

Achievement NZ Limited is committed to supporting diversity and inclusion for all learners in our community. To ensure that we are truly enacting our values in supporting all sectors of our community, we seek to create a warm, inclusive, and welcoming environment so that learners can flourish, succeed, and achieve their goals. We value our learners educational and personal needs, as well as their wellbeing. We offer a range of services designed to support learners to develop their potential so they can successfully complete their studies. Our services are free. All information collected will be treated with appropriate care to maintain confidentiality. The collection, use and storage of personal information will comply with the Privacy Act 2020. Information will only be shared where there is good reason to do so.

- **Te Whare Tapa Whā**

Achievement NZ Limited uses Te Whare Tapa Whā as our model of wellbeing, which was developed by Sir Mason Durie, using the wharenuī, or meeting house, with four walls to represent hauora or health. These walls represent taha wairua/spiritual wellbeing, taha hinengaro/mental and emotional wellbeing, taha tinana/physical wellbeing and taha whanau/family and social wellbeing. Our connection with the whenua/land, forms the foundation. When all these things are in balance, we thrive. When one or more of these is out of balance our wellbeing is impacted.

Te Whare Tapa Whā has been embedded in Learner Journeys which provides an opportunity for tutors to meet individually with learners to support learning goals and learner wellbeing and safety. Learn about this model by clicking on the link below:

<https://mentalhealth.org.nz/what-is-wellbeing>

- **Education Code of Practice**

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 sets out our role in ensuring the wellbeing and safety of learners. The Code came into effect in January 2022. Achievement NZ Limited is a signatory to the Code and is committed to meeting its obligations under the Code. When you enrol with Achievement NZ Limited, we will support you to be successful in your learner journey. Learn about the Education Code of Practice by clicking on the links below:

- [Code Overview](#)
- [NZQA Code Information](#)
- [Code English Version](#)
- [Code Māori Version](#)
- [More information about the Code \(MOE\)](#)
- [Know the Code – videos](#)

- **Disability Action Plan**

The organisation's Disability Action Plan provides the opportunity to identify and remove barriers so people of all abilities may achieve their potential. We are committed:

1. To working proactively with stakeholders to develop an organisation that embodies inclusion and respect for all people.
2. To providing equal opportunities for all learners.
3. To monitor, review and report on outcomes to ensure the organisation achieves its vision of inclusion and success for all people.

Find out about our Disability Action Plan by clicking on the link below:

[Disability Action Plan Strategy 2023](#)

- **Complaints Process and Dispute Resolution**
We support learners through the complaints they may have. Learn about the Complaints Process by clicking on the links below:
 - [Complaints procedure](#)
 - [NZQA: Learner Complaints](#)
 - [Tertiary Education Dispute Resolution](#)

- **Student Kai (Food)**
 - Free Daily Student Breakfasts for some campuses
 - Free Weekly Campus Lunches
 - Incidental Kai Relief (on-site)

- **Travel Assistance:** *Conditions apply
 - Student Shuttle Vans
 - Public Transport Travel Support
 - Student Travel Allowance

- **Student Support Team**
 - Pastoral Care
 - Welfare Visits
 - Student Engagement & Events

- **Free on-site Wi-Fi**

- **Free off-street & Disability Parking**

- **Student Voice**
 - Student Representatives

- **External Support** (Please note that not all campuses may provide these services)
 - K’aute Pasifika (Free Counselling & Coaching) 08 834 1482
 - Kirikiriroa Family Services Trust (Coaching, Emergency Housing) 07 848 0008
 - Te Wananga o Aotearoa (Youth Coaching) 0800 824 644
 - Triple Summit (Youth Coaching) 0800 538 476
 - Community Link Services Trust (Budgeting, TeenLink Youth Support) 07 855 0324
 - Need to Talk? (Free Counselling) TEXT or Call 1737 (24/7)
 - Ngaa Ringa Awhina (Child Mental Health Crisis Services) 07 839 5146
 - Anxiety Helpline 0800 269 4389
 - Depression Helpline 0800 111 757 or free txt 4202
 - DrugArm 03 327 8839
 - YouthLine. A teen crisis helpline with teen to teen support (theyouthline.org) 0800 376 633 or free txt 234
 - Healthline 0800 611 116
 - Drug and Alcohol Helpline 0800 787 797
 - SENZ (Pacifica work/training support) 0800 736 948
 - Solomon Group (Youth services) 0800 747 687