

Learner Experience

Statement: The Lean Hub must ensure that any learner who enrolls in this course is provided with adequate information and support to guarantee a good experience throughout their course. We do this by:

- 1) Supporting learners during their onboarding with the correct and full information
- 2) Enabling check ins throughout the duration of the course to update and support learners
- 3) Celebrating learners as they complete the course and providing pathway information as needed.

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

Learner Experience procedures and policies:

The Lean Hub supports the learner experience during their onboarding by:

- a. Ensuring the learner is given clear information regarding their course content and duration
- b. Verbally communicating ways the learner can easily communicate needs and questions to TLH staff
- c. Providing the Student Handbook and showing the Student Code of Conduct
- d. Providing clear information on the enrolment form
- e. Informing the Learner of the withdrawal process

The Lean Hub supports learner experience throughout the duration of the course by:

- f. Responding immediately to any enquiry or presentation of difficulty by engaging one on one with the learner.
- g. Having regular check in points outside of the facilitated sessions with the learners as well as the employer point of contact.

The Lean Hub supports learner experience at the completion of their course by:

- 1) Communicating when and how they will receive their NZQA certificate
- 2) Organising with the employer any ceremonial conferment as desired
- 3) Informing the learner and employer of any relevant future learning opportunities, including but not limited to:
 - a. Higher level qualifications for Competitive Systems & Practices
 - b. Leadership/business courses
 - c. Manufacturing or Food & Beverage courses