

TE PAERANGI | Pacific Peoples

ServiceIQ Pacific Peoples Learner Success Plan

What does success look like for Pacific learners?

- ▶ Pacific learners have a strong representative voice.
- ▶ Our staff and employers are proactively growing their Cultural Confidence.
- ▶ Pacific learners achieve equitable outcomes. These outcomes are determined in partnership with Pacific Peoples.
- ▶ Pacific Peoples values and principles are inherent in learners measures of success.
- ▶ Learning and wellbeing needs are proactively met. ServiceIQ supports the wellbeing of all Pacific learners.
- ▶ Pacific Peoples are visible at all levels of ServiceIQ.
- ▶ There are strong connections with their communities and families.
- ▶ Pacific learners can access multiple opportunities across their lifetime.
- ▶ A strong Pacific Peoples workforce is available to support Pacific Peoples and their families. There is a vibrant Pacific ecosystem. Pacific learners and staff thrive, their capability grows and is nurtured.
- ▶ Pacific Peoples identity is reflected within their learning and environment. Learning with ServiceIQ is mana-enhancing for Pacific Peoples and their families.

Framework

| Objective | Action | Metrics |
|---|---|--|
| 1. Building Cultural Confidence of our staff | <p>Develop staff understanding of the educational and other barriers Pacific learners face.</p> <p>Training and resources are developed to support staff with inclusive learning support and assessment.</p> <p>Course design, curriculum, delivery and assessment includes Pacific Peoples learning styles.</p> <p>Staff have the right support to ensure they have the right attitude, behaviors and can provide the right outcome (learning support) for Pacific learners.</p> | <ol style="list-style-type: none"> 1. Number of training and resources available, co-designed with Pacific learners. 2. Number of staff involved in ongoing Cultural Confidence (CC) development. 3. Measure of CC change through development. 4. Percentage of staff feeling CC to support Pacific learners. 5. Number of programmes reviewed to include Pacific content. 6. Trainee satisfaction. 7. Surveys report improvement in CC of staff re: right support, attitude and outcome. 8. Number of solutions identified and addressed. |

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|---|--|---|
| <p>2. Ensuring Pacific learners receive the right learning support</p> | <p>Ensure Te Tiriti excellence partnering and empowering Pacific learners.</p> <p>Data insights inform all that we do.</p> <p>Connected communications and engagement.</p> <p>Co-design approaches inform participation in decision-making.</p> <p>Needs assessments and customised success planning.</p> <p>Partnership with learners at all levels leads to solutions that see learners, whānau, and community thrive, while enhancing mana and success.</p> <p>Empower the voice of Pacific learners and others to ensure diversity is heard.</p> | <ol style="list-style-type: none"> 1. Number of Pacific learners identified at enrolment. 2. Identify where areas of success are and any barriers to success. 3. Learners satisfaction surveys identify progress Pacific learners achievement. 4. Percentage retention rates throughout the learners journey for Pacific learners. 5. Percentage of course success rates for Pacific learners. 6. Number of solutions identified and addressed. 7. Number of Pacific community partners. 8. Initiatives developed to support Pacific learners success. 9. EPI data identifies progress in Pacific achievement. |
| <p>3. Learning Environments enable success for Pacific Peoples</p> | <p>Curriculum is future-focused, relevant, universally designed, culturally inclusive and informed, personalised, and practical.</p> <p>Pacific learners see themselves in our staff make-up, curriculum, and everyday practices and spaces.</p> <p>Assessments are accessible, relevant and reaffirm learning.</p> <p>Tuakana/teina and peer mentoring builds a deliberate culture of connection.</p> <p>Navigational tools and processes connect learners and their whānau early to customised services and ongoing support.</p> <p>Our brand holds learners (with their whānau) at the forefront.</p> | <ol style="list-style-type: none"> 1. Track and measure number of Pacific learners employed from Talent and Supply and Gateway initiatives. 2. Increased proportion of Pacific progressed from Level 3 to 4. 3. Dedicated partnerships with Pacific organisations and community to increase number of Pacific into workplace training. |

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|---|---|---|
| <p>4. Focus on wellbeing</p> | <p>Outcomes framework is co-defined, principled, and measurable.</p> <p>Whakawhanaungatanga – engage in ways that honour Te Tiriti and ensure strong relationships that are inclusive of learners with their family.</p> <p>Cultural values and differences are understood, recognised, and celebrated.</p> <p>Confidence-building is a deliberate practice.</p> <p>Services and environments align to holistic learners needs.</p> <p>Diversity in learners success and motivations are recognised, including whānau and community prosperity.</p> | <ol style="list-style-type: none"> 1. All Pacific learners convey positive net promoter survey scores. 2. Increased credit achievement and course success rates for Pacific learners. 3. Increased proportion of programme and qualification achievement for Pacific learners. |
| <p>5. Provide equitable access</p> | <p>Barrier free access to guided pathways and easy enrolment.</p> <p>Learning is flexible and technology is readily available and customised.</p> <p>Information is clear and accessible.</p> <p>Financial services are easily accessed (budgeting/loans).</p> <p>Our places manaaki all and are welcoming.</p> | <ol style="list-style-type: none"> 1. Increased proportion of enrolments for Pacific learners. 2. All learners express positive learners health scores. That is, learners express being engaged, connected, included, and satisfied. Having wellbeing and equitable access. |
| <p>6. Employers have access to support and awareness</p> | <p>Create training, support and resources for employers to ensure they are culturally confident.</p> <p>Find out what employers needs to support Pacific learners and create these support systems.</p> <p>Design monitoring processes to support employers to feel culturally confident and the Pacific learners are receiving the right learning support to succeed with work-based training.</p> | <ol style="list-style-type: none"> 1. Number of training programmes and resources for employers. 2. Number of employers accessing resources and support. 3. Measure of CC change through this training. 4. Percentage employers feeling CC to support Pacific learners. 5. Percentage retentions rates for these WBL learners. |