



PROGRAMME: **ADULT AND TERTIARY TEACHING (LEVEL 4)**  
EMPLOYER: **NELSON MARLBOROUGH DHB**  
FACILITATOR: **KARI**

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## It's about improving the quality of your service

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Felicity took on a new role developing and delivering an education programme for her employer, Nelson Marlborough DHB. Her employer advised her of LearningWorks' Adult and Tertiary Teaching course, delivered onsite with staff from across the organisation. Felicity saw the course as an opportunity to refine and improve her programme.

"I'd already done the groundwork and my programme had launched. I wished I had done the course earlier because there were so many learnings that the course reinforced. It was really good to have a practical programme to work on and change and tweak as I learnt."

For her, one of the key benefits of the course was that it provided a safe space to try new things: "It really did become a safe environment where you could ask questions, troubleshoot, practice your delivery and get some feedback from an understanding cohort" the forum itself is set up really well and it flowed really well."

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Felicity noticed improvements in her own resources, delivery and understanding of the organisation:

"I learnt heaps about the people and operations of the different parts of my workplace. Supporting your employees to do courses like that, in an environment like that, onsite and having days set aside to complete, it's fantastic. It was great for the company communications because of the connections being made across roles and departments. Honestly, it's awesome to be able to get people from across the organisation to give their perspectives on programmes that you're running, there's a huge benefit there too, invaluable.

I definitely think that if you are developing or delivering an education programme, this course encourages you to really reflect on your practice and improve what you are doing, making sure it's giving value to your participants.

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**It's a really good exercise to improve the quality of what you are delivering."**

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