



Avon City Training Services

**PASTORAL CARE CODE
of PRACTICE**

2024 ATTESTATION

6th September 2024

DECLARATION

This document has been created to show how we have addressed any gaps we have found with our Student Pastoral Care using NZQA Self Review Gap Analysis Toolkit. This outlines to our stakeholders what we already had in place, what new initiatives we have implemented or are in progress. In accordance with the Code, we have formally and informally gathered evidence, analysed stakeholder review data to ensure we have a transparent and robust report.

PREAMBLE

Avon City Training Services is a Boutique PTE that is positioned within a larger Ford Dealership in Sockburn, Christchurch. We specialise in introductory/Pre-Trade automotive training for high school students to give them opportunity to improve their knowledge and practical skills to give those students who want to pursue a career in the automotive and related industry they have a clear pathway.

BACKGROUND

The Code of Practice for the Pastoral Care of Domestic Tertiary and International learners (The Code) is in place to that Tertiary and International learners enrolled with education tertiary providers are safe and well supported. Avon City Training Services provides Tertiary Education for Domestic Learners, (High School Students), we are signatory to Outcomes 1 – 4 of The Code. Avon City Training Services does not provide accommodation nor training to International Learners, we are not signatory to Outcomes 5 – 12 of The Code.

As part of The Code requirements, Avon City Training Services reviews our assessment processes during the year and evaluate our practices against The Codes Outcome's:

- Outcome 1: A Learner wellbeing and safety system
- Outcome 2: Learner Voice
- Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments
- Outcome 4: Learners are safe and well

Self-Review Summary

The self-review has been a work in progress since 2022, we have been using the Gap Analysis tool so we can identify any gaps. This has allowed us to review the Tool so we can develop systems and processes to ensure we have no gaps and to strengthen our current strategies and processes. This is usually carried out during the year but has been important to us finalised our Code of Practice this year as we have an External Evaluation and Review (EER) In November, so we are looking forward to insight form the NZQA evaluators so we can take on board their findings so we can improve and strengthen our strategies.

Outcome 1: A Learner wellbeing and safety system

Avon City Training Services is compliant with this outcome with good evidence to show our strategies, surveys and reviews are working respecting the principles of Te Tiriti and recognising equal learning opportunities are relevant and supportive for our learners. We continually work with all our stakeholders to ensure we are providing robust and encouraging processes and practices. We have identified improvement in the content details of our notes in our Student Management System and accessing our Lead Providers Student Management System.

Outcome 2: Learner Voice

Avon City Training Services is compliant with this outcome we have always had good strategies in place for the learner to voice their complaints, their suggestions, and their praise for our training programmes. We have updated the Complaints policy and procedures to include Dispute Resolution, this now on our website with easy access to a formal Complaints/Dispute Resolution Form.

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

Avon City Training Services is compliant with this outcome we have always had safe learning and practical training environment for our learners and staff. We are always striving to improve and provide comfortable learning and training environments that are well resourced, meet the Dealerships and our Health & Safety standards and the learning is relevant and engaging. Ensure that our learners have completed the course introduction and orientation, and they are aware of their rights, support available to them if they have a disability, learners cultural needs are identified and met but more important that all learners including diverse learners are included.

Outcome 4: Learners are safe and well

Avon City Training Services is compliant with this outcome we have completed our Learner Incident Response Plan to ensure our staff know what to do in the event of a serious incident. During our induction and orientation that students know where to find help and support that is in the back of our Learner Handbook and is also available on our website. We ensure our learners safety and wellbeing by monitoring our learners with informal dialogue, end of course or end of term surveys.

Self-Review Summary

Reviews and Improvements	
Outcome 1: A learner wellbeing and safety system.	To ensure Staff Personal Development courses includes effectively supporting Māori, Pacifica, other ethnicity, disabled and diverse learners so we can improve the learner experience with us.
	To review what and how we are using the data collected to ensure we are responding effectively to any feedback.
Outcome 2: Learner Voice.	To review our introduction orientation content and Learner Survey questions are relevance and are up to date. To review what and how we are using the data collected to ensure we are responding effectively to any feedback.
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments.	To ensure Staff Personal Development courses includes effectively supporting Māori, Pacifica, other ethnicity, disabled and diverse learners so we can improve the learner experience and safety with us.
	To work more closely with the schools Kaumātua so we can improve our cultural awareness and engagement with any Māori learners who enrol on our courses.
	Keep reviewing and improving our classroom and workshop training environments to ensure they are physically and digitally safe for our learners.
Outcome 4: Learners are safe and well.	To ensure Staff Personal Development courses includes effectively supporting Māori, Pacifica, other ethnicity, disabled and diverse learners so we can improve the learner experience, safety and well-being with us.
	Ensure our Learner Voice policy and procedures are working effectively for our Learners.