

# 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
<b>1. Building Cultural Confidence of our staff</b>	<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"> <li>1. Number of training and resources available, co-designed with Māori learners.</li> <li>2. Number of staff involved in ongoing Cultural Confidence (CC) development.</li> <li>3. Percentage of staff feeling CC to support Māori learners.</li> <li>4. Number of programmes reviewed to include te reo and tikanga 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> <li>7. Learner satisfaction surveys identify Māori progress.</li> </ol>

Objective	Action	Metrics
<p><b>2. Ensuring Māori learners receive the right learning support</b></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"> <li>1. Number of Māori learners identified at enrolment.</li> <li>2. Identify where areas of success are and any barriers to success.</li> <li>3. EPI data identify progress Māori achievement.</li> <li>4. Percentage retention rates throughout the learner journey for Māori.</li> <li>5. Percentage of course success rates for Māori.</li> <li>6. Number of solutions identified and addressed.</li> <li>7. Number of iwi partners.</li> <li>8. Initiatives developed to support Māori learners success.</li> </ol>
<p><b>3. Learning Environments enable success for Māori</b></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"> <li>1. Track and measure number of Māori employed from Talent and Supply and Gateway initiatives.</li> <li>2. Increased proportion of Māori progressed from Level 3 to 4.</li> <li>3. Dedicated partnerships with Māori organisation and iwi to increase number of Māori into workplace training.</li> </ol>

Objective	Action	Metrics
<p><b>4. Focus on wellbeing</b></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"> <li>1. All Māori convey positive net promoter survey scores.</li> <li>2. Increased credit achievement and course success rates for Māori.</li> <li>3. Increased proportion of programme and qualification achievement for Māori.</li> </ol>
<p><b>5. Provide equitable access</b></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"> <li>1. Increased proportion of enrolments for Māori learners.</li> <li>2. All Māori learners express positive learner health scores. That is, learner express being engaged, connected, included, and satisfied. Having wellbeing and equitable access.</li> </ol>
<p><b>6. Employers have access to support and awareness</b></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"> <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 retention rates for these WBL learners.</li> </ol>