

Te Rito research: Putting learners at the centre of our new organisation

Tania Winslade, Deputy Chief Executive Learner Journey and Experience

Debbie Preston, Learner Innovation Manager

Speech to APAC Technical and Vocational Education Forum

9 November 2021



Te Pūkenga

Our learners and their whānau are at the centre of everything we do

Our goal is to enable our learners to build skills and knowledge, in a way that enables their version of success – whether that is to:

Achieve a sense of purpose

get a good job

provide for whānau

complete post-graduate study

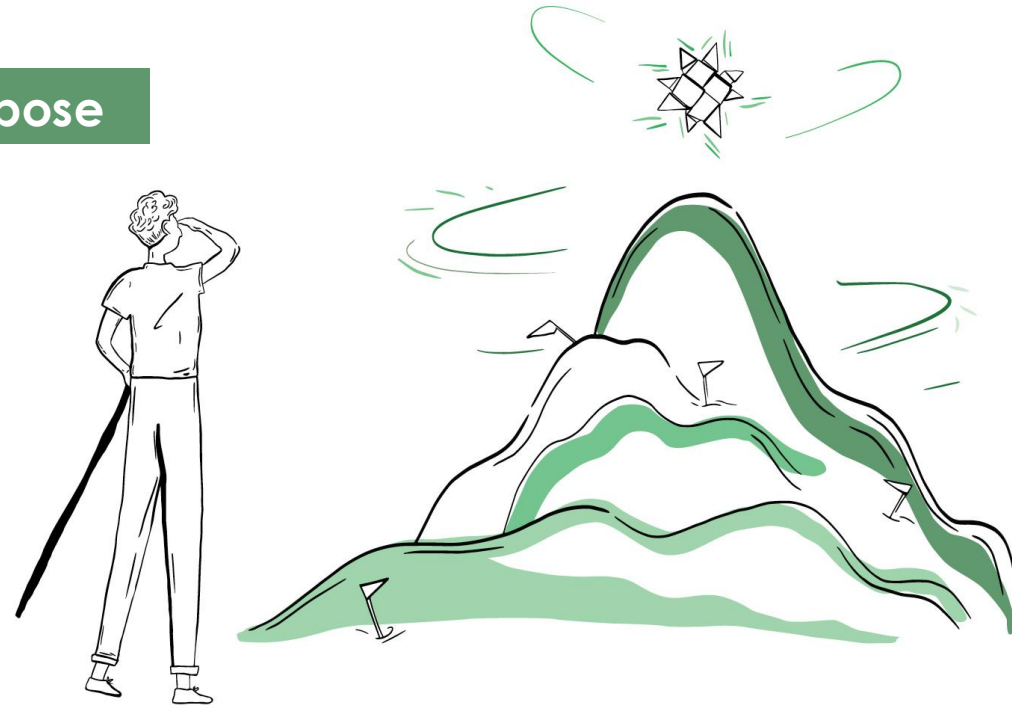
obtain an apprenticeship

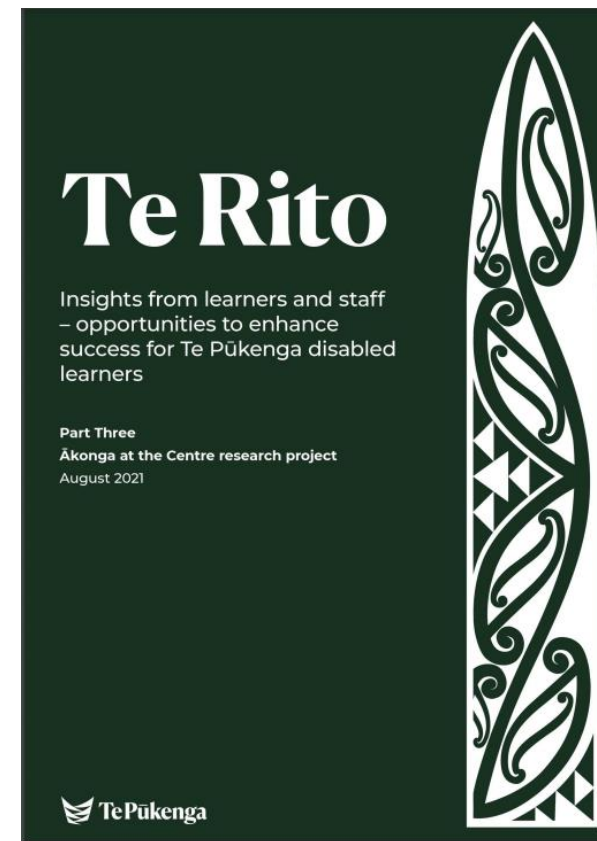
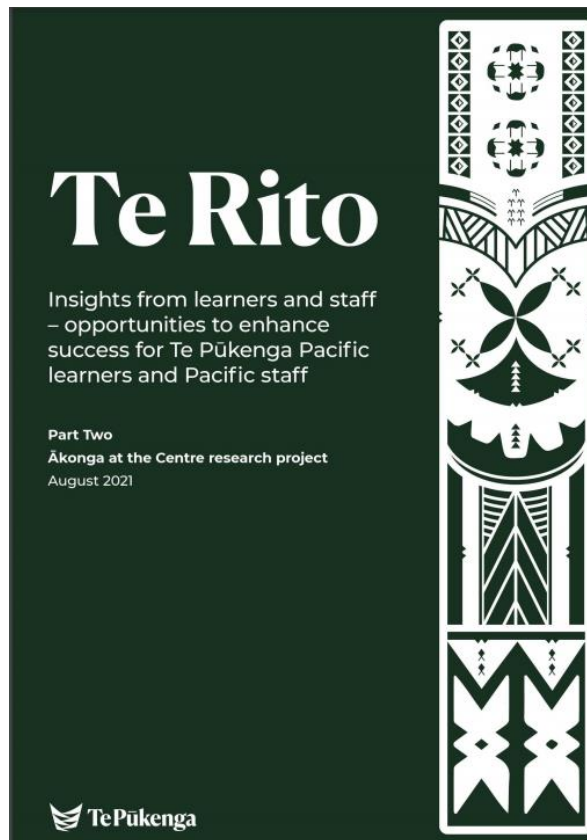
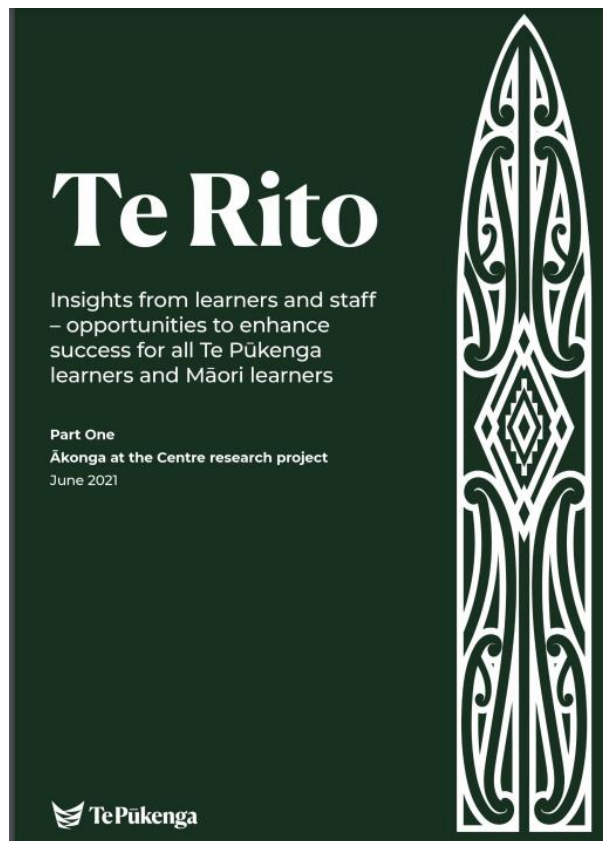
explore entrepreneurial aspirations

grow confidence

give back to community

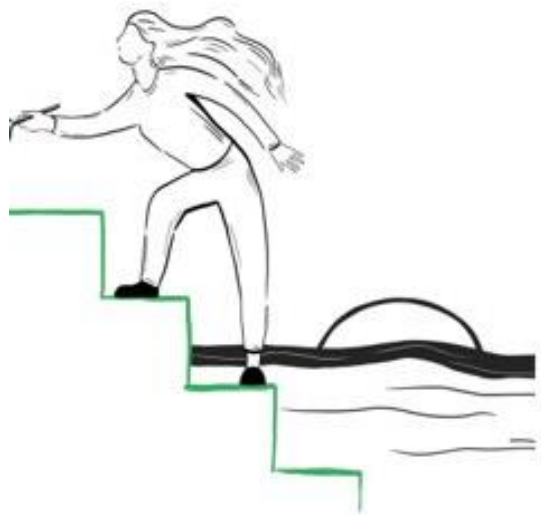
return to work or study





Insights and opportunities

All learners and Māori – Pacific – Disabled



Learner and staff personas

All our personas are available on our website:

tepukenza.ac.nz/our-pathway/learner-journey-and-experience/

International learner

I picked New Zealand to study because it is a safe place and a beautiful environment and I wanted to learn 'the NZ way'. It was hard starting from scratch though, I had no whānau here, I was homesick and the language was a real barrier. It took me time to get used to how fast the tutors speak but I am very glad for all the support I get, and to be honest, I am worried about losing this support if things go national. I really like how in New Zealand you offer lots of practical learning, this helps build my confidence, unlike online learning which is harder for me with the language barrier. I have met a couple of employers through

my study, which has been good, but now that I am getting towards the end of it I am worried about getting a job... it is hard to compete, but I'm grateful for the haven that NZ has offered me and the growth, the skills and the advancement I have experienced.

My motivations

I am motivated to work hard and learn the New Zealand way. When I have finished study I want to get a good job.



I'm grateful for the haven that NZ has offered me to learn within.

Success for me...

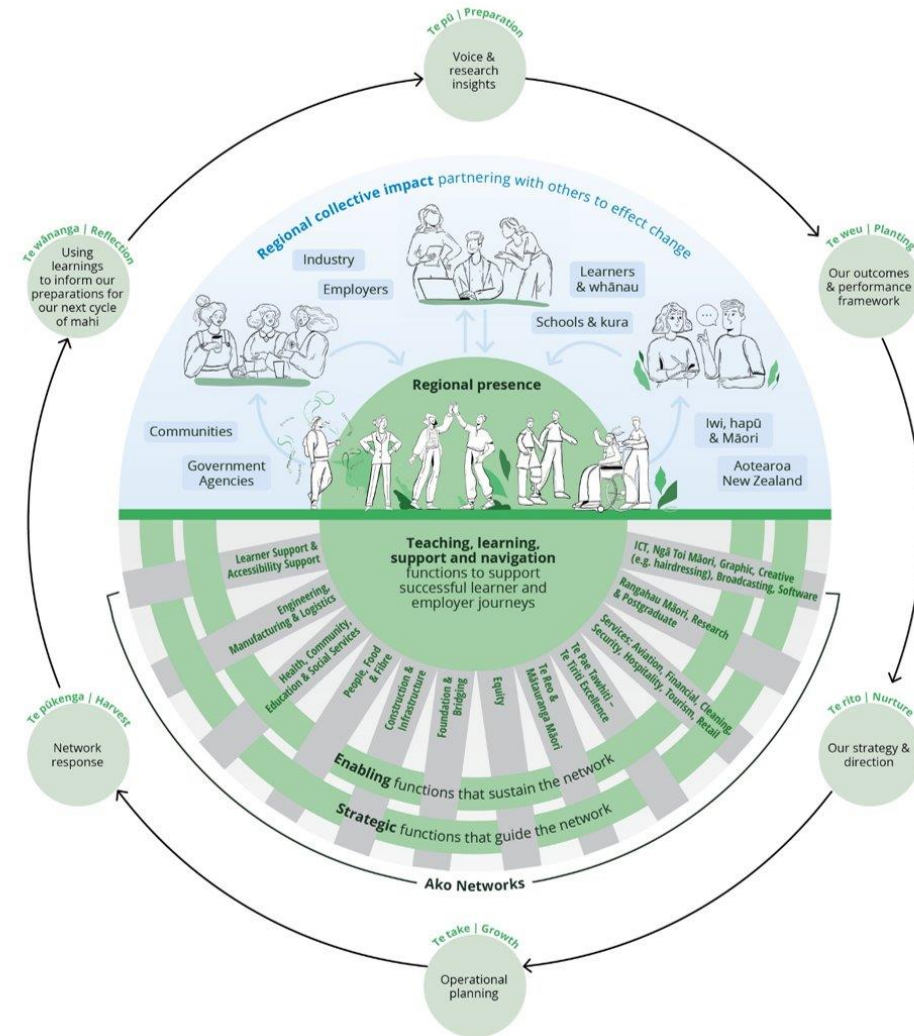
Starts with my experience here; my relationships while I learn and not letting barriers get in my way. I came to NZ because I want to get a good job and to advance professionally as I meet my dreams.



Our proposed Operating Model

Our Operating Model for our new organisation seeks to put learners and their whānau (family) at the centre.

It provides a high-level view of the functions and services we need, and how we will connect and work together, to support learners and their whānau to achieve their goals



Tēnā rawa atu koutou | Thank you all



Te Pūkenga