

# TE PAERANGI | Pacific Peoples

## ServiceIQ Pacific Peoples Learner Success Plan

### What does success look like for Pacific learners?

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

### Framework

Objective	Action	Metrics
<b>1. Building Cultural Confidence of our staff</b>	<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. Measure of CC change through development.</li> <li>4. Percentage of staff feeling CC to support Pacific learners.</li> <li>5. Number of programmes reviewed to include Pacific content.</li> <li>6. Trainee satisfaction.</li> <li>7. Surveys report improvement in CC of staff re: right support, attitude and outcome.</li> <li>8. Number of solutions identified and addressed.</li> </ol>

Objective	Action	Metrics
<p><b>2. Ensuring Pacific learners receive the right learning support</b></p>	<p>Ensure Te Tiriti excellence partnering and empowering Pacific learners.</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, whānau, and community thrive, while enhancing mana and success.</p> <p>Empower the voice of Pacific learners and others to ensure diversity is heard.</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 learners 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>
<p><b>3. Learning Environments enable success for Pacific Peoples</b></p>	<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>Tuakana/teina and peer mentoring builds a deliberate culture of connection.</p> <p>Navigational tools and processes connect learners and their whānau early to customised services and ongoing support.</p> <p>Our brand holds learners (with their whānau) at the forefront.</p>	<ol style="list-style-type: none"> <li>1. Track and measure number of Pacific learners employed from Talent and Supply and Gateway initiatives.</li> <li>2. Increased proportion of Pacific 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>

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 family.</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 whānau and community prosperity.</p>	<ol style="list-style-type: none"> <li>1. All Pacific learners convey positive net promoter survey scores.</li> <li>2. Increased credit achievement and course success rates for Pacific learners.</li> <li>3. Increased proportion of programme and qualification achievement for Pacific learners.</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 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>
<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 needs to support Pacific learners and create these support systems.</p> <p>Design monitoring processes to support employers to feel culturally confident and the Pacific 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. Measure of CC change through this training.</li> <li>4. Percentage employers feeling CC to support Pacific learners.</li> <li>5. Percentage retentions rates for these WBL learners.</li> </ol>