

Pastoral Care of Domestic Students

*Life is for learning.
Learning is for life.*



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**LEARNPLUS provides the bridge to
success.**

**If a learner gets on the bridge
we WILL get them to the other side.**



WELCOME

LEARN PLUS LTD (LEARNPLUS) is a tiny NZQA accredited training provider. LEARNPLUS has no full-time students and has no permanent school teaching building.

1. A safe and supportive learning environment

The ethos of LEARNPLUS is to provide the bridge to success. If a student gets on the bridge we WILL get them to the other side. This means the following is offered to ALL students:

- Email and phone access to the tutor any day any time
- SKYPE or ZOOM session alternatives to work through things learners struggle with

Learners may be in their own homes or their own workplace or they may be attending a public workshop. 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. In a public workshop, the only facilities used are those of compliant major hotel chains which have conference rooms.

LEARNPLUS is known for its genuine caring approach to all learners. In classroom settings the tutor ensures there is a welcoming, professional and safe learning environment free from the influence of strong personalities or destructive viewpoints or actions. An behavioural issue is subtly managed by the skilled tutor and nothing has occurred in 10+ years that could be interpreted as unsupportive.

The support LEARNPLUS offers goes above and beyond the average school offering. If a one to one meeting is needed with a learner, we will do that. If a learner is going through a family success, challenge or crisis we check they are OK and advise them to adjust their schedules to accommodate the issues. We are known for the kind and encouraging approach we take with our students.

2. Assistance for students to meet basic needs

As LEARNPLUS does not ever meet about 80% of the learners we are not privy to their lifestyle or needs. Where communication 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.

Basic needs of food, shelter and respect are provided inside any workshop but in learners' own homes LEARNPLUS is not involved.

If it was feared a learner had nowhere to live or no food, we will individually work with that learner to identify and access the resources available in their hometown.

3. Physical and mental health of students

LEARNPLUS promotes a physically and socially safe learning environment for workshop.

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 students

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.

As there is frequent ongoing communication with learners there is a good rapport built. Learners are encouraged to pursue higher level qualifications to further develop, if that is something they are interested in. Sometimes, learners who are timid and shy are encouraged and provided with incentives to try something harder, they do and they succeed. Their pride in their own achievements is heartwarming.

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

LEARNPLUS offers an inclusive in class environment so students 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 students are treated equally.

**LEARNPLUS believes we are all equal as
we share the same planet,
live under the same sun,
drink the same water and
breathe the same air –
so first we are equal.**

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

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

We promote a supportive, respectful environment where we advocate for fairness.

We have high expectations of all your students 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 colleagues to discuss aspects of their learning.

We promote a perspective called

Learning's Not Optional

In workshop the tutor 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 LIVE their learning, so they apply real things in real situations as LEARNPLUS believes.

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6. Student voice

Any student 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 student accommodation

Students live in their own homes while attending LEARNPLUS courses in their own homes, at work or in a public workshop.

Occasionally a student may travel to another city to attend a public LEARNPLUS workshop. When this occurs LEARNPLUS provides the name of the hotel the LEARNPLUS tutor will use which will be a reputable hotel in the area.

8. A supportive residential community

As there is no residential area this does not apply. However, should a cohort be staying in a hotel out of town to attend a workshop, LEARNPLUS 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 LEARNPLUS is either in a hotel or onsite at an employer's.

LEARNPLUS makes sure (as per the QMS)

- 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 was an exercise where candidates may make a paper aeroplane and have to “fly” it – all participants will be asked to throw one plane at a time and to throw away from the group)
- easy access to outside.

If catering is done at a workshop the following statement is sent to all learners before the workshop:

CATERING: Light morning tea, lunch and afternoon tea are provided.

Please let me know if you have any food allergies or religious dietary requirements. LEARNPLUS is happy to accommodate those. If you have special food preferences there should be a variety of options but you are welcome to bring something that meets your needs.

Health and Safety

- The tutor is First Aid trained
- LEARNPLUS demonstrate compliance with all health and safety standards.
- All the points outlined above will be reviewed for each and every training session as is currently done.
- A copy of these health and safety details and procedures is held as a separate document.