

# ***The Learning Wave Self-Review for Tertiary Education Providers***

***October 2024***



## 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, workplace literacy and numeracy learning journeys, leadership development, safety capability, digital skills and workforce capability.

A thorough self-assessment was conducted across September and October 2024 with the following outcomes identified:

Outcome	Rating
1: A learner wellbeing and safety system	Well Implemented
2: Learner voice	Implemented
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 2025.

## TEO Information

<b>TEO Name</b>	The Learning Wave		<b>MoE number</b>	7846	
<b>Code contact</b>	<b>Name</b>	Jamie Field		<b>Job title</b>	Head of Client Solutions
	<b>Email</b>	jamief@thelearningwave.com		<b>Phone number</b>	+6421625461
<b>Current enrolments</b>	<b>Domestic learners</b>	<b>Total #</b>	#1968	<b>18 y/o or older</b>	#1968
				<b>Under 18 y/o</b>	#0
	<b>International learners</b>	<b>Total #</b>	#0	<b>18 y/o or older</b>	#0
				<b>Under 18 y/o</b>	#0
<b>Report author(s)</b>	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><b>Outcome 1:</b> A learner wellbeing and safety system</p> <p><b>Rating:</b> Well Implemented</p>	<p>The Learning Wave is performing well in this space. In 2024 the business has grown in headcount with a focus on growth. Along with this the current business strategy supports creating a safe space for learners that focuses on having 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. Along with this The Learning Wave has partnered with a number of groups including Pacific Business Trust and Tataki Auckland Unlimited to both support the self-assessment, evaluation and continuous improvement of working with priority groups along with developing learning content for priority group learners.</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. Parity of achievement is being delivered across Workplace Literacy and Business Qualifications. The Learning Wave has also completed a self assessment through Pacific Business Trust for supporting Pasifika learners with the results due at the start of November 2024. All areas for improvement from this survey will be communicated to the organisations board and leadership team with appropriate business improvement projects added to the business strategy and business plan for 2025.</p>
<p><b>Outcome 2:</b> Learner voice</p> <p><b>Rating:</b> Implemented</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. Along with this facilitators are observed in the room which captures engagement with learners. The Learning Wave has refreshed and created a large amount of Intellectual Property (IP) over the past 12 months that has been designed with cultural dimensions in</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. Facilitator observations</p>

	<p>mind to best support catering a culture of belonging in the learning environment.</p>	<p>look for engaging all learners in the environment to support diversity through delivering good adult learning principles. The refreshed IP within the business has shown an increase in learner achievement (for workplace literacy and business qualifications), increased engagement and attendance in sessions, an increase in positive feedback from learners, clients and facilitators.</p>
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**Wellbeing and safety practices for all tertiary providers**

	<b>Summary of performance based on gathered information</b>	<b>How do you know?</b>
<p><b>Outcome 3:</b> Safe, inclusive, supportive, and accessible physical and digital learning environments</p> <p><b>Rating:</b> 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 3 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. Along with this The Learning Wave have recently completed a self assessment with Pacific Business Trust to assess how the business is supporting Pasifika communities with the results due November 2024.</p>	<p>Parity of achievement across Workplace Literacy and Qualifications. 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><b>Outcome 4:</b> Learners are safe and well</p> <p><b>Rating:</b> 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. The one area identified for improvement in this space is continuing to explore how The Learning Wave best works with disabled learners and how to best support this priority group. Outcome 4 will be rated 'Well Implemented' upon the continuous improvement actions completion.</p>	<p>The Learning Wave sales team collaborates closely with clients before facilitators engage with learners, ensuring that all learner needs and requirements are fully addressed. During sessions, facilitators are prepared to address any challenges that may arise and will escalate concerns to the appropriate personnel if necessary. Additionally, The Learning Wave website clearly outlines our commitment to learner safety and provides a clear 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><b>Outcome 1:</b> A learner wellbeing and safety system</p> <p><b>Rating:</b> Well Implemented</p>	<p><b>Appropriate Cultural Competencies</b></p> <p><b>Action</b> – Review the report from Pacific Business Trust self assessment of The Learning Wave and add any areas for improvement to business Strategy and Plan for 2025.</p> <p><b>Owner</b> – Jamie Field</p> <p><b>Due Date</b> – 31 December 2024</p>
<p><b>Outcome 2:</b> Learner voice</p> <p><b>Rating:</b> Implemented</p>	<p><b>Enhancing Wellbeing and Safety Strategies with Diverse Learners and Communities</b></p> <p><b>Action</b> - Review the report from Pacific Business Trust self assessment of The Learning Wave and add any areas for improvement to business Strategy and Plan for 2025. Seek advice from cultural advisors on any actions.</p> <p><b>Owner</b> – Jamie Field</p> <p><b>Due Date</b> – 31 March 2025</p>

**Wellbeing and safety practices for all tertiary providers**

	Identified gaps in compliance with key required processes
<p><b>Outcome 3:</b> Safe, inclusive, supportive, and accessible physical and digital learning environments</p> <p><b>Rating:</b> Well Implemented</p>	<p><b>None.</b></p>
<p><b>Outcome 4:</b> Learners are safe and well</p> <p><b>Rating:</b> Implemented</p>	<p><b>Supporting Disabled Learners by Accommodating Diverse Learning Needs</b></p> <p><b>Action</b> – Complete another disability action plan based on the current and planned future state of The Learning Wave to ensure the business is supporting this priority group, creating inclusive learning content and identifying any development issues for employees including facilitators.</p> <p><b>Owner</b> – Jamie Field</p> <p><b>Due Date</b> – 30 June 2025</p>