

Pastoral Care of Domestic Learners



**NZ Training
Assessments** Ltd

Contents

Contents	2
WELCOME	3
1. A safe and supportive learning environment	3
2. Assistance for learners to meet basic needs.....	3
3. Physical and mental health of learners.....	4
Depression-specific helplines	4
Sexuality or gender identity helpline	4
Help for parents, family and friends.	5
Other specialist helplines	5
Warmlines for consumers of mental health services	6
4. Progress and personal development of learners	6
5. Inclusive learning environment.....	7
6. Learner voice	7
7. A positive and supportive environment in learner accommodation.....	8
8. A supportive residential community.....	8
9. Accommodation plans, administration and operational policies.....	8
10. Building facilities and services.....	8
11. Covid compliance	9



WELCOME

NZ TRAINING ASSESSMENTS LTD is a small NZQA accredited training provider offering courses related to driving and operating trucking and related equipment. NZ TRAINING ASSESSMENTS LTD has no full-time learners and has a permanent delivery address at 165 Stoddard Road, Mount Roskill, Auckland 1041

1. A safe and supportive learning environment

The ethos of NZ TRAINING ASSESSMENTS LTD is to provide quality training in a caring manner.

Learners do pre course work in their own homes or their own workplace. In their home, as an adult, they are responsible for their own health and safety. In their workplace they and their employer are responsible for their own health and safety.

At NZ TRAINING AND ASSESSMENTS LTD we provide a training facility that meets all health and safety requirements and use vehicles for driving tests and practices that meet all NZTA requirements operated by fully licensed staff.

The support NZ TRAINING ASSESSMENTS LTD offers includes normal classroom support and a one-to-one meeting if something personally or professionally them is worrying them. If a learner is going through a family challenge, success or crisis we check they are OK and advise them to adjust their training session to accommodate the issues.

We have staff of many ethnicities including *Māori, Pasifika, and European New Zealanders*. We embrace and support all learners regardless of their cultural heritage.

Due to the nature of driving trucks and the NZTA requirement to have a medical to ensure there are no physical or mental disabilities, mental health issues or medication dependencies there are few disabilities we encounter. We occasionally have a learner who has a minor hearing impairment, but they are still permitted to drive according to the medical requirements.

2. Assistance for learners to meet basic needs.

As NZ TRAINING ASSESSMENTS LTD does not hold any course that runs for more than 3 days, we are not privy to the learners' lifestyles or needs outside the classroom. Where communication in class, in a vehicle or in the public areas of the school, or an assessment

submission alerts us to struggles a learner may be having, we will reach out to that learner to ensure they can access the support they need.

NZ TRAINING ASSESSMENTS LTD provides an inclusive, caring and respectful school setting for learners during their one-to-three-day courses. If it was feared a learner had nowhere to live or no food, we will individually talk with the learner, and work to identify and access the resources available in their hometown.

3. Physical and mental health of learners

NZ TRAINING ASSESSMENTS LTD promotes a physically and socially safe learning environment for workshops.

See the WORD document that is downloadable with active links to all resources. The list below but the links are not active.

The following links are provided to learners as well as each learner knowing we are an email or phone call away if they need anything specific related to their course.

National helplines

Link to **HELPLINES BROCHURE**

<https://www.mentalhealth.org.nz/get-help/in-crisis/helplines/>

Need to talk? Free call or text **1737** any time for support from a trained counsellor

Lifeline – 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP)

Suicide Crisis Helpline – 0508 828 865 (0508 TAUTOKO)

Healthline – 0800 611 116

Samaritans – 0800 726 666

The Foodbank - <https://www.foodbank.co.nz/>

Depression-specific helplines

Depression Helpline – 0800 111 757 or free text 4202 (to talk to a trained counsellor about how you are feeling or to ask any questions)

www.depression.org.nz – includes The Journal online help service.

SPARX.org.nz – online e-therapy tool provided by the University of Auckland that helps young people learn skills to deal with feeling down, depressed or stressed

Sexuality or gender identity helpline

OUTLine NZ – 0800 688 5463 (OUTLINE) provides confidential telephone support.

Helplines for children and young people

[Youthline](#) – 0800 376 633, free text 234 or email talk@youthline.co.nz or [online chat](#)

[thelowdown.co.nz](#) – or email team@thelowdown.co.nz or free text 5626

[What's Up](#) – 0800 942 8787 (for 5–18-year-olds). Phone counselling is available Monday to Friday, 12noon–11pm and weekends, 3pm–11pm. Online chat is available from 3pm–10pm 7 days a week, including all public holidays.

[Kidslines](#) – 0800 54 37 54 (0800 kidslines) for young people up to 18 years of age. Open 24/7.

Help for parents, family and friends.

[Commonground](#) – a website hub providing parents, family, whānau and friends with access to information, tools and support to help a young person who is struggling.

[EDANZ](#) – improving outcomes for people with eating disorders and their families. Freephone 0800 2 EDANZ or 0800 233 269, or in Auckland 09 522 2679. Or email info@ed.org.nz.

[Parent Help](#) – 0800 568 856 for parents/whānau seeking support, advice and practical strategies on all parenting concerns. Anonymous, non-judgemental and confidential.

[Family Services 211 Helpline](#) – 0800 211 211 for help finding (and direct transfer to) community based health and social support services in your area.

[Skylight](#) – 0800 299 100 for support through trauma, loss and grief; 9am–5pm weekdays.

[Supporting Families In Mental Illness](#) – For families and whānau supporting a loved one who has a mental illness. Auckland 0800 732 825. Find other regions' contact details [here](#).

Other specialist helplines

[Alcohol and Drug Helpline](#) – 0800 787 797 or [online chat](#)

[Are You OK](#) – 0800 456 450 family violence helpline

[Gambling Helpline](#) – 0800 654 655

[Anxiety phone line](#) – 0800 269 4389 (0800 ANXIETY)

[Seniorline](#) – 0800 725 463 A free information service for older people

[0508MUSICHELP](#) – The Wellbeing Service is a 24/7 online, on the phone and in-person counselling service fully funded by the NZ Music Foundation and provided free of charge to those in the Kiwi music community who can't access the help they need due to hardship and other circumstances. Call 0508 MUSICHELP.

[Shine](#) – 0508 744 633 confidential domestic abuse helpline

[Quit Line](#) – 0800 778 778 smoking cessation help.

Vagus Line – 0800 56 76 666 (Mon, Wed, Fri 12 noon – 2pm). Promote family harmony among Chinese, enhance parenting skills, decrease conflict among family members (couple, parent-child, in-laws) and stop family violence

[Women's Refuge Crisisline](#) – 0800 733 843 (0800 REFUGE) (for women living with violence, or in fear, in their relationship or family)

Shakti Crisis Line – 0800 742 584 (for migrant or refugee women living with family violence)

[Rape Crisis](#) – 0800 883 300 (for support after rape or sexual assault)

Warmlines for consumers of mental health services

Free peer support services for people experiencing mental illness or those supporting them.

[Canterbury and West Coast](#) – 03 379 8415 / 0800 899 276 (1pm to midnight, seven nights)

Wellington 0800 200 207 (7pm–1am, Tuesday to Sunday)

Auckland Central 0508 927 654 or 0508 WARMLINE (8pm to midnight, seven nights)

See also: [Apps, e-therapy & guided self help](#)

4. Progress and personal development of learners

Each learner receives personalized detailed feedback within a day or so of submitting any assessment. We use the assessment result approach to advise all learners:

- What you have done well
- What specific things were wrong (If any)
- Why they were wrong
- What you need to do to resubmit
- The resources to review to help with the resubmission
- And you (the learner) sets the resubmission date that fits in to your current situation.

There is limited communication with learners – they enrol, they receive the workbook, they attend the training, complete the assessment and then graduate. We answer any questions at any time in school, by phone, by email, or by text. The learners know we are there to assist them every step of the way.

All assessment activities make learners apply theories and skills in real situations in real life so they can learn and grow from those applications.

5. Inclusive learning environment

NZ TRAINING ASSESSMENTS LTD offers an inclusive in-class environment so learners can learn and participate together. We offer a supportive environment for all learners, including those with learning differences and those who need the challenge of more complex learning. Regardless of culture, ethnicity, background, gender, position at work, clothing style etc., all learners are treated equally.

**NZ TRAINING ASSESSMENTS LTD believes and promotes
equality and equity and kindness and acceptance
as each is a critical success factor**

We encourage in the classroom and in self-directed work:

- Learners' alternative perspectives and ideas
- Learners sharing their own life stories and interests
- Learners

We promote, provide and monitor a supportive, respectful environment where we advocate for fairness. We have high expectations of all your learners and show them we believe in them. We create a supportive peer culture both inside and outside the classroom and encourage learners to work with staff members to discuss aspects of their learning.

In workshops the trainer keeps track of who comments, responds, asks and contributes. That way every person is then purposefully included in questions and tasks in an equal manner. There are no silent learners and no "take over the class" learners.

We work hard to ensure learners really are engaged in their learning, so they apply real things in real situations as NZ TRAINING ASSESSMENTS LTD believes.

6. Learner voice

Any learner can raise any question, issue, debate or concern at any time, and it is responded to with professionalism and interest.

Documentation is kept to ensure a clear set of objective and supportive responses were shared.

7. A positive and supportive environment in learner accommodation

This does not apply as learners live in their own homes while attending courses with NZ TRAINING ASSESSMENTS LTD in Mt Roskill for one or two or three days.

8. A supportive residential community

As there is no residential area this does not apply. However, should a cohort be staying in a hotel to attend a workshop, NZ TRAINING ASSESSMENTS LTD ensure the environment is congenial, kind and respectful.

9. Accommodation plans, administration and operational policies

As there is no residential area this does not apply

10. Building facilities and services

Any training room used by NZ TRAINING ASSESSMENTS LTD is in the current Mt Roskill building.

NZ TRAINING ASSESSMENTS LTD makes sure

- accessible and clearly marked emergency exits,
- clearly marked outdoor assembly points,
- adequate circulation of air,
- appropriate heat in the winter,
- appropriate cooling in the summer,
- access to rest rooms,
- reasonably comfortable seating and table configurations,
- drinking water,
- access to a telephone for emergency calls in or out,
- no visible hazards that are not signposted appropriately,
- no exposed cords or electrical hazards (tape is carried at all times to tape loose cords to the floor),
- first aid box availability (located in the company's premises or taken for the trainer)
- emergency evacuation instructions,
- injury prevention information (e.g., if there is a driving exercise, safety is critical, and the trainer will insist they takeover if it was deemed the learner was unwell or not driving correctly).
- easy access to outside.

Health and Safety

- There is always one of the three First Aid trained staff on site.
- NZ TRAINING ASSESSMENTS LTD demonstrate compliance with all health and safety standards and also ensures there is a current building warrant of fitness.
- All health and safety issues are outlined at the commencement of every class.
- A copy of these health and safety details and procedures is held as a separate document.

Vehicles

- All vehicles used are fully compliant with recent fitness certificates.
- All truck equipment is checked daily to be in good working order.
- All driving activities meet NZTA requirements and are audited by NZTA.
- Any vehicle with any performance issue or broken item is taken off the road and immediately repaired.
- All vehicles are adequately insured.

11. Covid compliance

- All government and NZQA related rules, as with Covid 19, are followed and the health and safety of the staff and learners is paramount.
- Refer to the most current Covid or government guidelines for information as things change over time.



**NZ Training
Assessments** Ltd