



Te Oranga me
Te Haumaru Ākonga

**Learner Wellbeing
and Safety**

Self-review Toolkit for Tertiary Education Providers

Tool E: self-review report template

The Education (Pastoral Care of
Tertiary and International Learners)
Code of Practice 2021

NZQA

NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!

TEO information

TEO Name	Horowhenua Learning Centre [HLC]		MoE number	9535	
Code contact	Name	Dr Vicki-Lee Tyacke		Job title	Education Manager
	Email	Vicki-lee@hlc.ac.nz		Phone number	021 655 851
Current enrolments	Domestic learners	Total #	# 80	18 y/o or older	# 39
				Under 18 y/o	# 41
	International learners	Total #	#	18 y/o or older	#
				Under 18 y/o	#
Current residents	Domestic learners	Total #	# 80	18 y/o or older	# 39
				Under 18 y/o	#
	International learners	Total #	#	18 y/o or older	#
				Under 18 y/o	#
Report author(s)	Dr Vicki-Lee Tyacke				

Stage of implementation for each outcome

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	Rating
Outcome 1: A learner wellbeing and safety system	Implemented
Outcome 2: Learner voice	Well implemented

Wellbeing and safety practices for all tertiary providers

	Rating
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Well implemented
Outcome 4: Learners are safe and well	Well implemented

Summary of performance under each outcome

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	Summary of performance based on gathered information (i.e. how effectively is your organisation doing what it needs to be doing?)	How do you know? (i.e. note supporting evidence with analysis to make sense of what it means)
Outcome 1: A learner wellbeing and safety system	<p>Effective</p> <p>HLC effectively maintains a transparent learner wellbeing and safety system across our organisation. The processes HLC have in place are able to respond to the diverse needs of our learners by being aware of learner voice</p> <p>Attendance records are maintained, and post assessment feedback meetings are conducted regularly between tutors and learners. Learners have the opportunity to raise any concerns or suggest improvements for their programmes through learner surveys and our regular forums with learners and a member of the Trust Board.</p> <p>Serious issues are reported promptly to the Chief Executive Officer. Issues that require HLC to contact our learners emergency contact are handled promptly and with sensitivity.</p> <p>HLC uses their Student Management System to maintain contact with learners and has Google Classrooms available for each learner cohort as well</p>	<p>HLC has clear processes in place to support individual learners to manage their wellbeing and safety as well as access to resources for learners who need additional support. HLC accesses and utilises learner voice to ensure practices remain consistent with The Code</p> <p>Feedback from the learner/client forum and learner surveys are reviewed by the Education Manager and issues and/or recommendations are discussed with tutors and reported to the Chief Executive Officer. These issues and recommendations are also reviewed by the HLC Trust Board, if appropriate</p>

	<p>Learner wellbeing and safety policies, procedures and strategic goals are reviewed annually.</p> <p>Tutors participate in Code workshops to ensure we have an understanding of outcomes and requirements</p> <p>The Student Support Advisor follows up learner absence and learner concerns</p>	
<p>Outcome 2: Learner voice</p>	<p>Very Effective</p> <p>HLC has well established practices in place to engage with learners and gather and utilise learner voice. HLC has robust policies, procedures and processes in place to enable reflection on and implementation of learner voices. The transparency of these practices ensures the complaints process is accessible to learners and there are clear processes to follow up learner complaints in a timely manner</p>	<p>The diversity of learner voice is represented across learner cohorts, and HLC gathers learner voice through organisation wide forums, learner feedback and learner surveys. HLC has action plans and feedback loops in place enable learners to see the progress of their feedback</p> <p>Learners are well informed of processes and resources that are available to them</p>

Wellbeing and safety practices for all tertiary providers

	Summary of performance based on gathered information (i.e. how effectively is your organisation doing what it needs to be doing?)	How do you know? (i.e. note supporting evidence with analysis to make sense of what it means)
<p>Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments</p>	<p>Very Effective HLC has well-established policies, procedures, processes and practices in place to ensure a safe and inclusive learning environment for learners is maintained. These practices promote an environment that enables all learners have to opportunity for participation and engagement across HLC programmes. HLC ensures physical and digital spaces and facilities remain accessible and available for all learners</p> <p>HLC utilises a Student Management System to maintain communication with learners in both a text based and email mode.</p> <p>Staff receive training to understand the Health and Safety requirements relating to the programmes that are offered on campus</p>	<p>HLC has a range of strategies to meet this outcome. In response to learner voice HLC has implemented learner only areas on campus and ensures the use gender affirming pronouns. Feedback from learners and graduates confirms HLC provides an inclusive, safe and supportive learning environment</p> <p>Learner engagement and retention across HLC's programmes is evidence campus is a safe place for learners to be</p> <p>HLC undertakes pastoral care activities to ensure learner participation and engagement which includes a pastoral care fund, scholarships and transport across the rohe</p>
<p>Outcome 4: Learners are safe and well</p>	<p>Very Effective HLC's strategic plan, QMS and Student Handbook identifies the commitment to learner wellbeing and safety.</p> <p>During the enrolment process all potential learners complete a conversation with a tutor where any wellbeing or learning concerns are identified. The Student Support Advisor is advised to ensure appropriate plans are in place</p>	<p>Enrolment application forms identify learners that require wellbeing and/or learner support and this information is included in the Learner Pathway plans and an alert is created in the Student Management System.</p> <p>HLC uses a risk-management platform and a Health and Safety Committee follows up all incidents. All incidents are reported to the Senior Management Team and outcomes of</p>

	<p>Learners have access to the Chief Executive Officer and the Education Manager during campus hours and out of hours work experience</p>	<p>investigations are reported back to staff and learners [as appropriate]</p> <p>The Student Handbook is available to learners electronically. The Student Handbook contains rohe wellbeing contacts and we have identified staff with first aid certificates</p> <p>HLC has an open-door policy where learners can access the Education Manager and Student Support Advisor without needing an appointment</p>
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Findings from gap analysis of compliance with key required processes

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	Identified gaps in compliance with key required processes
Outcome 1: A learner wellbeing and safety system	No gap in compliance identified
Outcome 2: Learner voice	No gap in compliance identified

Wellbeing and safety practices for all tertiary providers

	Identified gaps in compliance with key required processes
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	No gap in compliance identified
Outcome 4: Learners are safe and well	No gap in compliance identified

Complaints and Critical Incident Data

<p>Definition of a Complaint</p>	<p>Where a learner alleges HLC is not complying with the Code or learners have a financial or contractual dispute with HLC</p>
<p>Complaints and Appeals process</p>	<p style="text-align: center;"><u>Complaints Procedure Flowchart</u></p> <pre> graph TD Start([Not happy with our service?]) --> D1{Does your concern relate to a staff member?} D1 -- Yes --> D2{Do you feel OK about speaking to them directly?} D1 -- No --> TL[Raise your concerns with the Team Leader] D2 -- Yes --> R1[Raise your concerns with the person concerned] D2 -- No --> TL R1 --> D3{Are you happy with the response?} D3 -- Yes --> IR1[Issue resolved] D3 -- No --> TL TL --> D4{Are you happy with the Team Leader?} D4 -- Yes --> IR1 D4 -- No --> W1[Send a written complaint to the Manager] W1 --- Note1[You will receive a written acknowledgement within 3 days and a response to your concerns within 10 working days] W1 --> D5{Are you happy with the Manager's response?} D5 -- Yes --> IR2[Issue resolved] D5 -- No --> W2[Send a written complaint to the CEO] W2 --> D6{Are you happy with the CEO's response?} D6 -- Yes --> IR3[Issue resolved] D6 -- No --> W3[Send a written complaint to the Board Chair of HLC/LTTM] W3 --- Note2[The chair will report to the Board at their next meeting and the Chair will inform you about further steps that have been taken to resolve the situation] </pre>
<p>Complaints in this Reporting period</p>	<p>HLC has no learner complaints this reporting period</p>

Definition of a Critical Incident	Any traumatic event which causes serious distress or harm to a learner or group of learners at HLC.
Critical Incidents in this reporting period	<p>In this reporting period HLC had two [2] critical incidents. Both incidents related to threatening behaviour.</p> <p>The Chief Executive Officer and Senior Management Team, decides on, coordinates and directs the response to a Student Critical Incident. Support is offered to learners and staff immediately following the resolution of a Critical Incident</p> <p>Our management plan and emergency processes are consistent across our organisation and effective as both events in this reporting period were resolved without further escalation</p>