Ākonga Voice Strategy 2027-2030

TOI-OHOMAI
Institute of Technology



Toi Ohomai Ākonga Voice Strategy 2027-2030

Vision

Ākonga are active partners in shaping their educational experience and the future of the institution.

We value ākonga voice as a critical contributor to learner success, continuous improvement, and organisational decision-making. Through meaningful engagement, collaboration, and partnership, we seek to ensure that diverse ākonga perspectives inform the design, delivery, and evaluation of our services, programmes, and learning environments.

Strategic Statement

Ākonga voice is more than collecting student feedback. It is about creating authentic partnerships where ākonga are respected contributors to decisions, improvements, and innovations that shape their educational experience and success.

Strategic Purpose

This strategy aims to:

- Strengthen ākonga partnership in decision-making at Toi Ohomai.
- Improve learner success, wellbeing, and belonging.
- Ensure diverse ākonga voices are heard and valued.
- Support a culture of continuous improvement.
- Meet the intent of the Education and Training Act's focus on learner-centred education. Meet the expectations within the (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 Outcome 2 Learner Voice

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Guiding Principles Toi Ohomai Values

Manaakitanga

We create safe and respectful opportunities for ākonga to share their experiences, suggestions and perspectives.

Whanaungatanga

We build strong relationships and trust between ākonga, kaimahi, and communities.

Kotahitanga

We work together in partnership, recognising that ākonga success is a shared responsibility.

Toitūtanga

We use ākonga feed-in and feedback to drive and evidence sustainable improvements that benefit current and future learners.

Strategic Priorities

Priority 1: Strengthen Partnership and Influence

Outcome

We work together in partnership, recognising that ākonga success is a shared responsibility.

Key Actions

- Embed ākonga representation in key committees and advisory groups.
- Establish Ākonga Voice Advisory Groups representative of diverse learner populations.
- Involve ākonga in policy, engagement practices, and programme reviews.
- Communicate clearly how ākonga feedback influences decisions.

Priority 2: Increase Participation and Representation

Outcome

Ākonga voice activities reflect the diversity of our learner population.

Key Actions

- Actively engage Māori, Pacific, international, disabled, LGBTQIA+, online, distance, part-time, and work-based learners.
- Establish, support and engage Student Body as active partners
- Provide multiple engagement channels (surveys, focus groups, digital platforms, forums).
- Remove barriers to participation.
- Partner with ākonga voice groups and learner support teams.

Priority 3: Build Student and Staff Capability

Outcome

Ākonga and kaimahi are confident and skilled in participating in meaningful engagement processes.

Key Actions

- Develop ākonga representative training programmes.
- Provide professional development for kaimahi on effective ākonga engagement.
- Promote best-practice approaches to consultation and co-design.
- Create resources and guidance for ākonga voice activities.

Priority 4: Embed Student Voice in Continuous Improvement

Outcome

Ākonga feedback informs institutional planning, service design, and quality enhancement.

Key Actions

- Integrate ākonga voice into planning and review cycles.
- Develop consistent feedback collection processes.
- Report ākonga voice findings regularly to leadership.
- Track actions arising from ākonga feedback.
- Close the loop on feedback providing clear ‘you said we did’

Priority 5: Foster Belonging and Engagement

Outcome

Ākonga feel valued, connected, and empowered to contribute.

Key Actions

- Create opportunities for ākonga to participate in campus and community life.
- Recognise and celebrate ākonga contributions.
- Support peer leadership and mentoring initiatives.
- Promote culturally responsive engagement practices.

Success Measures

The success of this strategy will be demonstrated through:

Participation

- Increased ākonga engagement in surveys and consultation activities.
- Increased ākonga representative participation across governance and operational groups.

Representation

- Improved participation from priority learner groups.
- Representative ākonga involvement across campuses and delivery modes.

Impact

- Number of institutional improvements resulting from ākonga feedback.
- Increased ākonga awareness of actions taken in response to feedback.

Experience

- Improved ākonga satisfaction and engagement survey results.
- Increased sense of belonging and connection.
- Improved retention and completion outcomes.
