



2024 Code Self Review Summary

Key findings and conclusions from the self-review of our performance against the Pastoral Care Code of Practice:

Wellbeing & Safety System: PRS's learner wellbeing and safety strategic goals & plans align with NZQA rules, ensuring learner safety through regular reviews and feedback integration.

Learner Voice: Clear pathways help learners make informed choices about programs, with readily available documentation on industry standards. Monthly collection of learner and tutor feedback drives continuous improvement in policies and procedures related to health, suicide awareness, and support services. Comprehensive information on course details and learner responsibilities is provided at registration. Safety protocols are established at the start of each session. Complaints processes are accessible, with multiple submission platforms.

Safe & Inclusive Learning Environment: PRS fosters mutual respect with learners and health organisations, actively promoting events for diverse populations via social media. Training encourages positive interactions, utilises varied methods, and incorporates Te Reo into materials. Ongoing tutor training covers diverse topics, enhancing their ability to support learners from various backgrounds.

Learners are Safe & Well: A zero-tolerance policy against discrimination, bullying, and harassment is enforced. PRS's health, wellbeing, and safety policy now includes comprehensive resources on mental health and lifestyle maintenance. Tutors are trained to recognise and address learners' potential trauma, ensuring a supportive environment. Updated policies ensure effective engagement with government agencies and post-emergency support.

Overall PRS is committed to creating a safe, inclusive, and responsive learning environment, continually adapting to meet the needs of its learners.