

## A Project PACT was involved in

### Training needs analysis

#### Purpose

For Inland Revenue to have all staff trained and ready for the introduction of Kiwisaver.



#### Outline

PACT worked through Equip Limited on the training needs analysis project to define what training was needed by what staff groups. The implementation of Kiwisaver impacted on thousands of staff in Inland Revenue.

Anne Evans-Scott of PACT and Toni Peterson of Equip Limited, interviewed both staff and contractors within IRD to define

- What jobs were impacted by Kiwisaver and how they were impacted
- What knowledge and skills were needed by staff in these jobs
- What training was needed to supply this and an outline of the content
- What training methods would be used
- What the likely cost of the training would be for both design and delivery

After the completion of the training needs analysis, IRD put the training out to tender. PACT did not tender for the job as it would have been a conflict of interest, having been involved in preparation of the cost estimates. The tender for development of the training resources was won by a New Zealand company, Inspire Group.

The Kiwisaver training was delivered on time and was successful in that there were no implementation problems to hit the press. Kiwisaver continues to be one of the Labour Government's most successful implementations.



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