

## **Student health, safety and wellbeing**

AECTP considers student health, safety and wellbeing is of paramount importance.

The following concepts aim to assist our members to align with good practice concepts relating to health, safety and wellbeing. They run alongside our commitment to provide current, transparent and reliable information which provides accurate information to assist our stakeholders their students to make informed decisions.

Demonstration of commitment to student health, safety and wellbeing would include, but not necessarily be limited to the following.

### **Provide current, transparent and reliable information, such as:**

- Articulate a commitment to student health, safety and wellbeing at a governance and management level
- State where to find information to successfully complete the course
- Health and Safety briefings prior to classes
- Student conditions, disabilities and issues prior to course commencement
- Site-specific information about student support
- Contact name and details of who to talk to or contact if the student needs to talk to someone
- A telephone contact or 0800 number for assistance
- How to find or ask for help if the student needs it
- Have an evaluative self-assessment improvement loop scheduled

### **A Code of Practice or Student Handbook or may include:**

- NZQA accreditation
- Courses availability
- Payment options
- Course cancellation and refund policy
- Access and equity
- Enrolment procedures
- Attendee quick facts for the course
- Course policies, rules and regulations
- Entry criteria
- Assessment processes
- Confidentiality and privacy
- Recognition of Prior Learning (RPL) and Credit Recognition & Transfer (CRT)
- Educational, general and staff information
- Health and safety, welfare and disability support, and assistance
- Complaints, Grievances and Appeals procedures

### **Important commitment outcomes include that:**

- A transparent narrative is provided about:
  - The process used by tutors to demonstrate techniques with students
  - The expectation of how students will demonstrate on each other
  - Sensitivity to the specific cultural needs of the students
- All learners are dealt with in a fair and equitable manner
- All learners have the same information provided in a timely manner
- No learner is discriminated against for any reason, be it cultural, race, ability or other
- All learner requests, issues, concerns or complaints will be dealt with in an equal manner as per the training provider protocols

- All learners are entitled to ongoing support, respect and assistance when is and as is required; and are informed as to where they can ask and who to approach
- Should learner needs be unable to be met further assistance will be accessed by the training provider from the learner's workplace, the ITO or NZQA, or other avenues deemed appropriate, in consultation with the learner, and who to approach
- All learners are given the opportunity to discuss with the instructor any needs they may have. These may include, but are not limited to:
  - Cultural
  - Learning difficulties
- Any learner financial barriers will be discussed with the training provider finance department
- From the information gathered on enrollment, staff will be able to offer assistance, or guidance in assisting the learner to meet their needs
- Any information gathered at the time of enrollment that may impact on the learner's wellbeing will be relayed to the instructor
- Learners are encouraged throughout their training to ask for assistance when required. This is reinforced in the class room as a group or on an individual basis
- Members of AECTP respect the Tangata whenua, and under the requirements Treaty of Waitangi, will endeavor to meet the needs of all its learners
- Where a learners needs are beyond the training provider's scope, advice will be given to the learners as to where or how they can receive help
- All health and safety requirements will be relayed to all learners prior to the commencement of the training session
- Transparent student conduct and complying with health and safety expectations.

Student Support services (and where to get help) may include:

- Student and disability support
- Maori and Pasifika
- Information from support groups (Asthma, Stroke, cot-death, counselling)
- Financial
- Literacy, numeracy support (reading/writing)
- Interpreter (for the deaf or language)
- Youthline
- Smokefree, Drug and Alcohol support
- Emergency Procedures
- Fire drills
- Earthquake drills
- Security