

# Supporting Māori learners

Success for Māori in the workplace improves when there is an understanding of the learner's cultural background, Community and Whānau support exists, and Assessors are personally committed to supporting their learning Journey.

**As an assessor - how can I support Māori learners to achieve more?**



## Whānau support & encouragement

- There is strong correlation of success linked to whānau and community.
- Give learners encouragement and security so that they know that they are dealing with someone who cares about their success.
- Ask learners if they have a good support network, like whānau, a partner, friends etc.



## Connectedness

- Use “Kia ora, I’m ...” to make the first impression warm, deliberate and with a sense of purpose.
- Take the time to create a genuine connection with the learner: talk about sports, interests, whānau, music, friends.
- Share a little about yourself with the learner, e.g. what kind of things you got up to when you were growing up. Remember to stay humble when describing these things.
- Humour is always a powerful ice breaker... use it to keep it real and relevant.
- Ask the learner how to pronounce their name if you are unsure.
- Not all Māori learners know te reo so be careful not to unintentionally embarrass them.
- Give them a number of options to connect with you if they need help.



## Tuakana-teina - Buddy Mentoring/role models



- Include other learners that they can connect with to create a buddy system.
- Being patient, empathic and a good listener builds trust.
- Life issues often are a barrier to success. Help them problem solve to ensure they are making progress.



## Strong foundations for Workplace learning



- Be aware many learners struggled at school and were underserved and think they were the problem when they left. Some are more confident than others.
- Give advice on how to interpret theory questions – what is being asked for, how to structure an answer.
- Avoid academic language, rephrasing when you need to. Check they understand what you are saying and are not just nodding to be polite.
- Be observant of their body language... posture, eye contact, words they use, references they make.
- Shyness is a protective barrier. Your staff may also have learning difficulties – if you suspect this then speak to your Training Advisor for further support.
- Identify with the learner's learning needs and utilise their knowledge and experience to help you understand their world.
- Encourage them (learner and employer) to celebrate progress by feedback and results.
- Make learning a shared experience with a vision of success in mind.
- You want them to know you are learning too so be up front with that. It will open the door for the trainee to engage with you.

## Personal Commitment Attitude and Motivation



- Acknowledge the learner's commitment and goals and ask how you can help.
- Make sure they know that you are there to do what it takes to help them.
- Be impeccable with your word - trust is everything and following through is a must.
- Don't take things personally if they don't respond at first, give it time and/ or try a different approach. Your personal commitment makes all the difference to their engagement and motivation to learn.

