

# Lines & Cables Training



## 2024 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 electricity supply employees who are at entry level positions, through to Live Line workers requiring specialised training and qualifications to carry out high voltage live work on the network. We are privileged to be able to encounter learners in this very exciting industry at many different stages of their careers. Working with such a diverse range of learners in this industry has informed our programme and resource development.

Lines & Cables Training conducted a self-review of how well we think we are doing for our 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 of Practice' 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

- Learner wellbeing and safety is very important to us. We consider the wellbeing and safety of our learners from multiple lenses throughout our programme development process. Given that we provide training to a high-risk industry the safety of our learners is paramount.

- Our policy documents are the foundation to ensuring a whole of provider approach to learner wellbeing and safety. 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 as we ourselves grow and evolve.
- Our learners complete Training Agreements prior to commencing any of our programmes. The agreements provide a safe and supportive way for the learner to introduce themselves to the trainer. These agreements also provide an opportunity for the learner to tell us about anything they feel could support their learning journey with us.
- Establishing good partnerships with employers is also very important to us. Having a good partnership with the learners' employers ensures that a shared responsibility is taken for learner wellbeing and safety while the learner is learning with us in their own workplaces.
- Feedback on our programmes is sought from our learners upon conclusion of any training. This feedback provides the learner voice to our improvement cycle for learner wellbeing and safety.
- Our trainers foster healthy reciprocal learner relationships with their learner groups. It is this relationship with the learner that is a fundamental aspect of ensuring learner wellbeing and safety.
- Our tikanga Māori values guide us to create a supportive whanau environment that our learners and staff feel safe and supported in.

### **Outcome 2:**

#### Learner voice

- Reflecting our learners' wants, needs and aspirations is very important to us. Because our programmes are quite short, we try to capture learner voice as effectively as we can during the time that they are with us. Capturing learner voice is done formally and informally - prior to, during and after our programme delivery, through formal evaluations and casual verbal feedback.
- 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 have already noticed the benefits of this new method of capturing learner voice.
- 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

- Our private training establishment has a core set of values that we focus on and implement wherever possible. Safe and supportive learning environments are promoted through the active implementation of our core values, Manaakitanga, Whanaungatanga, Kotahitanga and Ako (these core values are further explained in our policy documents).
- Outcome 3 is also met through our implementation of the Universal Design for Learning (UDL) framework. UDL is an evidenced-based framework that promotes 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.

- Because our learners learn on the job, we also seek to have good partnerships with employers - Outcome 3 is met by ensuring that a shared responsibility is taken for our learners with their employer to ensure their at work learning environments are safe, supportive, accessible and inclusive. A systems level approach is taken to ensure the training spaces provided to us to deliver programmes to our learners at their places of work meet requirements.

#### **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 2025:**

This self-review report has identified some of the ways our organisation is implementing the outcomes of 'The Education Code of Practice 2021'. Lines & Cables Training are implementing the outcomes well in many ways but it has also highlighted areas that the organisation can improve on - these areas have been prioritised for 2025 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 of Practice' outcomes.