Te Rau Matatau

Private Training Establishment

Action Plan 2022-2024 – Summary for Website

Education (Pastoral Care of tertiary Ākonga)

Code of Practice 2022

Prepared by: Dr Cheryl Stephens

Approved by: Senior Leadership Team

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Guidance Document: https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA-Code-2021-Implementation-Guidance-November-2021.pdf

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Kaupapa Tuatahi

Outcome 1: Ākonga wellbeing & safety system

Take a whole-of-provider approach to maintain a strategic and transparent ākonga wellbeing & safety system that responds to the diverse needs of their learners.

Outcomes and Processes	What do we need to do differently	Project Lead	When by?
Strategic goals and strategic plans for supporting the wellbeing & safety ākonga across TRM	Update Strategic plan and align strategic goals with statement of Tertiary Education Strategy (TES), National Education and Learning Priorities (NELP) and the Education (Pastoral Care of Tertiary and International Students) Code of Practice 2020	A & G	September 2023
Review and make amendments to TRM's strategic goals	Update and include action related to strategic goals in consultation with staff and ākonga. Ensure that ākonga safety and wellbeing goals, plans and practices are clearly stated.	A & G	September 2023
Work proactively with ākonga and stakeholders (document this mahi)	Collate organisational feedback tools (including ākonga and course evaluation) and integrate outcomes to create a register of actions to improve and enhance ākonga wellbeing and safety practices. Review feedback tools to ensure that ākonga voice is clearly represented. Collate list of key stakeholders and organisations that can support ākonga health and wellbeing Include on website links to national organisations to support ākonga health and wellbeing and ensure kaiako have a site list of local organisations available	A & G	September 2023
Use strategic goals and strategic plans above to regularly review the quality of TRM ākonga wellbeing & safety practices as determined by NZQA	Set two reviews annually of the strategic goals and actions to align with the code self-review deadline.	E & C	September 2023

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Review TRM ākonga wellbeing & safety practices using ākonga input and data, disaggregated by diverse ākonga groups	Ensure feedback tools include qualitative and quantitative data to enable disaggregation of feedback across a wellbeing and safety practices: positive frame of mind, resilience, satisfaction with self, relationships, and experiences and progressing towards learning outcomes sought. It also means being healthy and feeling secure.	A & G	September 2023
In a timely manner, following a review of the strategic goals above take appropriate action to address any deficiencies in ākonga wellbeing & safety practices	The two annual reviews will have action and due dates to ensure they are implemented prior to the next upcoming review.	A & G	September 2023
Make TRM strategic goals, reviews, and self-review reports readily available, in accessible formats, to ākonga, staff and the public, including on website	Create a page on the website and add to ākonga resources information on the wellbeing and safety goals, review dates and outcomes as well as links to email addresses for sending in feedback as part of the group of feedback tools. Online, written and voice recording. Add page to TRO / TRM website to include overview of code and access to videos, ākonga videos on know the code.	A & G	September 2023

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Gather and communicate relevant info to accurately identify emerging concerns about ākonga wellbeing & safety or behavior.	Review current policies and procedures that identify concerns early and show clear steps for staff and students to follow and any relevant support services are quickly identifiable.	E & C	September 2023
	Ensure that data is gathered from staff to identify how many ākonga are referred to and /or access services for social, medical, disability, mental health, and other support services – data gathered will not identify ākonga.		
	Collate Pouako feedback from six weekly group meetings and reports to ensure any patterns are identified and actions in place to address.		
Provide staff with ongoing training and resources tailored to their role in TRM.	Create additional formal and informal staff training online/blended - including mentoring, coaching, safety, and wellbeing, 'the code', agencies and stakeholders.	A & G	September 2023
Have critical incident plans available for assisting ākonga and responding effectively, in emergency situations and report annually.	Customise the NZQA – Code of Practice – Critical Incident Response plan, contact list and plan diagram to meet TRM requirements https://www.nzqa.govt.nz/providers-partners/guidelines-and-forms/	EM	September 2023

Kaupapa Tuarua

Outcome 2: Akonga voice

Understand and respond to a diverse ākonga voices and wellbeing and safety needs in a way that upholds their mana and autonomy

Outcomes and Processes	What do we need to do differently	Project Lead	When by?
Have practices for effective relationships with diverse ākonga roopu / groups	Included at the end of each wāhanga link for feedback – key questions related to each outcome of the code, KEQs, DAP, LSP. Appoint ākonga representatives across programmes, create ākonga representative canvas training module, PTE admin manager to be point of contact for ākonga representatives (in conjunction with programme Pouako), hold regular ākonga representative hui ā-kanohi or online. Seek feedback on communication channels, types of communication and accessibility across the diverse ākonga roopu / groups.	A & G	July 2023
Effectively respond to, and process complaints (and report annually including on website) including informing ākonga about provider's and NZQA complaints process.	Update ākonga complaints process in line with the internal TRM complaints process and Dispute resolution rules and processes. TRM process to be included requirement to enter all complaints into a database to collate info and outcomes: ● Online form via website ● Paper-based form on request ● Email ākonga can send direct to cheryl.stephens@terauora.com ● Phone 0800 MATATINI	A & G	Nov 2022 *Complete*

Ensure TRM are familiar with the relevant Dispute Resolution rules for domestic and international ākonga and ensure compliance with those rules.	https://tedr.org.nz/ Ensure copies of posters for classrooms are distributed to all Pouako and available for ākonga. Ensure Pouako complete training prior to receiving posters). https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Digital-toolkit/TEDR_Posterprocess_03Mar22-v4.pdf https://www.nzqa.govt.nz/assets/Providers-andpartners/Code-of-Practice/Digital-toolkit/Tertiary-Education-Dispute-Resolution-Flyer.pdf Dispute resolution page on website as part of overall Domestic Code information on website.	*A & G*	September 2023

Kaupapa Tuatoru

Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments

Foster Ako environments that are safe and designed to support positive learning experiences of diverse learner groups

Outcomes and Processes	What do we need to do differently	Project Lead	When by?
Have practices for reducing harm to ākonga resulting from discrimination, racism, bullying, harassment, and abuse	Development and implementation of Disability Action Plan, review, and implementation of updated Ākonga Success Plan. Staff to complete Pathways Awarua module to support culture capability. Update website to include safe and inclusive community information.	*A & G*	September 2023

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Provide ākonga with opportunities to actively participate and share their views safely, develop networks and use te Reo Māori and tikanga Māori.	Include Te Rau Ora Micro credentials Tikanga and Māori Health Micro credential as a part of staff training. Ensure classrooms include posters related to TeReo and Tikanga where appropriate. Continue to practice te Reo Māori me ōna tikanga via karakia and mihi whakatau as per TRM kaupapa.	*A & G*	July 2023 ***Complete***
Have practices for supporting ākonga through their studies, including adjusting to and progress in study, raising any issues, or getting help on career or further study options.	Staff training should include the integration of the school leaver toolkit into the learning journey in all programmes https://school-leavers-toolkit.education.govt.nz/ LNAAT – included at Level2 and strongly encouraged at Level 3. Individual Learning Plans to be reviewed and updated to include questions on supporting ākonga through their studies, including adjusting to and progressing in study, raising any issues, or getting help on career or further study options.	*A & G*	September 2023
Have practices for healthy and safe Ako learning environments.	Include Pouako and / or stakeholders in the review / development of programmes, modules, and the content of learning on site. Develop a survey for ākonga in their first two weeks to ascertain what support they might need – align to Te Ao Māori Kaupapa Frameworks used by TRO. Carry out strengths and weaknesses survey of physical and online learning environments and set priority plan to ensure practices align with audit outcomes.	*A & G*	September 2023

![Te Rau Matatau logo]

Kaupapa Tua wha

Outcome 4: Ākonga are safe and well

Support ākonga to manage their physical and mental health through information and advice and identify and respond to ākonga who need additional support.

Outcomes and Processes	What do we need to do differently	Project Lead	When by?
Have practices for enabling ākonga to identify and manage their basic needs.	Include key questions in ākonga ILP relating to housing, food and accommodation. Include on website links to national organisaton to support basic needs and ensure Pouako have a site list of local organisations available. Include staff training module based on MOE (Ministry of Education) – Guideline for healthy eating - https://www.health.govt.nz/system/files/documents/publications/eating-activity-guidelines-new-zealand-adults-updated-2020-jul21.pdf	*A & G*	September 2023
Provide opportunities to improve physical & mental health and wellbeing.	Staff training to include MH101 – training https://www.blueprint.co.nz/workshops/18-mh101-webinar/ Include events into organisaton calendars for staff and learners such as: mental health awareness, Te Reo, Hauora Māori. Include on website links to national organisations to support physical and mental health and wellbeing and ensure Pouako have site list of local organisations available.	*A & G*	September 2023 *Complete*
Have practices for enabling ākonga to communicate health and mental health needs with staff, including Health and Safety concerns about others (including contact details for a nominated person for all students 18 and over, as well as circumstances for contact).	Inclusion of generic email address kiaora@teraumatatau.com for ākonga feedback, MH101 training for all staff to support their understanding of mental health and wellbeing including Te Ao Frameworks used by TRO. Akonga representative to carry out MH101 training and include in their training how ākonga can share their concerns so that TRM can proactively support them.	*A & G*	September 2023 *Complete*

Have up-to-date contact details and next of kin for domestic tertiary learners under 18.	Ensure SMS (Student Management Systems) ākonga and contact details are up to date (fully completed) and statement added to online enrolment for nominated contact – when and how they will be contacted.	A & G	September 2023 *Complete*
Contact the next of kin for domestic tertiary ākonga under 18 years. if there is concern regarding their wellbeing or safety.	Pouwhakahaere and Administration to agree process for escalating next of kin contact where there is a concern regarding wellbeing & safety.	A & G	September 2023 *Complete*
Maintain a record of reported risks, including any concerns about this code.	Set up a risk, concerns and complaints summary register to ensure continuous improvement and changes to process or support is implemented.	A & G	September 2023 *Complete*