DairyTraining

Strategic Plan for Learner Wellbeing, Health, and Safety

Web version | Reviewed October 2026

About this plan
This is a summary of Dairy Training Limited's detailed strategic goals and plans for supporting learner wellbeing and safety under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

About Dairy Training Ltd

Dairy Training Limited (DTL) is a Private Training Establishment and subsidiary of DairyNZ. We provide practical vocational training for people working in New Zealand's dairy sector, from entry-level farmers through to people developing farm management and business capability. Our tutors are primarily working farmers, helping ensure training remains practical, credible and connected to current industry practice.

Our learners

DTL learners are generally employed in primary industry businesses and attend training alongside their work. Delivery may be face-to-face or online and is scheduled around farm work where possible. Most DTL micro-credentials involve three to four face-to-face class days, so our wellbeing and safety systems are designed to be effective within a short-contact vocational training environment.

Our goal

Goal
To provide safe, inclusive learning environments that cater for the diverse needs of our learners throughout their training with Dairy Training Ltd.

- Support learner achievement through a robust learner wellbeing, health and safety system.
- Identify issues that matter to learners and their communities and respond appropriately.
- Support staff and tutors to deliver positive training experiences for diverse learners.
- Engage with learners and stakeholders and use their feedback to improve practice.
- Honour Te Tiriti o Waitangi and continue to build cultural capability across DTL.
- Review our practices regularly and make our plans and performance accessible.

How our wellbeing and safety system works

Plan
Our strategic plan, policies and procedures set the expectations for learner wellbeing, health and safety. These include pastoral care, supporting learner health, health and safety, privacy, conduct, complaints, emergency procedures, student induction and Te Tiriti o Waitangi-related practices.

Do
We put the plan into practice through learner handbooks, Cloud Assess, tutor induction and development, a learner mentor, safe venue selection, first aid capability, learner support, culturally responsive practice, accessible delivery and clear referral and escalation pathways.

Check
We monitor the learner experience through end-of-course and graduate surveys, learner and tutor feedback, complaints, engagement and achievement information, tutor observations and review by DTL management and the Academic Board.

Act
We complete regular self-review, policy and resource reviews and respond to issues identified through feedback, complaints, learner outcomes and other evidence. Actions are tracked and the annual Code self-review report is published.

Core commitments for all learners

Learner voice

- Learners can provide feedback through end-of-course surveys and graduate surveys and can raise concerns directly with tutors, DTL staff or the learner mentor. Survey information can be considered by learner characteristics where practicable to understand the experience of diverse groups.
- Complaints processes are available through the Student Handbook and DTL website, with complaints reviewed through established internal and external pathways.

Safe, inclusive learning environments

- Tutors promote respectful, inclusive class environments and encourage learners to identify any needs that may affect their learning, health or wellbeing.
- DTL uses venue selection processes, accessible digital resources in Cloud Assess and flexible delivery approaches to reduce barriers to participation.

- Tutors receive development in areas including learner engagement, cultural competency, recognising and responding to harmful behaviour and learner wellbeing.

Honouring Te Tiriti o Waitangi

- DTL works to embed partnership, participation and protection in its learner wellbeing and safety practices.
- DTL engages with DairyNZ Māori development expertise, builds tutor cultural capability and supports the use of te reo Māori and tikanga Māori in learning.
- Learner support and classroom practices recognise whanaungatanga, manaakitanga, kotahitanga and culturally responsive approaches.

Learners are safe and well

- Student Handbooks provide information about health and wellbeing support and relevant external agencies.
- Tutors, DTL administration and the learner mentor provide points of contact when learners need help or wish to discuss an issue.
- DTL has processes for identifying and escalating wellbeing and safety concerns and for responding to emergencies, disruptive behaviour and learners needing additional support.
- Learners whose study is interrupted can be supported with practical arrangements such as transfer to a later course or assessment extensions where appropriate.

International learners

DTL is a Code signatory and may enrol international learners who are already living and working in New Zealand on valid work visas. DTL does not recruit international learners offshore, use education agents, provide accommodation or arrange travel. Our international learners undertake the same short vocational micro-credentials and receive the same core information and support as other learners, with additional checks or clarification where relevant to their circumstances.

Wellbeing and learner voice

- DTL's existing wellbeing, safety, escalation and learner-support practices apply to international learners. Feedback may be reviewed as a group where practicable to identify different support, language or information needs.

Information before enrolment

- Course information is provided through the DTL website, brochures, advertising and the enrolment process. DTL keeps this information current and reviews whether international learners need any additional clarification.
- DTL courses are currently free, with no tuition fees or levies.

Enrolment, English and visa requirements

- Applications are reviewed for course suitability, entry requirements, relevant workplace access, English language capability and visa eligibility.
- Visa status, expiry and relevant study conditions are checked before enrolment is confirmed and recorded in SELMA.
- DTL's contract of enrolment is formed through the enrolment process and supported by the enrolment form, enrolment confirmation, course timetable, Student Handbook and relevant policies and procedures.

Insurance

- International learners are already living and working in New Zealand when they choose to enrol. DTL does not recruit offshore or arrange travel or accommodation. Learners therefore remain responsible for their own insurance arrangements, which DTL does not verify or monitor as part of enrolment. DTL will review this approach if its international learner profile or delivery model changes.

Orientation, information and ongoing support

- Orientation and ongoing information are provided through enrolment communications, course timetables, the Student Handbook, Cloud Assess Welcome and Introduction pages and tutor-led induction.
- Learners have ongoing access to tutors, DTL administration and the learner mentor. DTL will keep this information inclusive and culturally responsive and add clarification for international learners where a need is identified.

Monitoring and review

- End-of-course survey questions are reviewed at least annually and results are considered regularly by DTL management and the Academic Board.
- The Student Handbook and Tutor Manual are reviewed regularly to keep learner and tutor information current.
- Policies are reviewed in accordance with DTL's Policy Development and Review Tracker.
- Tutor quality is monitored through observation, learner feedback and ongoing tutor development.
- DTL completes an annual self-review of its Code practices and publishes a summary of performance.
- International learner feedback is considered where practicable, including through graduate destination surveying and self-review.

Where learners can get help

Learners can contact their tutor, DTL administration or the DTL learner mentor if they have questions, concerns or need support. Contact details are provided in course communications, timetables and Cloud Assess. The Student Handbook includes wellbeing support information and the complaints process, with external complaint and dispute options also available.

Our commitment to continuous improvement

DTL uses learner feedback, complaints, achievement and engagement information, tutor feedback, stakeholder input, self-review and governance oversight to identify opportunities for improvement. Where a gap is identified, we update our practices, learner information, policies, resources or tutor development as appropriate.