



2023 Self-Review Report of Performance Against the Outcomes of The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

Introduction

Lines & Cables Training Ltd are a private training establishment providing NZQA approved and accredited New Zealand qualifications for employees of the Electricity Supply Industry at Levels 2 to 5 on the New Zealand Qualifications and Credentials Framework.

We provide workplace training throughout New Zealand to employees at entry level positions, through to Live Line workers requiring specialised training and qualifications to carry out live work on local electricity networks. We encounter learners in this very exciting industry at many different stages of their careers.

Lines & Cables Training conducted a self-review of how well we think we are doing for these learners against the outcomes of The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. These outcomes are:

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

Outcome 1:

A learner wellbeing and safety system. Our review concluded that we have implemented this outcome well.

Outcome 2:

Learner voice. Our review concluded that we have implemented this outcome well.

- Wellbeing and safety practices for all tertiary providers

Outcome 3:

Safe, inclusive, supportive, and accessible physical and digital learning environments. Our review concluded that we have implemented this outcome well.

Outcome 4:

Learners are safe and well. Our review concluded that we have implemented this outcome well.

Summary of performance under each outcome

We reviewed our performance under each outcome for 'The Code' and summarised our findings for each of the outcomes as follows:

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

Outcome 1:

A learner wellbeing and safety system

- Our learners' wellbeing and safety is considered through all stages of our programme design.
- Our policy documents are the foundation to ensuring a whole of provider approach is taken to learner wellbeing and safety. We ensure our policies set the culture for a holistic learning experience with us that has learners at the centre.
- A culture of continuous improvement in the health, wellbeing and safety of our learners and staff is reflected in our Health and Safety policies which continue to grow and evolve.
- We provide training for employees at their place of work. Our relationships with our learners include their communities, which is why we ensure we establish partnerships with their employers to ensure that a shared responsibility is taken to ensure all the learner's social, medical and mental health needs are met.
- Our Learner Training Agreements provide a safe and supportive way for the learner to introduce themselves to the trainer. They also allow the learner to invite us to know anything about them that they feel could impact their opportunity to succeed at this programme.
- We seek feedback from learners on our programmes upon conclusion of any training. Feedback is sought on many aspects of the training programme including our learner wellbeing and safety practices.
- The Lines & Cables Training trainer assists learners with matters regarding their overall wellbeing wherever they possibly can.
- Our tikanga Māori values guide us to create a supportive whanau environment that our learners and staff feel safe in.

Outcome 2:

Learner voice

- Reflecting our learners wants, needs and aspirations is very important to us. And therefore, ensuring we have systems in place to capture learner voice is equally as important.

- This year we made some improvements to our learner feedback system so that we can use the data more effectively. Paper-based evaluation forms have given way to an online Learner Evaluation. We are already seeing a difference in the visibility of the information which will allow us to capture our learners voices more effectively.
- Our programmes are also designed as a response to industry 'voice' which is translated into what our potential learners need, to be able to work safely, in their chosen lines of work in the New Zealand Electricity Supply Industry.

Wellbeing and safety practices for all tertiary providers

Outcome 3:

Safe, inclusive, supportive, and accessible physical and digital learning environments

- Meeting the requirements of this outcome is implemented well using our values system. Our values of Manaakitanga, Whanaungatanga and Kotahitanga guide us in viewing our learners holistically.
- We use the Universal Design for Learning (UDL) framework when designing our programmes. UDL is an evidenced-based framework that fosters inclusion in every aspect of a learning experience. We are continuing to learn more about this framework as we realise the ways in which it can benefit our learners and our organisation as a whole.
- We aim to have contractual arrangements in place with all of our learners' employers. This is a systems level approach to ensuring the training spaces provided to us for our learners at their places of work can meet the requirements of Outcome 3.

Outcome 4:

Learners are safe and well

- Overall, we believe that we are taking a proactive approach towards meeting this outcome to ensure that learners are safe and well when under our pastoral care.
- We promote healthy physical activity within our programmes. In fact, it is often relevant to our learners' jobs. For example, any workers who perform live work must pass regular medical exams. Such a requirement allows for healthy discussion around maintaining physical and mental health to be able to perform daily work duties and maintain overall wellbeing.
- Our small learning group sizes also help to facilitate the implementation of this outcome.
- The trainer actively establishes and maintains a friendly supportive relationship with the learners.
- Our Student and Programme Info hand-out provides learners with information which provides the information and sets the expectations for the safe and supportive learning environment that we are very proud of.

Self-review Report Recommendations/Planning for 2024:

This self-review report was an opportunity to have a good understanding of how our organisation is implementing the outcomes of The Code. It has found that we are implementing the outcomes well in many ways. It has also highlighted areas that the organisation can improve on and so these areas have been prioritised for 2024 as follows:

- Seek feedback on newly created strategic goals
- Continue with the development of our Learner Wellbeing and Safety Strategic Plan
- A review of our learner evaluation forms to ensure we are capturing specific feedback on our learner wellbeing and safety goals and strategic plan
- Conduct a full review of our Learner Support Policy to ensure it is relevant and reflective of 'The Code' outcomes.