

# Pastoral Care Review Report 2024

Chevtrain has taken time to review its pastoral care mechanisms against the applicable outcomes of The Code (Outcomes 1-4). Our review and subsequent report takes into consideration the mode and method of delivery of the education and training we provide as a Private Training Establishment (PTE) – these being largely short courses for the Temporary Traffic Management (TTM) industry and Driver Licensing, Class 2.

## **Preamble:**

Chevtrain became an NZQA registered PTE in September 2023. As a new PTE delivering a limited and specific scope of industry training, our learner-provider interface is minimal due to the typically 1-2 day duration of the short courses or Work-based Learning (WBL). That being said, we have established appropriate strategic plans including, but not limited to, student access to support and well-being services.

Pertaining to the review and following the four outcomes that apply to Chevtrain:

**Outcome 1: A learner wellbeing safety system**

**Outcome 2: Learner Voice**

**Outcome 3: Safe, Inclusive, supportive, and accessible physical and digital learning environments**

**Outcome 4: Learners are safe and well**



# CHEVTRAIN

Review and Report completed by: *Mark Chapman, General Manager*

Outcome	Implementation Stage	Evidence	Review / Actions
<b>1. A learner wellbeing and safety system</b>	Developing Implementation	<ul style="list-style-type: none"> <li>Student Handbook</li> </ul>	<ul style="list-style-type: none"> <li>Annual review of V4 due November 2024</li> </ul>
		<ul style="list-style-type: none"> <li>Student Feedback Form (formerly mandated NZTA student feedback forms – some contextually relevant feedback received for Jan-Dec 2023)</li> </ul>	<ul style="list-style-type: none"> <li>A new Chevtrain Learner Feedback form is currently under development, following the no-longer mandated NZTA student feedback forms. <i>Note: Chevtrain’s form is intended to be ready for use/circulation in January 2025, following ‘test-runs’ in December 2024. The core focus of the feedback in these forms is in relation to course content, delivery and learner needs but will include some indicative student support and well-being questions. At this stage, these forms are not compulsory for learners to complete. In addition to this, the Quality Team are in the process of developing a quarterly Support and Well-being survey and schedule, to be sent to stakeholders including employers of our learners, in an effort to gather a greater pool of data to inform our student support and wellbeing strategic goals and plans. This goal will be reflected in the 2025 strategic plan.</i></li> </ul>
		<ul style="list-style-type: none"> <li>Student Concerns Policy and accompanying form.</li> </ul>	<ul style="list-style-type: none"> <li>There is a system in place via Student Concerns form. No concerns raised for 2024</li> </ul>
		<ul style="list-style-type: none"> <li>Incidents, accidents, near miss reports</li> </ul>	<ul style="list-style-type: none"> <li>The system for learners and Chevtrain staff to report incidents, accidents or near misses is established via a Health and Safety Asana task board. One report received for 2024.</li> </ul>
		<ul style="list-style-type: none"> <li>Five ways to wellbeing and support information (services and contacts) available on the Chevtrain website.</li> </ul>	<ul style="list-style-type: none"> <li>Reviewed. Sufficient for our current offerings and delivery modes. No further action needed.</li> </ul>
		<ul style="list-style-type: none"> <li>Chevtrain’s strategic goals and plans for student support and wellbeing</li> </ul>	<ul style="list-style-type: none"> <li>Strategic goals and plans were established at the time of PTE registration. Due to the short timeframe Chevtrain have been enrolling learners, the strategic plan has not changed but will be reviewed and updated in 2025 as appropriate and as a result of a larger set of quality and quantifiable data.</li> </ul>

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Outcome	Implementation Stage	Evidence	Review / Actions
<b>2. Learner Voice</b>	Early Stages of Implementation.	<ul style="list-style-type: none"> <li>Student Feedback Form</li> </ul>	<ul style="list-style-type: none"> <li>Per comments above, learner feedback received to date has been via mandated forms and catered more for course content and delivery. With Chevtrain's own feedback form being developed, and deployment pending, we anticipate improved and increased engagement and feedback, better suited to our pastoral care mechanisms. Revised student feedback form under development.</li> </ul>
		<ul style="list-style-type: none"> <li>Student complaints Concerns Form</li> </ul>	<ul style="list-style-type: none"> <li>Student complaints are 'serviced' and able to be received and address through the Student Concerns policy and Accompanying Concerns form. To be reviewed. Furthermore, this policy and Concern Forms are readily accessible around each of Chevtrian's permanent sites.</li> <li>No action required</li> <li>No concerns received</li> </ul>
		<ul style="list-style-type: none"> <li>Chevtrain's strategic goals and plans for student support and wellbeing</li> </ul>	Per comments above against Student Feedback – from the review, this has been identified an area Chevtrain has an opportunity to improve on. As such, will be included in the strategic goals and plans for 2025.
		<ul style="list-style-type: none"> <li>QMS policies and procedures e.g.               <ul style="list-style-type: none"> <li>Student Code of Conduct Policy</li> <li>Professional Conduct Policy</li> <li>Harassment Policy</li> <li>Professional Development Policy</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Policies due for review November 2024.</li> <li>Seek opportunities and register Trainers for Te Tiriti o Waitangi workshops</li> </ul>
<b>3. Safe, inclusive, supportive, and accessible physical and digital learning environments</b>	Implemented	<ul style="list-style-type: none"> <li>Peer Reviews</li> </ul>	No action required – continuation of this monthly practice which reviews, supports, and encourages Assessor professional practice
		<ul style="list-style-type: none"> <li>Learner feedback – via Jan-Dec 2023 NZTA mandated forms</li> </ul>	<ul style="list-style-type: none"> <li>While not targeted for feedback on inclusive and engaging environments, some comments were received that indicated learners were satisfied/happy with the support and positive environment created by the trainers. Chevtrain's own learner feedback (mentioned previously) will enable and elicit greater feedback in regard to Chevtrain's effectiveness at ensuring safe, inclusive, supportive and accessible environments</li> </ul>
		<ul style="list-style-type: none"> <li>Digital Learning environment</li> </ul>	<ul style="list-style-type: none"> <li>Chevtrain do not currently offer any online-based/e-learning or assessment. Assessor will utilise digital devices i.e. tablets for populating verification or</li> </ul>

Outcome	Implementation Stage	Evidence	Review / Actions
		<ul style="list-style-type: none"> <li>Student Handbook</li> <li>Chevtrain's website – Student support and well-being pages i.e. 'Five Ways to Well-being'</li> <li>Student Feedback Form</li> <li>Student Concerns policy and accompanying form.</li> </ul>	<p>assessment forms and evidence collection only. This allows more efficient and timely feedback and responses to learners following assessments.</p> <ul style="list-style-type: none"> <li>Student handbook and website, along with information in hard copy, at each of Chevtrain's permanent sites, promote and provide information to Learners on well-ness and well-being awareness, all of which, these methods are the most reliable way of ensuring access to learners due to the short duration we have them on-site.</li> <li>Feedback form and Student Concerns – per comments in previous sections.</li> </ul>
<p>4. Learners are safe and well</p>	<p>Implemented</p>	<ul style="list-style-type: none"> <li>Chevtrains strategic goals and plans for student support and wellbeing</li> <li>Chevtrain follows all mandated health &amp; safety guidelines as set out by CoPTTM (outgoing) &amp; the New Zealand Guide to Temporary Traffic management (NZGTTM), taken to include all reporting of incidents following company policies and TTM safety activities</li> <li>Changes and development of new TTM credentials framework and movement to NZGTTM.</li> </ul>	<ul style="list-style-type: none"> <li>2023 strategic goals and plans to be reviewed and updated</li> <li>Company Health and safety ASANA board The system for learners and Chevtrain staff to report incidents, accidents or near misses is established via a Health and Safety Asana task board. One report received for 2024.</li> <li>Industry led initiatives and newly created framework and guidance, of which Chevtrain will operate under. Chevtrain will monitor and review these changes and initiatives and set actions accordingly. <i>Note: NZGTTM and new TTM credentials framework is set to take a 'Risk Assessment' approach, to ensure TTM workers know how to identify risks and what to do about them, to keep themselves and others on the roads. As such, Chevtrain's learners will learn how to keep themselves and others safe at sites involving TTM activities - this initiative is led by industry, rather than Chevtrain. However, Chevtrain will adhere to the guidance and framework - ultimately this will also contribute efforts to keep our learners safe and well'</i></li> </ul>