




...


The Code of Practice (Pastoral Care) at Aspire2 International






The Code of Practice has been designed to support wellbeing and safety, which in turn supports your learning.





The Code aims to make sure that the best possible pastoral care and support systems are available to you.





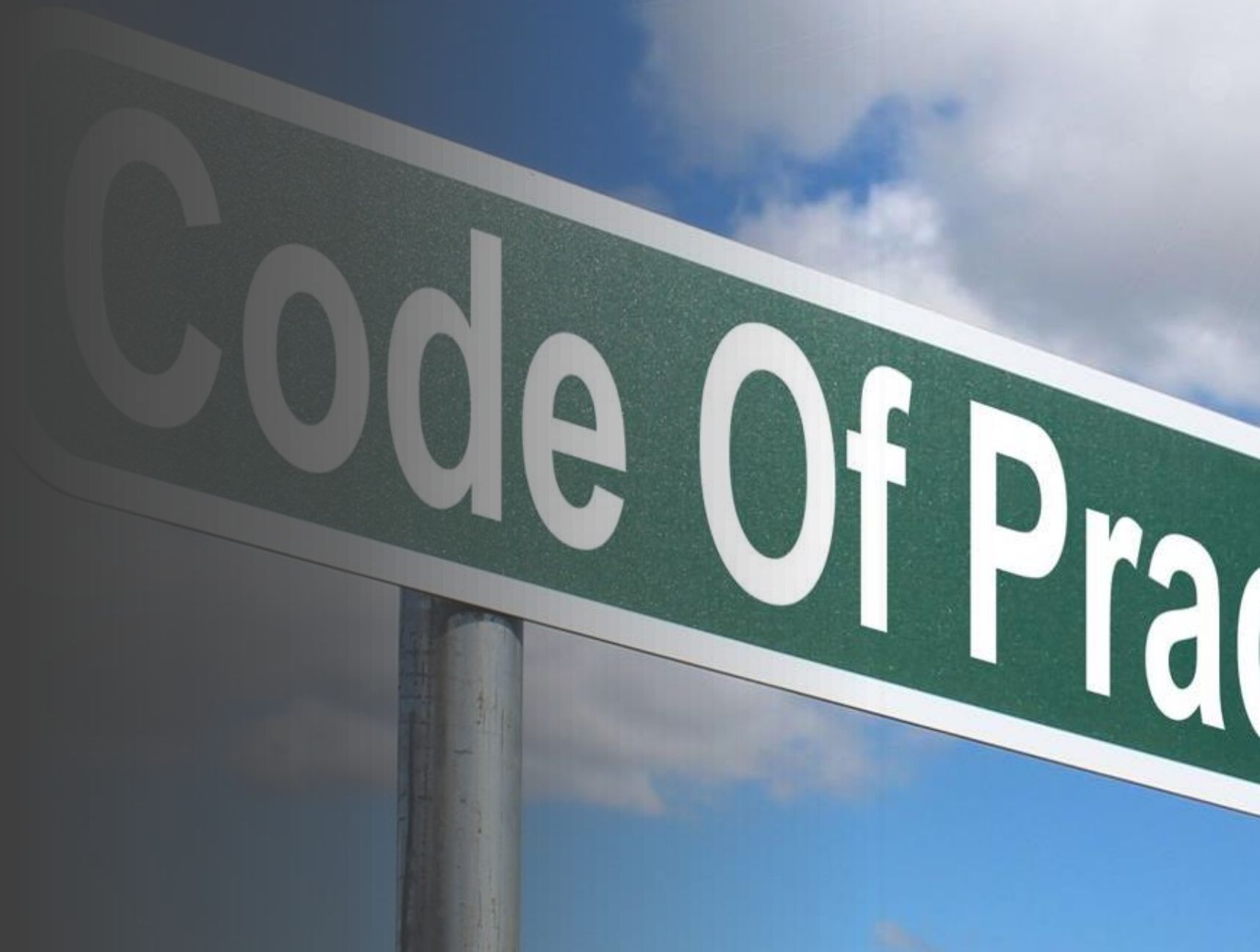
**Everybody at
Aspire2 has a
responsibility for
the Code and your
pastoral care.**





...

We have conducted a significant review of our performance against the Code of Practice.





...

**As a result of that review,
we have developed this
document to set out our
approach and objectives
aimed at meeting the
requirements of the Code.**





...

Our approach to meeting the requirements of the Code builds on our overall vision and mission.





**Our Vision – Our people achieve
their goals**



Our Mission – Effective learning supports career advancement

We will be successful in achieving our Code of Practice objectives if while you are learning.....


You are safe – physically and mentally

You are respected

You are supported in your learning and wellbeing

You are connected with social, academic and cultural networks

You have a voice in decisions about services



**We will do this by
expressing our values
(ngā mātāpono),
honouring Te Tiriti o
Waitangi and
implementing our
supporting processes
and practices.**



Ngā Mātāpono

We believe that if our behaviour lives up to the expectations of our ngā mātāpono we will provide you with a learning environment that meets the standards of the code.

Ngā Mātāpono



WHANAUNGATANGA

RELATIONSHIPS, KINSHIP,
SHARED EXPERIENCE, WORKING
TOGETHER AND A SENSE OF
BELONGING



MANAAKITANGA

HOSPITALITY, KINDNESS,
GENEROSITY AND SUPPORT



KOTAHITANGA

UNITY, TOGETHERNESS,
SOLIDARITY AND COLLECTIVE
ACTION

Te Tiriti o Waitangi

We will honour Te Tiriti by acting in a manner consistent with and ensuring our processes and practices reflect the intention of these three principles:

- **Kāwanatanga (Partnership)**
- **Tino rangatiratanga (Participation)**
- **Oritetanga (Protection)**



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Te Tiriti o Waitangi

PARTNERSHIP MEANS...

OUR FUNCTIONS, POLICIES AND PROCEDURES AIM TO ENSURE THAT SERVICES ARE PROVIDED IN AN ATMOSPHERE THAT RESPECTS AND VALUES EVERYONE'S INPUT INTO THE DECISION-MAKING PROCESS.

PARTICIPATION MEANS...

OUR FUNCTIONS, POLICIES AND PROCEDURES WILL ENABLE PEOPLE AND THEIR FAMILY AND WHĀNAU TO HAVE THE OPPORTUNITY TO PARTICIPATE IN ALL DECISION-MAKING, PLANNING AND ACTIONS THAT AFFECT THEM.

PROTECTION MEANS...

OUR FUNCTIONS, POLICIES AND PROCEDURES MEET THE REQUIREMENTS OF ALL RELEVANT HEALTH AND SAFETY REGULATIONS AND NEW ZEALAND STANDARDS AND PROTECT THE HEALTH AND SAFETY AND WELLBEING OF STAFF, LEARNERS AND THEIR FAMILIES AND WHĀNAU.



Our Supporting Processes and Practices

We will implement a range of supporting processes and practices that will ensure that we meet the expectations of the code.

We are committed to involving you in ensuring that our processes and practices work.

We will review our processes and practices to make sure they continue to work.

Processes and Practices #1

To ensure you are safe – physically and mentally, we will...



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1

Act and expect that you act with courtesy and respect in all interactions.

2

Provide a learning environment free from bullying, racism and harassment.

3

Promote inclusivity and respect for diversity.

4

Provide a learning environment that meets all Health and Safety requirements.

Processes and Practices #2

**To ensure you are respected,
we will...**



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- 1** Provide a learning environment free from discrimination.
- 2** Promote cultural competence and understanding of diversity in all its forms.
- 3** Celebrate your culture and language.
- 4** Engage with your whānau and communities to understand what we can do better.

Processes and Practices #3

To ensure you are supported in your learning and wellbeing, we will...



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- 1 Monitor and support your retention and learning progression.
- 2 Provide you with effective learning resources and assessment of your learning.
- 3 Provide you with academic and employability learning support.
- 4 Provide you with timely and accessible information relevant to your health, learning and our services.

Processes and Practices #4

To ensure you are connected with social, academic and cultural networks, we will...



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1

Promote collaborative and co-operative learning opportunities.

2

Promote clear and open channels of communication and discussion.

3

Engage, consult and develop relationships with iwi, hapū, Pacific and other communities.

4

Provide opportunities for social engagement and interaction with your peers.

Processes and Practices #5

To ensure you have a voice in decisions about services, we will...

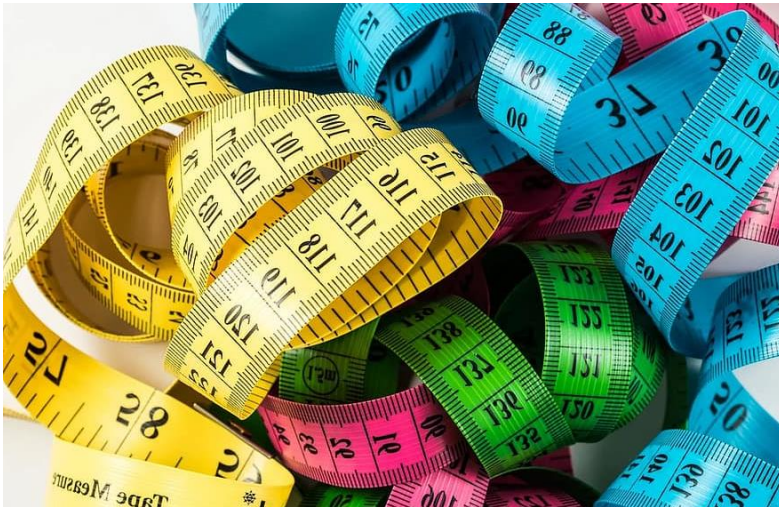


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- 1** Ask you for regular feedback on teaching and course content.
- 2** Invite you to regular student focus groups.
- 3** Ask for your feedback on your student journey from 1st impressions to graduation.
- 4** Involve you in consultation on service improvement and programme development.

Measuring Success #1

We will ask you to participate in measuring how successful we are in achieving our Code objectives.



1

New learners know where to access support services – rating at greater than 80%

2

New learners feel safe, secure, valued and welcome – rating at greater than 80%

3

Learner feedback, on exit, rates our learning environment at greater than 80%

4

Learners rate the quality of teaching positively – rating at 4 or more out of 5

Measuring Success #2

We will work with you, monitor your participation and review your educational achievement.



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5

Learner concerns are addressed and resolved successfully via internal processes

6

Response rates across all surveys are at +60%

7

Course completion rates exceed sector averages

8

Qualification completion rates exceed sector averages.

Achieving our objectives and meeting Code requirements



Whāia te mātauranga hei oranga mō koutou

(Seek after learning for the sake of your wellbeing)

