

# Kia mōhio

Issue 10 | September 2009

FROM THE EXECUTIVE DIRECTOR

## Extending you a warm welcome

State sector agencies are continually looking at ways to improve productivity, work together more collaboratively and achieve good value for money.



**LEARNING STATE**

Kia mōhio  
Kia mārama  
Kia mahara

Leading workplace learning in the State sector

AS THE industry training organisation for the State sector, we have a good understanding of these requirements. The very nature of our work – developing the skills of State sector employees through workplace learning programmes – puts us in an ideal position to help our member agencies meet the expectations of Government and the New Zealanders we serve.

Our focus is very much on working across the sector. Our compliance project, for instance, is a perfect example of government agencies working together for common outcomes. This initiative, which

you can read more about in this issue of *Kia mōhio*, is also a good example of how we partner with our member agencies and work with them every step of the way. From identifying skill gaps, through to designing and delivering workplace learning solutions and evaluation, our service model is based on a continual cycle of improvement.

The way we provide our services to you supports this approach: our Agency Services team is the first port of call for our clients, and they are supported by our Research and Development team, whose role is to provide

educationally sound and quality assured programmes that meet national and international best practice standards. The two teams are continually working together to make the cycle of improvement a reality – from initiation through to completion and evaluation.

If you'd like to talk to us about your workplace learning and development needs or find out more about how we can work with you, please give us a call. Better yet, come and see us in person at our Featherston Street, Wellington, offices. You are always welcome!

*Michelle Manley*

MICHELLE MANLEY EXECUTIVE DIRECTOR

**IN KIA MŌHIO...**

**WARM WELCOME**  
Message from the Executive Director

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**WORKPLACE LEARNING**  
What motivates employees to complete learning programmes?

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FROM LEFT: Keith Manch, Deputy Secretary of the Department of Internal Affairs Regulation and Compliance Branch, Wendy Kale, Learning State Senior Advisor Research and Development, and Michelle Manley, Executive Director of Learning State.

# Compliance qualifications project timely

Plans to develop common qualifications for State sector employees working in the area of compliance have come at just the right time, according to Keith Manch of the Department of Internal Affairs.

**KEITH, DEPUTY SECRETARY** of the Department of Internal Affairs Regulation and Compliance Branch, is chair of the National Compliance Qualifications Project Steering Committee – an initiative aimed at creating qualifications for the compliance sector, and involving more than 30 public sector agencies (including local government).

Keith says the project ties in well with the Government’s desire to improve New Zealand’s regulatory environment, in that it brings an operational perspective to the many policy changes under way.

“The Government recently released a statement on regulation, claiming that New Zealand needs better and less regulation in order to achieve more productivity growth. A number of systems have been set up to make this happen – such as the State Sector Regulators’ Forum and the introduction of an annual Regulatory Reform Bill to make it quicker and easier to remove or simplify legislation as required.

“The National Compliance Qualifications Project ties in well with this because it will support consistent standards and improve the efficiency and capability of the organisations who are applying the rules, regulations and legislation. It will help to make the policy improvements a reality,” he says.

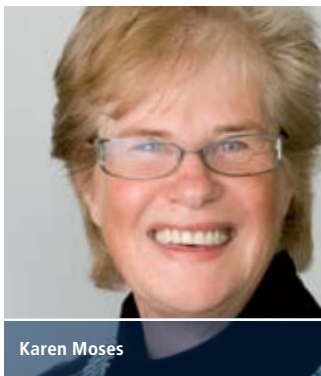
The National Compliance Qualifications Project is expected to be completed by 2013. A variety of agencies are involved in the steering group for the project – including the Department of Internal Affairs, New Zealand Police, Ministry of Agriculture and Forestry, Ministry of Fisheries, New Zealand Customs Service, Department of Labour, New Zealand Transport Agency, Commerce Commission and Manukau City Council (representing all local government authorities). For more information contact Wendy Kale at Learning State, on 04 495 1410.

The project has set up an online workspace that contains a range of information relating to the State sector compliance community, including details of events, activities, resources and information about training providers. Email [compliance@ssc.govt.nz](mailto:compliance@ssc.govt.nz) to find out how to join.



# What motivates employees to complete workplace learning programmes?

For increasing numbers of New Zealanders, the workplace is providing significant training and development opportunities that lead to nationally recognised qualifications and improved workplace productivity. Karen Moses, Learning State Senior Advisor, Research and Development, recently undertook research into what key factors motivate learners to complete qualifications through workplace learning. The findings of this research have been published both nationally and internationally. Here, she explains her findings...



**TERTIARY EDUCATION** Commission (TEC) statistics indicate that approximately one-quarter of all tertiary learners in New Zealand are completing qualifications through workplace learning models. Yet, in spite of growth across the wider tertiary education sector, the number completing qualifications in tertiary education continues to drop: the OECD (2008) reports that, internationally, New Zealand has an above average participation rate but a below average completion rate in tertiary education.

I undertook research to find out why this might be the case. My research was designed to inform Learning State's service delivery strategy by providing evidence for the development of new workplace learning models that would support state sector agencies and gain an increase in learner completion.

My findings identified that, for workplace learning to be successful, all participants have a role to play. The state sector agency, the training provider, the learner and the industry training organisation (ITO) must work together to create a successful learning environment.

For learners to achieve, they need to embrace the concept of life-long learning pathways, be open to new and more flexible approaches to workplace learning, and acquire the skills to be successful self-directed learners.

Motivation is the key to learner success. Employers can assist by providing an environment that fosters effective learning, including study time allowance and learner support through coaching and mentoring. Also, the training programmes used to deliver the qualification should include motivational training strategies that meet the differing learning styles of the learner.

My research showed that industry training organisations need to develop workplace learning models that meet the needs of sector and that these models acknowledge the prior learning and current competencies of the learner. In addition, ITOs need to provide ongoing support and advice to member agencies, and facilitate collaborative partnerships between training providers and agencies to ensure quality work relationships. ITOs should also have quality assurance systems that include evaluation and administration systems to monitor and track learners' progress.

These key factors do not stand alone. The findings of my research strongly suggest that these identified factors should be blended through models of workplace learning to ensure motivation for learners to complete their qualifications successfully in a workplace learning situation.



Nick Watson, Learning State Manager, Research and Development, and Karen Moses discuss the research.

# Skills recognition assessment service for employees affected by redundancy

LEARNING STATE is offering a skills recognition assessment service so that State sector employees affected by redundancy can gain a tertiary qualification based on their existing skills.

This means that they're able to gain a national certificate (a qualification registered on the National Qualifications Framework) in a much shorter timeframe than usual because they are gaining recognition for their current skills – not learning new ones.

Learning State is offering this service to help those agencies and employees affected by restructuring.

The service has been tailored to take account of the fact that employees may only remain in employment for a short time. It is possible, therefore, for an employee to sign up to this service in the last three months of employment and undertake the assessments in the following three months, after redundancy has occurred.

As part of this service, Learning State will provide the employee with a registered assessor who will match their competencies to the requirements of the national certificate.

The following national certificates are currently included in Learning State's skills recognition assessment service:

- First Line Management
- Client/Customer Service
- Business Administration
- Adult Education
- Contact Centre Operations
- Field Advisor
- State Sector Induction Programme

If you'd like to find out more, please give us a call.

## Employees' chance to shine

THIS YEAR'S GRADUATION events are set to be the best yet, with many State sector employees choosing to

celebrate in style with their colleagues, managers, friends and families.

Every year, Learning State hosts two graduation ceremonies, one in Auckland and one in Wellington, giving employees who have successfully completed workplace learning programmes the chance to have their achievements acknowledged. We're looking forward to this year's events!



Photographs from last year's graduation events.

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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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Leading workplace learning in the State sector