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## Learner Success Plan

# What does success look like for apprentices?

**This plan outlines how ServiceIQ will protect, retain and improve quality delivery and experience to ensure apprentices succeed with work-based learning.**

**How we will use existing resources, initiatives, evidence and lessons learned in relation to learner success and learner experience and how we capture, record and review our information and data.**

**The transition plan outlines specific interventions and how they will be measured to support credit achievement, program completion and support apprentices.**

We will ensure:

- ▶ Apprentices have a strong representative voice.
- ▶ All Service IQ apprentices achieve equitable outcomes.
- ▶ Our Sector Service Advisors are reporting an increase in confidence working with apprentices.
- ▶ An improved evidence-based approach to increase support and pastoral care to first-year apprentices, both directly and in workplaces.
- ▶ Te Tiriti principles are applied prioritising Māori, Pacific Peoples, and ākonga with physical, mental health or language and learning requirements.
- ▶ Apprentices receive the right learning support and can access information and digital platforms.
- ▶ Employers of apprentices have access to information and support, with clear lines of communication with Service Sector Advisors.
- ▶ Learning and wellbeing needs are proactively met. Service IQ supports the wellbeing of all Apprentices.
- ▶ At least four pastoral care visits are undertaken and noted.

**Find out more: [www.ServiceIQ.org.nz/about-us/equity](http://www.ServiceIQ.org.nz/about-us/equity)**

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# Framework

## 1. Building Service Sector Advisors (SSA) knowledge and understanding of best practice.

Action	Metrics	Evidence
<p>Ensure SSA understand the requirements and responsibilities of ServiceIQ, Employers and apprentices undertaking New Zealand Apprenticeships.</p> <p>Ensure that SSA communicate clearly the requirements and responsibilities within the Apprentice Code of Conduct and related documents to employers and apprentices.</p> <p>Ensure that SSA's communicate best practice for Apprentices.</p>	<ol style="list-style-type: none"> <li>1. Number of training resources and information on showcase.</li> <li>2. Number of Apprentice SSA's completed apprentice support awareness workshops.</li> <li>3. Measure of confidence in communicating requirements specific to apprentice agreements.</li> <li>4. Trainee Satisfaction Surveys report improvement in confidence of SSA re: right support, attitude and outcome.</li> <li>5. Number of solutions identified and addressed.</li> </ol>	<ol style="list-style-type: none"> <li>1. Feedback from SSA's on effectiveness of information and future needs.</li> <li>2. Kaimahi Performance development plans KPI.</li> <li>3. Satisfaction survey following workshops.</li> <li>4. Ongoing communication with Apprentice Advisors.</li> <li>5. Survey results reported</li> <li>6. Documented review and continuous improvement reports monthly.</li> </ol>

## 2. Ensuring first year apprentices receive the right learning support.

Action	Metrics	Evidence
<p>Introduce a first year Apprentice Induction programme with a focus on the completion of units 27927 and 27928 within the first month of training.</p> <p>(These units are in all Service IQ apprenticeships).</p> <p>Develop extra guidance materials to assist apprentices with these units.</p> <p>A focus on identifying pastoral care and wellbeing needs and solutions.</p>	<ol style="list-style-type: none"> <li>1. Numbers completing these units within the first month.</li> <li>2. Percentage of retention rates during first year.</li> <li>3. Feedback on progress reported using guidance documents.</li> <li>4. Number of solutions identified and addressed.</li> </ol>	<ol style="list-style-type: none"> <li>1. PowerBI reports/CRM</li> <li>2. CRM data on number of apprentices receiving support from Apprentice Advisor on referral.</li> <li>3. Power BI and EPI Equity report</li> <li>4. Satisfaction surveys (quarterly)</li> <li>5. Monthly report includes review of continuous improvement strategies.</li> </ol>

## 3. Employers have access to support and awareness.

Action	Metrics	Evidence
<p>Create training, support and resources for employers to ensure they are familiar with the requirements of having an apprentice and how they can support them.</p> <p>Research current employers systems and processes to support to determine employers needs to support apprentices and create these support systems.</p> <p>Review monitoring process so employers feel confident, and apprentices are receiving the right learning support to succeed.</p>	<ol style="list-style-type: none"> <li>1. Number of training programmes and resources for employers.</li> <li>2. Number of employers completing this training and using resources.</li> <li>3. Percentage of employers feeling confident in supporting apprentices.</li> </ol>	<ol style="list-style-type: none"> <li>1. Documented portfolio of resources and online presentation.</li> <li>2. CRM, monthly report</li> <li>3. Satisfaction surveys.</li> </ol>

#### 4. Provide effective support for Apprentices who experience anxiety and mental distress.

Action	Metrics	Evidence
Support through a range of channels and services.  Culturally relevant mental health support information is available.  Apprentices feel supported and are confident.	1. Understand and communicate support available.  2. An anonymous survey to understand what levels we are working with and varying elements.	1. Showcase, survey to employers re Vitae, Vitae promotion. Website resources.  2. Survey results.

#### 5. Focus on wellbeing.

Action	Metrics	Evidence
Outcomes framework is co-defined, principled, and measurable.  Learners confidence-building is a deliberate practice.  Services and environments align to holistic learner needs.	1. All apprentices convey positive net promoter survey scores.  2. Increased credit achievement and course success rates for apprentices  3. Increased proportion of programme and qualification achievement apprentices.	1. Satisfaction surveys.  2. PowerBI data monthly reports.  3. PowerBI data, monthly reports