

Te Heru Māpara | Pastoral Care Code of Practice Review

Overall, Te Heru Māpara is compliant with the Pastoral Code of Practice with areas to improve and areas to fully develop.

Te Heru Māpara are in the process of the development of an organisational strategic direction that will include the Pastoral Code of Practice throughout the document.

Through review Te Heru Māpara found that we have effective learner wellbeing and safety practices and include learners in the decisions that impact them. Documentation and evidence of this process is an area for improvement. Te Heru Māpara looked at stakeholder engagement and found this was an area for improvement. The employment of a Strategic Relationships Manager was implemented to address this area and we are seeing the results from this new position.

Te Heru Māpara has processes in place and is responsive to the wellbeing and safety of our learners. Due to small class sizes, we develop a rapport with the learners and are able to identify changes in behaviour or attendance and address these quickly, supporting the learner to engage with any services required. Te Heru Māpara staff have an open-door policy for learners, whanau/caregivers and support services, and work with all to ensure the learners wellbeing and safety. We have developed close relationships with many services to support our learners over the years and continue to look for additional support services.

Te Heru Māpara have robust emergency plans and at our WITT campus we follow the WITT procedures and policies to ensure the safety of learners.

Learner voice – our programme is designed to improve communication from learners, and we engage with learners on an ongoing basis to ensure they learn their perspective and ideas are important and support them in expressing themselves. Te Heru Māpara has benefited over the years from the learner perspective and will continue to do this. Learners set the guidelines and room layout of their learning space from the start, as they develop the confidence and willingness to share their perspective we listen and implement changes where we can. An area for improvement is the documentation of this process as this happens in a relatively informal and comfortable environment for the learners.

Te Heru Māpara are addressing improving their cultural response by Professional Development and the support of the new owners Te Kāhui Maru and will continue to work on this area.

Te Heru Māpara complaints procedures are published and learners are taken through the process during the induction. Te Heru Māpara are in the process of developing a Whanau welcome pack to provide information and contact details to the learner's whanau and community supports. Te Heru Māpara complaints procedure is a formative one, however Te Heru Māpara has a history of utilising natural/restorative justice when dealing with any incidents that occur and we are in the process of putting in a formalised system.

Te Heru Māpara provides a safe and inclusive environment and supports the diversity of learners by ensuring acceptance and tolerance are imbedded within the learning environment. Our experience with working with the learners is that we find they are accepting and open with their peers and due to the small environment, we are able to quickly address any areas of concern that we notice. Learners are supported by the open-door policy and responsiveness of staff to openly discuss any areas of concern.

Te Heru Māpara as a whole are open and actively seek to improve our systems, processes and actively review to improve our programmes for the benefit of the learners.

We are working on the identified areas to improve the pastoral care of our learners and support them to achieve their qualifications to pursue their future directions in life.