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## Learner Success Plan

# What does success look like for Pacific learners?

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

We will ensure:

- ▶ 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 aiga.
- ▶ Pacific learners can access multiple opportunities across their lifetime.
- ▶ A strong Pacific Peoples workforce is available to support Pacific Peoples and their aiga. 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 aiga.

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

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Industry Qualifications



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
<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"> <li>1. Number of training and resources available, co-designed with Pacific learners.</li> <li>2. Number of staff involved in ongoing Cultural Confidence (CC) development.</li> <li>3. Percentage of staff to support Pacific learners.</li> <li>4. Number of programmes reviewed to include Pacific content.</li> <li>5. Trainee Satisfaction Surveys report improvement in CC of staff re: right support, attitude and outcome.</li> <li>6. Number of solutions identified and addressed.</li> </ol>	<ol style="list-style-type: none"> <li>1. Feedback from internal teams on effectiveness and future needs. Documented on CRM</li> <li>2. Kaimahi performance development plans KPI.</li> <li>3. Satisfaction survey following workshops and 6 months after.</li> <li>4. Updates from resource team documented by Pacific Advisor.</li> <li>5. Learner satisfaction surveys and attendance at Service Sector Advisor (SSA) and Key Account Manager (KAM) team meetings.</li> <li>6. Ongoing communication with Pacific Advisor and surveys. Initiatives based on learner and employer feedback.</li> </ol>

## 2. Ensuring Pacific learners receive the right learning support

Action	Metrics	Evidence
<p>Ensure Te Tiriti excellence partnering and empowering Pacific Peoples.</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, aiga, and community thrive, while enhancing mana and success.</p>	<ol style="list-style-type: none"> <li>1. Number of Pacific learners identified at enrolment.</li> <li>2. Identify where areas of success are and any barriers to success.</li> <li>3. Learners satisfaction surveys identify progress Pacific Peoples achievement.</li> <li>4. Percentage retention rates throughout the learners journey for Pacific learners.</li> <li>5. Percentage of course success rates for Pacific learners.</li> <li>6. Number of solutions identified and addressed.</li> <li>7. Number of Pacific community partners.</li> <li>8. Initiatives developed to support Pacific learners success.</li> <li>9. EPI data identifies progress in Pacific achievement.</li> </ol>	<ol style="list-style-type: none"> <li>1. Number training Agreements Pacific Advisor through CRM/ PowerBI</li> <li>2. PowerBI data reports, Surveys</li> <li>3. Documented survey feedback.</li> <li>4. PowerBI data included in monthly reports.</li> <li>5. PowerBI data included in monthly reports.</li> <li>6. Monthly report includes review and continuous improvement strategies.</li> <li>7. Documented in CRM.</li> <li>8. Power BI data included in monthly reports</li> </ol>

### 3. Learning Environments enable success for Pacific Peoples

Action	Metrics	Evidence
<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>Tākana-tēina and peer mentoring builds a deliberate culture of connection.</p> <p>Navigational tools and processes connect learners and their aiga early to customised services and ongoing support.</p> <p>Our brand holds learners (with their aiga) at the forefront.</p>	<ol style="list-style-type: none"> <li>1. Review programmes and resources to ensure culturally inclusive and informed, personalised, and practical</li> <li>2. Increased proportion of Pacific learners progressed from Level 3 to 4.</li> <li>3. Dedicated partnerships with Pacific organisations and community to increase number of Pacific into workplace training.</li> </ol>	<ol style="list-style-type: none"> <li>1. Document, record and review.</li> <li>2. PowerBI data</li> <li>3. Documented in CRM</li> <li>4. Success stories</li> </ol>

### 4. Provide equitable access

Action	Metrics	Evidence
<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"> <li>1. Increased proportion of enrolments for Pacific learners.</li> <li>2. All learners express positive learners health scores. That is, learners express being engaged, connected, included, and satisfied. Having wellbeing and equitable access</li> </ol>	<ol style="list-style-type: none"> <li>1. PowerBI data</li> <li>2. Satisfaction surveys</li> </ol>

## 5. Employers have access to support and awareness

Action	Metrics	Evidence
<p>Create training, support and resources for employers to ensure they are culturally confident.</p> <p>Research current employers systems and processes and support to determine employers needs to support Maori learners and create these support systems.</p> <p>Design monitoring processes so employers feel culturally confident and Māori learners are receiving the right learning support to succeed with work-based training.</p>	<ol style="list-style-type: none"> <li>1. Number of training programmes and resources for employers.</li> <li>2. Number of employers accessing resources and support.</li> <li>3. Percentage employers feeling CC to support Māori learners.</li> <li>4. Percentage retentions rates for these WBL learners.</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> <li>4. PowerBI, monthly report.</li> </ol>

## 6. Provide effective support for learners who experience anxiety and mental distress

Action	Metrics	Evidence
<p>Support through a range of channels and services.</p> <p>Culturally relevant mental health support information is available.</p> <p>Staff feel supported and are confident</p>	<ol style="list-style-type: none"> <li>1. Understand and communicate support available.</li> <li>2. An anonymous survey to understand what levels we are working with and varying elements.</li> </ol>	<ol style="list-style-type: none"> <li>1. Showcase, survey to employers re Vitae, Vitae promotion. Website resources.</li> <li>2. Survey results</li> </ol>

## 7. Focus on wellbeing

Action	Metrics	Evidence
<p>Outcomes framework is co-defined, principled, and measurable.</p> <p>Whakaaigangatanga – engage in ways that honour Te Tiriti and ensure strong relationships that are inclusive of learners with their aiga.</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 aiga and community prosperity.</p>	<ol style="list-style-type: none"> <li>1. All Pacific Peoples convey positive net promoter survey scores.</li> <li>2. Increased credit achievement and course success rates for Pacific Peoples.</li> <li>3. Increased proportion of programme and qualification achievement for Pacific Peoples.</li> </ol>	<ol style="list-style-type: none"> <li>1. Satisfaction surveys</li> <li>2. PowerBI data</li> <li>3. PowerBI data</li> </ol>