



## **2024 Code of Practice Self-Review Executive Summary**

At Mainland Driving School we have been proactive at ensuring all our pastoral care offerings are in alignment with the requirements of the current Code of Practice. As a domestic tertiary training provider, we are confident that we are meeting the intended impact of the required first four outcomes of the combined Code. We have completed the NZQA attestation, due 1 November 2024 stating that we have implemented the requirements of the Code.

Mainland Driving School proactively, systematically and consistently ascertains feedback from participants across all training. Feedback is analysed by the Management and Delivery Team and improvements are appropriately implemented. The participant experience and their achievement success is a high priority. All staff actively engage in professional development to ensure that students' achievement, wellbeing and safety are supported while part of the MDS community of learning. There has been a long-held culture of optimising the student experience which ensures success and satisfaction for all stakeholders.

### **Outcome 1:**

A learner wellbeing and safety system

Mainland Driving School's wellbeing and safety strategy, plans, practices are developed, implemented and reviewed with input from learners and stakeholders. All staff effectively practice the implementation of the organisations strategy and goals. Practices enable relevant information to identify wellbeing and safety concerns early, then enable an appropriate response. Staff are appropriately trained and provided with resources to support these policies and processes. The organisation upholds the principles of Te Tiriti o Waitangi throughout its practices. Current practices are aligned well with this outcome.

### **Outcome 2:**

Learner voice

Mainland Driving School's practices enable effective engagement with all learners. The courses we offer are highly specialised, very short, with small numbers which promotes an environment that is very engaged with learners needs. Appropriate support is offered and available throughout the learning journey. Our complaint processes (including the relevant DRS) are widely publicised to students and responded to effectively and efficiently when required. Current practices are aligned well with this outcome.

### **Outcome 3:**

Safe, inclusive, supportive, and accessible physical and digital learning environments

Mainland Driving School fosters effective learning environments that are designed to support positive learning experiences for all learners. Practices supports participation, inclusion and safety

for all learners. We obtain data from a range of sources to understand the effectiveness of our practices and student outcomes. The results of this feedback aligns with well-being and safety strategic goals and plans.

#### **Outcome 4:**

Learners are safe and well

Mainland Driving School identifies and manages needs of learners as much as practicable given the short duration of courses. This done proactively before and during the course and access to support is offered as necessary. All learners are monitored throughout their journey to ensure both their physical and mental wellbeing and safety. Current practices are aligned well with this outcome.

#### **Improvements:**

Over the next 12 months Mainland will focus on:

- further enhancing our methods of gathering data from learners, especially anecdotal evidence.
- improving evidence collation, triangulation and analysis.
- improving evidence presentation
- optimising staff personal development

#### **Complaints and Critical Incidents:**

MDS has used the Te Pūkenga Educational Regulatory Framework, which includes the Ākonga Concerns and Complaints Policy. This provides the following definitions of concerns and complaints:

Concern - A matter where it is likely that resolution can be obtained by direct, informal consultation with the people concerned. A situation where the ākonga considers appropriate standards have not been met but the impact on them has not been great.

Complaint - An expression of dissatisfaction where the ākonga seeks some form of redress or change in a situation; where the ākonga considers that there has been a direct and

Mainland has received one complaint over the past 12 months and this was resolved satisfactorily.

A Critical Incident as defined for the purpose of Mainland Driving School is one which is:

‘actual or impending event likely to cause extreme physical and/or emotional distress to staff or students outside the normal range of experience of the people affected’.

Mainland has had no critical incidents over the past 12 months.