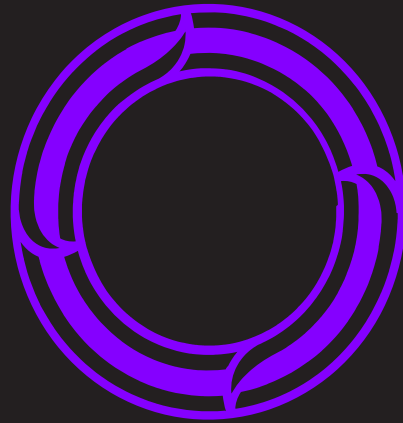




**TE
MAHI
AKO**

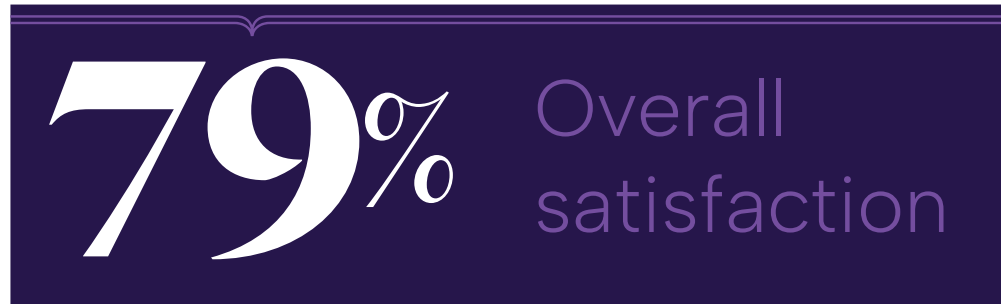
Ngā whakataunga | Outcomes

Customer Satisfaction Survey 2025

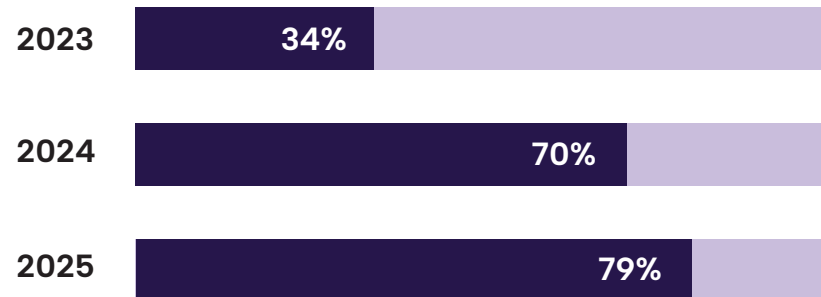
NGĀ TATAU | BY THE NUMBERS

The survey received 284 responses from ākonga, assessors, and employers / workplaces, giving a useful view of what is working well and where improvements can be made.

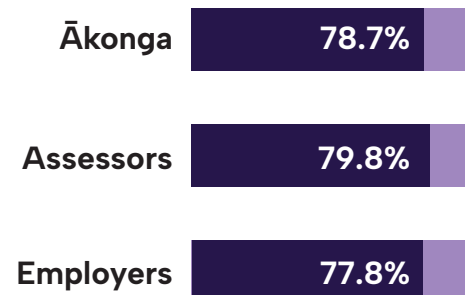
Overall satisfaction is sitting at around 79% across the three respondent groups.



Positive satisfaction trend



Key result group satisfaction



E EKE ANA | WHAT IS WORKING WELL



People and relationships are the strongest theme

Relevant and practical learning



Learning feels useful in the workplace

Confidence and capability



People reported growth in skills and confidence.

Flexible approaches



Learning can fit around work and study.

Advisor and assessor support



Strong support remains a key contributor to positive experiences.

Respondents consistently described Te Mahi Ako staff as approachable, knowledgeable and supportive.

HEI WHAKAPAKARI | AREAS FOR IMPROVEMENT

Satisfaction is strong, but we can work on consistency for all users

Communication and follow-up

Reduce delays and make expectations clearer

Digital systems and usability

Make systems easier to access and navigate

Resource clarity and currency

Keep priority resources clear, current and useful

Consistency of support

Strengthen processes so every user gets a reliable experience

Opportunities to strengthen organisational processes so positive experiences do not depend on who someone is working with.

HEI AROTAHINGA | OUR FOCUS FOR THE FUTURE

Turning our survey insights into practical improvement priorities

1

Communication standards

Clearer response expectations

2

Digital usability

Better systems and reporting tools

3

Priority resources

Refresh and update key resources

4

Consistent experiences

Support across learners and assessors

5

Careers pathways

Improve visibility for employers and learners

Next steps: Build a more consistent, reliable and easy-to-access experience for everyone

Tautoko
Support

Kounga
Quality

Rauemi
Resources

Whakawhiti kōrero
Communication

Ara mahi
Pathways



TE
MAHI
AKO

KIA NGĀTAHI | TAKEN TOGETHER

The 2025 customer satisfaction survey gives
Te Mahi Ako a positive story to tell.

Most ākonga, assessors
and employers are having
a good experience and
value the support they
receive.

Next steps: Build on the strengths by making the
experience more consistent, more reliable, and easier
to access for everyone.

NGĀ HOHENGĀ | TAKING ACTION

Customer Satisfaction Survey 2025: what we heard and what we are doing next

We heard

You want clearer expectations for communication, including response times, regular check-ins, progress updates, and who is responsible for keeping in touch.

You told us some digital tools are hard to navigate, including Moodle, the credit reporting portal and online assessment spaces.

You want resources, assessment information and programme guidance to be easier to find and easier to follow.

You want feedback, follow-up and handovers to feel more consistent, especially when staffing responsibilities change.

You told us some learning and assessment resources need refreshing, with clearer wording, stronger examples and less duplication.

You want assessor onboarding, guidance and support to feel less variable across the network.

You want changes to forms, systems, contacts and processes communicated in a simpler, more coordinated way.

You want clearer visibility of pathway options and more ways for disengaged ākonga to be heard.

We are doing

We are setting clearer minimum contact expectations across ākonga, assessors and workplaces, reflecting Te Mahi Ako values of tika, pono and aroha.

We are identifying the most common digital pain points, with a focus on easier navigation, clearer instructions, submission notifications and better progress tracking.

We are improving how resources are organised and making sure online content, website information and printed learning materials line up more consistently.

We are introducing clearer expectations for feedback turnaround, communication handovers and who to contact when queries need followup.

We are refreshing priority resources, starting where users have identified outdated content, technical inaccuracies, broken links or unclear evidence requirements.

We are strengthening assessor induction and support so expectations, processes and key contacts are clearer from the start.

We are reviewing how communication is managed after organisational or process changes, so important updates are easier to understand and less likely to be missed.

We will use the survey findings to inform longer-term improvements to user experience, pathway visibility and future survey engagement.

We will track progress through existing data collection tools and the Continuous Improvement Register