

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

2023 Self-review Report

KiwiClass Information

TEO Name	KiwiClass Multicultural Support Services – He Amo Tauniki		MoE Number	8856	
Code Contact	Name	Sally Chapman		Job title	Chief Executive
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Current Enrolments	Domestic learners	Total #	325	18 y/o or older	304
				Under 18 y/o	21
	International all learners	Total #	0	18 y/o or older	0
				Under 18 y/o	0
Formal complaints received			0		
Report Author(s)	Sally Chapman				

Stage of Implementation for each outcome

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety	
Outcome 1: A learner wellbeing and safety system	Well implemented
Outcome 2: Learner voice	Well implemented

Wellbeing and safety practices for all tertiary providers	
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Well implemented
Outcome 4: Learners are safe and well	Well implemented

Summary of performance against each outcome

<p>Outcome 1: A learner well-being and safety system</p>	<p>KiwiClass systems and practices are well-developed and resourced to support the organisation's vision that individuals and communities are connected and thrive in Aotearoa New Zealand and at KiwiClass.</p> <ul style="list-style-type: none"> • KiwiClass is proactive and responsive in its support for students and clients to connect with KiwiClass and agencies in the community. • Policies that protect everyone are reviewed and key learner policies are translated into key languages where possible. • We consider the wellbeing and safety of all learners from enrolment, through its service provision, including the teaching curricula, and as learners are exiting the organisation. • Pathways, support and accommodations are made to facilitate the learning needs of those who are affected by a disability or are having health and well-being difficulties. • Processes are in place and visible to enable learners to provide and feel supported in giving feedback and/or making a complaint.
<p>Outcome 2: Learner's voice</p>	<p>KiwiClass seeks, listens and values input from the learner and those from ethnic communities in shaping and growing KiwiClass.</p> <ul style="list-style-type: none"> • Feedback from learners/clients is an important part of KiwiClass reflecting on its practices. Learner/client surveys and self-evaluations are reviewed at a student, class and organisation level and areas for improvement are identified and implemented where necessary. • Interpreters are used to communicate key messages or receive communication that is of importance to learners, where possible. • Collaboration between Staff, Teachers and Learners provides a framework for maintaining programmes and activities that are current and meet the needs of our learners and communities. • Case Workers are available to support learners who need additional support in or outside of the classroom.
<p>Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments</p>	<p>The resources and the learning environment that KiwiClass use support the values of KiwiClass and promote a positive and accessible learning environment and connection for former refugees and migrant students from other 40 different ethnic groups.</p> <ul style="list-style-type: none"> • KiwiClass takes many steps to connect and create a sense of belonging for all ethnic groups and their whānau. • Our practices are aligned with our organisational values, whakamana, manaakitanga, whakawhanaungatanga and ako. • We value ako, the reciprocal learning between students and staff and between students. • Staff receive regular professional development that supports practice and developing cultural awareness across many different cultures. • Digital platforms are maintained and monitored by more than 1 staff member. • Regular reviews of hazards, risk and health and safety practices are undertaken.

<p>Outcome 4: Learners are safe and well</p>	<p>Advise and information is provided to learners/clients to support to manage their physical and mental wellbeing.</p> <ul style="list-style-type: none"> • Case Workers work alongside teachers and students to identify and respond to those who need additional support. • Health, safety and wellbeing form part of the Teaching curricula. • Relationships with support agencies are maintained and learner requests for assistance are responded to. • Learner responsibilities are clearly outlined. • Public health information is made available via Caseworkers or Teachers to learners. • Guest visitors are invited to speak to staff and/or learners on topics related to their wellbeing.
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Improvements from 2022 Self-assessment.

KiwiClass is focused on continuously looking for ways to improve its practices. This allows us as an organisation to evolve and provide a maintain a high level of support and quality teaching to all our learners and clients.

Since the initial self-assessment against The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, was undertaken in September 2022, KiwiClass has looked for solutions for gaps and/or improvements it could make to support its learners and clients to connect and thrive in Aotearoa New Zealand.

Improvements that KiwiClass has undertaken in its practice over the last 12 months include;

- Increased awareness of the Case Workers for support in breaking down barriers towards learning and settlement in Aotearoa New Zealand.
- A review of the learner handbook, which included enhancement of wellbeing information, simplification of the complaints process and inclusion of programme information.
- Review of the complaints policy and procedures.
- Translation of key documents into an increasing number of languages.
- Increased professional development and mentoring opportunities for staff.

Continuing Improvements 2023-2024

KiwiClass is committed to looking at ways to continuously improve its approach towards learner wellbeing. The following areas have been identified as work that will be undertaken in 2023 – 2024.

- Further, developing learner feedback questions against The Code.
- Reviewing health and safety policies and procedures.
- Analysis of feedback information received from learners against the organisation's vision and purpose.
- Increasing the number and range of documents available in other languages.
- Increasing the accessibility of Caseworkers.