



Transpower Governance Centre Document

Grid Skills Pastoral Care Policy

Summary

This policy outlines Transpower Grid Skills' Pastoral Care framework, establishing formal provisions to safeguard and promote learners' wellbeing and safety, in alignment with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

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Policy Control Page

Aim

To define critical risks and controls for assuring policy adherence and risk avoidance.

Purpose

Critical controls ensure that through policy compliance and diligent implementation, Transpower Grid Skills will operate safely, consistently, and in alignment with Transpower standards. They identify high-consequence risks and ensure quality training and the protection of lives, equipment, and organisational reputation.

Critical Controls

Critical Controls for failure prevention	Actions to be taken to ensure policy implementation and effectiveness	Position responsible for implementing critical control
Maintain up-to-date procedures, guidelines and training by to guide trainers/assessors	Review and update documents annually, ensuring trainers/assessors are informed and trained.	Management
Ensure wellbeing and safety systems for physical and digital learning environments	Conduct regular safety audits, incorporate learner feedback	Training Manager
Proactive engagement with learners to capture learner voice and address concerns	Schedule formal and informal feedback sessions	Training Specialist
Identify and respond to learners needing additional support	Monitor wellbeing, provide referral pathways to support services	Trainers / Training Specialist
Maintain a robust dispute resolution process, ensuring timely and culturally responsive handling	Review complaints register annually to ensure effectiveness	Evaluation and Quality Specialist
Regular self-review to ensure continuous improvement in pastoral care	Undertake annual evidence-based self-assessment	Evaluation and Quality Specialist



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1. Policy Statement

This document forms part of the Transpower Grid Skills quality assurance processes and contains the approach to pastoral care practices for learners enrolled in Transpower Grid Skills programmes and courses

2. Purpose and objectives

2.1 Purpose

The purpose of the policy is to ensure that [The Education Code of Practice 2021](#) (The Pastoral Care of Tertiary and International Learners) is effectively and consistently applied by Transpower in the delivery of Grid Skills courses.

2.2 Objectives

This Policy should be read in the context of work-based learning, and the agreement entered between the learner, employer (Service Provider), contractors, and Transpower Grid Skills.

Transpower Grid Skills will work proactively with learners and stakeholders to develop and review our objectives and plans.

2.3 Principles

1. Transpower Grid Skills supports the wellbeing and safety of learner by:
 - supporting their wellbeing and safety in their learning environment, including physical and digital training and learning spaces.
 - considering their circumstances and individual cultures.
2. Transpower Grid Skills undertakes to train, assess and support learner in ways that will assist them to feel:
 - a) physically and psychologically safe and able to learn,
 - b) treated with respect, and
 - c) supported to learn.
3. Transpower Grid Skills maintains current procedures, guidelines and training materials so that trainers and assessors have clear guidance and are supported to understand what is expected of them to achieve the outcomes of the Code.
4. Transpower Grid Skills acknowledges the Health and Safety at Work Act (2015), PCBU relationship with Service providers and contractors in providing their staff with training. Transpower Grid Skills will work with employers and training staff to identify specific responsibilities. This will include:
 - a) specification of areas that overlap and the respective roles and responsibilities in those areas; and



- b) the co-operation Transpower Grid Skills requires from employers, service providers and contractors to support its compliance with any additional requirements of the Code.

3. Scope

This policy applies to all employees of Transpower Grid Skills, and contractors providing services for Transpower Grid Skills, and those on fixed-term contracts; and where appropriate, extends to all those operating at a governance level.

4. Responsibilities

Transpower Grid Skills will maintain a learning environment that supports the outcomes of the learning and reflects the diversity of the learner. This will include practices to:

- a) set objectives to allow for the contribution of a training environment that reflects the work environment, honours Te Tiriti o Waitangi, and support learner needs and aspirations.
- b) set learner voice and wellbeing and safety goals, plan, and practices and annual reporting.
- c) establish wellbeing and safety systems inclusive of safety and wellbeing.
- d) provide Transpower Grid Skills employees, and contractors with ongoing training and resources that are appropriate to their role.
- e) Information related to health and safety as well as responsibilities of learner and trainers are set out in the *Grid Skills Pastoral Care Guidelines* and associated *handbooks*

5. Diverse learners and learner voice

Transpower Grid Skills will maintain practices that will allow for understanding and responding to diverse learner voices. This will include

- a) proactive engagement with learner through formal and informal means,
- b) provision of appropriate resources to support the diverse needs of learners,
- c) informing learners and trainers of available dispute processes that are accessible and culturally responsive,
- d) annual reporting on complaints and their outcomes.

6. Health and Wellbeing

Transpower Grid Skills will apply practices that support learners to be safe and well by understanding and responding to their physical and mental health needs. This will include practices to:

- a) promote physical and mental health awareness by providing information to learner that will enable them to make positive choices in these areas,



- b) identify and respond to learners who need additional support through proactive monitoring and responsive services as agreed to in the Training Agreement, and
- c) respond in accordance with emergency response plans.

7. Physical and digital learning environments

Ensure that wellbeing and safety practices are in place for physical and digital learning environments and designed to support positive learning experiences of diverse learner groups.

8. Self-review practices

Transpower Grid Skills is committed to ongoing self-review practices that ensure continuous improvement and the delivery of effective pastoral care for learners. Regular, evidence-based self-assessment will inform decision-making, enhances learner outcomes, and aligns with regulatory and stakeholder expectations.

9. Definitions

Learner	any person enrolled in training with Transpower Grid Skills.
Learning environment	diverse physical and digital locations (e.g., teaching and learning, communal, and individual), contexts, and cultures in which learners learn.
Practices	policies and processes implemented by Transpower Grid Skills to meet the requirements that relate to Pastoral Care obligations.
Wellbeing and safety	having a positive mindset, sense of personal satisfaction, and resilience in work/training situations and experiences while progressing towards desired learning outcomes.
Learner voice	the expression of learners' values, opinions, beliefs, perspectives, and cultural identities, both individually and collectively, creating opportunities for learners to engage in a positive learning environment and influence decision-making. Learner voice may be actively sought by Transpower Grid Skills or offered voluntarily by learners.

10. Related policies and procedures

10.1 Policies

- a) Learner Support
- b) Quality Assurance
- c) Design and Delivery
- d) Risk Informed Quality Assurance

10.2 Procedures

- a) HSW 01.01 Transpower Health, Safety and Wellbeing Standard

- b) HSW 01.02 Transpower Health and Safety Requirements for Transpower Work
- c) HSW 01.03a Transpower Health Safety and Wellbeing Incident Management Procedure
- d) HSW 01.05 Transpower Health Safety and Wellbeing Contractor and PCBU Procedure

11.Relevant legislation

- a) [Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice](#)
- b) [Education and Training Act 2020 No 38](#)
- c) [Health and Safety at Work Act 2015](#)
- d) [Human Rights Act 1993](#)
- e) [Privacy Act 2020](#)

12.Policy approval

Policy Owner	Head of Sector Workforce Development
Policy approved by	Head of Sector Workforce Development
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13.Version history

Version	Date	Nature of amendment
1	August 2025	Policy created