2024 Review Report: The Education (Pastoral Care of Tertiary and International Learners) Code of Practice

This year's code review was focused on evaluating how effective new policy that was a direct result of last year's review was. Ensuring learners have clear and consistent messaging about expectations for conduct and looking after the Wairua of the academy. Updating of Servilles overarching goal to reflect whole organization approach: "Creating and maintaining a culture that is safe, inclusive, engaging and supportive resulting in happy successful students and graduates."

High level key internal measures of student success are learner engagement – attendance, and completion rates.

Key Successes:
Increased student numbers accessing food in the kitchen (shame around need no longer an issue due to cost of living).
New educators completing assessors qualifications.
Employment outcomes have been excellent, specifically in barbering where almost 100% of graduates have left with a full time job to transition to. This shows the qualification is valued and support to complete has been maintained for such positive outcomes.

Key challenges:
New members in the tutor team who are new to a tertiary education environment outside of industry training. Onboarding in internal systems, content and material, assessment and practice teaching as well as compliance has been the focus however there is a lot to learn and therefore training and development is ongoing. Planned PD with organisations such as Ako Aotearoa were mostly cancelled due to overall low enrolments from the sector. One staff member is enrolled in an online course on Manaakitanga and Equity in tertiary education has been postponed until November 2024. Issues outside of course (weekends and friend groups) spill into course time. This resulted in one aggressive incident where a student unfortunately had to be withdrawn, and the Police called due to this unacceptable behaviour which affected other students' health and wellbeing. All handling of the incident which included meetings with Parents was appreciated with comments from parents thanking us for taking it seriously and acting quickly to deescalate. New letters regarding behviour were created to remind students of the expectation around being positive and respectful to classmates and their wider Servilles whanau

Complaints:
No formal complaints this year. Any complaints were handled informally and rectified internally.

Areas for focus:
Outcome 2 and 3
Te Tiriti whole organization approach and engagement with key stakeholders in this area

Outcome 1 & 3: Learner wellbeing and safety system, Learners are safe and well – stage rated implemented.

What or How?	Where or When?	Evidence of success.	Gaps?	Actionable	Reviewed

Clear policy outlining expectations and responsibilities for all team and students	Health, safety and wellbeing manual (HSW), Student handbook Internal server Printed copy in student room	Staff and students are familiar with the document and know how to access	HSW policy not online to download Link added to student handbook	Add to website by end of November	October 2023, ongoing annual
Provide relevant Student support initiatives	Throughout students programmes they will have access to the below complimentary support services	Student surveys responses show a yes for feeling supported and aware of wellbeing initiatives.	Still some lack of knowledge around some initiatives	Ensure wellbeing discussion consistent in first day orientation.	Annually October 2023
Free counsellor	Onsite weekly or by phone or zoom Information available on the website, student handbook, posters in the academy, social media pages.	Students make use of service to work through personal issues, removes barriers for learning success. Someone objective outside of team to share. Students often use as a drop in.	Counsellor will finish beginning of December. Quantitative evidence due to confidentiality	Replace counsellor for 2024 2024 counsellor to collect anonymous feedback surveys from learners accessing the service for quality control and insights	Ongoing as required
Breakfast/food in student kitchen	Daily onsite in student kitchen	Food is eaten! Students attend Engagement in learning Knowledge of accessibility from surveys 100%	Predicting usage. Cost of fruit has meant not as much purchased to remain in budget	Bulk purchase in advance.	Monthly
Wellbeing Wednesday blogs	Website Link in bio on social feed Tile on social pages Information in student handbook	Engagement in posts Awareness at least 80% in surveys.	Learner input Diversity topics	Q&A story on social to determine topics relevant to students Feedback	
Completions & Parity					
Completions in line with national averages Closing gap in completion parity	SMS EPI data Internal trackers	Increase in all measured completions. Completions = retention = engagement. Increase of 2% completions for Maori and 38% for Pasifika since 2022.	Maori & Pasifika completions still not at levels of non-Maori and Pasifika	More PD for tutor team with Ako Aotearoa. Better engagement with whanau at beginning for the course. Establishing better relationships with external agencies for input, development and support	Annually in PD plans ongoing

				opportunities	

Outcome 2: Learner Voice – stage rated Developing implementation.

Rationale for developing implementation is due to not having enough of planned meetings because of numbers, timing etc. Work needs to be done for buy in at an organizational level. There is a widely understood 'open door' policy for learners to access staff members to offer feedback, raise any concerns or areas for improvement and ideas however this is informal. The nature of our learners is they prefer a chat rather than a meeting or a survey. They come and see staff when they're free and assessments, models and clients take precedence for them over meetings. A more structured system around dates, times and agendas may eliminate the lack of attendance experienced this year

What or How?	Where or When?	Evidence of success.	Gaps?	Actionable	Reviewed
General student feedback	Student surveys on Survey monkey. depending on length of programmed 2 or 3 times throughout course	Student satisfaction average 80% positive.	Students not completing Schedule of surveying not followed.	Reinstate calendar of surveying Add to agenda for review week for new staff training purposes	Each intake and annually
Student leadership meetings	1 per quarter	Students attending meetings, offering feedback for meaningful improvement. No repeat of concerns	Not enough group meetings in 2023. Students not invested in group discussions for	Add to agenda for review week for new staff Once student leaders established for 2024 get feedback on how often they would like to meet	annually

Outcome 3: safe, inclusive, supportive and accessible physical and digital learning environments – stage rated Developing implementation.

Rationale for 'developing implementation' rating is due to not having robust policy complete around online safety. This is in developing stages and is not currently accessible. There have been no reports of internal cyber bullying however with the nature of communication and apps with reaction emoji's we have identified the possibility of misinterpretation. General online literacy around scams and predatory behaviours as well as acceptable online conduct will be included in HSW manuals and student handbooks for 2024

What or How?	Where or When?	Evidence of success.	Gaps?	Actionable	Reviewed
Clear policy outlining expectations and responsibilities for all team and students	Health, safety and wellbeing manual (HSW), Student handbook Internal server Printed copy in student room	No formal complaints regarding bullying or conduct from staff or other learners	Students not reading handbooks	More emphasis on the importance of issued documents at the time of enrolment and orientation	
Online safety policy	Completing development of	Students awareness no incidents of	Currently no formal policy	Complete policy and publish on	annually

	content	online bullying or harassment from within Servilles student group		website, student handbook, and social media. by Jan 2024	