



Careerforce
te toi pūkenga



Te Pūkenga



ALAMONI

PACIFIC WORKFORCE DEVELOPMENT PLAN

2023 - 24

Ala Moni

Pacific Workforce Development Plan

Ala Moni 'The True Pathway' was first released within Careerforce in 2018. Ala Moni provides a clear road map for Pacific learner success, informed by research based practice and embracing the needs of our Pacific learners. Ala Moni incorporates the recommendations and requirements of legislation and key government strategy documents. Since 2018 various actions have been undertaken to promote and improve Pacific engagement – these actions have contributed to a 13% increase in programme completions with Pacific learners. Ala Moni has been reviewed and republished to incorporate new strategic objectives and new actions to expand Careerforce's impact on Pacific engagement and success.

In support of its vision and values, Careerforce encourages policies and practices that reflect Aotearoa/New Zealand's cultural diversity, and shall, in particular, have due regard to the provisions, and to the spirit and the intent of Te Tiriti o Waitangi (Treaty of Waitangi).

The **Education (Vocational Education and Training Reform) Amendment Act 2020** identifies the obligations of all Transitional Industry Training Organisation (TITOs). This legislation states that TITOs *"must have regard to the needs of Māori and other population groups identified in the tertiary education strategy"*.

The **Tertiary Education Strategy 2020-2025** states that great education opportunities and outcomes must be within reach for every learner. We must reduce the barriers to education for all Māori and Pacific learners/disabled learners and those with learning support needs. Careerforce has a statutory obligation to work toward successful outcomes for Pacific trainees.

The **Action Plan for Pacific Education 2020 – 2030** has identified five key focus areas. These are aimed at realising the vision of diverse Pacific learners and their families feeling safe, valued, and equipped to achieve their educational goals. These five focus areas are interwoven across the recommendations within Ala Moni.

Careerforce supports the Ministry of Health's **Ola Manuia Pacific Health and Wellbeing Action Plan 2020-2025**. Careerforce is committed to the kaupapa (purpose) behind Ola Manuia which sets out the priority outcomes and actions that will contribute to achieving better health outcomes for Pacific people, families and communities. Careerforce's **Ala Moni** also recognises and takes direction and guidance from other national documents:



The New Zealand Health Strategy; Ministry of Health; April 2016

The statement ‘All New Zealanders live well, stay well, get well’ is central to this strategy. We intend it to reflect New Zealand’s distinctive health context and population needs. Within this statement, the single word ‘all’ is important. It reflects the need for a fair and responsive health system that improves health outcomes for key groups, including Māori, Pacific peoples and disabled people, who are not currently gaining the same benefits from the health system as other New Zealanders.

To improve outcomes for these groups, the health system will need to improve its understanding of different population groups, involve people in designing services and provide a range of services that are appropriate for the people who use them.”

Mental Health and Addictions Workforce Action Plan; Ministry of Health; February 2017

“We need a workforce that our population can relate to, one that reflects the diversity of the populations it serves and provides opportunities for under-represented groups to grow. International evidence shows that services with health professionals from indigenous and other minority groups can increase access to services and improve health for those communities.”

The Healthy Ageing Strategy Ministry of Health; December 2016

“New Zealand’s population is ageing. There will be a substantial increase in the number of older people over the next decade. This older population, and our communities, will also become more ethnically diverse.

The New Zealand Disability Strategy 2016-2026

“The vision of this Strategy is “New Zealand is a non-disabling society – a place where disabled people have an equal opportunity to achieve their goals and aspirations, and all of New Zealand works together to make this happen”

Faiva Ora 2016-2021 National Pasifika Disability Plan

“Faiva Ora sets out priority outcomes and actions to support and improve the lives of Pacific disabled people of all ages and their families.

Careerforce produced a sector-wide scan around supporting Pacific training ambitions in 2014.

This document, **The Heart of the Matter** has served as a guide to how Careerforce goes about supporting the training ambitions of our Pacific learners.



Pacific Learner Success in Workplace Settings (2017) is an Ako Aotearoa supported project focused on better understanding interventions that support and improve the achievement of qualifications by Pacific learners in industry training.

The project is a collaboration between four industry training organisations (ITOs) that represent 75% of Pacific learners in industry training

Hinātore: Empowering Māori and Pacific People through Workplace Learning (2019) A two-year project that examined the impact of workplace literacy and numeracy programmes on Māori and Pasifika employees, as well as the cultural values that underpin the programmes.

This report describes the findings from the project in relation to the processes used in the programmes and outcomes for these employees in eight workplaces. It illustrates ako (teaching and learning processes); mahi (work), how workplaces support learning and employees' changed ways of working during and after a programme; and how learning is taken into and contributes to whānau/aiga (family) lives.

Partnered with Ako Aotearoa, Kia Ora Consulting Ltd, Skills Highway and Careerforce.

The Pacific Learner Success in Workplace Settings report provided the six recommendations found on the following pages.

Recommendation One: Better engagement

Engage with Pacific learners and family support networks to disseminate information about industry training opportunities, and also information that addresses the misperceptions about the 'value' and requirements of workplace learning.

Objective	Action	Lead	Start Date
<p>All Careerforce front-line staff are more confident to interact with Pacific people in a culturally safe fashion.</p>	<p>Encourage front-line staff to attend the Le Va Engaging Pasifika workshops, or workshops provided by Ako Aotearoa, Supporting Pacific Learners.</p>	<p>Pacific Lead</p>	<p>Ongoing</p>

Recommendation Two: Culture of motivation

Create a 'culture of motivation'. Understand what motivates Pacific learners in industry training in order to establish and develop positive future-focused goals.

Objective	Action	Lead	Start Date
Improve connections with workplaces and Pacific trainees to find out what motivates them and what support is needed.	Regular Talanoa sessions with ākonga to connect and engage with Careerforce more.	Pacific Lead/ Pacific Coordinator	Ongoing
	Identify organisations with high numbers of Pacific learners to engage with initially.	Pacific Coordinator	Ongoing
	Surveying Pacific learners to better understand what their specific needs are.	Pacific Lead/ Evaluation Analyst	April 2023
The Pacific community is better supported and celebrated by Careerforce when completing a qualification.	A Careerforce representative attends and (if invited) speaks at Pacific graduations.	Regional Managers CWA/CAA/Pacific Lead and Pacific Coordinator	Ongoing
	Celebrating success of Pacific Learners every quarter in the Pacific Connect newsletter. Ensure that this newsletter goes to all Careerforce staff.	Pacific Coordinator/ Marketing and Communications Advisor	Ongoing

Recommendation Three: Implement support mechanisms

Implement learning support mechanisms that address learners' negative perceptions of their own capability and that foster confidence, engagement and motivation.

Objective	Action	Lead	Start Date
Pacific trainees and apprentices are better supported when enrolling in a Careerforce qualification.	Study groups established in key areas of New Zealand. Talanoa sessions are used to form and support these study groups.	Pacific Lead/ Pacific Coordinator	Ongoing
	Welcome email to all our Pacific learners. Piggyback on 'welcome pack'	Pacific Coordinator	Jan 2023
	Create further structure to provide touch-points 4 – 6 weeks after enrolment. Close monitoring on achievement and progression. Follow up on non-achievement.	Pacific Lead Pacific Coordinator	Ongoing





Recommendation Four: Facilitator/Assessor support

Provide support for facilitators/learner support as key roles in industry training. Effective facilitators demonstrated understanding of the lived realities of learners and were able to establish a shared set of values to guide learning, and create supportive and empowering learning environments for each learner.

Objective	Action	Lead	Start Date
Facilitators/ Assessors have better access to support and tools to be able to confidently engage with Pacific learners.	Professional development for our assessors/trainers/ educators Pacific and non-Pacific through Assessor Hub (Wananga Mātauranga) and Pacific assessor network.	Pacific Lead/LEAs	Ongoing
	Encourage workplaces with high numbers of Pacific learners to attend professional development opportunities (Le Va workshops) that can build confidence and capability to engage effectively with Pacific learners	Pacific Lead	Ongoing
	Provide assessors with further guidance and information to support Pacific learners effectively.	Pacific Lead/L&N Advisor/LEAs	Ongoing
	Establish a support network for Pacific Assessors so they meet assessment timeframes, moderation requirements and good assessment practice.	Pacific Lead LEAs	February 2021
Pacific trainees and apprentices have greater access to and use learning supports.	Establish support links and resources on Careerforce website	Pacific Lead Marketing and Communications Advisor	Ongoing
	Promote learning support resources in our Pacific Connect newsletter.	Pacific Coordinator	Ongoing

Recommendation Five: Contextualise learning

Contextualise and tailor learning. Encourage facilitators to use creative learning support approaches based on an understanding of the strengths of the learners.

Objective	Action	Lead	Start Date
Educators and assessors are better able to contextualise learning to a Pacific environment.	Professional Development workshops established in concentrated Pacific communities in NZ.	LEAs Pacific Lead	Ongoing
Careerforce resources better represent Pacific cultures.	Examples and case studies featuring a Pacific lens are incorporated during product review.	Manager Product Management Manager Product Developer Pacific Lead	Ongoing
	Pacific languages are used, where appropriate, to provide opportunities for facilitators to build familiarity with the languages and for Pacific learners to feel more represented in our materials.	Manager Product Management Manager Product Developer Pacific Lead	Ongoing
	Pacific cultures are better represented in the images used in Careerforce marketing collateral.	Marcomms	Ongoing

Recommendation Six: Take a broad view of Pacific workplace success

Implement evidence-based interventions and supports, such as group learning opportunities, are identified and supported to improve learner outcomes at a cultural level using culturally appropriate supports. Value 'soft skills' and transferable skills that 'spill over' into non-work settings and interactions.

Objective	Action	Lead	Start Date
Group learning opportunities are identified and supported to improve learner outcomes using culturally appropriate supports.	Kōrero matanga and modifying assessment practice to maximise achievement of Pacific Learners.	Pacific Lead LEAs	April 2023
	Identify organisations with 10+ Pacific learners to provide support for establishing group learning opportunities.	Pacific Coordinator Pacific Lead	April 2023

Performance Indicators - Pacific

Objective	End of 2019	End of 2020	End of 2021	End of 2022
Participation Rate*	12.9%	13.5%	12.3%	12.3%
Credit achievement*	59.16%	62.32%	59.39%	41.14%
Programme Completion (L4+)	63%	63.1%	56.5%	68.5%

* Participation rate: %age of learners identifying as Pacific, 2018 census data shows 8.1% of NZers identify as being from a Pacific background.

Pacific participation exceeds equity.

* Credit achievement for non-Māori, and non-pacific (EOY 2022): 60.44%.

Pacific credit achievement is lower by 11%

* Programme completion L4+ for non-Māori, and non-Pacific (EOY 2022): 55.1% non-Māori, non-Pacific learners.

Pacific completion exceeds equity.



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