Pastoral Care and Student Support Kaupapa here|Policy			
Policy Type:	*Student*		
Policy Title:	Pastoral Care and Student Support		
Policy Owner:	Head of Quality		
Version:	1		
Approval Date:	13/05/2024	Next review date:	13/05/2027
Effective from:	13/05/2024		
Other Related Internal Policies and Tūkanga|Procedures/Documents			
POLICY Academic Progress and Attendance	PROCEDURE Academic Progress		
POLICY Student Entry and Enrolment	PROCEDURE Student Entry and Enrolment		
PROCEDURE Pastoral Care and Student Support	Student Handbook		
Relevant External Rules and Guidelines			
The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021			

Amendments			
Version	Effective from date	Created by	Reason for review/change
1		Quality & Risk	

Scope of the Kaupapa here|Policy

The Pastoral Care and Student Support Policy applies to:

- All kaimahi at Yoobee Colleges Ltd (hereafter known as Yoobee) who share responsibility for supporting the wellbeing of our ākonga and responding appropriately to their needs both academic and non-academic.

The authority of a policy is established when it is formally approved by the Te Poari Mātauranga |Academic Board.

Pūtake|Purpose

The purpose of this policy is to:

- ensure that all kaimahi take responsibility for the pastoral care, welfare, support and wellbeing of ākonga, and recognise the influence of non-academic factors on the quality of the learning process

Mātāpono|Principles of Kaupapa here|Policy Development

Policy development and review is a process driven by the need for:

- Yoobee to promote and protect the rights and welfare of all ākonga at a minimum to the standard required in the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) to which Yoobee is a signatory
- every campus to meet the requirements of being a signatory to the Code through quality assurance review processes, including annual self-review and attestation as required by NZQA
- Yoobee to commit to providing guidance and support to ākonga and to enhancing their experience and outcomes through engagement, respect, and nurturing ākonga development

Kaupapa here|Policy Statements

- A holistic approach to ākonga welfare is embraced through recognition of the importance of the impact of non-academic factors on experience, learning, and progression.
- Ākonga will be provided with comprehensive information about ākonga support and wellbeing services, both internal and external, in the Student Handbook and via the Learner Hub on Sharepoint
- Campuses must maintain a network of local community, external support services and government agencies they are able to refer ākonga to.
  Refer QR code included in the Student Handbook for information.
- Ākonga will be allocated a kaiako|tutor to meet individually with them every 6 weeks during Q Time (Quality time).
- Ākonga at risk of not successfully completing their qualification will be identified and supported through Yoobee's attendance, progress, and ākonga at risk processes.

- Ākonga representatives and Kaiāwhina (ākonga advocacy) roles will be implemented on all campuses, meeting monthly with Campus Managers to discuss any concerns on behalf of the ākonga body.
- Cultural groups/kapa haka groups are encouraged across all campuses with opportunities to perform for industry and/or graduation events.
- Ākonga will be given the opportunity to provide feedback on the support services offered by their campus and kaiako throughout their programme of study.

International Ākonga

- The Code sets standards for educational providers to ensure that:
    - high professional standards are maintained
    - the recruitment of international ākonga is undertaken in an ethical and responsible manner
    - information supplied to international ākonga is comprehensive, accurate, and up to date
    - ākonga are provided with information prior to entering any commitments
    - contractual dealings with international ākonga are conducted in an ethical and responsible manner
    - the particular needs of international ākonga are recognised
    - international ākonga under the age of 18 are in safe accommodation
    - all providers have fair and equitable internal procedures for the resolution of international ākonga grievances
- Clear guidelines and procedures will be established for the recruitment, enrolment and welfare of international ākonga.
- International ākonga will have access to high quality and reliable information before they arrive at Yoobee.
- Kaimahi practice for the recruitment, enrolment and welfare of international ākonga will be consistent with the documented procedures in the Code and of high service and ethical standards.
- An International Learner Support Officer will support enquiries about pastoral care for international ākonga.
- A kaimahi will be designated to oversee international ākonga at each campus.
- Pastoral systems will ensure that international ākonga maintain attendance patterns sufficient to meet visa and programme requirements.

International Agents

- Yoobee is committed to working with ethical and reliable agents that provide all services in the best interests of their ākonga and sees this commitment as a way of protecting the reputation of Yoobee.
- All agent agreements will include expected ethical, legal, and other behaviours expected of an agent acting in the best interest of the ākonga.
- All agent agreements will include clauses that:
    - state the agent remains responsible for all agents with whom they have entered into a sub-contracting agreement
    - state they must disclose any actual or potential conflict of interest (e.g., a family member of the agent is an employee at Yoobee)
    - allows Yoobee to approach other parties for references and information related to the agent's performance

- All agents will undergo reference checks before Yoobee enters into an agreement with that agent.
- All agents will be made aware of grounds for immediate discontinuity of their services.
- All international ākonga will be interviewed to ascertain the performance, reliability, and ethical behaviour of the agents.

Kaupapa here|Policy Implementation

The process of implementation of the policy is:

- communication of the policy and procedures to all kaimahi
- ensure all kaimahi feel competent to follow the policy
- ensure line management kaimahi have received adequate training to embed the policy into their operations
- assess kaimahi ability to follow policy and support them to advance their knowledge as required
- policy is included in the on-going Process Maturity Assessment cycle

Roles and Responsibilities	
Ngā Tumu Whakarae|Chief Executive Officer	- responsible for ensuring that the Code is implemented in all dealings with international ākonga and in campus procedures
Ngā Tumu Whakahaere|Executive Leadership Team and Senior Management teams	- responsible for ensuring the customer experience standards for ākonga are an integral part of kaimahi professional development
Team Leaders and Campus Managers	- responsible for maintaining high levels of pastoral care and ākonga support on their campus
Quality and Risk Team	- ensuring that the policy is regularly reviewed to ensure it remains fit for purpose, clear and current - maintaining a system that reflects the kaupapa here and associated procedures, sets up (files) and tracks progress of its implementation, identifying and raising any systemic issues and concerns - periodic evaluations and reporting on the quality of outcomes and disseminating outcomes and sharing good practice

For all definitions please refer to the definitions [Glossary](#)