

MAST Academy Self Review Summary

This summary considers how effectively MAST as an organisation is achieving the overarching outcomes, your current strengths, and any opportunities for development in the implementation of the Code of Practice. The Code of Practice sets up the key areas required for MAST (TEO's) to support their learners in terms of pastoral care. Sections of the Code that apply to us as domestic student/learner provider are outcomes 1-4.

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

Outcome 1: A learner wellbeing and safety system

Outcome 2: Learner voice

Wellbeing and safety practices for all tertiary providers

Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments 9

Outcome 4: Learners are safe and well

This summary is divided into parts based on the 4 applicable outcomes.

Outcome 1 Learner wellbeing and safety system

MAST is in the early stages of establishing the strategic goals and plans related to the CODE.

Strategy

MAST Academy strategy is to focus on wellbeing of the learner from a wholistic point of view to support a Te Whare Tapa Wha approach and aim to develop supportive learning environments for all learners. The four pillars of the Strategy are:

Physical Health

Support learners and their families to live a healthy life

Take a proactive approach to the occupational health and safety within our industry

Review outcome: *Establish the learner voice groups and consult with learners on what they may require to support themselves.*

Mental Health

Build a proactive approach to building resilience for learners

Build an inclusive environment free of bullying, harassment and discrimination that supports good mental wellbeing.

Review outcome: *Establish the learner voice groups and consult with learners on what they may require to support themselves. This will become more applicable as we move to a campus situation in the next 18-24 months. Apprentices are employed and the primary duty of care rest with the employer for any workplace issues. Training advisers support learners/apprentices where*

appropriate. MAST to consider Mental Health First Aid workshop for all staff in 2024 to build internal capability.

Family Health

Build a supportive environment to allow learners to achieve family goals

Being a fair and equitable training organisation for all diverse learners

Review outcome: Establish the learner voice groups and consult with learners on what they may require to support themselves. Include in surveys to apprentices, graduates and employers questions about 'MAST's' supportive environment.

Spiritual Health

Knowing our learners to enable learners to be part of communities that are important to them.

Review outcome: Establish the learner voice groups and consult with learners on what they may require.

Strategic Goals for 2022-2023

Strategy for 2022-2023

Build Understanding

To support building an understanding of our learners wellbeing needs. To enable learner support to be more visible and transparent to the learner and employer.

Goal 1 2022 To undertake a survey of current learners and recently graduated learners to establish a base line of general wellbeing and to enable development of a learner information strategies to support wellbeing.

Review outcome: Apprentice survey for 2022 includes wellbeing question. 87% of respondents are somewhat satisfied or extremely satisfied with the pastoral care, wellbeing, physical safety, support and information provided by MAST Field Officers (Now called Training Advisers). The 2023 Māori and Pasifika survey showed that 96% of respondents feel extremely well supported or well supported. In 2023 revise questions in all surveys as necessary to ensure all voices are heard in this area.

Goal 2 2022 To consult and collaborate with employers to enable them to provide a safe and supportive learning environment for our learners/apprentices.

Review outcome: Include a question on this in the employer surveys for 2023 and onwards.

Goal 3 2022 to supply to employers Code of Practice and wellbeing posters to enable learners have access to support in the workplace to prevent harm resulting from discrimination, racism, bullying harassment and abuse. This includes updating the learner handbook.

Review outcome: Learner handbook updated 2023 and to be reviewed again. Posters for workplaces distributed but need to follow up with possible MAST branded posters with support line contacts etc.

Goal 4 2022 To engage a psychologist to give advice and support to Training Advisers and the Careers transition adviser to enable support for struggling youth with issues as they are identified especially for mental health, depression, anxiety, suicidality, addictions and learning disabilities to be access in the community. This will become a wellbeing package for learners.

Review outcome: *Psychologist has been engaged and is available on request. Consideration is being given to Mental Health First aid for all learner facing staff in 2024. Wellbeing package for learners to be developed for campus separate to the learner handbook.*

Goal 5 2022 To understand our diverse communities to enable better access and support that is culturally appropriate.

Review outcome: *All MAST staff have attended a Te Tiriti o Waitangi workshop to build awareness and capability. Funding to support a cultural strategy has been applied for 2024.*

Goal 6 2022 To develop a student incident response plan and team contextualized to industry based training and campus based training as appropriate.

Review outcome: *Incident response plan developed and in use.*

Goal 7 2022 Collate the collateral that Training Advisers have to centralise for ease of access for learners and Training Advisers.

Review outcome: *Training Manager to ensure collated information and forms available to training advisors.*

2023

Goal 8 To set up learner feedback and support group to identify learner wellbeing needs

Review outcome: *Learner Voice group to be set up December 2023.*

Goal 9 Review 2022/2023 results and identify areas for improvement by June 2023

Review outcome: *This document shows areas for improvement in summary and throughout the document. Main areas are to update learner information, set up learner voice group and review surveys.*

Goal 10 To include in communications to learners and employers articles or information on supporting wellbeing.

Review outcome: *Communication plan being developed.*

Goal 11 Build capability to enable the 4 pillars of the strategy to be implemented in full and for data to be measured.

Review outcome: *To be discussed at full MAST staff meetings and data discussed as available. Any implementation issues can be raised and will be addressed as appropriate.*

Implementation

In 2022-20223 Mast is setting up learner voice groups and feedback surveys that include wellbeing and safety questions. In doing so MAST is utilising their Field team (Training Advisers) and network of employers and apprentice learners to establish the need and the support required.

Outcome	What are we doing?	MAST implementation stage	2023 Implementation Stage	2023 Gap Analysis
Outcome 1 Learner wellbeing and safety system	MAST will be asking learners for information on their individual health and wellbeing status and also how MAST supports them along with their employer. This maybe through surveys or through learner voice feedback loops.	Early Stages of implementation	Developing Implementation	Surveys to be reviewed. Currently there are questions on wellbeing and support in apprentice survey and Maori and Pasifica surveys.
	Information is collected and collated on an annual basis and analysed to build capability and develop changes as required in a continuous improvement approach.	Early Stages of implementation	Developing Implementation	Data collected in 2022- will be done end of 2023 and then comparison and analysis done.
	Learners can expect to have information on the CODE in their Rudderlive portal from 2023 and available from their Training Adviser and or employer.	Developing Implementation	Developing Implementation	To go on website (August/Sept 2023) as Rudderlive portal unable to house this.
	The field team is able to advise apprentices/learners on where you can get support if you require it for your mental health and for issues	Early Stages of implementation	Early stages of implmenttaion	Review student/learner handbook and put on website August/Sept 2023 and



	such as bullying, harrasment and inclusion issues.			develop poster for employers.
	Team meetings are used to disemeinate information to MAST employees on the Code.	Early Stages of implementation	Early Stages of implementation	This is done but not regularly. To add to all of MAST Team meetings.
	MAST is building capability in Te Tirirti and wellbeing safety and behaviour issues across the whole of MAST during 2023.	Early Stages of implementation	Developing Implementation	Completed Te Tiriti o Waitangi workshop Feb 2023. To consider Mental Helath First Aid in 2024 to support learner facing staff.
	Critical Incident policy and process has been developed and a critical incident response form is available to all staff. MAST staff is one point of contact for a critical incident however as work based the employer is likely to be the first point of contact in the event of a critical incident.	Early Stages of implementation	Early Stages of implementation	Need to build awareness of policy, forms and process. Remind staff Psychologist has been engaged and is available on request for support of Training advisers learners.
	MAST is developing a whole of provider approach to learner wellbeing and safety.	Early Stages of implementation	Early Stages of implementation	Gaps in evidence and awarenss. Some areas to be developed as we move to campus based training.

Outcome	What are we doing?	MAST implementation stage	2023 Implementation Stage	2023 Gap Analysis
Outcome 2 Learner Voice	Diversity of learner voice is listened to through surveys and learner voice feedback loops.	Early Stages of implementation	Early Stages of implementation	Learner groups being set up 2023 September
	Field teams currently respond to individual learner needs	Developing Implementation	Developing Implementation	On a case by case basis.
	A confidential complaints register is kept and the learner complaints process is available to learners from the learner handbook.	Developing Implementation	Developing Implementation	Confidential folder set up on drive. QA Manager only has access.
	We currently capture complaints don't always report on it. A process for more effective reporting is being developed and implemented including reporting to the management team and the Board.	Early Stages of implementation	Early Stages of implementation	Only one complaint received and dealt with by Management. To review complaints process 2023.
	MAST belongs to the Dispute Resolution Scheme. Rudderlive as the learner/apprentice portal is to be updated by 2023 with information on this scheme and the process.	Early Stages of implementation	Early Stages of implementation	New LMS is being implemented late 2023/early 2024. Updated information will be available then.
	Te Tirirangi training is booked for early 2023 for all staff to build capability to respond in a culturally appropriate way for all learners.	Early Stages of implementation	Early Stages of implementation	Training complete. Gap is to build a strategy and policy to implement.



	Current practices are part of a continuous improvement review and this allows for the implementation of learner feedback.	Early Stages of implementation	Developing Implementation	Annual review and incorporation into MAST staff meetings to begin Sept 2023
Outcome 3 Safe, inclusive, supportive, and accessible physical and digital learning environments.	Safe and inclusive learning environments for all communities are maintain in terms of MAST block courses and workshops. Feedback is sought from learners/apprentices on the inclusiveness of the workshops or block courses.	Early Stages of implementation	Developing Implementation	Block course feedback does not identify issues in terms of safe and inclusive learning environments. To review block course feedback form to ensure questions are appropriate.
	Overall wellbeing surveys and learner voice feedback as well as field team reports are used to inform changes to policy or process to ensure inclusiveness of learning environments.	Early Stages of implementation	Developing Implementation	Apprenitce survey has wellbeing questions. Training Advisers are often first to know of any issues. Need to ensure structure for reporting issues is being used.
	Updating of policy on IT security. Learner handbook is updated and learners informed of IT security policy and how to report issues of harrassment or bullying or similar.	Early Stages of implementation	Developing Implementation	Online policy developed particular to implementation of new LMS system. Learner handbook to be reviewed and updated.
	Learner feedback is sought through survey, direct feedback to field team or learner voice groups. Data is analysed to understand the impact of learner wellbeing and safety	Early Stages of implementation	Developing Implementation	Feedback is sought through surevys and analysis done. QA or Training Manager to include in Board report and or

	practices in the physical, digital learning environments.			management reports August 2023
Outcome 4 Learners are safe and well	MAST is developing a range of tools for learners to easily access support services information as required. The support services information is available on Rudderlive, and through our EAP provider when referred to by the field team. Information will be available through social media newsletters and other forms of communication increasingly available on a regular basis.	Early Stages of implementation	Early Stages of implementation	As we progress towards a campus this will become more important. In 2023 to look at what tools and information tools needed by the workbased learners.
	Data and feedback informed decision making to support learner wellbeing and safety	Early Stages of implementation	Developing Implementation	Data is collected but not reported to Board or Management team. To begin August 2023

Gap Analysis:

Gap in evidence: We have the required practices in place but need to build awareness with the team and with the learners. We need to review surveys in 2023 to ensure we can gather information and analyse it to enable continuous improvement. Build tools and reporting systems.

Complaints and Critical Incident Data

There have been no complaints and no critical incidents at the time of writing from students or involving students while directly in the care of MAST i.e. at Block courses, workshops, or study groups.