



# Tana Training Limited

## Summary Report (Self-Assessment)

Code of Practice for the Pastoral Care of akonga/learners



Tana Training Ltd has an whole of organisation commitment to empowering and ensuring the wellbeing and safety of our akonga/leaners be it mentally, physically, or spiritually.

Tana Training Ltd has thoroughly engaged in and undergone a self-review of our internal practices and attestation against the Code of Practice.

Below is the Tana Training Ltd 2024 Self Review – Stage of Implementation report.

## Stage of implementation for each outcome

Indicate the stage of implementation that most reflects your organisation’s current level of understanding and practice for each outcome, based on the continuum provided in Appendix I.

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

	Rating
<b>Outcome 1:</b> A learner wellbeing and safety system	Implemented
<b>Outcome 2:</b> Learner voice	Implemented

### Wellbeing and safety practices for all tertiary providers

	Rating
<b>Outcome 3:</b> Safe, inclusive, supportive, and accessible physical and digital learning environments	Implemented
<b>Outcome 4:</b> Learners are safe and well.	Implemented

## Summary of performance under each outcome

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

	<b>Summary of performance based on gathered information</b> (i.e. how effectively is your organisation doing what it needs to be doing?)	<b>How do you know?</b> (i.e. note supporting evidence with analysis to make sense of what it means)
<b>Outcome 1:</b> A learner wellbeing and safety system	<p>An all of organisation approach is taken to managing the safety &amp; wellbeing of all akonga/learners. Learner wellbeing and safety is effectively managed throughout the organization beginning with trainers, managers, H&amp;S Officer and the senior management team. Practices and objectives are well embedded throughout the organisation and closely monitored by the Training and Compliance Manager.</p> <p>Our strategic direction, values, lwi engagement and self-assessment activities are some of the measures that support the wellbeing and safety of our akonga/learners.</p> <p>Our training facility in Patumahoe has procedures in place for reporting issues or concerns. Critical incidents are clearly defined, with clear accountabilities, roles, escalation points and response mechanisms.</p> <p>Learner surveys are conducted throughout the year after completion of each course. Staff meetings are conducted regularly and</p>	<ul style="list-style-type: none"> <li>• Strategic Plan</li> <li>• Annual and Monthly Business Review</li> <li>• Organisational Values</li> <li>• AGM, Monthly and Course review meeting minutes</li> <li>• Policy and Procedures</li> <li>• Induction and professional development for Trainers</li> <li>• Monitor/review our learner satisfaction levels through regular and ongoing course evaluation surveys. All results are reviewed monthly by the Training team and recommendations for any change or improvement raised and implemented.</li> <li>• The Learner Handbook is available to learners on our website and includes a summary of the code of</li> </ul>

	<p>feedback acted upon where necessary.</p> <p>All staff and students must comply with Tana Training Ltd Code of Conduct.</p> <p>Our trainers raise awareness of diversity and inclusion through proactive discussions on anti-bullying, and acknowledgement, encouragement and celebration of our akonga/learners' diverse cultures, neurodiverse learning abilities, heritage, future dreams and aspirations.</p> <p>Tana Training Ltd has in place a robust akonga/learner complaint process for informal and formal complaints, detailing the escalation process, timeframes, the feedback loop, and outcome of complaints. This process is well promoted amongst both learners and staff and available on our website.</p> <p>Tana Training Ltd complies with all New Zealand's legal and regulatory requirements i.e., Privacy Act 2020, Health &amp; Safety at Work Act, and Education Act.</p> <p>Tana Training Ltd continually builds on our existing relationships with our whanau community, iwi and Pacifica community of learning regionally to support and strengthen our understanding of the diverse cultural needs of our akonga/learners in order for us to be responsive to those needs.</p>	<p>conduct and Tana Training Ltd expectations in terms of what is deemed acceptable behavior.</p> <ul style="list-style-type: none"> <li>• Tana Training Ltd is an Equal Employment Opportunity employer always ensuring that only the most competent, qualified candidates that best fit with our learners are selected for trainer positions.</li> <li>• All visitors/contractors are required to sign in on arrival to our facility and comply with Health and Safety requirements.</li> <li>• Health &amp; Safety audits are completed weekly. First aid trained staff are available to meet the needs of the training facilities.</li> <li>• Emergency and "Next of Kin" contact details for all learners are collected prior to course commencement.</li> <li>• Tana Training Ltd complaints procedure is available on our website and in the learner handbook. Our FAQ for learners on the website also provides information on our Complaints Procedure. All complaints are tracked and reviewed at monthly meetings.</li> <li>• Meeting minutes are recorded, any action items. From previous month are reviewed and completed improvements (if any) are noted.</li> </ul>
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	<p>As required Tana Training Ltd engages in ongoing and formal annual self-review of the code of practise and this informs our practices.</p> <p>Self-disclosure of any disabilities or personal information is treated as private.</p> <p>Trainers and Training and Compliance manager are involved in supporting akonga/learners pastoral care and learning journey.</p>	<ul style="list-style-type: none"> <li>Physical information is available to support learners with wellbeing and safety awareness in our classroom.</li> </ul>
<p><b>Outcome 2:</b> Learner voice</p>	<p>Tana Training Ltd has limited opportunity to build and maintain effective long term relationships with our diverse and geographically dispersed akonga/learners as we deliver short duration (1 or 2 days) courses.</p> <p>We actively engage with our learners to continually evolve and improve our wellbeing, safety practices, and strategies for all akonga/learner through formal and informal practices and give effect to learner voice.</p> <p>We respond in a timely manner to the wellbeing and safety needs of our learners and respecting, the individual needs and challenges of each akonga/learner.</p> <p>Tana Training Ltd further ensures the complaint process is accessible to our learners in our learner handbook and on our</p>	<ul style="list-style-type: none"> <li>Tana Training Ltd collects Learner feedback at the conclusion of every course to assist us in improving our wellbeing, safety practices, and strategies.</li> <li>Monthly and Course review meetings – to review and action improvements based on Learner feedback.</li> <li>AGM and annual review of the strategic plan</li> <li>Clients provide us feedback on their learners post course skill and knowledge.</li> <li>Completion of Verification of Competency of our successful learners.</li> <li>Complaints register.</li> </ul>

	<p>website and within our training facility</p> <p>Complaints are documented in the complaints register which is reviewed at monthly meetings.</p> <p>Training Staff meet monthly and feedback from akonga/learners is used by the team to inform our decision making, strengthen and improve our learning and learning environments.</p> <p>Akongal/learner surveys are completed on conclusion of every course delivered by Tana Training Ltd.</p>	<ul style="list-style-type: none"> <li>• Learner complaint information and personal details are securely held with the Training and Compliance Manager. Only the training staff has access to the information.</li> <li>• Tana Training Staff Monthly meetings - Akonga/learner feedback is reviewed and ideas for improvements are discussed during this meeting and feedback is sought.</li> <li>• Evaluations are reviewed and required improvements are actioned and monitored by Training and Compliance Manager and where required – escalated to the leadership team.</li> </ul>
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### Wellbeing and safety practices for all tertiary providers

	<b>Summary of performance based on gathered information</b> (i.e. how effectively is your organisation doing what it needs to be doing?)	<b>How do you know?</b> (i.e. note supporting evidence with analysis to make sense of what it means)
<b>Outcome 3:</b> Safe, inclusive, supportive, and accessible physical and digital learning environments	<p>Tana Training Ltd provides an inclusive, culturally diverse, safe and supportive environment for our akonga/learners.</p> <p>We maintain this safe and inclusive environment by having clear processes that encourage and support acceptable behaviors from all akonga/learners.</p> <p>By providing akonga/learners the support to identify and discuss any barriers that may limit/obstruct their learning and/or reaching their goals and aspirations. We work together with our akonga/learner to ensure our learning environments are well equipped to meet their needs and encourage feedback to make improvements where necessary.</p>	<ul style="list-style-type: none"> <li>• Process regarding harassment and discrimination are outlined in the learner handbook under Learner Behavior expectation section and Tana Training Ltd Code of Conduct. Specific mention is also made of the Code of Practice and our obligations to akonga/learners on our website and video reference links to NZQA website “know the code”.</li> <li>• Anti-bullying awareness advised through our Learner and Trainer Handbook.</li> <li>• Flyers of various service providers for support on Health and Wellbeing are displayed in our classroom.</li> </ul>

	<b>Summary of performance based on gathered information</b> (i.e. how effectively is your organisation doing what it needs to be doing?)	<b>How do you know?</b> (i.e. note supporting evidence with analysis to make sense of what it means)
<b>Outcome 4:</b> Learners are safe and well	<p>A wide range of information flyers of external support service providers is available for Akonga/learners in our classroom to access independently.</p> <p>Information is also provided on our website.</p> <p>Trainers help to identify any barriers to the akonga/learner academic and or social success at the point of enrolment, including any disabilities or impairments, or health barriers.</p> <p>All health and safety incidents and risks are identified, reported and added to our Critical Incident and / or Hazard register to be resolved. Tana Training Ltd has internal health and safety roles and responsibilities, evacuation protocol in place and Health and Safety policy and processes. We have displayed Emergency and Critical Incident Management flowchart in our classroom.</p> <p>All learners are required to provide “Next of Kin” details prior to commencement of each course.</p>	<ul style="list-style-type: none"> <li>• Flyers available in classrooms provide information on variety of support services e.g. drug, alcohol addiction, safe sex, family planning, budgeting services, health services, childcare, banks food backs etc.</li> <li>• One on one session with trainers allow learners the opportunity to raise any issues they are experiencing or need support with.</li> <li>• The Training and Compliance Manager and Health and Safety officer are the secondary point of contact if the learner is not comfortable with raising their issue with their trainer directly.</li> <li>• Details of Emergency contact on enrolment form completed by learner.</li> </ul>



Tana Training Ltd Ltd. Code of Practice - Tertiary Education Providers