

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

### 2025 Self-review Report

#### KiwiClass Information

<b>TEO Name</b>	KiwiClass Multicultural Support Services – He Amo Tauniki			<b>MoE Number</b>	8158
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<b>Current Enrolments</b>	<b>Domestic learners</b>	<b>Total #</b>	415	<b>18 y/o or older</b>	412
				<b>Under 18 y/o</b>	3
	<b>International all learners</b>	<b>Total #</b>	0	<b>18 y/o or older</b>	0
				<b>Under 18 y/o</b>	0
<b>Disability – self reporting</b>			<5		
<b>Formal complaints received</b>			0		
<b>Report Author(s)</b>	Sally Chapman				

#### Stage of Implementation for each outcome

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

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

## Summary of performance against each outcome

<p><b>Outcome 1:</b> 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"> <li>• KiwiClass is proactive and responsive in its support for learners to connect with KiwiClass and agencies in the community.</li> <li>• Policies that protect everyone are reviewed and key learner policies are translated into key languages where possible.</li> <li>• 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.</li> <li>• Pathways, support, and accommodations are made to facilitate the learning needs of those who have specific learning differences and/or are affected by a disability or are having health and well-being difficulties.</li> <li>• Processes are in place and visible to enable learners to provide and feel supported in giving feedback and/or making a complaint.</li> </ul>
<p><b>Outcome 2:</b> 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"> <li>• Feedback from learners/clients is an important part of KiwiClass reflecting on its practices. Learner/client surveys and self-evaluations are reviewed at a learner, class and organisation level and areas for improvement are identified and implemented where necessary.</li> <li>• Interpreters are used to communicate key messages or receive communication that is of importance to learners, where possible.</li> <li>• 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.</li> <li>• Case Workers are available to support learners who need additional support in or outside of the classroom.</li> </ul>
<p><b>Outcome 3:</b> 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 learners from other 40 different ethnic groups.</p> <ul style="list-style-type: none"> <li>• KiwiClass takes many steps to connect and create a sense of belonging for all ethnic groups and their whānau.</li> <li>• Our practices are aligned with our organisation values, whakamana, manaakitanga, whakawhanaungatanga, ako, pono and tika.</li> <li>• We value ako, the reciprocal learning between learners and staff and between learners.</li> <li>• Staff receive regular professional development that supports practice and developing cultural awareness across many different cultures.</li> <li>• Digital platforms are maintained and monitored by more than 1 staff member with support from an external network and systems provider.</li> <li>• Regular reviews of hazards, risk and health and safety practices are undertaken.</li> <li>• KiwiClass' locations are widely physically accessible and plans to respond to issues of access are in place.</li> <li>• KiwiClass actively adapts practices to respond to the learning needs of those with specific learning differences and/or disabilities.</li> </ul>

<p><b>Outcome 4:</b> Learners are safe and well</p>	<p>Advice and information is provided to learners/clients to support them to manage their physical and mental wellbeing.</p> <ul style="list-style-type: none"> <li>• Case Workers work alongside teachers and learners to identify and respond to those who may need additional support.</li> <li>• Health, safety and wellbeing form part of the learner’s induction and Teaching curricula.</li> <li>• Relationships with support agencies are maintained and learner requests for assistance are responded to.</li> <li>• Learner responsibilities are clearly outlined.</li> <li>• Learners are provided with regular breaks from learning and sitting, including activities to move around, stretching, breathing and relaxing exercises, and food is sometimes provided and shared on special occasions.</li> <li>• Public health information is made available via Caseworkers or Teachers to learners.</li> <li>• Guest visitors are invited to speak to staff and/or learners on topics related to their wellbeing.</li> </ul>
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## Improvements from 2023 Self-assessment.

KiwiClass is focused on continuously looking for ways to improve its practices. This allows us as an organisation to evolve and 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 2023, 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 support and case reviews for staff working as Case Workers.
- Staff awareness of the Code of Practice is becoming increasingly part of how we talk about learner welfare and support.
- Recording the occurrence of incidents of pastoral care provided and referrals to the Caseworkers that are occurring with the teaching environment, as a part of our everyday practice.
- Case Workers are taking a proactive approach towards providing information and support given to learners across the organisation.
- Ongoing collaboration and awareness of other support agencies that can provide specialist support learners is strengthening.
- Feedback data received from learners shows that they are aware of the Case Works, even if they haven't used them directly.

## Continuing Improvements 2025-2026

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 2025 – 2026.

- Reviewing how we connect with and provide support to learners that attend our 'off site' classes'.
- Review how and when we use interpreters and translated material to support learner wellbeing information.
- Use data gained from pastoral care provided by Teachers to support proactive wellbeing and information support for learners.
- Document how we gather and store direct and indirect learner feedback.
- Continue to review the Learner Handbook to ensure relevant and easy to read.