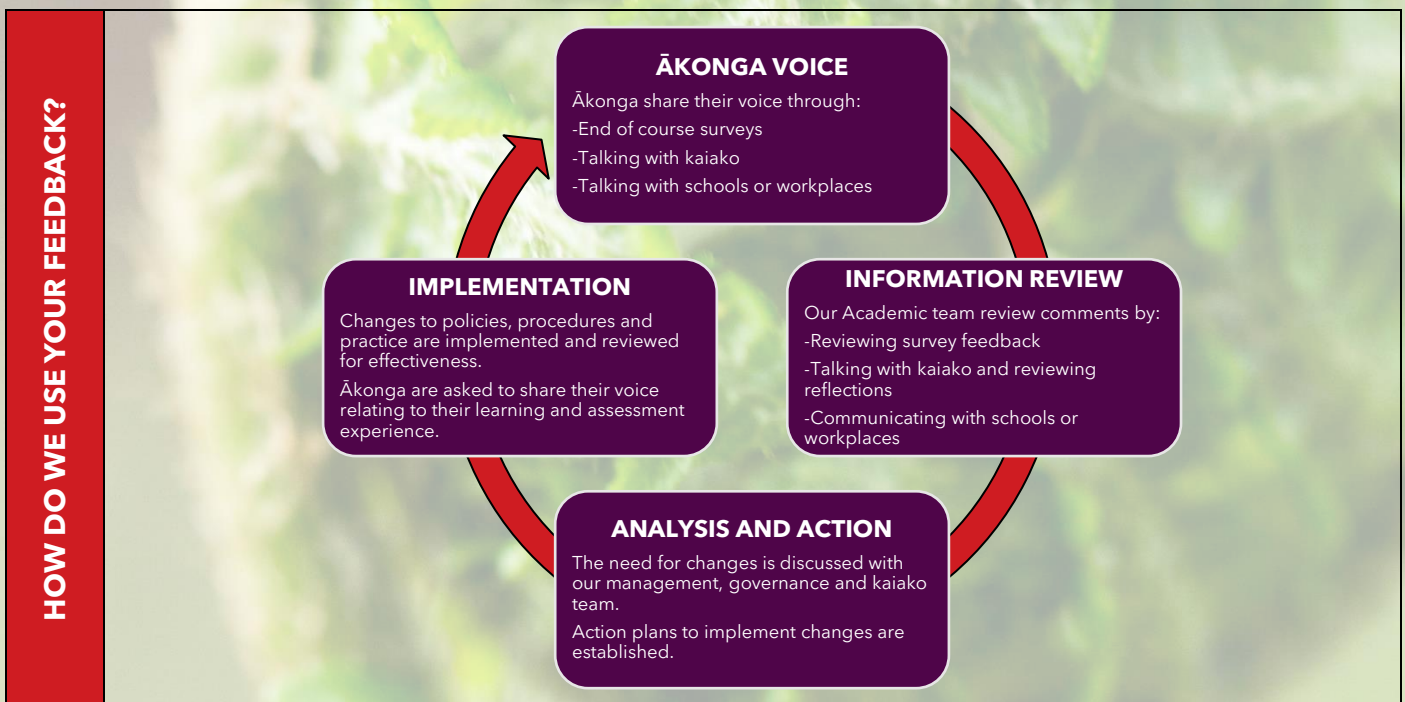


THE CODE & THE LEARNING PLACE

We offer steppingstone pathways for learners who are engaged in part of a larger educational or vocational journey. We have four strategic goals to help ensure that we are meeting our obligations under the *Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*. At the heart of these goals is how we support you when you are learning with us. Our goals are:

1. To be an organisation that embraces tikanga Māori.	2. To be a preferred training provider in the sectors we work in.	3. Ensure and develop courses and programmes meet stakeholder needs.	4. Supporting the hauora and professional development of our team.
<p><i>We know that embracing tikanga helps all learners.</i></p> <p>By embracing tikanga we have:</p> <ul style="list-style-type: none"> • Strengthened the use of te reo Māori in resources, assessments, and delivery. • When appropriate, embedded relevant culturally located principles into teaching, like hauora and bilingual customer service. • Grown our understanding of tikanga protocols when delivering in schools by prompting schools to provide relevant information to us. • Adjusted course activities to ensure that food is being used in accordance with tikanga protocols. • Established bicultural signage in our head office and training space. • Embedded te reo Māori into our communication practices used by all staff. 	<p><i>We know that for us to do our best, we need to listen to the needs of all stakeholders.</i></p> <p>To become a preferred training provider, we have:</p> <ul style="list-style-type: none"> • Listened to feedback about how engaging courses are, and worked to develop courses that embrace engagement, including rationalising assessment requirements. • Digitised systems for registration to help simplify and speed up our compliance processes. • Established centres of information relevant to courses on our website like our Duty Managers Toolbox. • Adapted our marketing and booking systems to ensure that courses in your area are more likely to go ahead. • Updated our social media marketing strategy to connect with a wider and more relevant audience. 	<p><i>We know that our courses need to be engaging to you in the present and relevant to you for your future.</i></p> <p>To help ensure this we have:</p> <ul style="list-style-type: none"> • Reviewed course content and assessment components, including the development of a Work Ready Drink Service Course, and updated barista assessments. • Updated assessment writing styles to support ākonga understanding. • Provided clear structures and formatting in assessment to support ākonga completion. • Added digital links to videos and additional information into courses like Barista to provide a visual representation of processes and ideas. • Developed unique assessment structures to increase relevancy of assessment and reduce ākonga disengagement. 	<p><i>We know our team must feel well supported to provide you with quality learning experiences.</i></p> <p>To help our team we have:</p> <ul style="list-style-type: none"> • Upskilled kaiako understanding and delivery of content through considered and specific professional development plans. • Established induction processes which highlight the need for kaiako to foster positive relationships in the classroom environment. • Monitored delivery and assessing quality to ensure consistency and equity across courses and kaiako. • Improved quality of kaiako guides and creation of commonly incorrect assessment guides.

What we **know** comes from the feedback we receive from you as the learner, from schools, workplaces, industry, and the education sector.



As part of our compliance requirements, we must disclose the nature of all formal complaints received. Between October 2022 and October 2023, The Learning Place has received no formal complaints.

For more information about your rights when learning with us, and our complaints process, please check out our Learner Handbook.