

Accessibility Support Worker

Kaupapa | Purpose

The casual Accessibility Support Worker is a member of the Ākonga Success Team. The aim of the role is to provide high quality note taker and reader/writer support to ākonga who have a disability and require support to access the learning. The Accessibility Support Worker works closely with the Learner and Access Facilitators and the Ākonga Success Administrator who coordinates their utilisation and assignment of ākonga and work hours.

Reports to: Team Leader Learner and Access

Team: Ākonga Success

Date: March 2026

Ngā mahi | Do

- To take legible notes; summarise key information in lectures, tutorials, in-person and online classes.
- To provide notes by the end of each class only to the ākonga the note-taker is assigned to.
- To liaise with the tutor regarding their time-table
- To respond to ākonga preferences regarding structure/details and style of notes.
- To inform teaching kaimahi of your presence in the class and your role as a note-taker.
- To maintain a professional role as a support worker, to always maintain confidentiality.
- To present professionally and maintain professional decorum
- To undertake the role of exam supervisor, reader and writer, or a combination of both for assessments and exams.
- To ensure that the procedures and guidelines for exam arrangements are carried out.
- To complete and return time sheets and support worker record sheet signed by ākonga and/or the tutor.
- To provide adequate notice to the ākonga and the Ākonga Success Administrator if you are unable to attend lecture, tutorials or class.

- To keep the Ākonga Success Administrator informed of any changes regarding availability for work, changes in contact details.
- To attend any relevant training or workshops related to this role.
- To always treat the ākonga with the same respect that you would expect yourself.

Expected outcome:

- Notes are provided by the end of each class only to the ākonga the note-taker is assigned to

Demonstrate commitment to:

Ākonga at the center through ensuring positive outcomes for ākonga in all aspects of their learning journey.

Te Tiriti o Waitangi and Māori Success by positively championing and contributing to the success of partnerships with Iwi, Hapū and Mana Whenua, honoring Te Tiriti o Waitangi to uplift Māori success.

Equity by identifying and removing barriers to participation and achievement, and fostering inclusive, culturally responsive environments where all ākonga and kaimahi can thrive.

Vocational Education Excellence through building responsive provision and services to meet the needs of ākonga, and stakeholders and to enable future sustainability.

Pūkenga | Have

Qualifications

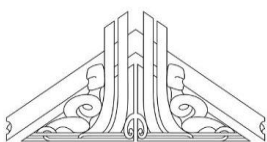
- Certificate in Level 4 and above for any tertiary qualification

Knowledge / Experience

- Previous experience of taking notes in an educational environment
- Work or study within a tertiary environment

Skills and Attributes

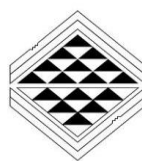
- Accurate spelling and grammar
- Ability to provide clear, succinct and relevant materials for ākonga in their preferred format
- Clear and legible handwriting at speed
- Well organised, punctual and reliable
- Have a positive attitude towards equality and access for people with disabilities
- Basic computing skills



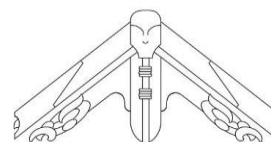
WHANAUNGATANGA



TOITUTANGA



MANAAKITANGA



KOTAHITANGA

- The ability to communicate sensitively and tactfully, both orally and in writing, with individuals at all levels of study.

Waiaro | Be

At Toi Ohomai, Toiohomaitanga describes our way of doing and being. It reflects how we care for each other, work together, and uphold our shared purpose. These behaviours apply to all kaimahi, with expectations scaled to the nature and level of each role. They guide how we show up in our mahi, contribute to our collective success, and reflect our commitment to Ā mātou uara | Our values in everyday practice.

Ako: Demonstrates curiosity and a commitment to continuous learning. Applies new knowledge to improve practice and outcomes and actively contributes to a culture of shared growth. This supports toitūtanga by sustaining excellence and adaptability over time.

Authentic and Inclusive: Fosters inclusive environments where people feel safe, respected, and able to be themselves. Actively includes diverse perspectives, addresses inequities, and supports others to thrive. These behaviours reflect manaakitanga through care, generosity, and upholding the dignity of all.

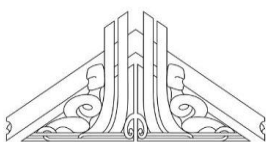
Connected: Builds and maintains strong, trusting relationships across teams and communities. Fosters cross-functional collaboration by sharing knowledge, aligning efforts, and supporting others to achieve shared goals. Communicates with empathy and respect, contributing to a shared sense of purpose. This strengthens whanaungatanga by nurturing meaningful connections and collective wellbeing.

Innovative and impactful: Identifies opportunities to improve and applies evidence, creativity, and courage to drive meaningful change. Uses data and insights to inform decisions, challenge the status quo, and focus on outcomes that matter for ākonga, kaimahi, and communities. These behaviours reflect kotahitanga, recognising that lasting improvement is strengthened through collaboration and shared purpose.

Engaged: Actively participates in Toi Ohomai initiatives that advance our vision. Shares knowledge, supports others, and contributes to a positive, forward-focused culture. This is how we can live kotahitanga, working together with unity and purpose.

Self-aware: Demonstrates humility, reflection, and openness to feedback. Understands the impact of their actions and takes responsibility for creating conditions where others can thrive. This reflects toitūtanga through thoughtful and courageous practice that supports respectful relationships and sustainable ways of working.

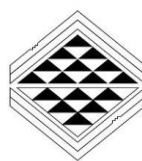
Ngā Hononga Mahi | Working relationships



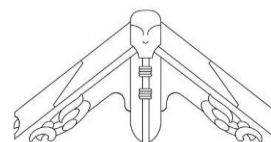
WHANAUNGATANGA



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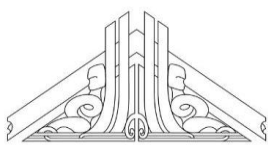
Internal: Learning and Access Team Leader, Learning and Access Facilitator Team, Ākonga Success Administrator, Ākonga Success Manager, Ākonga Success Team and Other Toi Ohomai Kaimahi

External: N/A

Resource delegations and responsibilities:

Financial: N/A

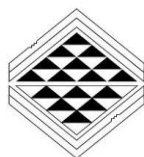
People: N/A



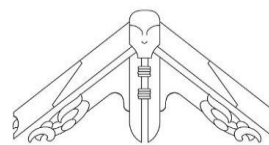
WHANAUNGATANGA



TOITUTANGA



MANAAKITANGA



KOTAHITANGA