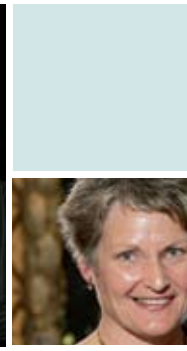


# Kia mōhio

Issue 11 | December 2009



**LEARNING  
STATE**

Kia mōhio  
Kia mārama  
Kia mahara

Leading workplace learning in the State sector

FROM THE EXECUTIVE DIRECTOR

## Wishing you a safe and happy holiday season. Welcome to our last issue of *Kia mōhio* for 2009.

**THIS YEAR** has been challenging in a number of ways, as the State sector has looked to boost productivity levels and improve performance within a constrained financial environment. Government has made its expectations of the State and public sectors very clear – achieve more with less.


At Learning State, we have continued to work alongside our State sector member agencies as they have focused on meeting the needs of Government and New Zealanders. Investing in the development of employee skills and competencies is a proven way to boost productivity, and many agencies have looked to Learning State this year to help achieve better outcomes using structured workplace learning programmes for their employees.

In fact, this year we have seen an increase in the number of our State sector member agencies, which is a sure sign that we are helping to achieve real outcomes for the State sector. At our two recent graduation ceremonies, I was impressed by the number of State sector managers and employees who attended – not only were they showing their support for their own graduates, but they were also representing their own organisation's commitment to learning and development. We were also delighted to welcome our Chairperson Patrick Waite as our guest speaker at our Auckland ceremony,

and the Hon Heather Roy, Associate Minister of Education, at our Wellington ceremony. Take a look at our photographs inside this issue of *Kia mōhio*.

In this issue of *Kia mōhio* we also profile a number of initiatives that we are undertaking with some of our member agencies – a mentoring and coaching programme for Māori State sector employees, an example of our new customer service delivery model in action, and our Modern Apprenticeship Programme.

We also outline details of a recent decision for Learning State to move from the State Services Commission to become an entity in its own right. It was always anticipated that Learning State would become an entity in its own right once it developed the necessary scale, capacity and performance levels, and, with support from SSC, Learning State has now reached that stage. See the back page for this announcement.

In the meantime, as the end of the year approaches, it is an ideal time to consider your organisation's skills development needs for next year – and how Learning State, as your industry training organisation, can help you achieve your goals. We welcome your call at any time. I would like to thank you and the many agencies like yours for your continued support of Learning State and the work we do. I wish you a safe and happy holiday season. 



MICHELLE MANLEY EXECUTIVE DIRECTOR

**IN KIA  
MŌHIO...**

**MENTORING AND  
COACHING SUCCESS**  
A pilot programme to  
deliver mentoring and  
coaching services

**JSLO BENEFITS FROM  
FOCUS ON SERVICE**  
New service delivery  
approach

**NEW ORGANISATIONAL FORM**  
For Learning State

# Mentoring and coaching success



## What the learners are saying:

“It’s been a great opportunity to share and learn from one another because we all have different strengths and skills.”

“We value hearing examples of how others work in their offices with regional variations in the way others approach their work.”

“It’s an opportunity to get a better understanding of the work others do.”

A PILOT PROGRAMME to deliver mentoring and coaching services to Māori State sector employees is proving a huge success.

The programme forms one of the initiatives of Learning State’s Māori Responsiveness Strategy, *He Huarahi Pai*, and is being trialled with employees from the Local Government and Community Branch of the Department of Internal Affairs (DIA).

Vivienne Robinson, Team Leader, Local Government and Community at the Department of Internal Affairs, has six employees taking part in the pilot, and says she is already seeing results.

“Unlike other development opportunities, this pilot covers dimensions rarely supported by other workplace learning programmes. I’ve seen greater levels of productivity strengthened by connectedness on a whānau level, despite the learners being from different offices,” she says.


The programme is aimed at State sector employees who deliver services to Māori on behalf of the Crown, or who are responsible for advising on organisational responsiveness to Māori. It is designed to identify which mentoring and coaching strategies work best in supporting learners to complete nationally recognised qualifications in the workplace. In this case,

the qualification is the National Diploma in Public Sector Māori.

The six learners chosen for the pilot come from Gisborne, Hamilton, Auckland and Whangarei and all work in DIA’s Local Government and Community branches. They get together every three months for a facilitated two-day wananga. In addition to the wananga, a monthly conference call enables everyone to touch base and address any issues.

Learning State Senior Advisor Māori, Loretta Rutene, is leading the project’s implementation and evaluation. She says the group has been working for DIA for some time, so has a lot of organisational knowledge to share with each other.

“They understand each other’s workloads, which helps them to provide support for one another. This is a peer-mentoring and co-coaching model, where they work and study together to avoid any feelings of isolation and to share ideas, discuss issues and learn from one another,” she says.

The programme facilitator is also available between wananga to offer additional support. The pilot is due to finish in July 2010, when learners achieve their National Diploma in Public Sector Māori (Service Delivery Strand) Level 5. 

# JLSO benefits from focus on service

Learning State is putting its new service delivery approach into practice, as part of a joint initiative with the New Zealand Defence Force's Joint Logistics and Support Organisation (JLSO).

Learning State introduced its service delivery model in 2007. The model allows Learning State to tailor programmes to meet the unique needs

of an individual agency and its employees, and provide greater levels of support throughout the workplace learning process.

In the case of JLSO, Learning State has developed a programme designed to help employees complete nationally recognised qualifications in business administration. The programme uses a number of approaches to keep motivation levels high and provide as much support as possible.

Mose Pio, Learning State Senior Advisor, Agency Services, says that this focus on keeping motivation levels high is resulting in higher qualification completion rates.

"We are using a blended learning model – training that enables the learners to interact with each other. Workshops are tailored so the learners can use real-life examples. The courses are specific to the learner's role and the work they do," he says.

Donna Walker of the Joint Logistics and Support Organisation (JLSO) says that without the support of Learning State, the programme would not have been as successful.

"We're really pleased with the results. Last year I worked with Learning State on our first qualification, the National Certificate in Business Administration and Computing, Level 3. We ran some presentations to get people interested and signed up. Now we have 31 staff in training and offer five qualifications. Within our first full year we had four graduates and all are moving onto Level 4 qualifications," she says.

Donna says the feedback from employees has also been great.

"It suits people who have not studied for some time. The training gives learners a way to get back into study at no cost to themselves – this is another benefit of becoming a member agency."

Learning State is also working with JLSO to help it build its own assessment capability, which involves training, mentoring and supporting selected employees so that they have the ability to assess against national standards. [Km](#)



Linda John (left), the Hon Heather Roy, Associate Minister of Education, and Catherine Brown (right).

## Workplace programme supports passion for learning

FOR DEPARTMENT OF BUILDING AND HOUSING employees Catherine Brown and Linda John, a modern apprenticeship is the ideal way to continue their passion for learning.

Catherine and Linda work as Centralised Services Officers – Catherine in bond lodgements and Linda in tribunal applications. Both graduated with their National

Certificate in Business Administration (Level 3) in November, and are now working towards a National Certificate in Business Administration (Level 4) as part of their Modern Apprenticeship.

For Catherine, the programme has been an opportunity to combine work and study. For Linda, it has helped her learn a lot about herself and take on new challenges.

"The most valuable thing I've learned is how to better manage my time to accomplish everything important to me. With support from many people at the Department of Building and Housing and Learning State, I can do it," Linda says.

Linda and Catherine are two of 10 Department of Building and Housing employees undertaking modern apprenticeships. Learning State is supporting the agency with study groups, facilitated workshops and one-on-one coaching and mentoring.

Both learners have benefited from the additional support of their workplace assessors, Christina Leuluai and Tristin McCleary. Catherine says her assessor Christina also acts as a mentor.

"Christina helps me prepare for assessment, gives me words of encouragement and supports me in my study. We have monthly meetings scheduled around our workloads," Catherine says.

Linda believes that taking part in the Learning State graduation ceremony this year has motivated her to continue her learning.

"Some of the qualifications that I got to see people receiving were really appealing to me. I was thrilled with the certificate I achieved, but seeing what other people were achieving – diplomas and first-line management qualifications – really inspired me. Some people look at graduation as the end of something, but it's just the beginning. It's exciting," she says. [Km](#)

# 2009 Graduation success

THIS YEAR'S Learning State graduation events were once again a cause for celebration, with employees, their colleagues and managers, and family and friends, gathering for the occasion. Guest speakers included

Learning State Chairperson Patrick Waite (in Auckland) and the Hon Heather Roy, Associate Minister of Education, in Wellington. 




## New organisational form

LEARNING STATE has approval to become a Public Finance Act Schedule 4 Organisation following a recent decision by Cabinet. This change is planned to take effect from 1 July 2010.

Learning State was established as an industry training organisation for the State sector in 1994, under the auspices of the State Services Commission (SSC). It has continued to forge strong relationships across the State sector and it is a valued industry training partner for State sector agencies.

Learning State Executive Director Michelle Manley says it was always anticipated that Learning State would become an entity in its own right once it developed the necessary scale, capacity and performance levels.

"With support from SSC, Learning State has now reached that stage and we look forward to continuing the long term relationships we have build across the Sector, supporting agencies to improve performance through workplace learning programmes," she says. 

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Contact us at [feedback@learningstate.govt.nz](mailto: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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