Action Plan – Learner Wellbeing and Safety Practices – Code of Practice

The Pastoral Care and Wellbeing Advisory Group and Learner Wellbeing, Safety and DAP team has carried out a Self-Review of the Code Outcomes (1-4) and identified the following action points and due dates.

The Pastoral Care and Wellbeing Advisory Group and Learner Wellbeing, Safety and DAP Team and are responsible to implement these actions and assess outcomes in a timely manner.

A copy of this Action Plan is also included in Achievement NZ Code of Practice Strategy.

Action Plan – Learner Wellbeing and Safety Practices

Education (Pastoral Care of Tertiary and International Learners) Code of Practice.

Action Plan			
Outcome	**Task**	**Due Date**	**Team Responsible**
Outcome 1: learner wellbeing and safety system			
Strategic goals and strategic plans	• Give effect to the outcomes sought and processes required by this code **The Education Code Strategy and the Disability Action Plan Strategy have been further developed but continue to be reviewed.**	*January 2025* *Ongoing*	Pastoral Care and Wellbeing Advisory Group
	• Contribute to an education system that honours Te Tiriti o Waitangi and supports Māori–Crown relations **Further development of this area is underway, including staff PD and developing connections to local Iwi and/or Iwi organisations in conjunction with group initiatives.**	*April 2025* *Ongoing process*	Cultural Committee and Pastoral Care and Wellbeing Advisory Group

Self review of learner wellbeing and safety practices	• Review of learner wellbeing and safety practices using a. input from diverse learners and other stakeholders; and b. relevant quantitative and qualitative data (including from learner complaints) and consistent with the provider's obligations under current privacy legislation, disaggregated by diverse learner groups. **Ongoing improvement of Stakeholder engagement is underway**	*Ongoing process*	Pastoral Care and Wellbeing Advisory Group

Publication requirements	• Make the information readily available, in accessible formats, to learners, staff, and the general public, including on their websites –
	(a) strategic goals and strategic plans for supporting the wellbeing and safety of learners and
	(b) revisions to strategic goals and strategic plans for supporting the wellbeing and safety of learners
	      Greater disclosure can be made to learners and the general public through our new website.
	      Increase resources on our Wellbeing Portal for staff to access as required.
	(c) self-review reports on the quality of their learner wellbeing and safety practices
	      Currently available on request, but we can improve by providing direct access via our new website.
		February 2025
		Ongoing process
		
		November 2024
			IT Partner
			Pastoral Care and Wellbeing Advisory Group

Responsive wellbeing and safety systems	• Training: referral pathways (including to local service providers) and escalation procedures
	      further training is required in this area.
	
	• Training: Ensure all relevant staff are aware of the indicators of imminent danger to a learner or others and what action they can reasonably provide to help make them safe
	      Further training to be arranged
	
	• Record critical incidents and emergencies and report these back annually (at an aggregate level and, as far as practicable,
		Ongoing process
		
		Ongoing process
		
		Ongoing process
			Management Team
			Pastoral Care and Wellbeing Advisory Group
			
			Pastoral Care and Wellbeing, and Health

	disaggregated by diverse learner groups) to provider management, learners, other stakeholders, and the code administrator		and Safety Advisory Group
	Improve reporting at an aggregate level and disaggregated by diverse learner groups	*Ongoing process*	
Outcome 2: Learner Voice			
Learner voice	• Working with diverse learners and their communities to develop, review, and improve learner wellbeing and safety strategic goals, strategic plans, and practices **More work to be done at the strategy level and ensuring the voice of diverse learners and their communities is heard.**	*Ongoing process*	Management Team Health and Safety Advisory Group
Outcome 3: Safe, inclusive, supportive, and accessible physical digital learning environments			
Safe and inclusive communities	• Provide all learners with information – i. that supports understanding, acceptance, and connection with all learners, and collective responsibility for an inclusive learning ii. about the cultural, spiritual, and community supports available **Updating the Student Handbook in regard to these specific items would be of benefit to students.**	*Feb 2025 Ongoing process*	Student Voice Deputy Campus Manager Team

Physical and digital spaces and facilities	• Providers must have practices for:
	    i. Involve learners in the design of physical and digital environments when making improvements –
	Update Student Voice Guide with specific details about student involvement in the physical and digital design on environments.
	
	    ii. engaging with Māori and involving Māori in the design of physical and digital environments where appropriate
		*Nov 2025
		Ongoing*
		
		*Nov 2025
		Ongoing*
			Student Voice Team Pastoral Care and Wellbeing Advisory Group

	Update the Cultural team strategy with specific details about Māori involvement in physical and digital design		
Outcome 4: Learners are safe and well			

Information for learners about assistance to meet their basic needs	• Practices for enabling all learners and prospective learners to identify and manage their basic needs (the essential material requirements to support wellbeing and safety including housing, food and clothing), including providing accurate, timely and tailored information on how they can –
	     i. access services through the provider or through community and public services that will help them maintain reasonable standards of material wellbeing and safety.
	     ii. access suitable accommodation and understand their rights and obligations as a tenant in New Zealand
	     iii. maintain a healthy lifestyle.
	 Further refinement of processes and practice is required to cover all the points of this clause
		January
		 Ongoing process
			Student Voice
			 Pastoral Care and Wellbeing Advisory Group
			 Management Team