Senior Advisor Māori Strategic Policy Alex Holes. ABSENT: Public Service Association Assistant Secretary (Development) Patricia French.

DEVELOPMENT GOALS



LEARNING STATE
Supporting the Development Goals for the State Services

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

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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Leading workplace learning in the State sector