



CODE SELF REVIEW OCTOBER 2023

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

Outcome 1: A learner wellbeing and safety system

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.

Stage of implementation for outcome	Well implemented / Implemented / Developing implementation / Early implementation
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Process: Strategic goals and strategic plans

KEQ	How effectively?	How do we know?	Status	How can we improve?
How effectively do we work proactively with our learners and stakeholders in the development and review of our learner wellbeing and safety strategic goals and strategic plans?	<p>TR Driver Training mainly delivers short courses of half to two days in duration, all our students are asked to complete a feedback form that is submitted to our management team for review. Feedback is acted on, on a case-by-case basis.</p> <p>Direct customer feedback to our operations and sales teams</p> <p>Email and direct communication with our operations and management team</p>	Feedback from students and our team either via feedback forms, email, Facebook, google reviews or verbally.	Developing implementation	Feedback available through our web site anonymously

Process: Self-review of learner wellbeing and safety practices

KEQ	How effectively?	How do we know?	Status	How can we improve?
<p>How effectively do we review the effectiveness of our learner wellbeing and safety practices?</p>	<p>We conduct 6 monthly health and safety audits of all our facilities.</p> <p>We review feedback directly from students on feedback forms as well as from our training team verbally or via email.</p> <p>Outcomes of the safety audits are shared with our management team at quarterly meetings. We have a very low number of reported issues.</p> <p>Any course related issues are addressed by our QA Manager</p>	<p>6 monthly health and safety audits of all our branches</p> <p>Student / Stakeholder feedback,</p> <p>Trainer mentor reviews, feedback from our team</p> <p>Health and safety reports from our People Care and Development team responsible for health and safety at TR Group.</p> <p>Annual team conferences</p> <p>Management meetings QMS TRDT Key safety practices as detailed before every course commences</p>	<p>Developing implementation</p>	<p>More targeted questions in our feedback forms</p> <p>More targeted questions when engaging directly with customers.</p>

Process: Publication requirements

KEQ	How effectively?	How do we know?	Status	How can we improve?
How effectively do our current practices ensure that we are meeting our Code publication requirements for this outcome?	<p>We currently have</p> <ul style="list-style-type: none"> - our self-review report published on our web site. - strategic goals and plans for supporting the wellbeing and safety of learners. - Complaints & appeals - Treaty of Waitangi Policy - Customer reviews and feedback via Facebook, Google and other social media are available online. 	<ul style="list-style-type: none"> - Management meetings - Code Review Report 	Developing Implementation	Need to improve the functionality of our website to make information more readily and easily available and visible to learners and stakeholders.

Process: Responsive wellbeing and safety systems

KEQ	How effectively?	How do we know?	Status	How can we improve?
How effectively do we gather and communicate relevant information across our organisation to accurately identify emerging concerns about learners' wellbeing and safety or	The majority of our courses are short courses of half a day to two days duration, this is extremely rarely an issue for us. All our classrooms have support service	<ul style="list-style-type: none"> - Feedback from the training team - Management meeting - Team biannual conferences 	Developing implementation	Specific team training

behaviour and quickly connect them to appropriate support services?	information available for students.	<ul style="list-style-type: none"> - Trainer support and mentoring team feedback - Health & Safety Incident Reports Student Support on Website - Trainer first aid certification 		
How effectively do we provide our staff with ongoing training and resources tailored to their roles in the organisation in relation to the topics required by this process?	<p>Our team have first aid training which is refreshed every two years.</p> <p>Standard safety evacuation drills and key safety practices are reviewed before every course.</p> <p>Operational review of trainer’s course currency with regular review by our trainer support and mentoring team</p> <p>Operational review of trainer’s professional development</p>	<ul style="list-style-type: none"> - First Aid Certification checked every 6 months in our health and safety audit. - Review of our Health & safety Plan by the TR PCAD team - Instructor compliance with NZQA / NZTA ROL - Trainer support and mentoring team - Trainer development plans 	Developing Implementation	<ul style="list-style-type: none"> - Instructors could hold US 7091 (establish a culturally safe and inclusive learning environment for adults in New Zealand's cultural setting). - Training on the Treaty of Waitangi– scheduled for our January 2024 conference. - Update our team on the learner wellbeing and safety strategic plan – Jan 2024 conference
How effectively do we assist learners and respond in emergency situations in our learning and/or residential communities?	The majority of our courses are short courses of half a day to two days duration, this would be an extremely rarely issue for	<ul style="list-style-type: none"> - Health & Safety Plan and an Incident Reports Register reviewed by the TR PCAD team Monthly reviews with the team on 	Developing Implementation	Ensure defibrillators are available at every site

	<p>us. All our classrooms have support service information available for students, our trainers are all first aid certified, we have a sound health and safety policy and increasingly our branches have defibrillators available. As a first response we believe we have the skills and knowledge to cope till emergency services arrive.</p>	<p>any health and safety issues.</p> <ul style="list-style-type: none"> - PPE Gear Available to all students on site - First Aid kits / Fire extinguishers and increasingly defibrillators on site. 		
<p>How effectively do we record, and report information on critical incidents and emergencies at our organisation to the relevant stakeholders?</p>	<p>TR has a People Care and Development team that investigate all reported incidents, detail what occurred and how the incident can be avoided in future including implementing any necessary changes.</p> <p>To date the majority of incidents have involved small cuts and bruises which are dealt with by our training team on site.</p> <p>TR Health and safety policy</p>	<ul style="list-style-type: none"> - Health & safety policy - TR PCAD team investigation, reporting and recommendations sent to the team. - QMS - Monthly team online meetings 	<p>Developing Implementation</p>	<p>On going monitoring of Health & Safety and implementation of recommendations</p>

Overall self-review - Outcome 1: A learner wellbeing and safety system

KEQ	How effectively?	How do we know?	Status	How can we improve?
<p>How effectively do we take a whole-of-provider approach to maintain a strategic and transparent learner wellbeing and safety system that responds to the diverse needs of our learners?</p>	<p>Any policy and procedure is socialised with the team prior to its implementation both in its creation and before it becomes a live document. We do this at our biannual conferences and our monthly online teams' meetings.</p>	<ul style="list-style-type: none"> - Monthly online team meetings - Biannual team conference - Trainer mentoring and development - QA - QMS - SOAC 	<p>Developing Implementation</p>	<p>More detailed information to the team on the Code More awareness of the Treaty of Waitangi – specific training in January 2024</p>
<p>How effectively do we access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome?</p>	<p>Our management team review all the feedback forms from students and implement changes to our systems, courses, practices as a result. Feedback has been a key part of developing our strategic plan for learner wellness and safety.</p>	<p>Student / Stakeholder Feedback QA improvements QMS</p>	<p>Developing Implementation</p>	
<p>How effectively does our organisation uphold the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome?</p>	<ul style="list-style-type: none"> - We are implementing a Treaty of Waitangi policy highlighting the key concepts of equality, participation, and protection. Though this is already part of how we operate and conduct our business. - Te Reo introduction at the beginning of our courses 	<ul style="list-style-type: none"> - Treaty of Waitangi policy - Management review - Feedback from students and stakeholders. - Specific feedback from Māori members of our team 	<p>Developing Implementation</p>	<p>Training for our team on the Treaty – January 2024 conference</p>

<p>How effectively do our current practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans?</p>	<p>We try to conduct our business with fairness and quality to all our students and stakeholders. We value feedback and try to act on it in the best interests of all parties. We have several programmes to upskill our team as both professionals and people so they can grow as and in turn offer more value to our students. We have invested significantly in resources and facilities to offer an exceptional learning environment for students. This is reflected in the feedback we receive from students.</p>	<ul style="list-style-type: none"> - Feedback from students and stakeholders - Tenure of our team - Review of our facilities, resources and courses - Trainer support and mentoring team feedback - Learner wellbeing & safety strategic plan - Quality Management System - Student pass rates 	<p>Developing Implementation</p>	<ul style="list-style-type: none"> - Awareness for our team on the Treaty policy - Awareness that we aren't the finished product and never will be – feedback is a gift, and we need to act on it. - Professional development of the team
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Outcome 2: Learner voice

Providers understand and respond to diverse learner voices and wellbeing and safety needs in a way that upholds their mana and autonomy.

Stage of implementation for outcome 2	Well implemented / Implemented / Developing implementation / Early implementation
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Process: Learner voice

KEQ	How effectively?	How do we know?	Status	How can we improve?
How effectively do our current practices facilitate engagement with and development of the diverse range of learner voices across our organisation?	We work with a wide range of ethnicities across the country. All students can provide feedback at the end of each course. All student feedback is reviewed by the management team.	<ul style="list-style-type: none"> - Student / Stakeholder Feedback Complaints register. - Sales team direct contact with customers 	Implemented	Create an online anonymous review function

Process: Learner complaints

KEQ	How effectively?	How do we know?	Status	How can we improve?
How effectively do we work with learners to effectively respond to, and process complaints?	We have received very few complaints. When we do, they are all followed up by management verbally with a call or visit to the customer involved within 48 hours.	<ul style="list-style-type: none"> - Complaints Register - Management meeting review - One on one review with the team involved 	Implemented	<ul style="list-style-type: none"> - Professional development of the team - QA of our courses - Trainer mentoring - moderation
How effectively do our current practices ensure that our complaints process is easily accessible to learners?	<ul style="list-style-type: none"> - Our complaints process is sent to every student with course confirmation information. 	<ul style="list-style-type: none"> - On every power point before each course - Sent electronically with bookings. - Detailed on our web site 	Implemented	<ul style="list-style-type: none"> - Feedback - Visibility on the web site of student related information

	<ul style="list-style-type: none"> - The policy is available on our web site. - Contact details of our management team are also available online. - The process is detailed at the beginning of each course. 			
How effectively do our current practices ensure we record, report, and publicise information on complaints and complaints procedures at our organisation?	We record and report both compliments and complaints. We use compliments as testimonials where appropriate and share them with the team involved. We deal with complaints as noted above and work with the team involved to rectify any issues. We reply to compliments and complaints in social media and leave public comments in place.	Compliments & Complaints register – available internally.	Developing implementation	<ul style="list-style-type: none"> - Student / Stakeholder Feedback - Create an online anonymous review function that we can report against - Create an automatic report from our in-class feedback forms

Process: Compliance with the Dispute Resolution Scheme

KEQ	How effectively?	How do we know?	Status	How can we improve?
How effectively do our current practices ensure we are familiar and compliant with the relevant DRS?	TRDT dispute resolution scheme is on our website, sent to all students with course registration, and	<ul style="list-style-type: none"> - Part of student information sent with every course booking. - QMS 	Implemented	Ongoing review.

	part of all course introduction.	<ul style="list-style-type: none"> - Part of every course introduction - Our team, management are all familiar with it. - Reviewed at management meetings 		
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Overall self-review - Outcome 2: Learner voice

KEQ	How effectively?	How do we know?	Status	How can we improve?
How effectively do we understand and respond to diverse learner voices and wellbeing and safety needs in a way that upholds their mana and autonomy?	<p>We offer short courses with 1 to a maximum of 10 students per trainer. Our team frequently work one on one with learners to support them through our courses. Our pass rates speak to the success of this approach.</p> <p>We are implementing strategies to support ESOL and other special needs learners in our industry with support people, reader writers, translators, online learning translated into preferred languages, one on one courses where possible. English / Māori language in public spaces in our facilities.</p>	<ul style="list-style-type: none"> - Increased uptake of online courses to support classroom learning. - Health / safety detailed at the start of every course. - Use of our PPE - Feedback from learners / stakeholders - Repeat business. 	Developing Implementation	<ul style="list-style-type: none"> - We are providing training for our team on working with Māori / Pasifika learners in January 2024. - Utilise online courses translated into students' language. - More spaces labelled with English / Māori in our facilities

<p>How effectively do we access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome?</p>	<p>Feedback from learners both written and verbal has informed many of the changes we implement at TRDT. Feedback is reviewed by management and changes discussed with the training team and customers e.g., electronic course material, tablet log in, automatic trucks for training, indoor forklift facilities where possible.</p>	<ul style="list-style-type: none"> - Student / Stakeholder Feedback both written and verbal - Health & safety audits - Company conference feedback 	<p>Implemented</p>	<ul style="list-style-type: none"> - Ongoing review - Create an online anonymous review function
<p>How effectively does our organisation uphold the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome?</p>	<p>We offer quality education, care, respect, and safety to all our students. We have developed a Treaty of Waitangi policy as required that specifically maintains the principles of The Treaty of Waitangi regarding the three key concepts of equality, participation, and protection.</p>	<ul style="list-style-type: none"> - Treaty of Waitangi Policy. - Standard operating Procedures - Quality Management System 	<p>Developing Implementation</p>	<p>Training for the team in January 2024 specifically relating to the Treaty of Waitangi</p>
<p>How effectively do our current practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans?</p>	<p>We believe they are well aligned as evidenced by our student pass rate, low number of complaints, repeat business, and excellent health and safety record.</p>	<ul style="list-style-type: none"> - Student / Stakeholder Feedback - Health and Safety audits - QMS 	<p>Developing Implementation</p>	<p>Ongoing review to ensure we are aligned with the changing demographic in our industry</p>

Wellbeing and safety practices for all tertiary providers

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

Providers must foster learning environments that are safe and designed to support positive learning experiences of diverse learner groups.

Stage of implementation for outcome 3	Well implemented / Implemented / Developing implementation / Early implementation
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Process: Safe and inclusive communities

KEQ	How effectively?	How do we know?	Status	How can we improve?
How effectively do our learner wellbeing and safety practices maintain safe and inclusive communities for all learners?	Our class sizes range from 1 – 10 students. Our courses are heavily targeted toward acquiring practical skills required to do a job or endorsements being refreshed to comply legally. Our instructors have a lifetime of experience in the industries we service. Our learning approach is social constructivism and learning together – the knowledge is in the room. The more we can have groups sharing their knowledge and co-constructing information the better. Our team are experts at facilitating these discussions to create a safe and respectful	<ul style="list-style-type: none"> - High pass rate - Learner and stakeholder feedback - Experience of our training team - Reviews of the training team by our trainer support team - Adult education unit standards held by our team 	Developing Implementation	<ul style="list-style-type: none"> - Keep reviewing the needs of ethnicities particularly those commonly now entering our industry – Indian and Pilipino - More online courses translated into learner languages

	environment. This is evidenced by our high pass rates			
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Process: Supporting learner participation and engagement

KEQ	How effectively?	How do we know?	Status	How can we improve?
How effectively do our learner wellbeing and safety practices support learner participation and engagement for all learners?	<p>Small class sizes and respectfully inviting people to participate in learning with each other, use of online courses in learners' own language to support classroom sessions and a professional training team support our learners well.</p> <p>In addition, there is the ability for learners to bring support people, reader writers and translators to courses</p>	<ul style="list-style-type: none"> - Learner and stakeholder feedback - High course pass rates - Repeat business. - Safety gear available on site - Modern training equipment and facilities PPE - QMS - Health and safety audits – low number of accidents and incidents 	Developing Implementation	<ul style="list-style-type: none"> - Keep reviewing the needs of ethnicities particularly those commonly now entering our industry – Indian and Pilipino - More online courses translated into learner languages

Process: Physical and digital spaces and facilities

KEQ	How effectively?	How do we know?	Status	How can we improve?
<p>How effectively do our learner wellbeing and safety practices maintain healthy, safe, and accessible physical and digital spaces and facilities for all learners?</p>	<p>We have invested heavily in the physical spaces we work with students in to ensure they are safe, spacious, comfortable, climate controlled, clean and conducive to quality learning. This applies equally to the equipment we use. Digitally we have an online learning platform accessible 24/7 that allows students to translate questions into over 100 languages. Courses can be repeated multiple times to ensure material is understood. Our facilities and equipment sit within a framework of regular inspections managed by TR Group.</p>	<p>Student and stakeholder feedback Pass rates Moderation results Increasing uptake of our digital courses Sales team direct contact with customers Health and safety audits Complaints / compliments register QMS Adult education unit standards held by our training team</p>	<p>Implemented</p>	<ul style="list-style-type: none"> - Continue to grow the number of courses available on our online platform. - Sales to customers and their understanding and use of online - Continue to invest and improve our facilities – Hastings and Palmerston North are due for completion in December 2023

Overall self-review - Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments

KEQ	How effectively?	How do we know?	Status	How can we improve?
<p>How effectively do we foster learning environments that are safe and designed to support positive learning experiences of diverse learner groups?</p>	<p>Our class sizes range from 1 – 10 students. Our courses are heavily targeted toward acquiring practical skills required to do a job or endorsements being refreshed to comply legally. Our instructors have a lifetime of experience in the industries we service. Our learning approach is social constructivism and learning together – the knowledge is in the room. The more we can have groups sharing their knowledge and co-constructing information the better. Our team are experts at facilitating these discussions to create a safe and respectful environment. This is evidenced by our high pass rates. Students are also welcome to bring support people, reader writers, translators to support them.</p>	<ul style="list-style-type: none"> - High pass rate - Learner and stakeholder feedback - Experience of our training team - Reviews of the training team by our trainer support team - Adult education unit standards held by our team. - Internal and external moderation 	<p>Developing Implementation</p>	<ul style="list-style-type: none"> - Keep reviewing the needs of ethnicities particularly those commonly now entering our industry – Indian and Pilipino - More online courses translated into learner languages

<p>How effectively do we access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome?</p>	<p>Two key ways</p> <ol style="list-style-type: none"> 1. Student and stakeholder feedback which is reviewed by our management team. Where common themes are highlighted and noted we make changes and improvements to our facilities, equipment and policies. 2. Direct customer feedback to our sales team. Where common themes are highlighted and noted we make changes and improvements to our facilities, equipment and policies. 	<ul style="list-style-type: none"> - Student and stakeholder feedback - Management meetings - QMS - Trainer conferences - Development of new courses – online and in class - QA of existing courses - Professional development of our training team 	<p>Developing Implementation</p>	<p>Create an online anonymous review / feedback function</p>
<p>How effectively does our organisation uphold the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome?</p>	<p>We offer quality education, care, respect, and safety to all our students. We have developed a Treaty of Waitangi policy as required that specifically maintains the principles of The Treaty of Waitangi regarding the three key concepts of equality, participation, and protection.</p>	<ul style="list-style-type: none"> - Treaty of Waitangi Policy. - Standard operating Procedures - QMS - Treaty of Waitangi Policy 	<p>Developing Implementation</p>	<p>Training for the team in January 2024 specifically relating to the Treaty of Waitangi</p>

<p>How effectively do our current practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans?</p>	<p>We believe they align well.</p>	<ul style="list-style-type: none"> - Student and Stakeholder Feedback - Pass rate - Health and safety audits - Complaints register – low number of complaints. 	<p>Developing Implementation</p>	<ul style="list-style-type: none"> - Continue to review our learner wellbeing goals. - Create an online anonymous review / feedback function
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Outcome 4: Learners are safe and well.

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.

Stage of implementation for outcome 4	Well implemented / Implemented / Developing implementation / Early implementation
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Process: Information for learners about assistance to meet their basic needs

KEQ	How effectively?	How do we know?	Status	How can we improve?
How effectively do we enable all learners and prospective learners to identify and manage their basic needs through accurate, timely and tailored information?	Our class sizes range from 1 – 10 students with most course duration being half to two days in length. It is extremely rare that we have incidents that fall under the topics of this outcome. That said we have information relating to mental health and other social services available on our web site, in student information sent with course enrolment, and in our classrooms. Our trainers are available for students to talk to confidentially at any time and our operations team can make special arrangements for students when courses are booked. This is strictly confidential.	<ul style="list-style-type: none"> - Information for students and employers - Information on our web site and in classroom - Student and stakeholder feedback - QMS - Monthly team meetings - Trainer support and mentoring - Operations team feedback - Health and safety register Enrolment Forms - Learning needs - Biannual team conference - 	Developing Implementation	Create an online anonymous review / feedback function

	Our training team can connect students to third party services as required.			
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Process: Promoting physical and mental health awareness

KEQ	How effectively?	How do we know?	Status	How can we improve?
How effectively do we assist our learners to manage their physical and mental health and to access support when needed?	Our class sizes range from 1 – 10 students with most course duration being half to two days in length. It is extremely rare that we have incidents that fall under the topics of this outcome. That said we have information relating to mental health and other social services available on our web site, in student information sent with course enrolment, and in our classrooms. Our trainers are available for students to talk to confidentially at any time and our operations team can make special arrangements for students when courses are booked. This is strictly confidential.	<ul style="list-style-type: none"> - Student and stakeholder feedback - Feedback from sales team contact with customers. - QMS - Monthly team meetings - Trainer support and mentoring team - Operations team feedback - Biannual team conference 	Developing implementation	Create an online anonymous review / feedback function

	Our training team can connect students to third party services as required.			
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Process: Proactive monitoring and responsive wellbeing and safety practices

KEQ	How effectively?	How do we know?	Status	How can we improve?
How effectively do our proactive monitoring and wellbeing and safety practices identify and respond to the support needs of individual learners?	Most of our courses are half to two days in length. It is extremely rare that we have incidents that fall under the topics of this outcome. Students learning needs are generally captured at enrolment with our operations team. Most support required relates to requiring translator, support people, reader-writer or one on one training. For some courses we also provide access to our online platform to allow students to get familiar with material and translate questions into their first language.	<ul style="list-style-type: none"> - High pass / achievement rates - Student and stakeholder feedback - QMS 	Developing implementation	<ul style="list-style-type: none"> - Create an online anonymous review / feedback function. - Ongoing professional development for our team

Overall self-review - Outcome 4: Learners are safe and well.

KEQ	How effectively?	How do we know?	Status	How can we improve?
<p>How effectively do we support learners to manage their physical and mental health through information and advice?</p>	<p>We have information relating to mental health and other social services available on our web site, in student information sent with course enrolment, and in our classrooms. Our trainers are available for students to talk to confidentially at any time and our operations team can make special arrangements for students when courses are booked. This is strictly confidential.</p>	<ul style="list-style-type: none"> - Student and stakeholder feedback - Feedback from sales team contact with customers. - QMS - Monthly team meetings - Trainer support and mentoring team - Operations team feedback - Biannual team conference - Health and safety audits 	<p>Developing Implementation</p>	<p>Do a better job of making information available to students</p>
<p>How effectively do our current practices identify and respond to learners who need additional support?</p>	<p>Our operations team question whether there are specific needs when enrolling students. We also have services available online for students to access</p>	<ul style="list-style-type: none"> - QMS - Students and stakeholder feedback - Operations team feedback - Biannual team conference - Monthly team meetings - Information available to students - Pass rates 	<p>Developing implementation</p>	<p>Have information available in students first language. Create online anonymous review / feedback function. Targeted training for our team on how to support learners.</p>

<p>How effectively do we access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome?</p>	<p>Two key ways -</p> <ol style="list-style-type: none"> 1. Student and stakeholder feedback which is reviewed by our management team. Where common themes are highlighted and noted we make changes and improvements to our facilities, equipment and policies. 2. Direct customer feedback to our sales team. Where common themes are highlighted and noted we make changes and improvements to our facilities, equipment, and policies. 	<ul style="list-style-type: none"> - Student and stakeholder feedback. - Management meetings - QMS - Trainer conferences - Health and safety audits - Pass rate 	<p>Developing Implementation</p>	<p>Create online anonymous review / feedback function.</p>
<p>How effectively does our organisation uphold the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome?</p>	<p>We offer quality education, care, respect, and safety to all our students. We have developed a Treaty of Waitangi policy as required that specifically maintains the principles of The Treaty of Waitangi regarding the three key concepts of equality, participation, and protection.</p>	<ul style="list-style-type: none"> - Treaty of Waitangi Policy. - Standard operating Procedures - QMS - Health & Safety Policy 	<p>Developing Implementation</p>	<p>Training for the team in January 2024 specifically relating to the Treaty of Waitangi</p>

<p>How effectively do our current practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans?</p>	<p>We believe they align well.</p>	<ul style="list-style-type: none"> - Student and Stakeholder Feedback - Pass rate - Health and safety audits - Complaints register – low number of complaints. 	<p>Developing Implementation</p>	<ul style="list-style-type: none"> - Continue to review our learner wellbeing goals. - Create an online anonymous review / feedback function
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Appendix I: Continuum of implementation for the Code

<p>Early stages of implementation Implementation of the Code has not yet started or requires significant work</p>	<p>Developing implementation Implementation of the Code is underway, yet requires further work</p>	<p>Implemented The Code is implemented</p>	<p>Well-implemented The Code is well-implemented</p>
<ul style="list-style-type: none"> • No or limited understanding of Code outcomes and requirements across the organisation • No or limited perspectives sought. Practices to reflect learner voice non-existent or underway • No or limited consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code. • No or limited practices in place to monitor against all Code outcomes and requirements • No or limited reporting processes from self-review 	<ul style="list-style-type: none"> • Some understanding of Code outcomes and requirements across the organisation • Some perspectives sought, including adequate practices, to reflect learner voice • Some consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code. • Some practices in place to monitor against all Code outcomes and requirements • Adequate reporting processes from self-review 	<ul style="list-style-type: none"> • Sufficient understanding of Code outcomes and requirements across the organisation • Multiple perspectives sought, including sound practices, to reflect student voice • Good consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code. • Relevant practices in place to monitor against all Code outcomes and requirements • Effective reporting processes from self-review 	<ul style="list-style-type: none"> • Thorough understanding of Code outcomes and requirements across the organisation • Diverse range of multiple perspectives sought, including robust practices, to reflect learner voice • Full consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code. • Well-established practices in place to monitor against all Code outcomes and requirements • Highly effective reporting processes from self-review

