# Self-Review Wood Training

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

We have reviewed our practice against the requirements of the Education Code of Practice 2021 and find that it has been implemented.

**Commentary on Outcome 1**: A learner wellbeing and safety system

Wood Training has set the following objectives:

- 94% completion rate for all students
- Satisfaction rate of at least 8/10 for students who are Māori, Pasifika or female.

We have surveyed stakeholders who agree with these as objectives to monitor.  We plan to ask every two years to check if these are still the right objectives to monitor.

These are monitored and reported to Senior Leadership regularly and updated annually on our website under "Important Guidance".

We are increasing use of Te Reo in our communications and have bi-lingual signs.

Senior Leadership team receive regular reports on educational outcomes, and health and safety incidents involving students to monitor and review.

Our wellbeing systems are published on a poster which is displayed all around our premises.

All staff have compulsory professional development courses that include:

- Knowledge of this code
- Obligations under the Treaty of Waitangi
- Anti-harassment, bullying and discrimination
- Recognising stress and preserving wellbeing

We provide information for referral to agencies that can provide support.

> ***What can we do better?***
>
> *We recognise we can do more work in implementing tikanga – we are developing our own karakia and our own waiata and reviewing our complaints process for cultural safety.*

**Commentary on Outcome 2:**  Learner Voice

Most of our students are in-work, and so our relationships tend to be business-to-business.

We monitor the satisfaction rates of Māori, Pasifika and female students separately from others.

Students can provide feedback through anonymous written forms or through a QR code or link.

As we address any issues identified, themes are published on "We Listened" part of our website.

Our complaints process is in our Student Handbook, and we gain independent audit feedback with a view to continuous improvement. Our complaints process is also for any issues of concern.

> ***What can we do better?***
>
> *We are reviewing our complaints process with a view to it being culturally inclusive.*

**Commentary on Outcome 3:** Safe, inclusive, supportive, and accessible physical and digital learning environment

We have policies and procedures about bullying, discrimination, abuse and harassment that are available in the Student Lounge.

All staff have to engage in our compulsory Professional Development courses which includes working with people from other cultures and countries.

We have responded to feedback to create a more culturally safe environment (i.e. policy on use of helmets when wearing religious headgear; and put shower curtains in place for privacy).

We provide lunches for day courses, and free tea, coffee and biscuits for all students.  They have use of a Student Lounge.

In our course induction we let students know the many ways that they can communicate any issues – this is also in posters. We have anonymous feedback forms, a QR code and online links, amongst others.  Student feedback forms are analysed monthly and sent to Senior Leadership Team.

Online courses have course forums for people to discuss issues and create communities of practice.

We have bi-lingual signs and use te reo in some communications.

***What can we do better?***

*We could have more Māori imagery on our premises.*

**Commentary on Outcome 4:** Learners and safe and well

We provide basic information in our Student Lounge and our website relating to:

- Counselling
- Crisis Line
- Alcohol and substance abuse
- Food bank
- Tenancy Rights
- Healthy eating

We provide nutritious lunches, free beverages and snacks.

All trainers undergo compulsory Stress Awareness training to recognise the signs.

We are strong advocates of "stop the job" and this is in our Course Induction information.

In our student evaluations and feedback we ask specifically if students feel safe in our learning environments.

Our posters around the premises indicate the ways we keep people safe, and who to talk to.

We have additional supports for those who identify with literacy issues.  For those that self-declare, we monitor completion rates.

If anyone does not achieve a course, a plan is put in place to assist them.

***What can we do better?***

*Identify appropriate cultural supports that may be available for students and add to referral pamphlet.*

**Complaints and Critical Incidents**

We report on complaints and critical incidents on our website on the "we listened" page.