

## Y- Education Pastoral Care Code summary of review and gaps 2024

CODE OUTCOMES	GAPS	SELF-ATTESTATION
<b>Organisational structures to support a whole-of-provider approach to learner wellbeing and safety</b>		
<p><b>Outcome 1: Learner Wellbeing and Safety System</b></p> <p>Providers must 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.</p>	<ul style="list-style-type: none"> <li>• Consult with Māori, where possible, when policies and processes relating to wellbeing and safety are created and/or reviewed</li> <li>• Update Tutor and Stakeholder surveys to include questions around wellbeing and safety</li> <li>• Update Incident Reporting Form to include a theme, e.g. self-harm, bullying, H&amp;S etc</li> </ul>	<b>IMPLEMENTED</b>
<p><b>Outcome 2: Learner Voice</b></p> <p>Providers understand and respond to diverse learner voices and wellbeing and safety needs in a way that upholds their mana and autonomy.</p>	<ul style="list-style-type: none"> <li>• Consider a model for appropriate youth participation at a governance and management level</li> </ul>	<b>WELL-IMPLEMENTED</b>
<b>Wellbeing and safety practices for all tertiary providers</b>		
<p><b>Outcome 3: Safe, inclusive and supportive physical and digital environments</b></p> <p>Providers create and maintain learning environments that are inclusive and support the academic, personal and social development of learners.</p>	<ul style="list-style-type: none"> <li>• Develop national bi-cultural strategy to ensure bicultural practices are in place across all providers and sites</li> </ul>	<b>WELL-IMPLEMENTED</b>
<p><b>Outcome 4: Learners are safe and well</b></p> <p>Providers must support learners to manage their physical and mental health through information and advice, and identify and respond to learners who need additional support.</p>	<ul style="list-style-type: none"> <li>• No gaps</li> </ul>	<b>WELL-IMPLEMENTED</b>

## Summary of 2024 Critical Incidents and Complaints

<b>Critical Incidents</b>	2024 to date there have been seven (7) incidents reported where there was the potential for serious harm, three of which emergency services were called. There was no actual harm to any learners that resulted from these incidents.
<b>Formal Complaints</b>	One formal complaint received from a learner through the PTE feedback form, related to the course content in NZCFSL2. The feedback has been noted and programme changes will be made following the expiration of this qualification in 2025. The complaint was anonymous so no response could be made.