

The Learning Wave Self-Review for Tertiary Education Providers

October 2023



Introduction

The Learning Wave are a category 1 Private Training Establishment with Highly Confident in educational performance and Confident in capability in self-assessment from EER in 2022. The business specialises in the delivery of level 3 and 4 business qualifications and workplace literacy and numeracy learning journeys.

A thorough self-assessment was conducted across September and October 2023 with the following outcomes identified:

Outcome	Rating
1: A learner wellbeing and safety system	Implemented
2: Learner voice	Developing
3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Well implemented
4: Learners are safe and well	Implemented

All areas that weren't assessed as 'Well implemented' have had action plans developed to be able shift all outcomes to well implemented by mid 2024.

TEO Information

TEO Name	The Learning Wave			MoE number	7846
Code contact	Name	Jamie Field		Job title	Head of Client Solutions
	Email	jamief@thelearningwave.com		Phone number	+6421625461
Current enrolments	Domestic learners	Total #	#2000	18 y/o or older	#2000
				Under 18 y/o	#0
	International learners	Total #	#0	18 y/o or older	#0
				Under 18 y/o	#0
Report author(s)	Jamie Field				

Summary of performance under each outcome

Organisation structures to support a whole-of-provider approach to learner well-being and safety

	Summary of performance based on gathered information	How do we know?
<p>Outcome 1: A learner wellbeing and safety system</p> <p>Rating: Implemented</p>	<p>The Learning Wave is performing well in this space. The current business strategy supports creating a safe space for learners that creates a culture of belonging. The business has been developing in cultural competencies for a number of years which have supported diverse learner groups and the business to continually perform better. Outcome 1 will be rated 'Well Implemented' upon the continuous improvement actions being implemented.</p>	<p>The business strategy supports learner wellbeing. There are various methods to catch feedback from learners, learners managers, clients and stakeholders in both formal and informal modes. The organisations Quality Management System outlines this too and the processes that support this.</p>
<p>Outcome 2: Learner voice</p> <p>Rating: Developing</p>	<p>The Learning Wave has been well set up in this space to ensure learner voice is heard, captured and acted upon. This is supported through processes and various tools and methods to catch learner voice. There are areas in this space that have been identified for improvement between November 2023 and end of March 2024 identified in the gaps section of this report. Outcome 2 will be rated 'Well Implemented' upon the continuous improvement actions completion.</p>	<p>The website outlines that the opportunity to provide feedback at the end of completed programme will be available for all learners. Along with this The Learning Wave debriefs with clients at the end of programmes, conducts annual client voice surveys, has in place a consultation group with a sample of current client contacts and sector leads. The Quality Management System document also outlines learner voice including taking into account diverse learner groups.</p>

Wellbeing and safety practices for all tertiary providers

	Summary of performance based on gathered information	How do you know?
<p>Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments</p> <p>Rating: Well Implemented</p>	<p>The Learning Wave is performing strongly in this area and has systems and processes in place to ensure compliance. Development in cultural competency has been a focus over the past 2 years and continues to be an area for ongoing development across the team when and where required. There has been an increase in learning journeys that embrace both Māori and Pasifika culture and these have been designed, developed and facilitated with highly competent people across these priority groups.</p>	<p>Feedback from learners continues to show evidence of safe spaces and acknowledgement of creating a space of belonging for priority groups. The material provided to facilitators continues to be improved and takes into account learner personas for the delivery required. Observations of facilitators in action have also identified a high level of competence in this area.</p>
<p>Outcome 4: Learners are safe and well</p> <p>Rating: Implemented</p>	<p>The Learning Wave is performing well in this space and work closely with clients to ensure we deliver on this. Expectations and arrangements are made with clients prior to working with learners in the room to ensure all needs are catered for. There is one area identified for improvement in this space that is with disabled learners and how The Learning Wave best support this priority group. Outcome 4 will be rated 'Well Implemented' upon the continuous improvement actions completion.</p>	<p>The sales team work closely with clients before facilitators work with learners to ensure all needs are requirements for learners are met. Facilitators will work with learners in the room if any challenges arise and then escalate to the appropriate person. The website outlines learner safety and the process for raising any issues.</p>

Action plan 2024

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	Actions
<p>Outcome 1: A learner wellbeing and safety system</p> <p>Rating: Implemented</p>	<p>Emergency management</p> <p>Action – While the current process has not caused any risk to learners a thorough review and improvement (where required) of processes for contacting learners and / or associates during emergencies will be actioned. TLW will update procedures and website where required.</p> <p>Owner – Jamie Field</p> <p>Due Date – 31 March 2024</p>
<p>Outcome 2: Learner voice</p> <p>Rating: Developing</p>	<p>Complaints procedures</p> <p>Action - Increase cultural consultation to review complaints process and ensure our approach is considering and respecting cultural perspectives. Update website around complaints process to reflect.</p> <p>Owner – Jamie Field</p> <p>Due Date – 31 March 2024</p> <hr/> <p>Accessing information</p> <p>Action - Increase cultural consultation to explore other mediums, or approaches, for raising complaints. Update website around complaints process to reflect.</p> <p>Owner – Jamie Field</p> <p>Due Date – 31 March 2024</p> <hr/> <p>Supporting learners</p> <p>Action – Update complaints info on website.</p> <p>Owner – Jamie Field</p>

Due Date – 31 March 2024

Supporting learner group submissions

Action – Update complaints info on website.

Owner – Jamie Field

Due Date – 31 March 2024

Analysing and remedying complaints

Action – Improve complaint info being reported to Board and captured as Board minutes.

Owner – Jamie Field

Due Date – 31 March 2024

Dispute Resolution

Action – Update The Learning Wave Quality Management System to reflect changes.

Owner – Jamie Field

Due Date – 31 March 2024

Wellbeing and safety practices for all tertiary providers

	Identified gaps in compliance with key required processes
<p>Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments</p> <p>Rating: Well Implemented</p>	<p>None.</p>
<p>Outcome 4: Learners are safe and well</p> <p>Rating: Implemented</p>	<p>Learner wellbeing support</p> <p>Action – Update the Quality Management System to reflect the process then update the team with changes.</p> <p>Owner – Jamie Field</p> <p>Due Date – 30 June 2024</p>