



The Education (Pastoral Care of Tertiary and International Learners)

Code of Practice 2021

Action Plan

2025

Summary of action plan

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

	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
Outcome 1: A learner wellbeing and safety system	Review of our Education Code Strategy and Disability Action Plan to lift our overall provision through the with the	Pastoral Care and Wellbeing Advisory Group	Jan 2026 ongoing	Initial provision of a schedule for review and production of revised draft strategy and action plan.	Production of improved Education Code Strategy and Disability Action Plan
	Further staff development and increased connections with Iwi and/or Iwi organisations relating to Te Tiriti o Waitangi – Crown relations.	Cultural Committee and Cultural Advisory Group	Apr2026 Ongoing	Provision of a revised professional development plan and contact schedule for regional Iwi.	Production of improved professional development schedule across the organisation to ensure staff are well prepared and understanding of their role.
	Review and improvement of stakeholder engagement for input into Code provision.	Pastoral Care and Wellbeing Advisory Group	Ongoing process	Contacting current stakeholders with an initial invitation to discuss opportunities.	Improved stakeholder engagement.
	Greater disclosure can be made to learners and the public through	Our IT partner and the Pastoral	Feb 2026 Ongoing	Work on a revised website map showing how we can	Greater access to key Code documents and information from our website.

	our new website including Self Review Reports which are currently available upon request but will be redeveloped to show an overview on our website.	Care and Wellbeing Advisory Group		provide access to all required areas.	
	Review and improve on access to the self-review reports on or website.	Our IT partner and the Pastoral Care and Wellbeing Advisory Group	Mar 2026	Review format and add categories to the website policies page for ease of access to key documents.	Greater access to information contained in the Self Review document.
	Review and further development of staff training in referral pathways, escalation procedures, and reading signs of imminent danger.	Management team and Pastoral Care and Wellbeing Advisory Group	Ongoing process	Review report and implementation plan for the revised professional development schedule.	Production of improved professional development schedule across the organisation to ensure staff are well prepared and understanding of their role.
	Improve reporting of critical incidents and emergencies in particular at an aggregate level and	Pastoral Care and Wellbeing and Health and Safety Advisory Group	Ongoing process	Complete a self-assessment project to assess and seek best practice opportunities.	Improved reporting capability leading to improved analysis and data.

	disaggregated by diverse learner groups.				
Outcome 2: Learner voice	Further work to be done at the strategy level and ensuring the voice of diverse learners and their communities is heard.	Management team and Health and Safety Advisory Group	Ongoing process	Produce a strategy on how this can be achieved including initiative to support engagement of these groups.	Improved access and collaboration with diverse groups both within Achievement NZ and in the communities we serve.
	Further work is to be completed to support learners and learner communities to develop the necessary skills to enable them to participate fully in decision-making processes particularly with the demographic we work with including younger learners.	Programme Managers and Deputy Campus Managers at each campus	Ongoing process	Produce a roadmap of how we can support this demographic to further develop these skills and enable increased engagement in this environment.	Improved skills to support increased engagement by learners and communities in decision making as far as practicable with our demographic.

Wellbeing and safety practices for all tertiary providers

	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Review of and further updates to the Learner Handbook with information that support understanding, acceptance and connection with all learners and collective responsibility for an inclusive learning about the cultural, spiritual and community support available.	Student Voice and the Deputy Campus Management team	Feb 2026 Ongoing	Producing print options for the Learner Handbook and Poster series.	Improved Learner Handbook which has increased use by learners and potential learners.
	Update the Student Voice Guide with specific details about learner involvement in the physical and digital design on environments in a context that our demographic can engage in.	Student Voice team. Pastoral Care and Wellbeing Advisory Group	Nov 2026 Ongoing process	Initially a draft guide will be produced and assessed before production of the revised 2025 Student Voice Guide is distributed and implemented. This review will then be ongoing in preparation for the production of each new version of the guide.	Production of a revised Student Voice guide which contains specific details about learner involvement in design as far as practicable with our demographic.

	Update the Cultural team strategy with specific details about Māori involvement in physical and digital design.	Cultural Committee and Cultural Advisory Group including Student Voice feedback.	Nov 2026 Ongoing process	Production of a revised draft strategy will be produced and submitted to the management team for authorisation.	Production of a revised Student Voice guide which contains specific details about Māori learner involvement in design as far as practicable with our demographic
Outcome 4: Learners are safe and well	Further refinement of processes and practice is required to cover all points including: -Accessing housing -Accessing food -Accessing clothing -Maintaining reasonable standards of material wellbeing -Maintaining a healthy lifestyle	This will be included in the Student Voice meetings and coordinated by the Pastoral Care and Wellbeing Advisory Group Management Team	Jan 2026 Ongoing process	By connecting with services providers in each region and looking at provision over and above what is already in place. Presentation of a draft report being presented to the management team.	Redevelopment of our stakeholder services catalogue and additional stakeholders able to provide the full range of requirements.

Self Review

A copy of the full Self Review is available by contacting nsc@achievement.nz