

Pastoral Care Code of Practice Strategic Plan and Strategic Goals for supporting the Wellbeing and Safety of our Learners

For Domestic New Zealand Students

The NZQA Pastoral Care Code was developed in 2021 and came into force in January 2022. The Code outlines the role of program providers registered with NAZQA responsibilities to ensure the wellbeing, safety and voice of all learners. It does not override providers responsibilities of education providers under the Privacy Act 2020 or or the Health Information Privacy Code made under that Act. This code contributes to an education system that honours Te Tiriti o Waitangi and supports Māori-Crown relationships in accordance with section 4(d) of the Education and Training Act 2020.

The Pastoral Care Code of Practice can be found here: <https://www2.nzqa.govt.nz/tertiary/the-code/>

Outcome 1: Learner wellbeing and safety system

Praxis Pastoral Care Code of Practice Strategic Goal:

Praxis will take a whole-of-provider approach to maintain a strategic and transparent learner wellbeing and safety system that responds to the diverse needs of their learners.

What does good look like?

1. Praxis will annually review the pastoral care code of practice strategic plan and goals.
2. Praxis will contribute to an education system that honours Te Tiriti o Waitangi and supports Māori-Crown relations.
3. Praxis will annually review operational procedures (Good Book).
4. Praxis will annually review the Student Handbook (which includes the complaints process). The Student Handbook will be accessible on the Praxis website and at every Praxis site.
5. Praxis will work with agencies, stakeholders and supervisors for the wellbeing of our learners.
6. Praxis will implement proactive Extra Care plan with learners.
7. Praxis will review quantitative and qualitative data on the wellbeing and safety of students.
8. Praxis will teach and assess to meet the diverse needs of learners.
9. Praxis will publish the pastoral care code of practice strategic plan and goals annually.
10. Praxis will provide our team with ongoing training and resources tailored to their roles.
11. Praxis will ensure that each site is physically safe at all times.
12. Praxis will have a clear emergency management procedure.
13. Praxis will record incidents and emergencies in a timely manner to awahi and governance.
14. Praxis will ensure learners are supported in their learning and wellbeing at all times.

Outcome 2: Learner voice

Praxis Pastoral Care Code of Practice Strategic Goal:

Praxis will understand and respond to diverse learner voices and wellbeing and safety needs in a way that upholds their mana and autonomy.

What does good look like?

1. Praxis will build and maintain effective relationships with diverse learner groups and their organisations.
2. Praxis will work with diverse learners and communities to review and improve learner wellbeing goals and practices (kōmiti Māori, QSA).
3. Praxis will ensure students have access to the necessary resources to support their learning and full participation.
4. Praxis will uphold our #No Surprises Policy, ensuring timely and accessible responses and transparent information in its decision-making process.
5. Praxis will ensure the complaints process is easily accessible at each site, online and in the enrollment pack.
6. Praxis will take all complaints seriously, follow clear processes and report all complaints to the governance. Complaints will be securely stored and themes reviewed by awahi and governance.
7. Praxis will advise learners how to respond if their complaint concerns are not to their satisfaction.
8. Praxis will continue to be shaped and informed by the learner voice, collected in a variety of ways from learner feedback.
9. Praxis learners will be able to input into decision-making throughout the organisation.

Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments.

Praxis Pastoral Care Code of Practice Strategic Goal:

Praxis will foster learning environments that are safe and designed to support positive learning experiences of diverse learner groups.

What does good look like?

1. Praxis will do our best to ensure that all learners are safe: physically, mentally, emotionally and spiritually.
2. Praxis will complete site checks to ensure that the learning environment is appropriate for all learners.
3. Praxis will refer learners to other services as the needs arise and keep an updated list of other services and networks available to all learners.
4. Praxis will promote an inclusive culture across all learning environments and uphold the cultural needs of learners
5. Praxis will provide learners with an environments where they can connect, foster relationships, support each other and welcome their whānau.
6. Praxis will communicate any safety needs for learners at all sites and blocks.
7. Praxis will do our best to use te reo Māori and Tikanga to support Māori learners connection to identity and culture.

8. Praxis will maintain oversight of all learner achievement and engagement.
9. Praxis will provide the opportunity for all learners to discuss (in confidence) any issues that are affecting their ability to study and provide learners with a response to their issues.
10. Praxis will provide learners with advice on pathways for further study and career development.
11. Praxis will involve learners in design of the physical and digital environments.
12. Praxis will do the best to engage with and involve Māori in the design of the physical and digital environments when appropriate.

Outcome 4: Learners are safe and well.

Praxis Pastoral Care Code of Practice Strategic Goal:

Praxis will support learners to manage their physical and mental health through information and advice and identify and respond to learners who need additional support.

What does good look like?

1. Praxis will promote healthy lifestyles throughout the year (particularly during block courses).
2. Praxis will create proactive Extra Care plans for any learner that is not having their basic needs met (eg: housing needs, food needs).
3. Praxis will make the complaints process clear so learners are able to report racism, discrimination, bullying and any form of abuse.
4. Praxis will accept and respect all learners.
5. Praxis will strive to connect learners with appropriate social and cultural networks.
6. Praxis will provide information for learners about how they can access services to meet their basic needs.
7. Praxis will provide and promote opportunities and experiences for learners to improve their physical and mental health and wellbeing and safety.
8. Praxis will do our best to support learners' connection to their language, identity and culture.
9. Praxis will support learners to access medical and mental health services as required and clear process for identifying such risks.
10. Praxis will listen to learners if they have concerns for their peers with regards to health and safety.
11. Praxis will be prepared to respond to emergencies on the guidance of relevant government agencies.
12. Praxis will have emergency contacts for learners always available.
13. Praxis will create a safe culture in which learners can communicate their health and wellbeing needs and concerns for themselves and others.

Relevant Praxis Documents:

1. Extra Care Plan
2. Student Handbook (including the complaint process)
3. Work based learning agreement
4. Agency booklet
5. Supervision booklet
6. Supervision agreement