

## Inclusive Learning environment

**Statement:** The Lean Hub must ensure that any in person training environment remains inclusive for all learners. We do this by:

- 1) Promoting an inclusive environment free from discrimination, racism (including systemic racism), bullying, harassment and abuse ;
- 2) Upholding the cultural needs and aspirations of all groups
- 3) Providing multiple avenues for communication for any learner who does not feel safe/respected in their learning environment

By fulfilling these requirements, The Lean Hub can ensure the safety and well-being of their learners as well as the best probability of the success of the applicant in the completion of their certificate.

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### Inclusive learning environment procedures and policies:

The Lean Hub establishes an inclusive learning environment by:

- a. Publication in the student handbook of our expectations of all learners regarding an inclusive learning environment
- b. Verbal communication at time of signing training agreement
- c. Verbal communication at commencement of training to cohort
- d. Publication on the Lean Hub website

The Lean Hub process for non-inclusive actions from learners in a learning environment:

- e. At first instance, facilitator will provide a verbal warning and reference to inclusive learning environment policies as written in the student handbook.
- f. At second instance, facilitator will provide a written warning to the learner and their organisation that one more occurrence may result in being removed from the learning environment.
- g. At third instance, learner is asked to leave the learning environment and a written follow up is sent through to the main point of contact for the organisation engaged in training.
- h. Interview with the learner engaged in disrespectful actions or rhetoric to either resolve point of conflict and re-engage in learning or withdraw from the course if necessary.
- i. Communication of withdrawal (if necessary) with clear reasoning provided to both the point of contact for the organisation engaged in training as well as the learner being withdrawn.
- j. Contact details and process for further refutation directly with NZQA provided in case learner is unhappy with withdrawal.

The Lean Hub process for non-inclusive actions from facilitators in a learning environment by:

- 1) Responding to any communication of unsafe or disrespectful behaviour of a facilitator immediately,
- 2) Using appropriate and respectful language during all engagement with the learner/organisation initiating the complaint,
- 3) Reviewing the complaint in conjunction with the facilitator,
- 4) Providing any training or performance review as necessary,
- 5) Communicating the outcome of the review to the learner/organisation who issued the complaint.