

# Waihanga Ara Rau

## Provider perceptions survey

July 2024



**WAIHANGA ARA RAU**

**Construction and  
Infrastructure**

Workforce Development Council

# Introducing Verian

Verian is the new name for Kantar Public (formerly Colmar Brunton).

Following our divestment from our former parent company, we are now an independent research and evaluation agency, providing evidence and advisory services to government and the public realm, across Aotearoa New Zealand and around the world.

Get in touch if you would like to know more.



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Powering decisions  
that shape the world.

# Methodology



## When?

Fieldwork was conducted between 8 and 30 July 2024



## What?

10 minute online survey.



## Who?

32 providers from the education sector.



## How?

Verian provided the survey link and Waihanga Ara Rau managed the invitations and reminders.





Topline findings



**WAIHANGA ARA RAU**

**Construction and  
Infrastructure**

Workforce Development Council

# Awareness and knowledge of Waihanga Ara Rau are relatively high among providers.

## Awareness of Waihanga Ara Rau



## Knowledge of what Waihanga Ara Rau is and what it does

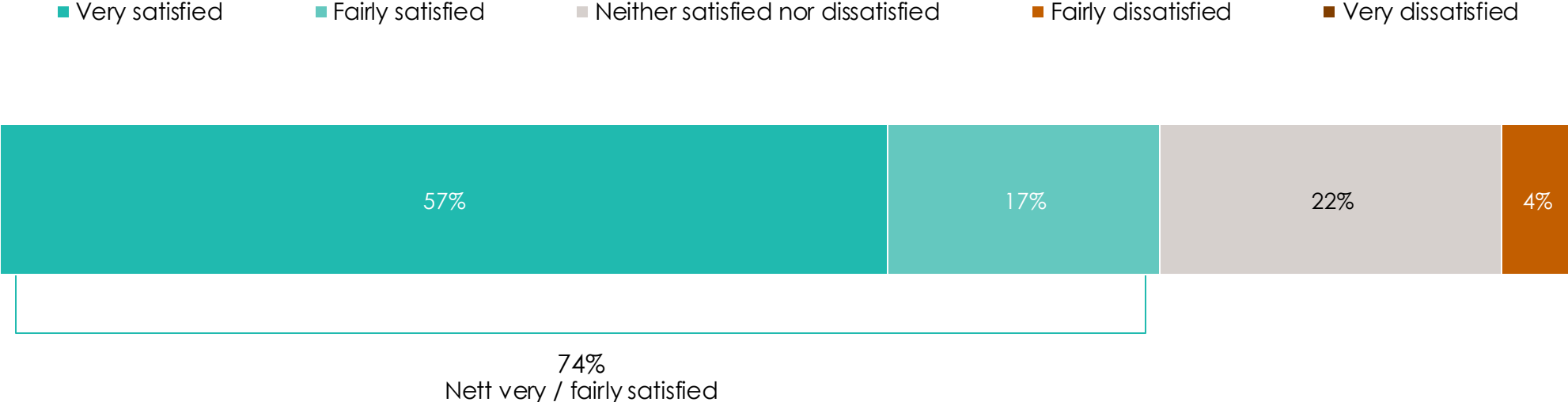


Source: Q1b – Do you agree or disagree that ... Before today, you were aware of Waihanga Ara Rau? Q1 - How much do you know about Waihanga Ara Rau, the Construction and Infrastructure Workforce Development Council, in terms of what it is and what it does?

Base: All providers (n=32).

# Providers are also generally very satisfied with the interactions they have with Waihanga Ara Rau.

## Overall satisfaction

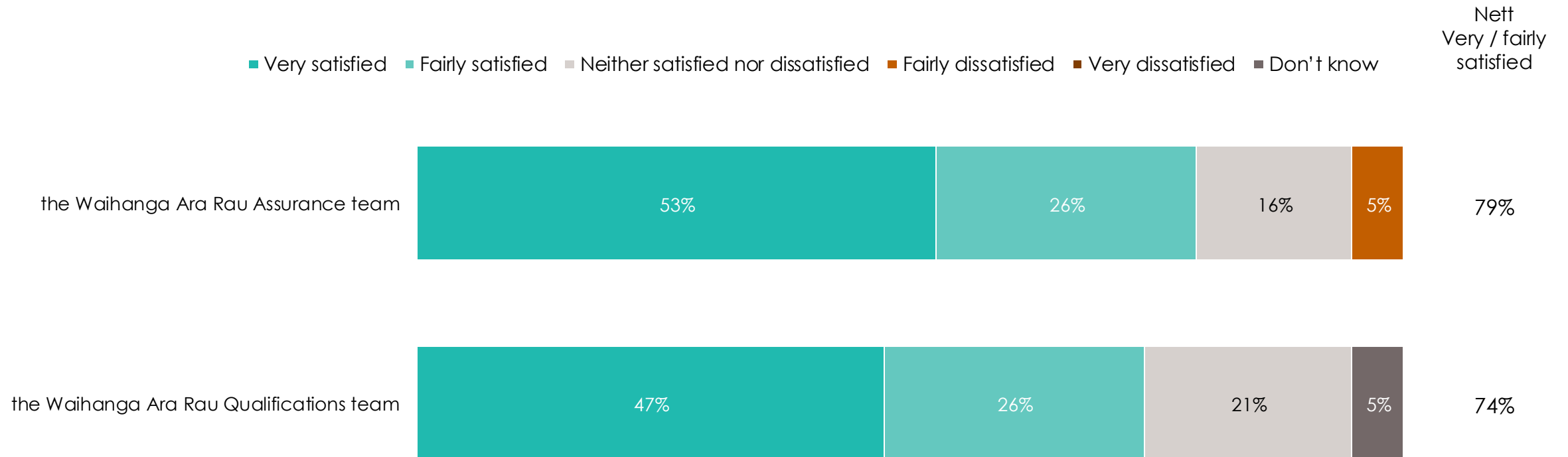


Source: Q15 - Now please think about the interactions you have had with Waihanga Ara Rau recently. Overall, how satisfied or dissatisfied are you with the interactions you have had with Waihanga Ara Rau recently?

Base: All providers (n=23).

# These satisfaction levels are consistent across both the Assurance team and the Qualifications team.

## Overall satisfaction with...

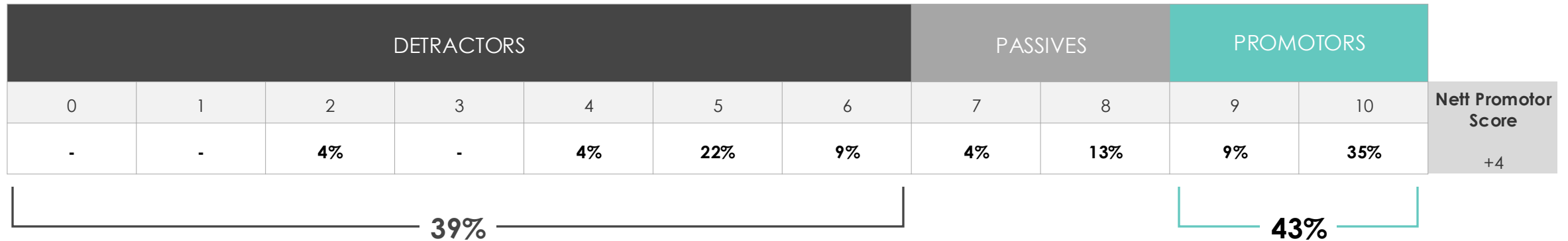


Source: SP5 - And overall, how satisfied are you with the engagement with...

Base: All providers who have had interactions with the teams (n=19).

Waihanga Ara Rau has a positive nett promoter score among providers. Nearly half of providers say they are highly likely to recommend Waihanga Ara Rau to others in the construction and infrastructure sector.

**Nett promoter score**



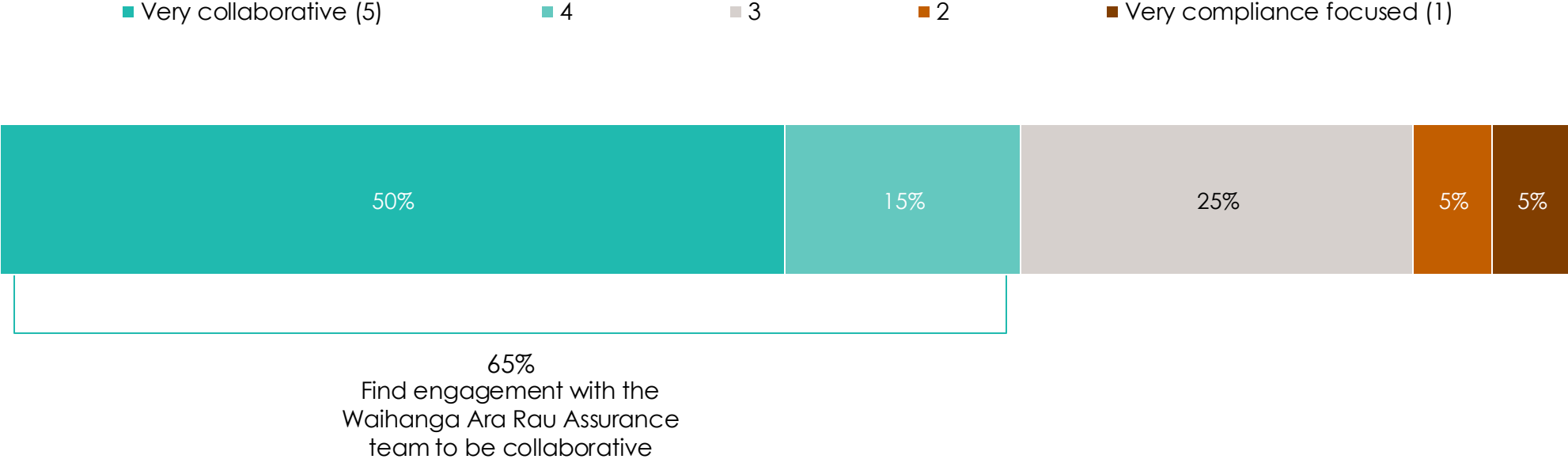
Source: Q16 - And, how likely are you to recommend Waihanga Ara Rau to others in the construction and infrastructure sector?

Base: All providers who have interacted with Waihanga Ara Rau in the last year (n=23).



# Most stakeholders find the Waihanga Ara Rau Assurance team to be very collaborative.

## Collaboration with the Waihanga Ara Rau Assurance team

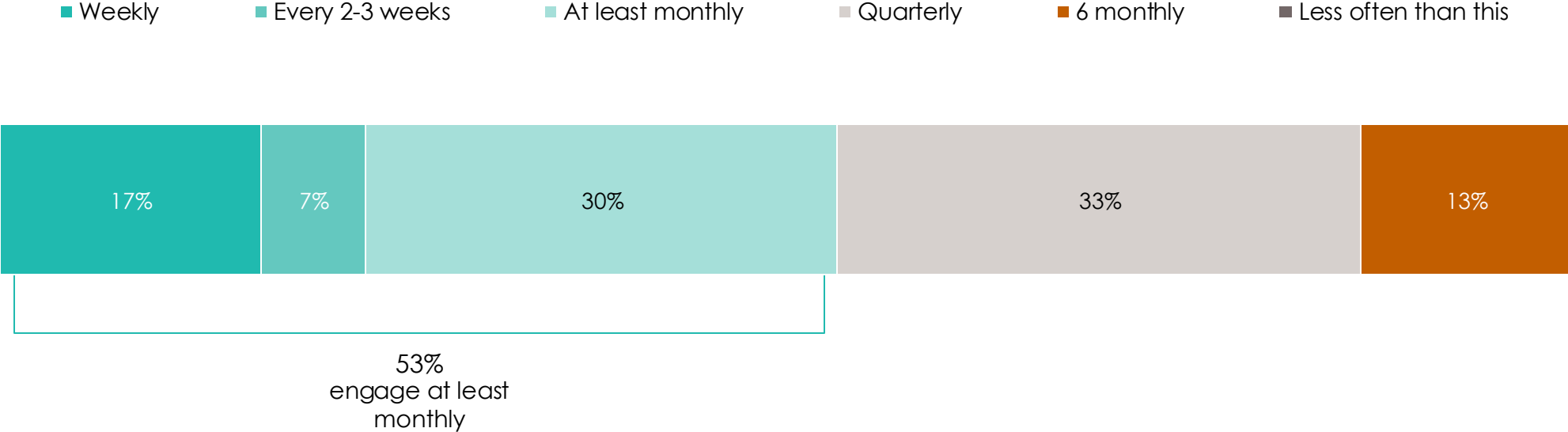


Source: SP4 - Has your engagement with the Waihanga Ara Rau Assurance team been...

Base: All providers who have had engagement with the Assurance team (n=20).

Half of providers say they engage with Waihanga Ara Rau at least monthly. A further third engage quarterly.

Engagement with Waihanga Ara Rau

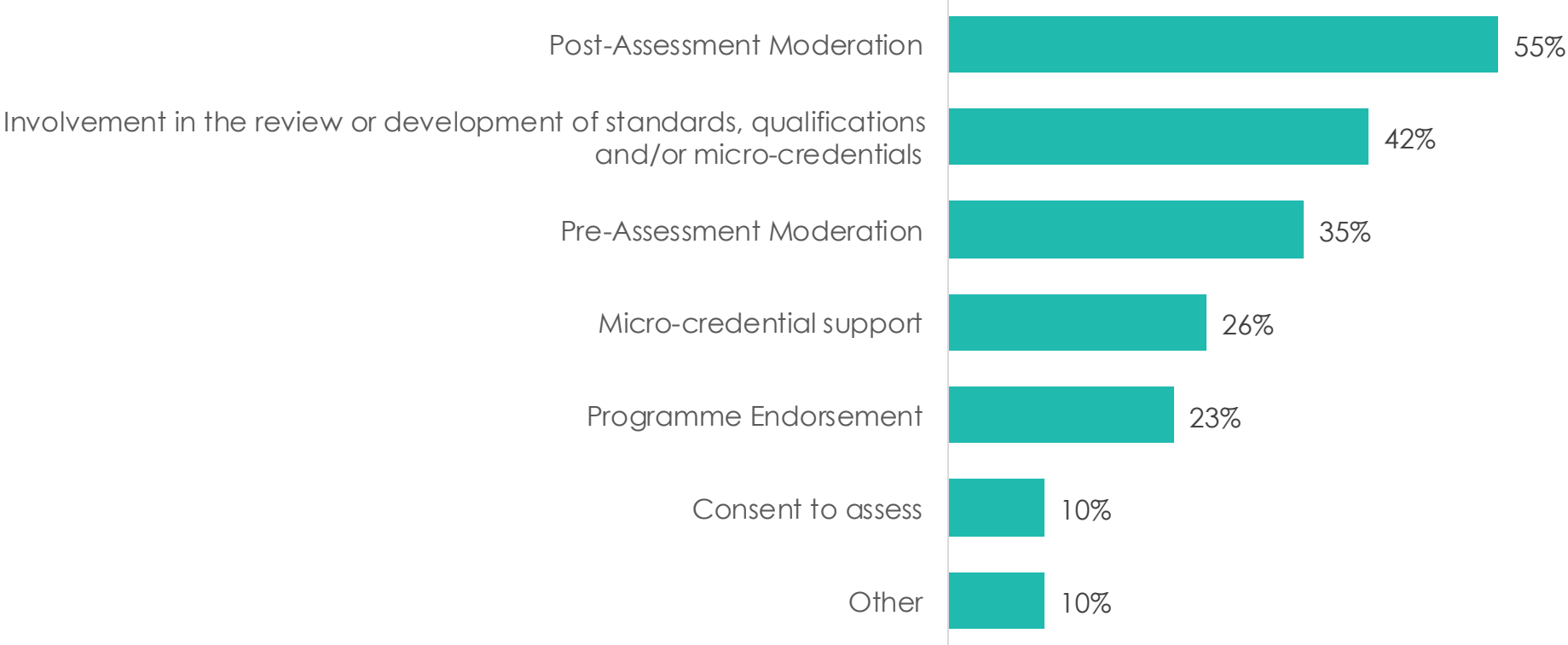


Source: Q2 - How often, if at all, do you have contact with Waihanga Ara Rau, the Construction and Infrastructure Workforce Development Council?

Base: All providers who know about Waihanga Ara Rau (n=30).

Half of providers engage about post-assessment moderation. Forty-two percent engage around the review or development of standards, qualifications, and/or micro-credentials. Between a third and a quarter engage about post-assessment moderation, micro-credential support, and programme endorsement.

**Reasons for engagement**

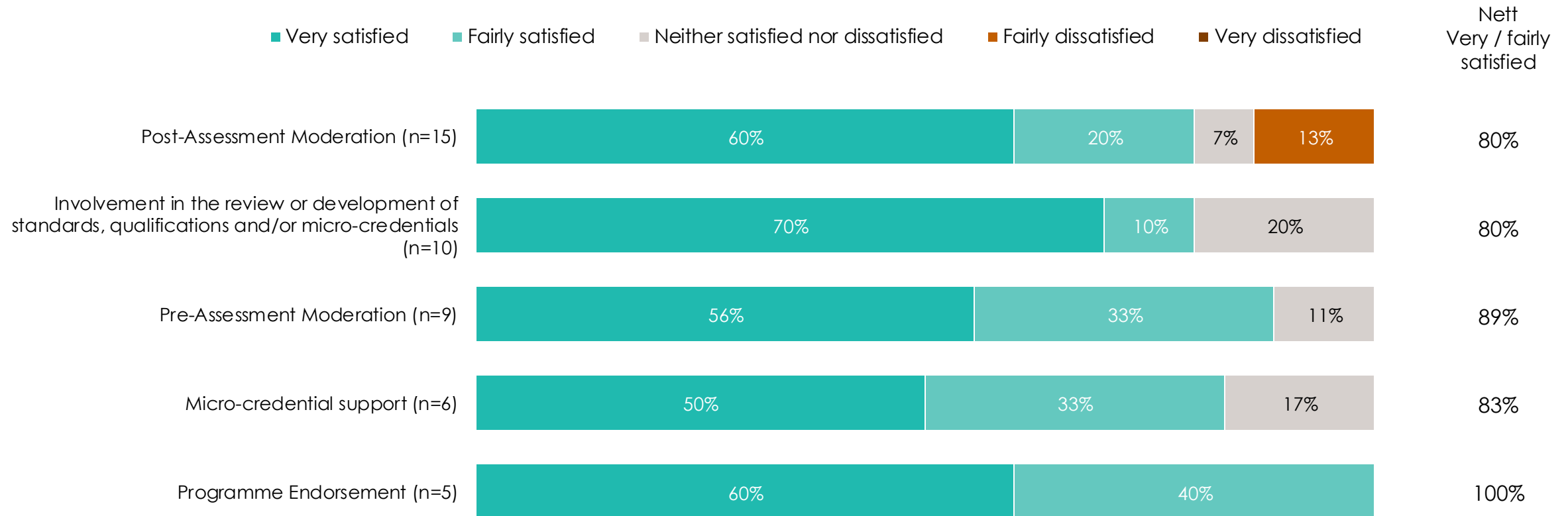


Source: SP1 - Which of the following have you had engagement with Waihanganga Ara Rau about?

Base: All providers (n=31).

# Providers who engage about each of these areas are generally very satisfied.

## Satisfaction with the different engagement types\*



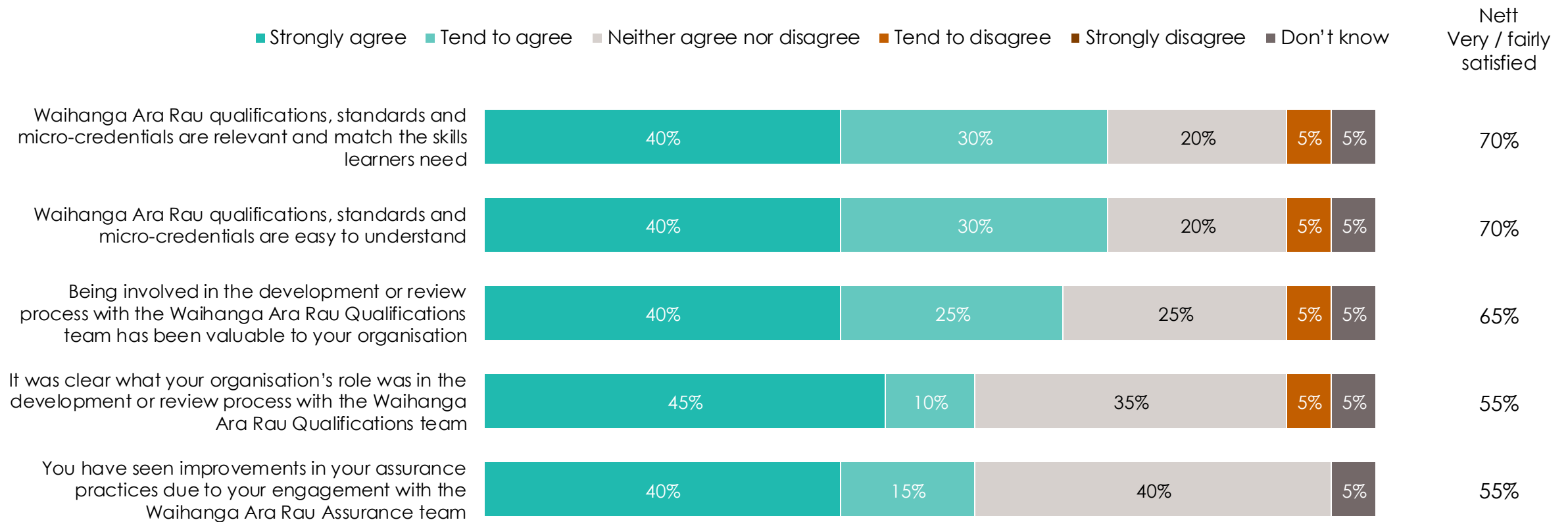
Source: SP2 - And how satisfied were you with...

Base: See chart for base sizes.

Note: \* Caution extremely small base sizes.



Seventy percent of providers believe qualifications, standards and micro-credentials are relevant, match the skills learners need and are easy to understand. Sixty five percent feel being involved with the Qualifications team has been valuable to their origination, and fifty five percent say it was clear what their organisation's role was and believe they have seen improvements in their assurance practices as a result of their engagements with the Assurance team.



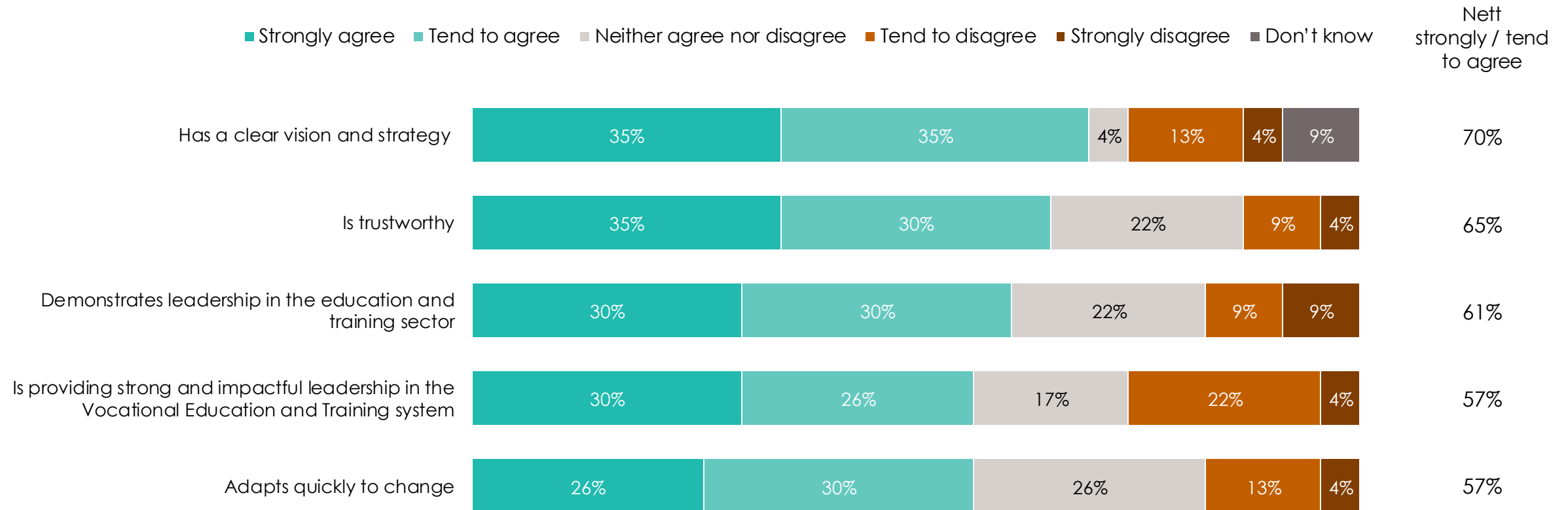
Source: SP3 - How do you agree or disagree that....

Base: All providers who have engaged with Waihanga Ara Rau about at least one of the above (n=20).

Note: \* Caution small base sizes.

# Around two thirds of providers agree Waihanga Ara Rau has a clear vision and strategy and is trustworthy. Measures around leadership and adaptability are not quite as strong.

## Waihanga Ara Rau...



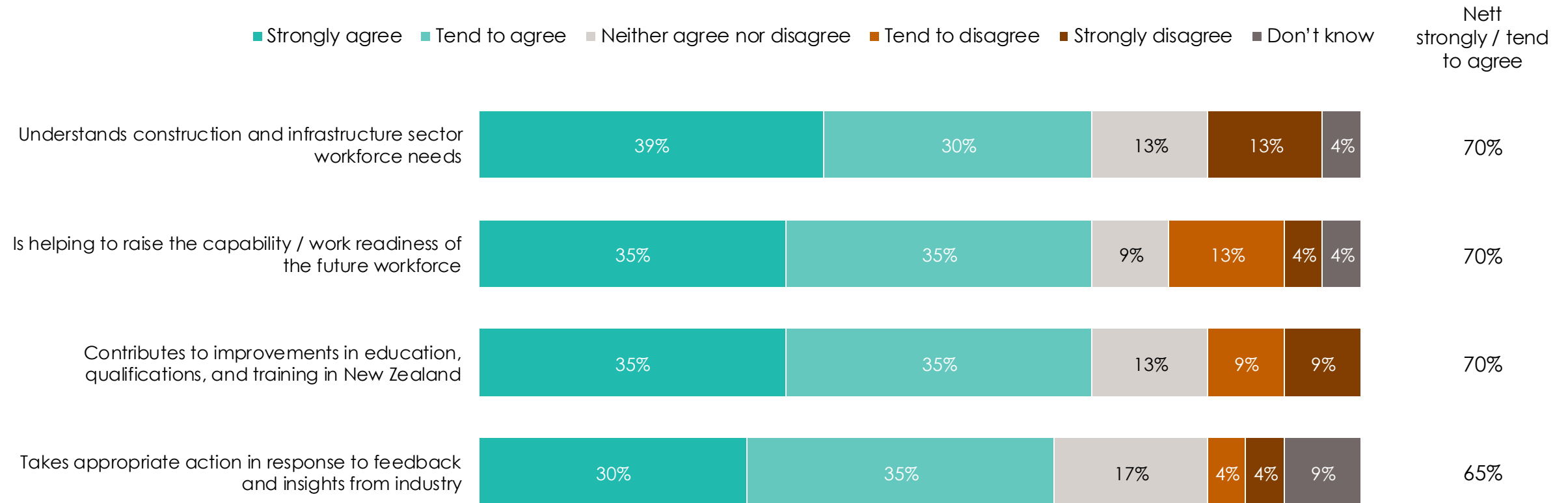
Source: Q14 - How much do you agree or disagree with the following statements about Waihanga Ara Rau ...? Waihanga Ara Rau ...

Base: All providers who know about Waihanga Ara Rau (n=23).

Note: \* Caution small base sizes.

Most providers agree Waihanga Ara Rau understands sector workforce needs, is helping to raise the capability of the future workforce, contributes to improvements in education, qualifications and training in New Zealand, and takes appropriate action in response to feedback from insights and industry.

**Waihanga Ara Rau...**



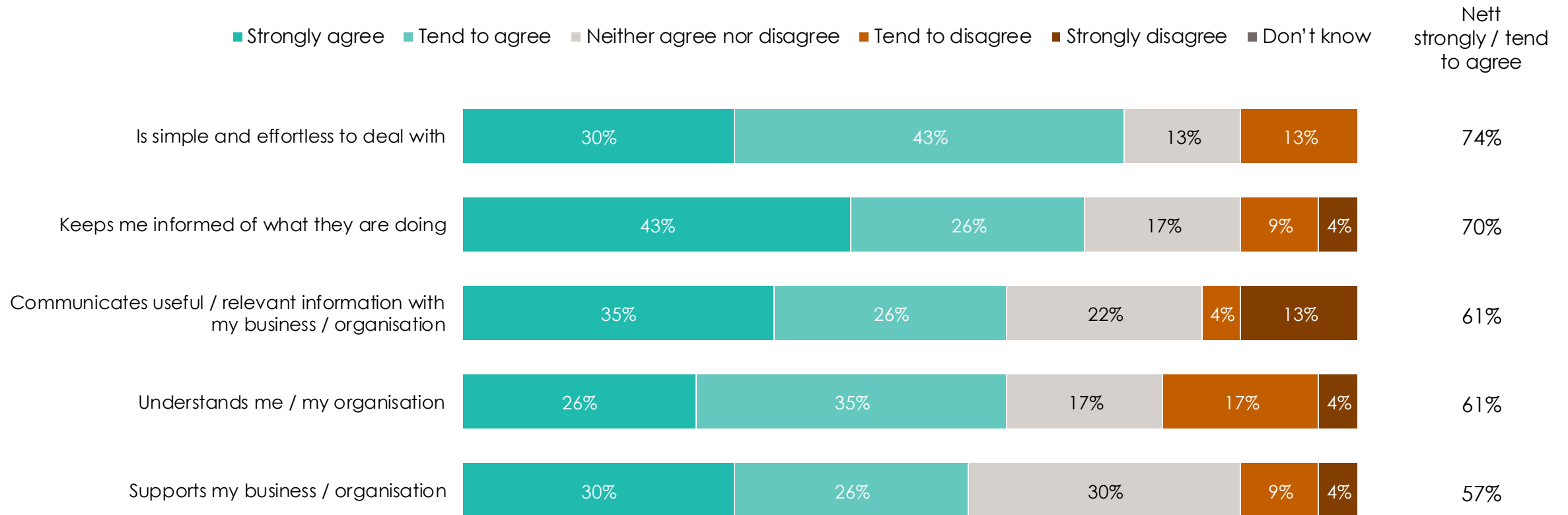
Source: Q14 - How much do you agree or disagree with the following statements about Waihanga Ara Rau ...? Waihanga Ara Rau ...

Base: All providers who know about Waihanga Ara Rau (n=23).

Note: \* Caution small base sizes.

More than two thirds of providers agree Waihanga Ara Rau is simple and effortless to deal with and keeps providers well informed. Measures around targeted communications to, understanding of, and support for, specific organisations are slightly weaker.

**Waihanga Ara Rau...**



Source: Q14 - How much do you agree or disagree with the following statements about Waihanga Ara Rau ...? Waihanga Ara Rau ...

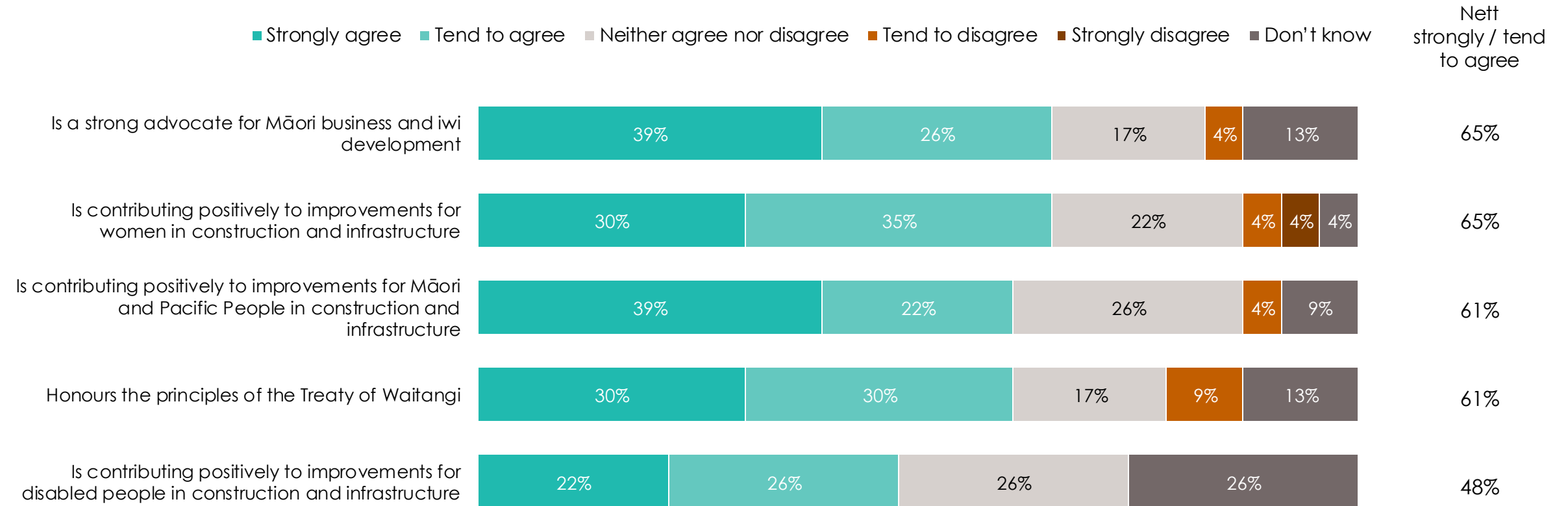
Base: All providers who know about Waihanga Ara Rau (n=23).

Note: \* Caution small base sizes.



Measures around Waihanga Ara Rau advocating for, and contributing to, industry improvements for minority groups also sit slightly lower. However, this is largely due to many providers saying they ‘don’t know’ as opposed to feelings of dissatisfaction.

**Waihanga Ara Rau...**



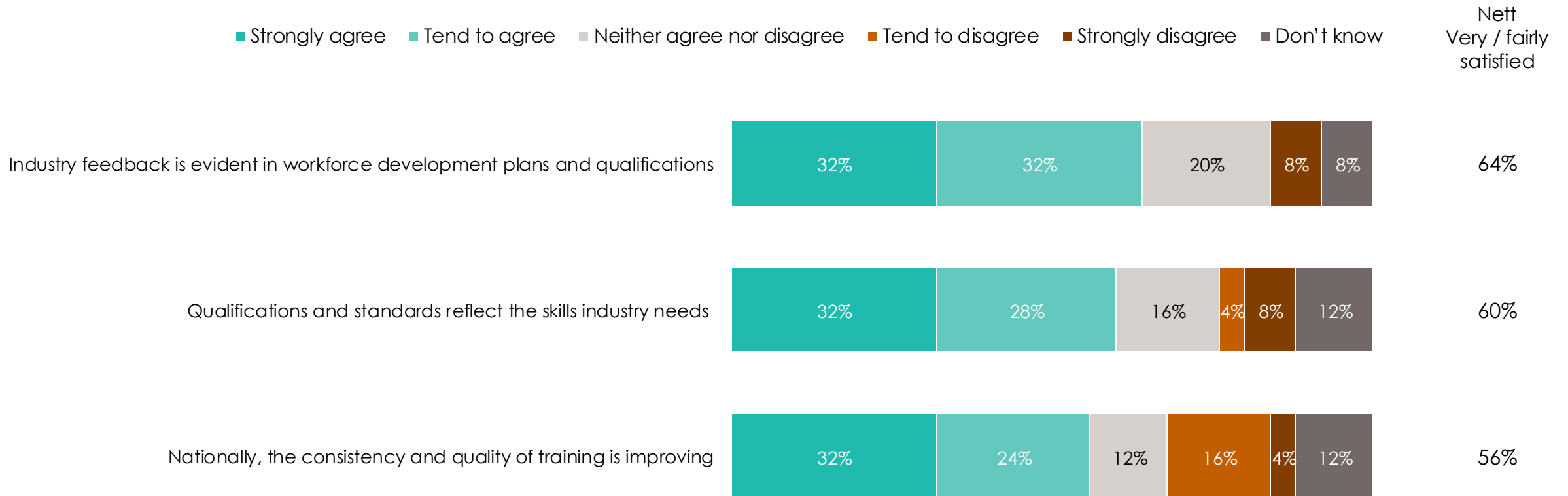
Source: Q14 - How much do you agree or disagree with the following statements about Waihanga Ara Rau ...? Waihanga Ara Rau ...

Base: All providers who know about Waihanga Ara Rau (n=23).

Note: \* Caution small base sizes.

When it comes to workforce development in New Zealand, between half and two thirds of providers agree industry feedback is evident in development plans and qualifications, qualifications and standards reflect the skills industry needs, and nationally, the consistency and quality of training is improving.

**Workforce development in New Zealand**



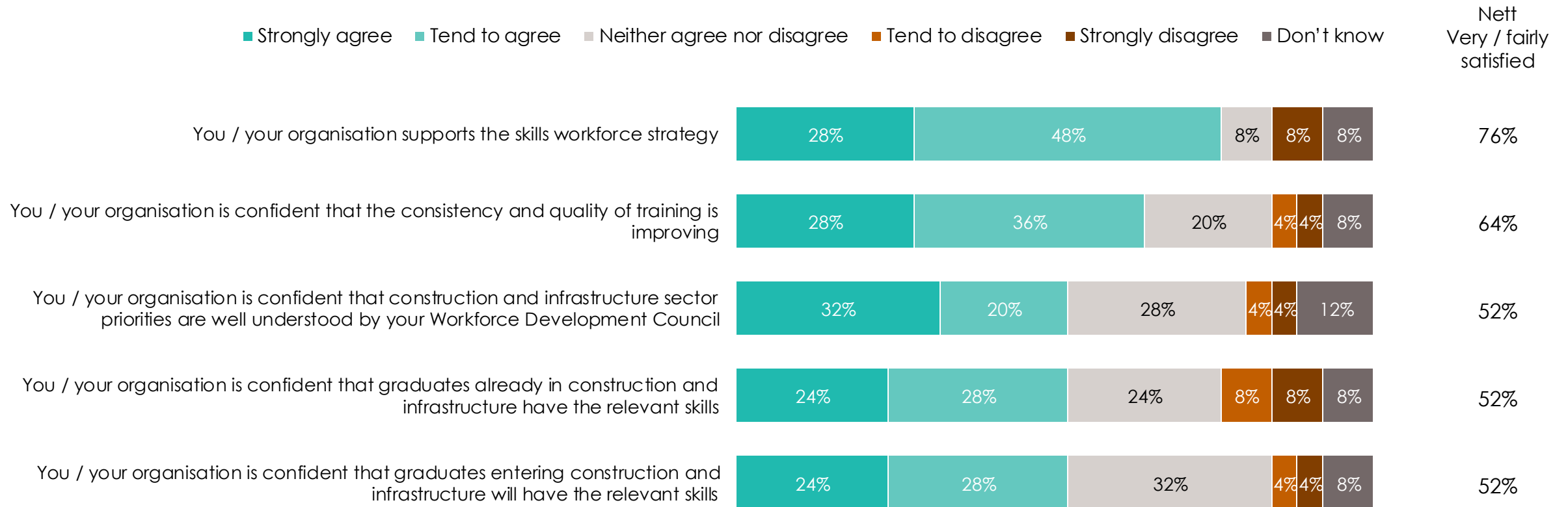
Source: Q17 - Now thinking more specifically about the workforce development in New Zealand for construction and infrastructure. Please tell us if you agree or disagree with the following statements ...?

Base: All providers (n=25).

Note: \* Caution small base sizes.

Three quarters of providers say they support the skills workforce strategy. Two thirds say they are confident that training is improving. Half feel confident that sector priorities are well understood and that graduates in and entering construction have the relevant skills.

**Workforce development in New Zealand**



Source: Q17 - Now thinking more specifically about the workforce development in New Zealand for construction and infrastructure. Please tell us if you agree or disagree with the following statements ...?

Base: All providers (n=25).

Note: \* Caution small base sizes.

# Thank you

**Verian**

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