



## Domain Knowledge

### Developing

Understands the specialist policy subject matter relevant to the agency and sector.

- Acquiring subject matter knowledge relevant to the work of the agency and sector.
- Building technical know-how on the legal, regulatory and service delivery frameworks.
- Learning about ways to access research and datasets.
- Identifying Māori rights and interests, perspectives, and Māori Crown relationships in the work of their domain.

### 70% on-the-job learning

Build knowledge of your agency's business and strategic direction by reading your agency's annual report, statement of intent, briefing to the incoming minister, and relevant strategic or business plans.

Discuss with your manager how your role contributes to achieving your agency's priorities.

Learn about the key policy tools or analytical and kaupapa Māori based frameworks used in your agency and how to apply these.

Learn about the principles of the Treaty of Waitangi, relevant legislation, regulations and Cabinet decisions relating to your agency and your work.

Learn about the history of your agency's business, key decisions that have been made, and what the impact of these has been on other agencies' business, New Zealand society, the economy, Māori, Māori Crown relationships, and New Zealand's international relations.

Learn about Treaty settlement commitments in your policy area.

Learn about the current policy issues facing your agency and sector, including regional variations and interests.

Participate in small policy projects and tasks that will develop greater subject matter expertise.

Stay up to date with literature relevant to your role, tasks or knowledge base.

Discuss with your colleagues about when and how to engage your agency's operations, legal, finance, digital and service design, and communications teams in the development of policy, and take opportunities to do so.

Participate in projects across your agency, or in corporate projects to broaden your knowledge of organisational issues.

Find out if your agency has a Digital Strategy and if so, read it and follow up on any questions with your manager and/or ICT business partner.

Learn about the various digital and data tools you have access to through your agency.

Learn about and understand the different channels your agency uses for information and service delivery.

Shadow one of your service delivery teams as they roll out a new service or feature.



## Domain Knowledge

### Developing

#### 20% learning from others

Interact with colleagues to gather new ideas and insights relevant to your subject matter expertise.

Participate in relevant professional and expert networks.

Seek on-the-job coaching on domain knowledge from more senior practitioners or managers.

Attend in-house seminars on your area of subject matter expertise.

Find opportunities to spend time with people who may be affected by your policy area, including Māori, iwi organisations, frontline staff, businesses, different ethnic groups, community groups, non-government organisations, disabled people, senior citizens and single parents.

Read key documents with commentary of the Māori Crown relationship relevant to your subject area.

#### 10% formal training

Attend your agency's induction training.

Complete the Public Service Commission's online modules [Tikanga whakauru mahi a te Ratonga Tūmatanui | Public Service Induction](#).

Attend external seminars and participate in workshops to expand and update your subject knowledge.

Attend training on Te Ao Māori relevant to your subject area (e.g. Victoria University's Centre for Lifelong Learning offers tailored courses on Māori Crown Relations).