**Ākonga Pastoral Care Code Committee (P3C)**

Terms of Reference

Reference documents: [The Education (Pastoral Care of Tertiary and International Learners) Code of Practice](https://www2.nzqa.govt.nz/assets/Tertiary/The-Code/pastoral-care-code-of-practice-2021-english.pdf) (hereinafter referred to as the “Pastoral Care Code”)

The Pastoral Care Code Committee will serve as a central platform based on the following:

**Te Tāhuhu Kōrero | Background**

The Code of Practice for International Students was introduced in 2002 and underwent a significant transformation in 2021 to include both tertiary and international ākonga and underscores the legislative expectations in doing everything possible to create a safe and supportive environment for all ākonga - [Pastoral Care Code](https://www2.nzqa.govt.nz/assets/Tertiary/The-Code/pastoral-care-code-of-practice-2021-english.pdf).

Otago Polytechnic recognises the importance and are dedicated to complying with the Pastoral Care Code, fostering an inclusive and supportive education environment to ensure all ākonga wellbeing, safety and their voice is heard throughout their learner journey.   We aim to empower all kaimahi to uphold the highest standards of pastoral care and are proud to announce our 2024-2027 Pastoral Care Plan, embedding the Pastoral Care Code into everything we do.  This requires a “whole of organisational approach” utilising the skills and competencies of individual areas and kaimahi.

The Pastoral Care Code specifies the processes that must be implemented in a way that appropriately responds to ākonga needs within their learning, communal and residential contexts.  NZQA monitors the quality of ākonga care and support annually through a self-review against all sections within the Pastoral Care Code.  This ensures we have organised and formal provision of practices to support the wellbeing and safety of all our ākonga and that they are treated fairly.

**Pūtake| Purpose**

The Pastoral Care Code Committee will be a formal group of kaimahi, including ākonga representation, who share a commitment and passion for embedding the Pastoral Care Code.  Thereby improving ākonga experiences and outcomes at Otago Polytechnic and ultimately meeting our legislative requirements.

We aim to leverage the collective expertise of kaimahi and ākonga by ensuring the four cornerstones of the Pastoral Care Code; a whole of organisational approach, well-being and safety, Te Tiriti Waitangi and ākonga voice are met. This will ensure our legislative requirements as education providers and support our ākonga in an ever-changing landscape.

**Membership**

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| **Sponsor**  | Brayden Murray  |
| **Lead**  | Jeanette O'Fee  |
| **Chair**  | Patricia Quensell  |
| **Minute-taker**  |   | Britney Wright  |
|   | **Name**  | **Department/Area/Team**  | **De Facto Replacement**  |
| **Members**  |
| Patricia Quensell  | Learner Success  |   |
| Lizzie McKenzie  | People Culture and Safety  |   |
| Trish Chaplin Cheyne  | Te Ama Ako - Learning and Teaching Development  |   |
| Vanessa Naidoo  | International  |   |
| *Max Sims*  | Operations  | Renee and Ian (see below  |
| Renee Stringer  | Te Pa Tauira  |   |
| Shaun Tahau  | Kaitohutohu Office  |   |
| Gus Geary  | Marketing and Communications  |   |
| Caroline Terpstra  | Academic Excellence  |   |
| Rebecca Swindells  | Te Punaka Ōwheo  |   |
| Jason Benton  | Academic Registry  |   |
| Chris Williamson/Mark Cartwright  | Head of College's  |   |
| Rebecca Hayes  | OPAIC  |   |
| James Kerr  | Health and Safety/Well-being and Safety  |   |
| OPSA President/Sarah McArthur  | OPSA  |   |
| Michelle Watt  | ISS  |   |
| Jason Pitcher  | Finance  |   |
| Ian Bulfin  | Campus Services  |   |
| Nicki McNoe  | Student Health  |   |
| Litea Ikahihifo  | Pasifika Achievement   |   |

**Expectations of Members**

* The initial membership was determined by those kaimahi and ākonga involved in the 2023 and 2024 Te Pūkenga Pastoral Care Code Self-review, on behalf of Otago Polytechnic.
* Membership may be delegated from the initial member identified and invited to the inaugural meeting.
* Members monthly time commitment will be approximately two (2) hours per month, with an increased time commitment annually during Pastoral Care Code Self-review in relation to their area.
* Members will be responsible for active participation and for
* Reviewing agenda and minutes from previous meetings – be prepared to proactively contribute at meetings.
* Undertaking actions allocated in a timely fashion.
* Tabling apologies to the Chair if unable to attend the meeting and identify kaimahi to represent the area in your absence.
* Disseminating information/findings back to their areas, providing feedback on Team and individual progress.

**Hui | Meetings**

* The Chair or delegate will set the agenda, distributing at least one (1) week before each meeting to all members.
* The members will review and be asked for items to be added to the agenda.
* Standing items: karakia, welcome, updates from areas, opportunities for improvement to ensure exemplary compliance in all clauses, updates on Pastoral Care Code self-review.
* Meetings will occur once a month via Teams and face-to-face, until frequency is reviewed.
* Additional meetings may be scheduled as required.
* Apologies are required to be tabled to the Chair before the meeting.
* The quorum will consist of a minimum of eight (8) members.
* Administrative support to be provided from The Pastoral Care Code Sponsor.
* The committee is expected to be formed by the end of November 2024 with a review date to be set for annually.

**Objectives of Pastoral Care Code Committee**

* Establish measurable goals for pastoral care code improvement annually, with targets for ākonga satisfaction, well-being and engagement.
* Consistently demonstrate the value of ākonga success to inform strategic-level decisions and actions relating to Pastoral Care Code
* Define areas of measurement, shared practices, data and insights.
* Share knowledge and create new knowledge to improve processes and practices to ensure Otago Polytechnic meet its legislative requirements relating to the Pastoral Care Code.
* Build genuine, trusting, authentic relationships that are powerful and enabling for kaimahi to support our ākonga.
* Engage in joint activities, training, discussions, initiatives.
* Develop shared resources: tools, ways of working, and training resources.
* Engaging with business divisions and establish a Pastoral Care Code Community of Practice.

**Scope of Pastoral Care Code Committee**

* Plan and monitor a whole of organisation collaborative approach to resourcing and supporting kaimahi in understanding of the Pastoral Care Code and their obligations to ākonga.
* Ensure all kaimahi have ownership and responsibility for expectations of Pastoral Care Code and leverage off the expertise of others to support all ākonga.
* Ensure kaimahi and ākonga engagement identifying opportunities for improvement to meet or exceed the expectations of the Pastoral Care Code.
* Provide comparative data and report on Pastoral Care Code self-review across the organisation.

**Terms of Reference**

The Pastoral Care Code Committee shall:

* Develop and monitor embedding of the Pastoral Care Code Plan across the organisation.
* Support kaimahi to understand their role as part of the “whole of organisational approach” to embedding the Pastoral Care Code, and the roles of others to support ākonga within the educational environment.
* Consider the perspective of the group(s) they represent and resist the temptation to consider things from an individualistic point of view.
* Provide the resources to ensure Pastoral Care Code training modules, refresher courses and team training sessions are accessible to all kaimahi.
* Review and consider opportunities for improvement to meet or exceed the Pastoral Care Code expectations.
* Provide comparative data and constructive feedback to all areas/teams and Te Kāhui Manukura twice yearly concerning the embedding of the Pastoral Care Code including training expectations expected v’s actuals, and on the change activities and approach undertaken or planned, including providing positive feedback.
* Accurately and positively inform kaimahi about the expectations to undertake Pastoral Care Code training and how they can provide input and feedback to address gaps.
* Complete the mandatory NZQA Pastoral Care Code self-review and attestation, monitor and manage actions assigned to responsible persons.

**Reporting**

The Pastoral Care Code committee will provide to Te Kāhui Manukura and all areas twice yearly comparative data on

* Outcomes of Pastoral Care Code Self-review
* Updates on actions from Pastoral Care Code Self-review
* Training data for each college and service area.

**Review of Terms of Reference**

1. These TORs will be reviewed annually or as necessitated by change in the Otago Polytechnic environment or changes to the Pastoral Care Code.

1. Amendments will be approved by Pastoral Care Code Committee.

1. These TORs are effective from 12/12/24 until required to be reviewed.