

TE PAERANGI | Māori

ServiceIQ Māori Learner Success Plan

What does success look like for Māori learners?

- ▶ Māori learners have a strong representative voice.
- ▶ Our staff and employers are proactively growing their Cultural Confidence.
- ▶ Māori learners achieve equitable outcomes. These outcomes are determined in partnership with Māori.
- ▶ Māori values and principles are inherent in learners measures of success.
- ▶ Learning and wellbeing needs are proactively met. ServiceIQ supports the wellbeing of all Māori learners.
- ▶ 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.

Framework

Objective	Action	Metrics
1. Building Cultural Confidence of our staff	<p>Develop staff understanding of the educational and other barriers Māori 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 tikanga.</p> <p>Staff have the right support to ensure they have the right attitude, behaviours and can provide the right outcome (learning support) for Māori learners.</p>	<ol style="list-style-type: none"> 1. Number of training and resources available, co-designed with Māori learners. 2. Number of staff involved in ongoing Cultural Confidence (CC) development. 3. Percentage of staff feeling CC to support Māori learners. 4. Number of programmes reviewed to include te reo and tikanga content. 5. Trainee Satisfaction Surveys report improvement in CC of staff re: right support, attitude and outcome. 6. Number of solutions identified and addressed. 7. Learner satisfaction surveys identify Māori progress.

Objective	Action	Metrics
<p>2. Ensuring Māori learners receive the right learning support</p>	<p>Ensure Te Tiriti excellence partnering and empowering Māori.</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>Empower the voice of Māori and others to ensure diversity is heard.</p> <p>Partnerships with learners at all levels leads to solutions that see learners, whānau and community thrive, while enhancing mana and success.</p>	<ol style="list-style-type: none"> 1. Number of Māori learners identified at enrolment. 2. Identify where areas of success are and any barriers to success. 3. EPI data identify progress Māori achievement. 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.
<p>3. Learning Environments enable success for Māori</p>	<p>Curriculum is future-focused, relevant, universally designed, culturally inclusive and informed, personalised, and practical.</p> <p>Māori 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 learner sand their whānau early to customised services and ongoing support.</p> <p>Our brand holds Māori learners (with their whānau) at the forefront.</p>	<ol style="list-style-type: none"> 1. Track and measure number of Māori employed from Talent and Supply and Gateway initiatives. 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.

Objective	Action	Metrics
<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 whānau.</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 learner needs.</p> <p>Diversity in learner success and motivations are recognised, including whānau and community prosperity.</p>	<ol style="list-style-type: none"> 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.
<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 Māori learners. 2. All Māori learners express positive learner health scores. That is, learner 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 need to support Māori 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"> 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 retention rates for these WBL learners.