



Pastoral Care of Domestic Students

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**We plant thoughts,
grow better thinkers**

WELCOME

THOUGHTPLANTERS is an NZQA accredited training provider. THOUGHTPLANTERS promotes quality education in the horticultural and arboricultural environments.

1. A safe and supportive learning environment

The ethos of THOUGHTPLANTERS is to provide quality teaching and assessment services to help learners achieve their success.

Learners attend a group workshop, will do some tasks and learning on the job, and will do assessments in their own space. Doing self-directed study in their home, as an adult, they are responsible for their own health and safety. In their workplace, they and their employer are responsible for their own health and safety. In a public workshop, the facilities used are sourced as safe environments for learning.

THOUGHTPLANTERS is known for its genuine caring approach to all learners. In classroom settings the tutor ensures there is a welcoming, professional and safe learning environment free from the influence of strong personalities or destructive viewpoints or actions. If there are any behavioural issues, THOUGHTPLANTERS tutors are skilled at managing those behaviours in a quiet and professional manner.

The support THOUGHTPLANTERS offers goes above and beyond the average school offering. If a one to one meeting is needed with a learner, we will do that. If a learner is going through a family success, challenge or crisis we check they are OK and advise them to adjust their schedules to accommodate the issues. We are known for the kind and encouraging approach we take with our students.

2. Assistance for students to meet basic needs

As THOUGHTPLANTERS only meet the students in a few classroom settings we are not privy to their lifestyle or needs. Where communication 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.

Basic needs of food, shelter and respect are provided inside any workshop but in learners' own homes THOUGHTPLANTERS is not involved.

If it was feared a learner had nowhere to live or no food, we will individually work with that learner to identify and access the resources available in their hometown.

3. Physical and mental health of students

THOUGHTPLANTERS promotes a physically and socially safe learning environment for workshops.

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.

Kidslines – 0800 54 37 54 (0800 kidslines) 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 students

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 they were wrong
- What you need to do to resubmit
- The resources to review to help with the resubmission
- And you (the learner) sets the resubmission date that fits in to your current situation.



***Remember –
we are here to help you
any day in every way!***

As there is frequent ongoing communication with learners and their workplaces, there is a good rapport built. Learners are encouraged to pursue higher level qualifications to further develop, if that is something they are interested in. Sometimes, learners who are timid and shy are encouraged and provided with incentives to try something harder, they do, and they succeed. Their pride in their own achievements is heartwarming.

All assessment activities make learners apply theories and skills in real situations in real life so they can learn and grow from those applications. The utmost attention is paid to demonstrating and teaching all health and safety requirements all the time. In addition to this, there are a multitude of other codes and regulations that must be covered, including:

- Approved Code of Practice for Safety & Health in Arboriculture (November 2022).
- Approved Code of Practice for Safety & Health in Tree Work Part 2: Maintenance of trees around power lines.
- Best Practice Guide for Safety Requirements in New Zealand Arboricultural Operations.

Industry standards

- MIS300 Safe Tree Work
- MIS301 Arborist knots
- MIS302 Arborist ropes
- MIS303 Tree dismantling
- MIS304 Aerial rescue
- MIS305 Tree climbing
- MIS306 Tree inspection for access & work

5. Inclusive learning environment

THOUGHTPLANTERS offers an inclusive in class environment so students and 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 students are treated equally.



We encourage in the classroom and in self-directed work:

- Learners' alternative perspectives and ideas
- Learners sharing their own life stories and interests

We promote a supportive, respectful environment where we advocate for fairness.

We have high expectations of all your students 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 colleagues to discuss aspects of their learning.

In workshop the tutor 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 LIVE their learning, so they apply real things in real situations as THOUGHTPLANTERS believes we are each part of the same world, and we must work together.



6. Student voice

Any student can raise any question, issue, debate or concern at any time, and it is responded to with professionalism and interest.

Documentation is kept to ensure a clear set of objective and supportive responses were shared.

7. A positive and supportive environment in student accommodation

Students live in their own homes while attending THOUGHTPLANTERS courses in their own homes, at work or in a public workshop.

Occasionally a student may travel to another city to attend a THOUGHTPLANTERS workshop but this is usually organised through their employer. If not, THOUGHTPLANTERS would assist with the name of the hotel the THOUGHTPLANTERS tutor will use which will be a reputable hotel in the area.

8. A supportive residential community

As there is no residential area this does not apply. However, should a cohort be staying in a hotel out of town to attend a workshop, THOUGHTPLANTERS 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

Any training room used by THOUGHTPLANTERS is checked to ensure:

- 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 was an exercise where candidates have to move around in the classroom etc... they would have to do it one person at a time.)
- easy access to outside.

Note, often times the workshop is at an employers and in these cases, THOUGHTPLANTERS staff ensure all health and safety items are addressed.

If catering is done at a workshop it is usually arranged by the workplace, but the following statement is sent to all learners before the workshop if THOUGHTPLANTERS is organising the catering:

CATERING: Light morning tea, lunch and afternoon tea are provided.

Please let me know if you have any food allergies or religious dietary requirements.

THOUGHTPLANTERS is happy to accommodate those. If you have special food preferences there should be a variety of options but you are welcome to bring something that meets your needs.

Health and Safety

- The tutor is First Aid trained
- THOUGHTPLANTERS demonstrate compliance with all health and safety standards.
- All the points outlined above will be reviewed for each and every training session as is currently done.
- A copy of these health and safety details and procedures is held as a separate document.

11. Outdoor activities

Many of our activities outside could be dangerous. In the classroom we hammer home the safety requirements and then, out in the field, every single person in the class (staff and students) are charged with the requirements to watch everyone and keep each other safe, in addition to using safe practices.

There is no acceptance or excuse for unsafe practices, by anyone, at any time!

