

Learner Support and Wellbeing Policy and Procedure

Established Date	March 2022
Risk Assessment Rating	High
Review Dates	August 2023, September 2023, August 2024, February 2025, March 2025

Policy Statement

Cavalli College is in partnership with learners to support their wellbeing through their learning journey. Wellbeing is a personal journey for each learner at Cavalli College, commencing with initial contact through to study decisions, orientation, accommodation, cultural support and emergency situations.

Learner wellbeing is critical to ensure learners are able to achieve their learning goals and aspirations.

Cavalli College provides extensive academic, cultural, diversity inclusive and pastoral care in partnership with learners, so learners have a positive learning experience and are supported to successfully achieve course and qualification aspirations and outcomes.

Cavalli College supports learners with the appropriate programme selection to ensure learner needs and capabilities are well suited to their programme choice, study pathway and employment opportunities.

Procedure

All learners

- Learners have access to programme guidance to assist with their decision making on programme selection, including any programme prerequisites and parameters such as programme practical requirements.
- Learner support needs including cultural, disability, bridging to formal learning, literacy and numeracy are discussed pre-enrolment to agree individual learning support.
- Learners are inducted into the academy through the *Learning with Cavalli* course where they are welcomed and introduced to the learning environment by Cavalli College tutors, as well as the range of resources and support available to them as learners of Cavalli College.
- Every learner is proactively contacted during their programme to support their individual learning needs.
- Cavalli College monitors and records all learners' academic progress and proactively provides support for learner progress and achievement.
- Cavalli College provides external wellbeing support for all learners (domestic and international) including but not limited to referring learners to the Citizens Advice Bureau and other community support services and in the case of emergencies, the police or health and medical services.
- Learners have access to information and learning on holistic wellbeing in their programme learning resources.
- Tutors encourage learners to plan their study time to allow for breaks and to do their learning in a safe and healthy environment that supports their learning time.
- Learner wellbeing is supported by policy implementation and disciplinary procedures for discrimination and harassment and learners are encouraged to make a complaint to their tutor, relevant staff or Chief Executive.
- Tutors proactively follow up on learners and discuss wellbeing if a learner is showing any signs of mental stress, physical discomfort, social isolation or is experiencing spiritual or family matters affecting their learning engagement and general wellbeing.
- Learners are encouraged to talk with their tutor if they are mentally triggered in any way through their learning. The tutor will listen with empathy and refer them to the appropriate mental health services

and/or community support where needed.

- Learners are provided with Emergency and Health and Wellbeing support service contacts and help lines in their induction course and learner support handbook.
- Employers are kept informed of their learners progress in accordance with the Workplace Agreement.

International learners

- Cavalli College provides an orientation for international learners to provide support and guidance for them in their work and study experience.
- As Cavalli College learner mentor is assigned to each enrolled international learner to support their work and study learning experience and achievement
- During the orientation and regular Cavalli College mentor contact, learners receive cultural support (where needed) to assist them in their work and study in New Zealand.
- Cavalli College has an emergency phone available 24/7 for international learner emergencies, with a support person available at all times.

Cavalli College tracks Work visa and Variations of Condition for study and communicates the expiry dates with international learners

Rationale

Wellbeing (Hei Oranga) is a value of Cavalli College – *a focus on individual needs, nurturing interests, passions and gifts as we enable rangatiratanga – self leadership to support children, whānau and communities.*

The Cavalli College values of Relationships, Learning and Wellbeing underpin how the academy partners with its domestic and international learners to achieve their aspirations.

This values-based approach informs the implementation of practices for the protection and care of learners and their positive learning experience at Cavalli College on behalf of key care stakeholders and sectors of Aotearoa New Zealand.

To implement best practice for the protection and care of learners supports learners to achieve their goals and contribute to the key care sectors in Aotearoa New Zealand.

Definitions

Domestic students (learners) are citizens or residents of New Zealand or meet the requirements of the gazetted Domestic Tertiary Students Notice 2022.

International students (learners) are not citizens or permanent residents of New Zealand, but have gained entry by meeting New Zealand Immigration Service and legislative requirements to study at a New Zealand Tertiary Institution, including the 2021 Resident Visa pathway.

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 outlines the legal requirements for New Zealand registered education providers enrolling international and domestic students (learners).

Scope

All learners