



## Motivated Ming

- **Statement:** "I must become qualified to get a good job and support my family and community"
- **Age:** 52
- **Location:** Auckland, living in student accommodation
- **Education:** Above-average equivalent qualifications
- **Neurodiversity:** Typical
- **Employment:** None (paid for fees and accommodation with community donations)
- **Other:** Wants to gain residency and family to join him later.

### Aspirations

An English qualification will get me to work anywhere in this country and then I can bring my wife and two children over, our life will be like a dream.

### Motivations

- Residency Visa
- English qualification
- Job security
- Resettlement of family.

### Needs

- Feel a sense of belonging
- Closed captions on videos (change to Simplified Chinese if option)
- Well-structured onboarding process
- Clear instructions with contextual examples.

### Online Literacy

- Owns Samsung Smartphone and Acer Chromebook
- New to Facebook
- Is not familiar with online learning platforms
- Needs guidance and clear step-by-step instructions
- Confused by informal and passive voice language
- Struggles with typing and English spelling.

### Enablers

- Learn on the job, employer-paid training
- Culturally appropriate teaching and learning resources
- Clear and accurate information
- Pastoral care accounting for international students.

### Barriers

- Colloquial language and accents
- Experienced racism
- Social and cultural differences
- Finding work and accommodation
- Different education system
- High expectations.