

Pastoral Care Review Report for 2025

Chevtrain has taken time to review its pastoral care mechanisms against the applicable outcomes of The Code (Outcomes 1-4). Our review and subsequent report take into consideration the mode and method of delivery of the education and training we provide as a Private Training Establishment (PTE) – these being largely short courses for the Temporary Traffic Management (TTM) industry and Driver Licensing, Class 2.

Preamble:

Chevtrain became an NZQA registered PTE in September 2023. As a PTE we deliver a limited and specific scope of industry training. Our learner-provider interface is minimal due to the typically 1–2-day duration of the short courses or Work-based Learning (WBL) blocks. That being said, we have established appropriate strategic plans including, but not limited to, student access to support and well-being services.

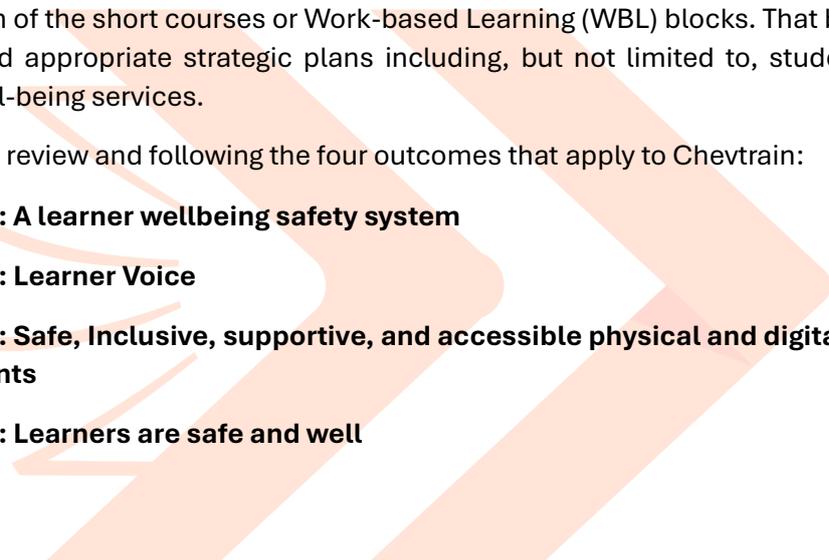
Pertaining to the review and following the four outcomes that apply to Chevtrain:

Outcome 1: A learner wellbeing safety system

Outcome 2: Learner Voice

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

Outcome 4: Learners are safe and well



CHEVTRAIN

Review and Report completed by: *Mark Chapman, General Manager and Annie Ellis-Garland, QA Advisor*

Outcome	Implementation Stage	Evidence	Review / Actions
1. A learner wellbeing and safety system	Implemented	<ul style="list-style-type: none"> Student Handbook 	<ul style="list-style-type: none"> Annual review of V4 due February 2026
		<ul style="list-style-type: none"> Student Feedback Form (formerly mandated NZTA student feedback forms – some contextually relevant feedback received for Jan-Dec 2023) 	<ul style="list-style-type: none"> Chevtrain's Learner Feedback form is in place. This is a digital form and responses are reviewed monthly at Quality Team meetings. <i>Note: The core focus of the feedback in these forms is in relation to course content, delivery and learner needs but includes some indicative student support and well-being questions. These forms are not compulsory for learners to complete. Chevtrain may look at other avenues to obtain greater learner feedback on student support and wellbeing, pending findings at the monthly review of responses.</i>
		<ul style="list-style-type: none"> Student Concerns Policy and accompanying form. 	<ul style="list-style-type: none"> There is a system in place via Student Concerns form. No concerns raised for 2025
		<ul style="list-style-type: none"> Incidents, accidents, near miss reports 	<ul style="list-style-type: none"> The system for learners and Chevtrain staff to report incidents, accidents or near misses is established via a Health and Safety Asana task board. Three reports were received for 2025 where further action resulted. These reports were in relation to: <ul style="list-style-type: none"> Student fatigue management. Nutrition and Hydration. Roadside hazard awareness and risk assessment – specifically of hazards not directly related to TTM activities. Applicable procedures commenced including investigation, policy changes, mitigations applied, and reporting submitted to NZTA where required. There were no injuries as a result of these incidents.
		<ul style="list-style-type: none"> Five ways to wellbeing and support information (services and contacts) available on the Chevtrain website. 	<ul style="list-style-type: none"> Reviewed. Sufficient for our current offerings and delivery modes. No further action needed.
		<ul style="list-style-type: none"> Chevtrain's strategic goals and plans for student support and wellbeing 	<ul style="list-style-type: none"> Strategic goals and plans are reviewed annually and updated as appropriate. This included notice from NZQA to include complaints procedures and information to learners. Chevtrain already had this in place in various policies but has since included it in our Student Support and Wellbeing strategic goals and plans.
2. Learner Voice	Implemented	<ul style="list-style-type: none"> Student Feedback Form 	<ul style="list-style-type: none"> Per comments above, Chevtrain's learner feedback form has been in place for 2025. Responses are received digitally and reviewed monthly at Quality Team meetings. As a result of these monthly reviews we noted some display issues that likely skewed 3-4 responses from students not ready the questions

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			<p>thoroughly. A revised student feedback form meant display and the order of response options was edited for easier viewing. The aim being we get more reliable and accurate responses.</p> <ul style="list-style-type: none"> • Student complaints Concerns Form • Student complaints are 'serviced' and able to be received and address through the Student Concerns policy and accompanying Concerns form. Furthermore, this policy and Concern Forms are readily accessible around each of Chevtrain's permanent sites. <ul style="list-style-type: none"> • No action required • No concerns received • Chevtrain's strategic goals and plans for student support and wellbeing. <ul style="list-style-type: none"> • Strategic goals and plans reviewed. Systems in place are appropriate and have been effectively implemented (per incident reporting comments above). Chevtrain's learner Feedback form is also in place. <ul style="list-style-type: none"> • No action required • No concerns received • QMS policies and procedures e.g. <ul style="list-style-type: none"> ▪ Student Code of Conduct Policy ▪ Professional Conduct Policy ▪ Harassment Policy ▪ Professional Development Policy <ul style="list-style-type: none"> • Policies due for review commencing November 2026. • Promote opportunities for Trainers to (electively) attend Te Tiriti o Waitangi workshops.
<p>3. Safe, inclusive, supportive, and accessible physical and digital learning environments</p>	<p>Implemented</p>	<ul style="list-style-type: none"> • Peer Reviews • Digital Learning environment 	<ul style="list-style-type: none"> • No action required – continuation of this monthly practice which reviews, supports, and encourages Assessor professional practice • Chevtrain do not currently offer any online-based/e-learning or assessment. Assessor will utilise digital devices i.e. tablets for populating verification or assessment forms and evidence collection only. This allows more efficient and timely feedback and responses to learners following assessments. • Amendments were made to our Privacy and Safe Use of ICT (Students) Policies to state no person's image/photograph will be used without first receiving their explicit written permission. This is in response to AI and other image editing software and programmes.

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		<ul style="list-style-type: none"> • Student Handbook • Chevtrain’s website – Student support and well-being pages i.e. ‘Five Ways to Well-being’ • Student Feedback Form • Student Concerns policy and accompanying form. 	<ul style="list-style-type: none"> • Student handbook and website, along with information in hard copy, at each of Chevtrain’s permanent sites, promote and provide information to Learners on well-ness and well-being awareness, all of which, these methods are the most reliable way of ensuring access to learners due to the short duration we have them on-site. • Feedback form and Student Concerns – per comments in previous sections.
4. Learners are safe and well	Implemented	<ul style="list-style-type: none"> • Chevtrain’s strategic goals and plans for student support and wellbeing. 	<ul style="list-style-type: none"> • Annual strategic goals and plans are reviewed and updated as applicable.
		<ul style="list-style-type: none"> • Chevtrain follows all mandated health & safety guidelines as set out by the New Zealand Guide to Temporary Traffic management (NZGTTM), taken to include all reporting of incidents following company policies and TTM safety activities 	<ul style="list-style-type: none"> • Company Health and safety ASANA board The system for learners and Chevtrain staff to report incidents, accidents or near misses is established via a Health and Safety Asana task board. Three reports received for 2025, per comments in section one above.
		<ul style="list-style-type: none"> • Changes and development of new TTM credentials framework and movement to NZGTTM. 	<ul style="list-style-type: none"> • Chevtrain have obtained CTA and accreditation for some of the industry led initiatives and newly created credentials framework. Chevtrain will continue to seek accreditation to deliver more of these credentials throughout 2026. The Framework and guidance pivots around risk assessment knowledge and application in a TTM environment. As such, the content of these programmes and blocks of learning are concurrent with the intentions of our Student Support and Wellbeing strategic goals and plans, as well as ‘The Code’.