



Public Sector

Building capability and knowledge in the Public Sector



Skills has a long and proud history of working with public sector organisations, which means our team intimately understands the pressures this sector faces.

Designed to be delivered within the workplace, these programmes allow for learners to develop knowledge and skills that can be applied in a range of operational roles within their organisation.

While previously limited to central government, the programmes are now open to individuals in both central and local government.

What are the benefits?

For the **LEARNER**

- Transferable knowledge that can be applied across the public sector, opening career opportunities across central and local government organisations
- Management of personal wellbeing is improved
- Resilience building strategies and techniques are developed

For the **ORGANISATION**

- Stronger understanding of working in the public sector and how it differs to the private sector
- Increased capability across the team
- Improved stakeholder engagement and customer service

What qualifications are available?

New Zealand Certificate in Public Sector Practice (Level 3)

This qualification is ideal for people who are new to the public sector, operating in a variety of roles. It provides a solid foundation of knowledge about the unique nature of working in the public sector.

Graduates will be capable of applying public sector principles and practices within the responsibilities and boundaries of their roles in a range of local and central government environments.

New Zealand Certificate in Public Sector Service Delivery (Level 4)

This qualification aims to give people the skills and knowledge to perform high quality service delivery in compliance with public sector requirements, for a broad range of stakeholders.

Graduates will be able to operate under broad guidance in a service delivery context, contribute to team performance, and deliver services that meet the needs of the New Zealand public.



How are the qualifications achieved?

Online learning and assessment

Skills can offer an online learning and assessment programme through a Learning Management System (LMS).

What other solutions does Skills offer?

The Skills Group offers a wide range of solutions to build your team's capability. This includes a range of short courses that are delivered in partnership with IMNZ.



MANAGING CONFLICT AND DIFFICULT CONVERSATIONS

The way we feel about conflict drives our behaviour and has an impact on the people around us.

This course will give you insight into the conflict behaviour of yourselves and others. Learn how to prevent and manage conflict, rather than just react to it, and try out approaches that support positive outcomes.



EFFECTIVE TIME MANAGEMENT

This one-day comprehensive short course is designed for those who feel overloaded and out of control as workloads and performance expectations increase whilst resource levels diminish.

Learn how to do the right things in the correct order and do them better! It will show you how to master your workload through the application of proven practices.



TAILOR-MADE SOLUTIONS

We deliver off-the-shelf and bespoke solutions to the challenges facing today's highly complex, competitive and diverse environments.

Our solutions are designed to engage your people, shape underlying attitudes, and drive productivity.

Tailored to your needs, this may include in-house workshops, coaching and mentoring sessions, or even developing e-learning for your business.

Why choose us?

At Skills, our focus is to build New Zealand's workplace capability. We help organisations and their staff grow competencies, improve performance, and build leadership capabilities. After decades in the industry, we know about effective workplace learning.

Ready to get started?

The team at Skills are happy to discuss your needs, the wide range of solutions we have available and how we can empower you to reach your business goals. Call us today on 0508 SKILLS (0508 754 557)

skills.
Grow by growing others