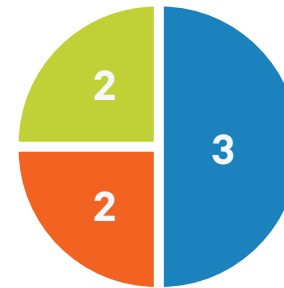


PASTORAL CARE CODE SELF REVIEW REPORT CARD

RATING KEY:	
1 — Early stages of Implementation	3 — Implemented
2 — Developing Implementation	4 — Well Implemented

OUTCOMES	RATING
Outcome 1: <ul style="list-style-type: none"> A learner wellbeing and safety system 	3
Outcome 2: <ul style="list-style-type: none"> Learner Voice 	2
Outcome 3: <ul style="list-style-type: none"> Safe, inclusive, and accessible physical and digital learning environments 	3
Outcome 4: <ul style="list-style-type: none"> Learners are safe and well 	3

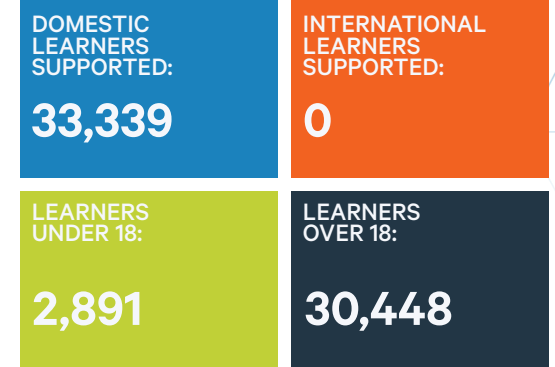
COMPLAINTS SUMMARY 2024



TOTAL COMPLAINTS: 7

- UPHELD
- NOT UPHELD
- CURRENTLY UNDER INVESTIGATION

LEARNER STATS 2024



NEXT STEPS FOR SUCCESS:

Outcome 1:	<ul style="list-style-type: none"> Review existing VHNZ policies for alignment with DAP and good educational practice
Outcome 2:	<ul style="list-style-type: none"> Update enrolment documentation to identify and record disabled learners Review existing procedures for the collection, storage and analysis of data relating to learner with disabilities Redesign graduate destination surveys based on what and who we are Create a platform that coordinates all forms of learner voice Publish internal guidelines for handling client feedback and complaints
Outcome 3:	<ul style="list-style-type: none"> Procure tablets to support digital facilities VHNZ to source a new Lower North Island Training Centre to support accessibility for disabled people
Outcome 4:	<ul style="list-style-type: none"> Review of the VHNZ Well-Being Awareness Programme and Student Handbook Improved automatic reporting of student inactivity Updated policy and guidance to training advisors on student inactivity