

30 March 2020

Dear All

Since last week, when the Government announced a move to an Alert Level 4, it has been a hectic time for all of you, and with little time to process the news personally, you have all sprung into action to ensure a smooth transition to working from home and providing support to our students. I am personally proud of the way in which all of you have worked together to make this happen in such a short period of time

Working from home on a regular basis is new to many of us and we all need time to process this and learn together how to adjust to the situation. We have colleagues who are already familiar with a number of online platforms, and those who are not so familiar have been busy upskilling themselves so they too can join in using the various online platforms. We have contracted Mohit to provide some much-needed support to our very hard-working Scott. The ICT team is available online for one-on-one support for those who need it, simply by emailing ITSupport@futureskills.co.nz or calling Scott on 021 588 039.

We know that for a lot of staff you are trying to adapt to new working environments, many with children and other considerations at home also. We want to encourage you to take time out when you can – spend time with your families and those you share your home with. We understand that things may be difficult at the beginning and we anticipate that there will be things that may not be 100% or do not go completely to plan. However, we are all in this together and we endeavour to help and support one another as we go along.

A communication was sent out from HR to all staff on 24 March, including Working From Home Guidelines, and we would like to remind you that all staff are expected to be fully deployed while working from home. Each staff member in discussion with their manager, needs to create a plan of work to cover the period of the lockdown. In addition to your regular work, you need to consider additional activities that you might be able to carry out including training and professional development, helping other colleagues, special projects, and non-routine work. Staff will need to provide a weekly summary report to their manager of the activities they have carried out during the previous week. You might also want to use this time to take annual leave. Note also the requirements in the Guidelines around taking leave, whether annual, sick or unpaid leave.

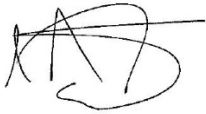
Our students will be looking to us, to you their tutors, and to the support staff, for leadership, for guidance, encouragement and support. We must ensure that we do our utmost to guide and help our students and support each other to use this time effectively, to remain purposeful and assist in developing our students' capabilities. Academic management have been working closely with tutors to provide online support and our support staff continue to work through every challenge this unprecedented situation throws at us. The Senior Management Team is meeting regularly online, and you will receive regular communications and updates from us.

Thank you all for your hard work and all your efforts, for the quick turnaround of this despite what you may be going through in your personal lives during these unprecedented times. Your efforts, contributions, the ways you have quickly adapted and familiarised yourselves with new ways of delivery, and the resilience you have all demonstrated, are truly commendable. It is very important that we look after each other and stay positively connected while physically apart, and I am sure that by the end of this week we will all have a much clearer idea of the way forward. Again, if anyone is anxious, has concerns or needs to speak to someone, they can do so with their manager, HR, or any of the senior management team.

Lastly, the campus is fully shut for the next few weeks, and we would like to highlight that during this time, no staff are to come into the workplace unless with the express permission of the Senior Management Team.

Please stay safe, maintain regular communication with us and with one another, and reach out to us if you need any support. We are clearly in unprecedented times and I pray for the safety and wellbeing of all of us.

All the best,

A handwritten signature in black ink, appearing to be 'S Alavi', with a horizontal line extending to the right from the top of the signature.

Sam Alavi

Group Chief Executive