

Transpower Grid Skills

Code of Pastoral Care Compliance Report 2025

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 is designed to ensure that all learners enrolled with New Zealand education providers are well-supported and safe. Transpower Grid Skills recognises the importance of this Code and is committed to maintaining full compliance with its requirements.

A comprehensive review of Transpower Grid Skills' alignment with the Code of Pastoral Care for Tertiary and International Learners was undertaken to evaluate the organisation's systems, practices, and outcomes in relation to our obligations under the Code. The review examined processes across four key outcome areas: learner wellbeing and safety systems, learner voice, inclusive learning environments, and overall learner support.

The findings confirmed that Transpower Grid Skills demonstrates a high level of compliance with the Code, underpinned by a strong commitment to continuous improvement. The organisation's Health, Safety, and Wellbeing (HSW) systems are robust and comprehensive, with effective procedures for reporting, monitoring, and responding to incidents. Robust safety procedures and near-miss documentation provide assurance that processes are well implemented and consistently followed.

The review identified that self-review is embedded across the organisation, with programme-level reviews actively informing improvement actions. It also highlighted Transpower Grid Skills' ongoing development of cultural capability and learner support systems. While physical safety processes are strong, further progress is being made in areas such as Te Tiriti o Waitangi obligations, cultural competencies, and enhanced support for ESOL learners and those with learning disabilities. These priorities are reflected in the 2025–2027 Strategic Plan and supported by targeted professional learning and development initiatives.

In relation to learner voice, Transpower Grid Skills has implemented improved processes for gathering and analysing learner feedback. Updated surveys and communication mechanisms have strengthened the organisation's ability to understand and respond to learner needs. Complaints and dispute resolution processes are well established, easily accessible to learners, and compliant with NZQA requirements.

The review found that Transpower Grid Skills' physical and digital learning environments are safe, inclusive, and conducive to effective learning. Continuous improvements are being made to online platforms to enhance accessibility and learner engagement. Pastoral support is provided for learners attending face-to-face training with funded accommodation and meals provided and proactive monitoring of learner wellbeing in place.

A learner handbook has been completed and made available, providing clear information about support services, expectations, and processes. Service Provider handbooks are being developed to ensure consistency in pastoral care delivery across all learning contexts.

Looking ahead, Transpower Grid Skills is focusing on strengthening cultural capability across its training network. Continued attention is also being given to improving the consistency of trainer engagement with learner support systems and ensuring that feedback from service providers is incorporated into self-review processes. Professional development and mentoring opportunities are being established to promote consistent delivery and a strong understanding of pastoral care obligations, particularly in supporting ESOL and diverse learners.

Transpower Grid Skills continues to build on its strengths through structured self-assessment and evidence-based practices. While internal stakeholders are now included in Code-specific reviews, extending this engagement to Service Providers would provide valuable external perspectives on pastoral care effectiveness. This broader consultation approach will strengthen our understanding of learner experiences across all touchpoints.

Overall, the review concluded that Transpower Grid Skills maintains a well-implemented and effective approach to pastoral care. The outcomes of this review affirm Transpower Grid Skills' continued compliance with the Code of Pastoral Care and ongoing commitment to fostering a safe, inclusive, and supportive learning environment for all learners.