



30th of October 2024

Shalom Education
P.O Box 112 Awanui
NORTHLAND
NEW ZEALAND

Self-review Report 2024

Learner Wellbeing and Safety

**Reference: The Education (Pastoral Care of Tertiary and International Learners)
Code of Practice 2021 (NZQA)**

Self-review Report

This report summarises Shalom Education's performance against the requirements of the Code of Practice.

Note: Shalom does not enrol International learners and does not provide student accommodation, therefore this self-review addresses Outcomes 1-4 only.

Shalom Education was established in 1992 and is currently a Category 2 registered tertiary education provider (PTE).

TEO Information

TEO Name	Shalom Education (Shalom Training LTD)	MOE Number	8769
Code Contact	Jesse Liddicoat	Job Title	General Manager
Email	firstaid@shalomeducation.co.nz	Phone	022 499 1002 027 2825 361
Current Enrolments	Domestic Learners 1 October 2023 to 30 September 2024	1274 Students	
Report author(s)	Jesse Liddicoat Ron Liddicoat		

Kaupapa

Purpose, Goals and Self Review Summary:

Shalom Education aims to develop and deliver quality education programmes which are; responsive to local needs, offer nationally recognised and accredited qualifications or part thereof, and are as appropriate to the participants needs as possible.

We recognise the potential, as well as the needs (physical, intellectual, cultural, spiritual & emotional) of each individual who comes into contact with our organisation and their unique value.

We strive to ensure that every contact a learner has with us is an enriching one.

We provide a unique educational service in Te Hiku O Te Ika to a rural, predominantly Maori population, by being the only independent, itinerant, Far North based First Aid training provider.

Shalom Education is a PTE based in Te Hiku, the beautiful Far North of New Zealand, Operating for over 30 years!

We predominantly offer courses in Kaitia and Far North Surrounds - Te Hapua to Hokianga, and also travelling and teaching further south as demand arises.

Shalom whanaungatanga extensively with our five iwi; Ngāti Kuri, Ngāi Takoto, Ngāti Kahu, Te Aupōuri and Te Rarawa. Our course participants predominantly are Tangata Whenua, we therefore prioritize tikanga and use te reo in the delivery of our communications and course content.

We reflect the land and its people and teach with a wealth of local knowledge. Shalom incorporates actual emergency scenarios and makes the learning relatable using local historical events and stories to engage whanau.

We operate with safe and welcoming practice and procedures and strive to make all people feel included and accepted. Our learners are a good representation of the Far North community.

Our main challenges are; the rurality/ geographic spread of the Far North, isolation from and access to emergency services and health care and significant increases in costs such as travel, compliance costs and requirements.

Shalom Education is a NZQA accredited TEO. We provide first aid courses and other workshops through experienced and qualified tutors to the community of Te Hiku o Te Ika. We are a whanau business and our team is expanding to accommodate the growing need of first aid and health education in the Far North.

We have two full time staff - One as the senior tutor and CEO, and the other as the General Manager which consists of everything involved in running this business. The General Manager is also a qualified tutor enabling the business to balance courses between two tutors. There are also occasions where 2 tutors attend or conduct the courses together.

This year we have welcomed two new whanau members into our Shalom business.

Firstly we have a volunteer administrator with many years of Managerial/administrative experience who has offered her services to fill a temporary position to assist the General Manager to become familiar with business and office procedures, and to assist in getting some strong work practices in place in order to then offer a paid Administrative position within the business in 12 months time. This will allow more flexibility for the Manager to take up more tutoring opportunities.

We have also welcomed a qualified Registered Nurse and qualified tutor, who has commenced part-time working with the two other tutors to become familiar with the programmes offered. She will also be offering an Empowered Parents first aid course under the Shalom umbrella, offering CPR and Obstructed Airway first aid to parents of babies and young children.

Other professionals who are on staff either part time or in an advisory role include; a clinical psychologist, a registered nurse and a medical doctor.

We currently offer a sleep workshop and will soon offer an anxiety workshop to address identified mental health first aid.

Most students attend a one day foundation first aid course or refresher course. The longest session that learners attend is a two day full New Zealand Certificate in first aid course. (- shown in data)

We are excited about some of the changes that we have made in 2023/24. Many of the administration processes and data collection that we made in 2023 are now working well making a great difference to this area of the business. We also keep our website and social media up to date with information about upcoming courses, and also interesting first aid topics for our followers to view. Individuals can book a first aid course and pay online via our website. This is a convenient and easy option for many learners wishing to attend a public first aid course.

Our administration processes and data collection changes include but are not limited to; refreshing and updating our forms, booklets and resources, and reviewing our end to end processes.

We are working on digital resources, and operate a live website where learners can book courses, find information and contact our administration team. In the future we aim to create more digital resources for learners to access which will compliment our courses, and learner needs.

Our tutors will be attending the 2024 Association of Emergency Care Training Providers (AECTP) (Peak Body) conference in November.

Shalom Education had a workforce development council - Toitu Te Waioira (TTW) moderation visit in October this year. It was a very encouraging visit with a lot of positive feedback being received.

Staff continue to review and upskill all areas that are mandatory within the business - for example The Code, Self Review etc. 2025 Plans for future advances, include Shalom writing our own assessment material to make the learning for our students even more relevant to our Far North community.

We have been completing self review and are continuing to analyse our practices and streamline our processes to ensure a better learner experience. The aim is always to better document these forms of self review in order to capture our progress as best we can.

This includes the development of a 2025 self review schedule to more formally document our reviews and changes at regular intervals. We plan to do a quarterly report for 2024/5 to annotate findings. Our quarterly report may cover items such as successes and barriers, learner achievement, feedback and areas for improvement.

With improved data collection and our most documents being stored securely in a cloud based server our processes and procedures have been running smoothly and we are confident that the measures taken will alleviate any future loss of data which had occurred previously.

Care for our Learners, understanding and appreciating what they have to contribute, and their overall wellbeing is very important to Shalom. Especially as we often know whanau who come to us or have an association with them in some way. We believe this to be a real area of strength for Shalom and will take our time to assimilate our students into a course in a positive welcoming manner. We feel it is important to establish whanaungatanga with learners from every walk of life by ensuring there is always a positive and safe learning environment. We notice that when a Learners' needs are met they invariably achieve well.

Comments received from Learners through our evaluation forms are really positive - often comments provide very insightful information that help us understand where our strengths lie and where possible improvements can be made. We enjoy sharing these comments with staff as a means of encouragement and as a valuable learning tool.

2024 has also seen Shalom broaden its reach on Public First Aid Courses to the Bay of Islands region. After two courses conducted thus far in 2024, it is already showing a great interest base from a wide range of businesses and people - we are proud to be able to provide this very valuable learning to more people.

We encourage the reader to contextualise the above points and the rest of this self review document to give perspective to the scope of our PTE's operation.

2024 Snapshots' of Learner comments - (gathered from course Evaluation Forms)

February - Koru Services
Thoroughly enjoyed our First Aid Course with Jesse. Very informative and loved his way of explaining scenarios and simplifying difference medical emergencies
Well facilitated First Aid Course. Very confident and competent, culturally aware, awesome delivery style that accommodated us. Nga Mihi.
Very insightful engaging an excellent/comfortable environment to participate! Nga Mihi
Nice approach Awesome comms Cool as day - you rock cheers
Extremely informative and interactive day. Learnt a lot and feel I will retain the info. Well explained and facilitated

January - Te Kura Kaupapa Maori O Kaikohe
Appreciated the use of te reo Maori from both presenters.
Nga Mihi nui ki a korua. Congrats on the new mokopuna! Yay!
The best first aid course!!! Hands on ! Reality examples presented
All content well delivered and language and humour that I understand, even when certain parts were confusing for me - you two spoke in a manner that put me at ease and allowed me to trust myself
Always sharing experiences, no pressure, adaptable. Love it when you come.
Fun and informative! Awesome tutors!
Nga mihi nui for all the life skills you've provided today. The environment was easy going, Real life experiences shared and gained more knowledge to help in these situations
Thankyou very much for your time and care
I really enjoyed today Love the relaxed, friendly supportive environment
Was awesome, answered all q's, easy to understand, very good!
Amazing tutors, fun, relaxed environment. Learnt heaps, had a fantastic day.
All clear and well delivered. Feel more confident to act in an emergency, Ka Pai!

KeriKeri High School Group 1
Great sharing
Real life sharing helped with imagining what might need to happen
Helped me reflect on previous situations and consider know I might have improved response
Most impressed with 2 people delivery
Group worked really well sharing stories
Useful and inclusive day. Enjoyed that we were able to chat and share stories
Awesome learned/reviewed a lot, feel more prepared to act in an emergency
It was clean, concise and covered a broad range of topics. I really appreciate the opportunity to talk our experiences as a part of our learning
Fantastic course. A serious course but with a human rumour. Thankyou
Fabulous day! Thankyou for your excellent mahi today
awesome team! Learned heaps and refreshed knowledge and skills
Thankyou Ron & Jessie. Excellent refresher course
Another excellent course by Shalom Jesse and Ron. Thankyou
Excellent course, informative and informed, a wonderful friendly style. Well done you two are the dream team.

Public First Aid 21 June
Thoroughly enjoyed Ron teaching style an knowledge of first aid. His delivery method included real life stories that we could all relate to and understand, Also loved the way he incorporated Maori into his delivery. Absolutely enjoyed my First Aid learning.
Thankyou Ron. Knowing my situation (back) you were very supportive thankyou
Pao tenei akoranga, Nga Mihi
Really informative, excellent information delivered when needed

29th July Te Hiku Hauora Whakapiri Team
Enjoyed the delivery of this First Aid wananga. Excellent informative korero
Very informative and made to feel comfortable throughout
One of the best first aid completed, straight to the point, very relevant to work and life.
Was practical and well delivered. Tutor was super knowledgeable. Really enjoyed it

10th September North Tech
Jessie is the man, very knowledgeable! I like how he sed maori words in his presentation and he has awesome people skills
Appreciated tutor use of Te Reo Maori Clearly explained things.

30th September Kaitaia College Staff GP1
Using local content to give examples of applying first aid really helped to make connections with. Ron. thankyou you always make our trainings, fun, informative and inclusive. Nga mihi atu.
Very informative - life changing - a follow up will be good. Very helpful korero. excellent delivery thankyou.

1st October Kaitaia College Staff GP2
Good to have pair assessment, but also good how tutor went around the group to observe assessment at the same time. Love the real life stories to help todays scenarios relative. Easy clear instructions. Ron was great, very informative. Enjoyed myself- would recommend. A very good experience.

Outcomes:

What is being achieved and the value for learners, employers and the wider community

Needs assessment:

the extent to which TEOs systematically determine and address the needs of learners, employers and the wider community.

Learner Outcomes:

- Shalom Education first aid training courses are designed and delivered to meet the needs of all types of adult learners. We understand the difficulty some learners have with literacy and therefore provide opportunities for all types of learners to achieve. This is done by using course content that is hands on, minimal reading, and plenty of practical skill stations. Our tutors are experts in assisting students with a variety of learning needs and ensure that everyone has the opportunity to participate and learn. Enrolment forms give those students who wish to advise the tutor that they have a learning need, the means to do so. This directly allows the tutor to take the actions necessary to ensure that the learner has the required support.
- In 2024 all of our students achieved our assessment requirements. This clearly indicates that our courses are well suited to learner needs and that our tutors support learners in their endeavour to gain a first aid qualification.
- Our first aid courses are affordable for individual learners who are self funding the course. We are confident that we are able to minimise any financial barriers for learners by offering a range of payment options. This enables learners from all walks of life to access our course for better preparedness at an individual level as well as whanau and wider community level.

Employer Outcomes:

- Course structure allows employers to release staff individually to attend our public mixed first aid courses - held locally at least once a month.
- Options exist for group bookings- employers can arrange to have all their employees trained in one or two day sessions that, depending on the business, usually has a minimal disruption to work and is often commented as a time employees look forward to - a welcomed change while learning/upskilling.
- We do our best to accommodate employer/business scheduling for dates/times around their operating needs. For example we may hold a course over two afternoon/ evening sessions to accommodate.

Community Outcomes:

- Shalom is well placed to determine and address community needs due to our sound understanding of, and establishment in, the Far North community.
- We understand that affordability is a need and our prices reflect this and allow our community to access quality first aid training at a lower price, removing some of the financial barriers that people may face.
- Significantly increased operating costs such as travel and compliance costs have impacted our operating costs (being a small provider).
- We have made the tough decision to raise our course costs in 2024 to reflect these strains on business. However we are still providing first aid courses at a lower cost to nearly all other competitors offering the same NZQA unit standards.

Using what is learned.

Evidence-based conclusions and decision-making that will feed into strategic and business planning, leading to positive change

A number of conclusions have already been drawn and included in the above outcome boxes for both the value table and addressing learner needs table.

Learner Outcomes:

- Learners achieve well, are listened to (strong learner voice), strong participation throughout the course day(s) and positive learner involvement.
- We will continue to update and review teaching plans (lesson plans and course schedules) for the courses that we offer and will be exploring options to extend accreditation and offer learners a wider range of unit standards and education options.
- The evidence for learner outcomes is predominantly captured in our course Evaluation forms with some learner feedback also coming through the website, email, phone and social media.
- In 2024 our learner evaluation forms were more user friendly and we now use an updated grading system.

Employer Outcomes:

- Learner feedback to their employers (both document and informal) are consistently positive resulting in return business and longstanding business relationships.
- Employers see the benefit in having more qualified workers than the minimum Worksafe NZ requirements. They realise the tangible value of the courses and life skills that Shalom Education offers.
- We aim to improve the way we capture this kind of anecdotal information from local workplaces who have participated in training so that we can further improve the relevance and impact of first aid training that they receive.
- The evidence for this is usually via email and phone but we are looking for ways to streamline how we work with local employers and how we capture their staff data. This may be done via follow up phone calls seeking feedback on the course to their workplace. This will be done in a way that feedback can then be used to ensure future courses are relevant

Community Outcomes:

- Community participation and engagement with our first aid courses is well established. The courses build learner confidence and competence to respond to emergencies in the community and save lives as well as improving community health outcomes. This is an important outcome due to wide geographic spread in the Far North and obstacles to accessing healthcare and emergency services.
- In recent questioning we have reached the conclusion to meet community needs by developing and delivering a anxiety/mental health workshop to help our community in this very important hauora area. This has been a repeated request and is a present need for our community that we are confident we will be able to meet. We are only in the early stages of developing this but know it will be well received and another tool in our communities 'resilience toolbox'.

Stage of implementation for each outcome

The following ratings against key outcome indicate the state of implementation that most reflects Shalom Education's current level of understanding and practice for each outcome, based on NZQA guidelines

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	Rating
Outcome 1: A learner wellbeing and safety system	Implemented
Outcome 2: Learner voice	Well implemented

Wellbeing and safety practices for all tertiary providers

	Rating
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Implemented
Outcome 4: Learners are safe and well	Well implemented

	Summary of performance based on gathered information (i.e. how effectively is your organisation doing what it needs to be doing?)	How do you know? (i.e. not supporting evidence with analysis to make sense of what it means)
Outcome 1: A learner wellbeing and safety system	<p>Shalom Education has robust practices in place to ensure that all students are safe and cared for over the duration of the course. As Shalom Education only runs short courses at this stage (e.g. 1 or 2 day first aid course), we therefore do not oversee the safety and wellbeing of learners over a long period of time. However we still work hard to ensure the following;</p> <ul style="list-style-type: none"> • Specific learning needs or disabilities are known prior to course commencement and accommodated for. Enrolments Forms give an opportunity to advise Tutors, the Learner will need assistance. • Health and safety guidelines including emergency plans are adhered to and each student is made aware of these at the start of each course. • We value diversity and strive to be fully inclusive. 	<p>Evaluation forms are filled in at the end of each course by the learners. (98% of learners complete the optional evaluation forms). All forms and feedback are read by our team, and any suggestions or concerns are discussed, noted and/or addressed. This forum allows Shalom to effect any changes that may be needed/relevant - it helps us to understand what learners need and think, it can be anonymous (or can be named if they wish) so there is no fear of saying what they need to.</p> <p>Complaints process can be made known to any student requiring this. We have other team members who can field complaints, in the instance of a complaint being directed towards specific staff.</p>

<p>Outcome 2:</p> <p>Learner voice</p>	<p>Shalom Education provides first aid courses that are interactive and value the knowledge of the learner.</p> <p>Each course group has unique insights, knowledge and past experiences to share with the group. We value the learner's voice and give many opportunities for individuals to share their ideas and experiences of which they most often do.</p> <p>Through the use of 'personal experience and real life situations' stories that are used by the tutors, it is an opportunities for Learners to really have a voice as well as listen to others. It is often commented on in Evaluations how useful this forum is.</p> <p>Evaluation forms are completed by each student at the end of the course, these are reviewed and gives our team the opportunity to reflect on the experience of the learner during the course.</p> <p>Our tutors are respectful, approachable and professional. They are skilled at leading large groups in a way that allows opportunity for each student to have a say, before, during and/or after course and either in group settings or away from the larger group.</p>	<p>We use a number of platforms to communicate with our students. We use facebook and messenger, website bookings and enquiry, phone and email as well as the course itself which provides both verbal and written opportunities.</p> <p>We are committed to reviewing our learner feedback through evaluation forms. We value this feedback and strive to act on any improvement points for future courses.</p> <p>Tutors communicate what the complaint policy and procedure is and how to go about this at the beginning of each course.</p> <p>The vast majority of our feedback from students is positive.</p>
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	Summary of performance based on gathered information (i.e. how effectively is your organisation doing what it needs to be doing?)	How do you know? (i.e. not supporting evidence with analysis to make sense of what it means)
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	<p>Shalom Training is committed to providing a safe, inclusive, and supportive learning environment for all learners, including Māori, Pasifika, and those with disabilities. As a provider of short courses, primarily focused on first aid, our learning spaces are designed to promote positive learning experiences while ensuring accessibility for participants.</p> <p>Our processes emphasize inclusivity, with proactive measures to prevent discrimination, harassment, and other harmful behaviors. We ensure that cultural needs and aspirations are upheld, and we actively foster an environment where learners feel connected and valued. Learners are encouraged to build relationships, share their views, and engage meaningfully with course content and peers. This is done via whanaungatanga that each tutor carries out at the start of each days learning. Enrolment forms also capture vital learning information and peer moderation and support within the PTE (tutor to tutor) tracks and ensures this is always well done</p> <p>While our courses are short in duration, Shalom Training maintains a strong focus on learner engagement, supporting participants as they learn with us and also offering support and pathways options if they are interested in further learning following their journey with us.</p>	<p>We have a Safe and Inclusive learning environment.</p> <ul style="list-style-type: none"> - Tutors and staff are trained to recognize and respond effectively to any instances of harm or exclusion. And often can pick up on potential learning issues and address them before they occur. - Learners receive information about available cultural, spiritual, and community supports, ensuring they feel connected and supported. <p>We know this happens as it is a key principle upheld by our tutors and is often commented on in Evaluation feedback forms.</p> <p>Learner Participation and Engagement:</p> <ul style="list-style-type: none"> - Learners are provided opportunities to share their views and participate safely in the learning environment. - We facilitate meaningful connections by encouraging relationship-building and fostering a sense of belonging. - Māori learners are supported through the incorporation of te reo and tikanga Māori practices, enhancing their connection to identity and culture. - We know this happens based off the high achievement of learners and the high engagement in learning that our tutors see at each course. <p>Physical and Digital Spaces and Facilities:</p> <ul style="list-style-type: none"> - Shalom Education ensures that learning spaces are healthy and safe, with safety briefings conducted at the start of each course. - Barriers to access are identified and removed where possible, ensuring that facilities are usable by all learners. - Learners are invited to provide feedback on the learning environment, with improvements made based on their input.

Outcome 4:**Learners are safe and well**

Shalom Training prioritizes the physical and mental wellbeing of its learners through proactive monitoring, clear communication channels, and accessible support practices. While our courses are short-term in nature, we are committed to ensuring that every learner feels supported, safe, and well-informed throughout their experience with us.

We provide learners with essential information to help them maintain their wellbeing, such as details about health support services and wider support networks. Our tutors are trained to identify potential risks to learner wellbeing and respond appropriately. Additionally, we foster open communication to encourage learners to raise any personal or peer-related concerns confidently.

Shalom Training recognizes the importance of promoting mental health awareness and fostering a positive, inclusive learning culture that reflects the diverse needs of its learners. We actively accommodate disabilities and other health-related needs to create an accessible and supportive learning environment.

Information and Support for Learners' Basic Needs:

- Learners receive a comprehensive introduction at the start of each course, which includes health and safety procedures, emergency response protocols, and information on accessing local and community services if needed.
- Tutors are available to discuss personal challenges confidentially, ensuring that learners have access to timely advice and assistance.
- While Shalom does not provide food or accommodation due to the short duration of its courses, venues are carefully selected or vetted to ensure they are accessible and inclusive for all attendees.

Promoting Physical and Mental Health Awareness:

- Course sessions emphasize the importance of physical health and safety in emergency care, reinforcing practices that promote personal and community wellbeing.
- Learners are encouraged to engage in discussions and share their experiences, fostering a supportive peer environment. Of which they often do.
- Culturally inclusive practices, such as incorporating tikanga Māori principles, help learners connect and build confidence.

Proactive Monitoring and Responsive Practices:

- Shalom Training maintains accurate and up-to-date contact information for all learners, allowing for prompt communication in the event of an emergency.
- Any issues that arise during a course are documented and addressed immediately to

		<p>mitigate risks and ensure learner safety.</p> <ul style="list-style-type: none">• Feedback forms allow learners to anonymously share concerns about their wellbeing or the course environment, ensuring that their voices are heard without fear of reprisal.• For learners with disabilities or other specific needs, Shalom Training makes accommodations such as tailored course materials and support from tutors to ensure equitable participation.
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Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

Outcome 1	Actions to be taken	Owner	Due Date	Plan for monitoring implementation	Measures of success
A learner wellbeing and safety system	Complaints Policy and Procedure Annual Review	Ron	June 2025	Updated process is discussed with wider team and then saved	Document updated by due date
	Acknowledgement of high levels of anxiety in our community of learners has lead to development of a Mental Health/Coping with anxiety workshop	Jesse, along with Clinical Psychologist	August 2025	Workshop teaching schedule/lesson plan presented at June Staff meeting	Workshop on offer and sessions available

Outcome 2	Actions to be taken	Owner	Due Date	Plan for monitoring implementation	Measures of success
Learner Voice	Actively seeking feedback through a set of specific PTE to Employer questions	Jesse	15 Mar 2025	Ron to bring up for discussion at Dec Meeting	Feedback collected with suggestions considered and possibly implemented
	Encourage course participants to leave more online feedback and review eg google reviews and comments through the website	Jesse and Ron	1st Nov on	Regularly check online forms/forums	Increase online feedback and reviews received
	Further refine learner Evaluation form and questions	Jesse and Ron	30 Jan 2025	New Forms uploaded	Document dated and uploaded by due date

Wellbeing and safety practices for all tertiary providers

Outcome 3	Actions to be taken	Owner	Due Date	Plan for monitoring implementation	Measures of success
Safe, inclusive, supportive and accessible physical and digital learning environments	Tablets to be purchased and set up for use in order to move towards the digital era/accommodate digital age learners	Jesse Katie	August 2024	Tablets to be loaded with information and proposed for use in 2025 training courses	Tablets purchased Plans underway to load information
	Review suggesting more visual aids should be used for training courses.	Ron Katie	February 2025	Reminder set for January Meeting 2025	Inventory list presented for discussion January 2025

Outcome 4	Actions to be taken	Owner	Due Date	Plan for monitoring implementation	Measures of success
Learners are safe and well	Precourse discussion/preamble around the courses being a safe learning environment that accommodates diverse learner groups and beliefs to be included in the front of the course booklets.	Jesse and Ron Katie	June 2024	Lines to set expectations for learners included in the course workbook eg "The participants of this course have a variety of beliefs some of which you may feel strongly about, please respect other people's beliefs and opinions as we respect ours.	New booklet prepared and published for use by due date
	Formalise/incorporate some of the other course info and expectations that is currently only presented verbally at start of the course lesson	Jesse and Ron Katie	June 2024		New booklet prepared and published for use by due date

Korero whakamutunga:

Shalom Education is a NZQA accredited TEO. We provide first aid courses and other workshops through experienced and qualified tutors to the community of Te Hiku o Te Ika. We are a whanau business and our team is expanding to accommodate the growing need of first aid and health education in the Far North.

We operate with safe and welcoming practice and procedures and strive to make all people feel included and accepted. Our learners are a good representation of the Far North community.

We are working to have a more regular and continual self review underway. This is happening on a regular basis by having effective team/staff meetings as well as having good communication systems to keep everyone updated. By thoughtfully allowing the team/staff plenty of time to discuss courses, general business, thoughts and ideas we become more comfortable to share and the business flows well. There is still room for improvement in how we formally document what we do informally/verbally in lessons. We are currently updating our resources. Working to ensure staff are well trained and constantly upskilling.

Our main challenges are; the rurality/ geographic spread of the Far North, isolation from and access to emergency services and health care and significant increases in costs such as travel, compliance costs and requirements.

We are excited about some of the changes that we have made in 2023/24. We have been reviewing our administration processes, data collection and storage, course delivery and marketing strategies.. This includes but is not limited to; refreshing and updating our forms, booklets and resources, and reviewing our end to end processes.

We are working on digital resources, and now have a live website where learners can book courses, find information and contact our administration team.

In the future we aim to create more digital resources for learners to access which will compliment our courses, and learner needs. We have commenced this process and should see it underway in our 2025 training courses.

Staff are currently in Review of and upskilling in the following areas: The Code, Self Review Schedule. With the following areas also starting to be reviewed; Resuscitation literature and guides & Shalom Strategic Outcomes.

Thank you for taking the time to read this self review - we warmly welcome any constructive feedback.

Nga Mihi Nui,
The team at Shalom Education