

Pastoral Care of Domestic Learners



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WELCOME

The Training Team Ltd is a small NZQA accredited training provider offering courses related to first aid, forklift driving, transportation and teamwork. The Training Team Ltd has no full-time learners and has a permanent delivery address at

Level 1, 18-26 Amelia Earhart Ave, Freedom Furniture Building, Airport Oaks, Auckland – this building is the same as currently approved for delivery of classroom training for IVS

Warehouses for Forklift practical

- Auckland – Veer Transport Ltd. 295 landing Drive, Mangere
-operational warehouse
- Christchurch – Veer Transport Ltd, 70 Ruru Road, Bromley, Christchurch
-training room
-operational warehouse

1.A safe and supportive learning environment

The ethos of The Training Team Ltd is to provide quality training in a caring manner.

At The Training Team Ltd we provide a training facility, classrooms, forklifts and secure warehouse space that meets all health and safety requirements. NOTE In the students' workplaces they and their employer are responsible for their own health and safety.

The support The Training Team Ltd offers includes normal classroom support and a one-to-one meeting if something personally or professionally they are 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 forklifts, it is important the learners in those courses have the physical and mental abilities to demonstrate safe practices. We envisage we may occasionally have a learner who has a minor hearing impairment so if a learner cannot hear the safety beep-beep of a nearby piece of equipment it would not be safe for him/her to become a forklift driver. However, each case will be handled separately.

2. Assistance for learners to meet basic needs.

As The Training Team Ltd does not hold any course that runs for more than 5 days, we are not privy to the learners' lifestyles or needs outside the classroom. Some courses will be offered online so understanding the learner's issues may be hard to determine. However, we will be careful to note student issues, concerns, moods or feeling. When 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.

The Training Team 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 would individually talk with the learner, and work to identify and access the resources available in their hometown.

3. Physical and mental health of learners

The Training Team 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.

Kidsline – 0800 54 37 54 (0800 kidsline) 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 you were wrong
- What you need to do to resubmit
- The resources to review to help with the resubmission
- And you set the resubmission date that fits in to your current situation.

There is limited communication with learners – they enrol, they receive the course info and any pre course work, they attend the training and receive their workbooks, 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, except for First Aid) 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

The Training Team 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.



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 The Training Team 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. We encourage learners to raise their issues or concerns or complaints as soon as possible so we may act on a suitable solution. If a learner is not wanting to verbally raise an issue, they can drop a feedback form at reception or email the CEO anytime. We need to ensure our learners’ journeys are free of complications.

Documentation is kept ensuring 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 The Training Team Ltd as they are usually local attendees.

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, The Training Team 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

In any training room used by The Training Team Ltd in Auckland or Christchurch we make 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.
- The Training Team 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 forklifts used are fully compliant with recent fitness certificates.
- All forklift support equipment is checked daily to be in good working order.
- All driving activities meet NZ driving and safety requirements
- Any vehicle with any performance issue or broken item is taken off the floor/road and immediately repaired.
- All equipment is adequately insured.

11. Pandemic compliance

- The Training Team Ltd will follow all relevant government and NZQA requirements in the event of a pandemic or similar public health event.
- Compliance with health and safety requirements is mandatory to protect both staff and learners.

