



Student Success Strategy 2024-2026



Our values

We exist to cultivate the most employable, most empowered graduates.

But it's not just about learning or getting a job, it's about finding yourself, your place in the world, and your part to play. We've figured out that if you look after the whole person, not just their study, there's a better chance they will flourish. You can expect a strong sense of belonging, respect for difference, and connection here.





Our Vision for Student Success

Future Skills strategic goals 1 and 4 from our Strategic Plan note “Goal 1: Our students achieve successfully” and “Goal 4: Our students are well supported in a safe and inclusive learning environment.”

Future Skills will offer its students a stimulating and transformative educational experience leading to skills and qualifications that are recognised and valued across Aotearoa/New Zealand. Student Success’s services will enhance learning (Learning Support), will be accessible and responsive to the complex needs of students (Pastoral Care & Wellbeing), and will provide them with an exceptional co-curricular experience enabling them to succeed in their educational and professional goals (Student Engagement).

Our campuses will provide a safe, accessible, and enjoyable learning environment and offer a wide range of opportunities for student engagement and interaction. For our distance learners, our digital learning spaces will also enhance learning through proactive and motivational support around their academic and cognitive needs.

Additionally, The Education (Pastoral Care of Domestic and Tertiary Learners) Code of Practice, the Code, requires that tertiary providers develop a robust learner wellbeing and safety system, of which having strategic goals and strategic plans for supporting the wellbeing and safety of learners is a key component.

The Student Success Strategy sets the framework within which Future Skill’s approach to exceptional student support and success will operate to meet and give effect to these goals and requirements of the Code.

Definition: For the purpose of this Strategy, the term “student success” refers to the initiatives, activities, and services that are most likely to lead to favourable or desirable student outcomes. These outcomes are student retention, qualification attainment, employability and holistic development.

Our Student Success Mission

To ensure that our students are well supported in a safe and inclusive environment to achieve successfully.

Purpose

Our student success strategy is designed to ensure that students achieve their educational and career goals by providing targeted support and resources. This strategy focuses on creating a nurturing learning environment that addresses individual needs, promotes engagement, and fosters academic excellence. By implementing personalised academic advising, tailored learning plans, and comprehensive support services, the strategy aims to enhance student retention, performance, and satisfaction. Ultimately, it seeks to equip students with the skills and confidence needed to thrive in their chosen fields, thereby contributing to their long-term success and the institution's reputation for delivering high-quality education.



Our Student Success Goals and Objectives

Goal 1: Our students achieve successfully

Objectives:

- a. Our students successfully complete their courses and qualifications.
- b. Our graduates are capable, skilled, and confident in their field of study to progress to higher learning or employment.
- c. Our Māori and Pasifika students' achievements are in parity with other students.

Goal 2: Our students are well supported in a safe and inclusive environment

Objectives:

- a. Our students have a positive learning experience and feel safe and supported.
- b. Our learning environment is safe and well-resourced.
- c. Our learning environment is inclusive and caters well to our bicultural and diverse environment.
- d. Our student orientation and induction are welcoming and informative.

Student Success Services

The Student Success goals and objectives are achieved by providing services and establishing processes in areas of:

- Student Life and Engagement
- Pastoral Care and Wellbeing
- Learning Support
- Digital support

The services we offer to students

Student Life and Engagement:

- New student orientation
- Social and Cultural events
- Graduation
- Employability Services
- Alumni Engagement
- Student Voice:
- Surveys
- Student Forum
- Focus Groups
- Concerns and complaints process

Pastoral care and Wellbeing Support:

- Wellbeing and crisis support
- Pastoral care
- Financial/Hardship support
- Social Services liaison in regions



Learning Support

- Academic Writing
- Referencing and Formatting
- Research skills
- Time management skills

Digital Support

- Resolving online access issues
- Office 365 support
- Moodle support
- Student ID cards

We apply these services through the following

Student Engagement Calendar:

- Social and cultural events
- Employability workshops
- Wellbeing events
- Alumni connect events
- Focus groups and forums
- Learning support workshops

Systems and processes:

- Referral process
- Non-attendance follow up
- Surveys
- One-on-one support sessions

Student hub:

- Wellbeing toolbox
- Calendar of events
- Details of key contacts and how to access services
- Concerns or complaints
- Student handbook and Future Skills policies