The Education (Pastoral Care of Tertiary and International Learners) Code of Practice (2021)

Self-review Summary Report 2024: Sexual Wellbeing Aotearoa

External Published Report

This report is available in downloadable format on our website
A full summary of our performance is available on request.

Introduction

As per our requirements to comply with the Education Code of Practice for Pastoral Care of Tertiary and International Learners (2021), this report gives an overview of the organisational structures in place at Sexual Wellbeing Aotearoa to support a whole-of-provider approach to learner wellbeing and safety.

We are pleased to report on our self-assessment of how effective we are at supporting the pastoral care needs of our learners for the following outcomes.

Learner Wellbeing and Safety System
We have a comprehensive system encompassing policies, procedures, and practices to address learner wellbeing and safety across all aspects of the learning experience. Since our last self-review, we have improved the complaints and discrimination procedure by including more explicit guidance for learners in our Student Guidelines.

- *Self-rating: Implemented*

Learner Voice
We provide multiple channels for learners to express their concerns, provide input, and seek support. Since our last self-review, we have provided more explicit guidance for learners, including new processes for student appeals and extensions. We demonstrate our ongoing commitment to cultural safety by embedding Te Tiriti o Waitangi principles through provision of cultural safety training for internal staff and external learners; this is reviewed by our Director of Hauora Māori and Equity, who collaborates with external stakeholders to ensure we provide relevant course content.

- *Self-rating: Implemented*

Inclusive Learning Environments

We provide safe, inclusive, and accessible physical and digital learning environments for all learners. We have rebranded to be more inclusive and accessible, including expanding our social media platforms. We are continually making significant efforts to improve website accessibility and inclusivity, incorporating Te Reo Māori, video transcriptions, and aiming for diverse content format into all our online learning components.

- *Self-rating: Implemented*

Learner safety and wellbeing

We take a proactive approach to identifying and addressing potential risks to learner wellbeing and safety through monitoring engagement, providing resources, and training staff to recognise and respond to concerns. Since our last review, we have continued to develop our utilisation of our Learning Management System (LMS), "Totara", to track learner progress and proactively reach out to those at risk of falling behind or facing challenges.

- *Self-rating: Implemented*

Key Outcomes

Outcome 1: Learner wellbeing and safety system

Processes & Procedures: Improved processes for complaints, discrimination, and appeals. Developing compulsory Te Tiriti o Waitangi courses for internal staff training. Updating training staff guidelines incorporating Code requirements.

Support Mechanisms: Pre-enrolment guidance, LMS-based progress tracking, workshop attendance monitoring, facilitator engagement, and course evaluations.

Safety & Wellbeing: Emergency procedures in place, accessible venues, equity strategy implementation, and cultural safety training.

Accountability & Monitoring: Monthly reports to Senior Leadership Team, analysis of withdrawals and non-completions, and use of a reporting register that will be accessible on our Quality Hub.

EVIDENCE:

"The complaints and appeals processes are made available to all learners at enrolment and sits permanently on the website."
"Monthly reports are submitted to Senior Leadership Team which provides accountability should pattern emerge, such as larger numbers of withdrawals and non-completions."
"We received no formal complaints about our training course content or delivery."

Outcome 2: Learner voice

Feedback Channels: Multiple avenues for feedback including emails and phone calls to administrative staff as well as individual facilitators, phone calls to staff and an 0800 number, verbal communication at facilitated workshops, anonymous evaluations, and formal complaint/appeal processes.

Transparency & Empowerment: In-depth explanation of processes, extension policies, supervisor expectations, and contact information readily available.

Equity & Privacy: Equity policy to remove barriers, particularly for Māori and underserved groups. Monthly monitoring of Māori and Pasifica learners who do not complete courses. Compulsory Privacy Act training for all staff.

Evidence:
"We provide several avenues for learners to have a voice- this includes providing feedback via email, phone call, verbally to course instructors, anonymous evaluation forms and our formal complaints and appeals procedures."
"Our equity policy addresses the need to remove barriers for all learners, and we have dedicated resource to improving equity outcomes for Māori"
"All new staff receive compulsory training on the Privacy Act to ensure they know how to respond to learners appropriately and within the bounds of the law."

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

Accessible Website: Our website was updated and relaunched in November 2023 and has been improved for accessibility, including Te Reo Māori labels, video transcriptions, and increased audio/visual content.

Culturally Safe Content: Culturally appropriate content reviewed by our Director of Hauora Māori and Equity who reviews learning material and gives feedback and guidance on cultural and other equity matters to support facilitators incorporate new ideas/perspective.

Blended Learning: Use of blended learning options to cater to different learning styles and abilities.

Content Review & Support: Training resources are peer-reviewed annually for appropriateness and currency, new content is tested for accessibility, and all clinical content must be reviewed and approved by Clinical Directors before publication.

Evidence:

"Our new website is now a year old. We have continued to make improvements to ensure it is accessible and inclusive, including, for example, provision of labels in te reo Māori and transcriptions of video content."

"We have improved upon previous cultural information and some new course content has been developed and included in our Cervical Screening course, including the Meihana Model."

"We utilise feedback and implement blended learning opportunities to ensure online learning is not an isolated experience."

Outcome 4: Learner safety and wellbeing

Mental Health & Learning Support: Developinsupport to be able to identify and serve learners with mental health needs as appropriate to our learner cohorts: qualified and registered health professionals. Flexible assessment arrangements that consider individual learners who are fulfilling learning requirements in their workplace.

Accessible Venues & Emergency Procedures: Venues chosen for accessibility with emergency procedures in place.

Data Privacy & Safety Procedures: Learners informed about the collection and use of their personal data. we have a cybersecurity plan and policy in place, test our systems through an external provider. Facilitator training includes support to identify and support at-risk learners.

Timely Response & Support: Prompt response to safety concerns and implementation of measures to ensure learner wellbeing.

Evidence:

"We support learners who need extra or alternative learning support and assessment arrangements to ensure learner success."

"Our venues cater to different abilities. Emergency procedures at venues, for example, are in place for able bodied and disabled learners."

"Staff are being trained to identify at risk learner and respond in a manner that ensures the best outcomes for their wellbeing."

Summary and Continuous Improvement Actions

Overall, the organisation demonstrates a proactive and multifaceted approach to learner wellbeing and safety. Since our last report we have upgraded our self-assessment in Learner Voice from Developing to Implementing. We anticipate that at our next review we will be Well-implementing against all four outcomes.

We are confident in our ability to comply with the Code and acknowledge that there are many further tools to be implemented. Our Action Plan is detailed in our internal report and relates to the following areas for improvement:

- **Data Analysis and Reporting:** We collect data on learner engagement and feedback, but we can improve how this data is analysed to identify trends, measure the effectiveness of interventions, and inform continuous improvement.

- **Staff Training and Development:** Staff receive training on specific topics like privacy and cultural safety, but we acknowledge that a more comprehensive training program covering all aspects of learner wellbeing and safety would be beneficial.

- **Measuring the Impact of Initiatives:** We highlight numerous positive initiatives, however further evidence to demonstrate the effectiveness of these initiatives in achieving desired outcomes for learners would be beneficial. For example, data that can evidence staff training in Te Tiriti that will show how these transfer to their engagement with learners and client groups.

- **Clarity on Support for Mental Health:** We provide training for facilitators to identify learners who may, at times, need support to manage course completions. Specific

information about available resources and processes could be provided to refer learners who require any specialist intervention.