Learner Success Plan

What does success look like for Māori learners?

This plan outlines how ServiceIQ will protect, retain and improve quality delivery and experience to ensure Māori learners 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 work-based Māori learners.

We will ensure:

▶ Māori learners have a strong representative voice.

▶ Māori learners achieve equitable outcomes. These outcomes are determined in partnership with Māori.

▶ Our staff and employers are proactively growing their Cultural Confidence.

▶ Māori values and principles are inherent in learners measures of success.

▶ Māoritanga is embedded through the learning journey. Māori are visible at all levels of ServiceIQ.

▶ There are strong connections with their iwi/hapū.

▶ Māori learners can access multiple opportunities across their lifetime to return home to learn te reo and Tikanga Māori, as well as use their new skills for their iwi/hapū.

▶ A strong Māori workforce is available to support Māori and their whānau. There is a vibrant Māori ecosystem. Māori learners and staff thrive, their capability grows and is nurtured.

▶ Māori identity is reflected within their learning and environment. Learning with ServiceIQ is mana-enhancing for them and their whānau.

▶ Learning and wellbeing needs are proactively met. ServiceIQ supports the wellbeing of all Māori learners.

Find out more: www.ServiceIQ.org.nz/about-us/equity

ServiceIQ
Industry Qualifications

EQUITY

We are the workplace training specialist for service sector employers in aviation, hospitality, retail, travel, tourism, and museums. We help our customers succeed by growing their talent.

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Framework

1. Building Cultural Confidence of our staff

Action	Metrics	Evidence
Develop staff understanding of the educational and other barriers Māori learners face. Training and resources are developed to support staff with inclusive learning support and assessment. Staff have the right support to ensure they have the right attitude, behaviours and can provide the right outcome (learning support) for Māori learners.	1. Number of training and resources available, co-designed with Māori learners. 2. Number of staff involved in ongoing Cultural Confidence (CC) development. 3. Measure of cultural Confidence (DC) change through training. 4. Percentage of staff feeling CC to support Māori learners. 5. Number of programmes reviewed to include te reo and tikanga content. 6. Improvement in CC of staff re: right support, attitude and outcome. 7. Number of solutions identified and addressed.	1. Feedback from internal teams on effectiveness and future needs. Documented on CRM 2. Kaimahi performance development plans KPI 3. Satisfaction survey following workshops and 6 months after. 4. Ongoing communication with Māori Advisor and surveys. 5. Updates from resource team documented by Māori Advisor. 6. Learner satisfaction surveys and attendance at Service Sector Advisor (SSA) and Key Account Manager (KAM) team meetings. 7. Documented review and continuous improvement Equity team monthly reports.

2. Ensuring Māori learners receive the right learning support

Action	Metrics	Evidence
Ensure Te Tiriti excellence partnering and empowering Māori. Continue to review current processes to obtain more consistent data about the progress of Māori learners. Connected Communications and Engagement. Co-design approaches inform participation in decision-making. Needs assessments and customised success planning. Design monitoring processes to ensure these systems are making a difference for Māori learners and staff. Empower the voice of Māori and others to ensure diversity is heard. Partnerships with learners at all levels leads to solutions that see learners, whanau and community thrive, while enhancing mana and success.	1. Number of Māori learners identified at enrolment. 2. Identify where areas of success are and any barriers to success. 3. Learners satisfaction surveys identify progress for Māori learners. 4. Percentage retention rates throughout the learner journey for Māori. 5. Percentage of course success rates for Māori. 6. Number of solutions identified and addressed. 7. Number of iwi partners. 8. Initiatives developed to support Māori learners success. 9. Identify where areas of success are and any barriers to success.	1. Number of training Agreements Māori Advisor through CRM/ PowerBI 2. PowerBI data reports, Surveys 3. Documented survey feedback. 4. PowerBI data included in monthly reports. 5. PowerBI data included in monthly reports. 6. Monthly report includes review and continuous improvement strategies. 7. Documented in CRM 8. Monthly KPI reports with feedback from SSA, Employer and learners. 9. Power BI data included in monthly reports

3. Learning Environments enable success for Māori

Action	Metrics	Evidence
Programmes are future-focused, relevant, universally designed, culturally inclusive and informed, personalised, and practical. Māori learners see themselves in our staff make-up, curriculum, and everyday practices and spaces. Assessments are accessible, relevant and reaffirm learning. Tuakana/teina and peer mentoring builds a deliberate culture of connection. Navigational tools and processes connect learner sand their whānau early to customised services and ongoing support. Our brand holds Māori learners (with their whānau) at the forefront.	1. Review programmes and resources to ensure culturally inclusive and informed, personalised, and practical 2. Increased proportion of Māori progressed from Level 3 to 4. 3. Dedicated partnerships with Māori organisation and iwi to increase number of Māori into workplace training.	1. Documented record and review. 2. PowerBI data 3. Documented in CRM

4. Māori learners have equitable access to learning pathways and employment

Action	Metrics	Evidence
Identify and resolve the barriers for Māori learners who don't have equitable access to vocational learning pathways Learning is flexible and technology is readily available and customised. Information is clear and accessible. Financial services are easily accessed (budgeting/loans). Our places manaaki all and are welcoming.	1. Number of projects to resolve the barriers for Māori learners who don't have equitable access to vocational learning pathways. 2. Percentage retention rates for Māori learners. 3. All Māori learners express positive learner health scores. That is, learner express being engaged, connected, included, and satisfied. Having wellbeing and equitable access.	1. Monthly reports on initiatives implemented against KPIs. 2. Data showing number of Māori pathway to higher qualification. PowerBI 3. CRM data on number of Māori learners receiving support from Disability Advisor or referral. 4. EPI data 5. Recorded in CRM

5. Employers have access to support and awareness

Action	Metrics	Evidence
Create training, support and resources for employers to ensure they are culturally confident. Research current employers systems and processes and support to determine employers needs to support Māori learners and create these support systems. Design monitoring processes so employers feel culturally confident and Māori learners are receiving the right learning support to succeed with work-based training.	1. Number of training programmes and resources for employers. 2. Number of employers accessing resources and support. 3. Percentage employers feeling CC to support Māori learners. 4. Percentage retentions rates for these WBL learners.	1. Documented portfolio of resources and online presentation. 2. CRM, monthly report 3. Satisfaction surveys. 4. PowerBI, monthly report.

6. Provide effective support for learners 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.	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

7. Focus on wellbeing

Action	Metrics	Evidence
Outcomes framework is co-defined, principled, and measurable. Whakawhanaungatanga – engage in ways that honour Te Tiriti and ensure strong relationships that are inclusive of learners with their whānau. Cultural values and differences are understood, recognised, and celebrated. Confidence-building is a deliberate practice. Services and environments align to holistic learner needs. Diversity in learner success and motivations are recognised, including whānau and community prosperity.	1. All Māori convey positive net promoter survey scores. 2. Increased credit achievement and course success rates for Māori. 3. Increased proportion of programme and qualification achievement for Māori.	1. Satisfaction surveys 2. PowerBI data 3. PowerBI data