



## School of Healthcare and Social Practice

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### 2019 Team Diamond and Action Plan

#### **Our Purpose:**

*To demonstrate our connectedness to the wider world, our collective unity, that supports our whanaungatanga, and care and reciprocity for each other, acknowledging the spirituality and mana that each of us bring.*

#### **Te Noho Kotahitanga (our values):**

- Rangatiratanga – Authority and Responsibility
- Wakaritenga – Legitimacy
- Kaitiakitanga – Guardianship
- Nohotahi – Co-operation
- Ngākau Mahaki – Respect

Unitec Priority	Team Priority	Action and Timing
Success of all students, with a focus on priority groups (Māori, Pacific, Under 25, International) and the communities we serve (West, Central & North Auckland)	To know our learners and partner with stakeholders to provide academic support and pastoral care	<ul style="list-style-type: none"> <li>• <i>To increase priority group completion rates across ALL programmes.</i></li> <li>• <i>To co ordinate Māori and Pacific support across the School to increase retention and completion rates.</i></li> <li>• <i>To work with the Student Success team to increase the provision of academic and pastoral support.</i></li> <li>• <i>To ensure that ALs, Course Coordinators and the PAQC meetings across all programmes establish traffic-light monitoring for <b>all</b> priority groups and to identify targetted interventions to increase success rates.</i></li> </ul>
Quality learning, teaching and applied research to develop work-ready graduates and lifelong learners	Build upon staff capability to attain excellence in educational performance and self-assessment	<ul style="list-style-type: none"> <li>• <i>To demonstrate cultural competency and affirm commitment to Te Tiriti o Waitangi.</i></li> <li>• <i>To review and maintain systems and processes that enable continued quality and improvement.</i></li> <li>• <i>To maintain currency and/or practice for clinical competence.</i></li> <li>• <i>To ensure, support and encourage all teaching staff to attain a teaching qualification that continues to develop teaching and learning capabilities to meet students' diverse learning styles.</i></li> <li>• <i>To remain active in research or engaged in evidence based practice for teaching and learning.</i></li> <li>• <i>To continue to utilise Stakeholder Surveys that feed back to the Course Coordinators and PAQC to ensure relevance of programmes, fosters realtionships and quality graduates. To develop discipline specific surveys</i></li> </ul>

		<i>where needed. To establish and deliver a Stakeholder Survey that feeds back through PAQC to ensure relevance of programmes and quality graduates.</i>
Engaged and inspired staff, equipped with the capabilities to support and deliver best learning	Create supportive environments that value staff and empower them to enhance their knowledge and skills	<ul style="list-style-type: none"> <li><i>To achieve 2 Teacher Capability Badges per staff – 90% staff completion.</i></li> <li><i>To provide a supportive environment for Professional Development for teams/staff to enhance their learning and teaching to remain professionally competent in their professional discipline and competent as learning facilitators.</i></li> <li><i>To maintain staff wellbeing, ensuring a positive , respectful environment that supports Whanaungatanga , care and resporoity for each other.</i></li> <li><i>To share best practice across the School to enhance our learning.</i></li> <li><i>To ensure that staff contribute to the development and implementation of the Waitakere Strategy, valuing staff knowledege of Waitakere City (our place).</i></li> </ul>
A financially sustainable business to invest in the future	Engage with industry and community to ensure our programmes are sector-relevant and sustainable	<ul style="list-style-type: none"> <li><i>To enhance and maintain relationships with Community Stakeholders that support our students (via placements, community activities etc).</i></li> <li><i>Work with research partners to pursue external funding to maintain academic credibility and grow applied research leadership.</i></li> <li><i>Engage with the Waitakere Community to develop in partnership initiatives that promote the Waitakere campus and contribute positively community.</i></li> <li><i>To develop and maintain programmes that continue to meet the needs of our community that are accessible and relevant.</i></li> </ul>

## 2019 Operational Delivery Plan

Unitec Priority	Team Priority	Action and Timing	What we will do to achieve this?	Who is responsible?	By when?
Success of all students, with a focus on priority groups (Māori, Pacific, Under 25, International) and the communities we serve (West, Central & North Auckland)	1. To know our learners and partner with stakeholders to provide academic support and pastoral care	1.1 To increase priority group completion rates	<ul style="list-style-type: none"> <li>To monitor student attendance, assessments and ensure that support for students has a holistic approach to meet their needs.</li> <li>Staff to take responsibility for the well-being and pastoral care/ support of their students. Strong links to Student Success, International Success, Pacific Success, and Māori Success teams.</li> <li>Manage/oversee student pastoral care, orientation, SEAtS and student attendance tracking, and other support i.e. Study Link etc.</li> <li>Develop a community campus that is engaging that provides a sense of belonging. Design a 'student community space' that provides greater student engagement and an inclusive environment.</li> </ul>	HoS/PMs/AQA All staff	Ongoing
				All staff	
				PMs/AA/AQA All staff	
				HoS in partnership with Director Infrastructure Operations	Implementation Sem 1, 2019
		1.2 To co ordinate Māori and Pacific support across the School to increase retention and completion rates	<ul style="list-style-type: none"> <li>To monitor and track priority groups through allocated Māori and Pacific staff positions within BN, MI, NZCHW, SP and FREE4U.</li> </ul>	All staff	Ongoing
				HoS	Ongoing

			<ul style="list-style-type: none"> <li>• Connect to/liaise and collaborate with Student Success, International Success, Pacific Success, and Māori Success teams.</li> <li>• To support and implement the Māori Success Strategy through development of a Whanau room and a Māori Ora space.</li> <li>• Ensure staff are aware of all the student support services that are internally and externally available across Unitec.</li> <li>• To support and implement the Pacific success strategy through the support of the Pacific Centre and the Pacific staff on campus- developing a Pacific student network (Fono Pasifika).</li> </ul>	HoS	April 2019 Ongoing
				HoS Māori staff All staff	March 2019
				Pacific Staff All staff	
		1.3 To work with the Student Success team to increase the provision of academic and pastoral support	<ul style="list-style-type: none"> <li>• To establish a strong link with the Student Success team to provide academic support for Waitakere students to lift success rates.</li> <li>• To maintain the Fono Pasifika support processes focusing on student success and retention.</li> <li>• To develop and support a Tangata Tauwiwi group that supports new migrants, international and refugee students on campus.</li> <li>• To support student /social groups that are established by students i.e. Men's Support Group.</li> <li>• To support student representatives across the school by addressing concerns and attending student meetings.</li> <li>• Staff yet to take up Mātauranga Māori staff professional development courses and programmes – all staff must have completed by Nov 2019.</li> </ul>	HoS/PMs	Ongoing
				Identified staff	Track from March 2019
				ALs/All staff/ Identified staff	
				All staff	31 March 2019
				Students PMs/HoS	
				PMs	90% of staff achieve Te Tiriti ō Waitangi badge Nov 2019

			<ul style="list-style-type: none"> <li>• Increase staff awareness of Pacific knowledge and culture through cultural competency workshops, PD badges, and experiences.</li> </ul>	All staff	
		1.4 To ensure that PAQC meetings across all programmes establish traffic light-monitoring for ALL priority groups and to identify targeted interventions to increase success rates	<ul style="list-style-type: none"> <li>• To increase overall student success, completion and participation rates by identifying, tracking and monitoring students. Work in collaboration with the Student Support team to support student success</li> <li>• To ensure that all Course Coordinators provide monitoring report to AQA on priority groups participation, retention and success rates end of every semester break - identified through traffic lights.</li> </ul>	PMs/AQA	Track from 1 March 2019
				PC All staff	2019 April 15 July 19 Oct 11 Dec 23
Quality learning, teaching and applied research to develop work-ready graduates and lifelong learners	2. Build upon staff capability to attain excellence in educational performance and self-assessment	2.1 To demonstrate cultural competency and affirm commitment to Te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>• To support Māori students to attend the Nursing National Māori Hui.</li> <li>• Staff will place in their practice, karakia and Waiata adhering to Unitec values.</li> <li>• Attend Treaty of Waitangi Workshop</li> </ul>	PMs/AQA/ All staff	April 2019 Ongoing
				All staff	
				All staff	Ongoing
		2.2 To review and maintain systems and processes that enable continued	<ul style="list-style-type: none"> <li>• All staff to ensure that quality assurance and compliance remains a high focus area for all courses and programmes.</li> </ul>	HoS/PMs/ AQA/PC All staff	Ongoing

		quality and improvement	<ul style="list-style-type: none"> <li>Adhere to all Unitec academic quality policies and procedures. Ensure the following is understood, resourced, and implemented (including, but not limited to):</li> </ul> <ol style="list-style-type: none"> <li>Course Evaluation Plans (CEP)</li> <li>Programme Evaluation Plans (PEPs)</li> <li>Alignment to, and evidence of, NZQA KEQs across all programme areas</li> <li>Moderation Plans – internal and external</li> <li>Monitor reviews and reports – Annual Monitor Reviews for degree programmes</li> <li>5 Year programme reviews – for Social Practice and Medical Imaging Programme</li> </ol>	HoS/PMs/ AQA/PC All staff	Ongoing CEPs – completed at end of each semester by Course Coordinators
				Social Practice and Medical Imaging 5 Year Programme Review – September 2019	
		2.3 To maintain currency and/or practice for clinical competence	<ul style="list-style-type: none"> <li>To monitor staff currency for Practice /Clinical competence ensuring that professional development is maintained and supported.</li> </ul>	PMs	Ongoing March 2019
		2.4 To encourage all teaching staff to attain a teaching qualification that continues to develop teaching and learning capabilities to meet students' diverse needs	<ul style="list-style-type: none"> <li>Staff will be encouraged to attain a teaching qualification to enhance their level of teaching capability to impact the learner.</li> </ul>	PMs	Ongoing Nov 2019
		2.5 To remain active in research or engaged in	<ul style="list-style-type: none"> <li>Continue to encourage, develop and deliver relevant student and/or community focused research.</li> </ul>	HoS/PMs/RL Assoc. Professors	Ongoing

		evidence based practice for teaching and learning	<ul style="list-style-type: none"> <li>Ensure all staff with a research FTE allocation have submitted an agreed 2019 Research Plan. Administer, track progress, and report against research goals and targets for relevant staff. Ensure these research goals and targets are incorporated into staff ADEP plans for 2019.</li> <li>Ensure the School of Healthcare and Social Practice is well represented at the Unitec Research Committee, and all other relevant research forums and committees. Partner with Tuapapa Rangahau Research office.</li> </ul>	RL	ADEP – Research Plans completed by April 12 2019
				HoS RL	Ongoing
		2.6 To continue to utilise stakeholder surveys that feed back to the course coordinators and PAQC to ensure relevance of programmes and quality graduates	<ul style="list-style-type: none"> <li>To ensure that our stakeholders (Student/Industry) are incorporated in our Surveys to provide feedback on programmes that enable continued improvement, making our programmes relevant and 'fit for purpose'.</li> <li>To ensure that feedback is provided to PAQCs so that the curriculum can be adjusted when needed, closing off the feedback loop.</li> <li>Encourage all staff to remain industry engaged and relevant.</li> </ul>	PM Programme Coordinators AQA	Ongoing
Engaged and inspired staff, equipped with the capabilities to support and deliver best learning	3 Create supportive environments that value staff and empower them to enhance their knowledge and skills	3.1 To achieve 2 Teacher capability badges per staff – 90% staff completion	<ul style="list-style-type: none"> <li>Each staff member to complete a minimum of two professional development micro-credentials or 'badges' before Dec 2019.</li> <li>ADEP plans completed for all staff, including professional development planning and activities/ initiatives.</li> </ul>	HoS PMs	On-going
		3.2 To provide a supportive environment for Professional Development for teams	<ul style="list-style-type: none"> <li>Staff feel valued, empowered and connected to our School and wider Unitec whanau.</li> <li>Staff are well-resourced/supported to do a great job – strong focus on students and student well-being.</li> </ul>	HoS PMs	Ongoing



		/staff that enhance their learning and teaching to remain professionally competent in their discipline and competent as learning facilitators		Assoc. Professors BAs	Staff Engagement Surveys – August 2019
		3.3 To maintain staff wellbeing, ensuring a positive, respectful environment that supports Whanaungatanga, care and reciprocity for each other.	<ul style="list-style-type: none"> <li>Workload models for all staff designed and distributed for each year. Align workloads to new Unitec model and ensure equity and fairness across the various programme teams.</li> <li>Provide the necessary support and encouragement for staff enabling them to do their job well, have high standards of academic quality and support, and focus strongly on student success and well-being.</li> </ul>	HoS PMs	April 2019 Commercial Services Workshop
					ADEP Plans due 12 April 2019
		3.4 To share ‘best practice’ across the School to enhance our learning	<ul style="list-style-type: none"> <li>Identify particular strengths within staff that enable peer support and mentoring across the School.</li> <li>Examine courses with low participation, retention and completion to develop initiatives that support both the teacher and the learner.</li> <li>Bring the staff together across all programmes for professional development to enable greater engagement.</li> </ul>	HoS/PMs/BAs	May 2019
				PMs HoS	Ongoing
				BAs	Ongoing
		3.5 To ensure that Staff contribute to the development and implementation of the Waitakere Strategy, valuing staff knowledge	<ul style="list-style-type: none"> <li>Establish a data base of documentation and findings.</li> <li>To consult with staff across the School to gain their insights and experiences with their stakeholders in Waitakere City.</li> <li>Identify staff who play key roles in the community and to forge relationships to support and uphold the vision of Waitakere City.</li> </ul>	HoS Industry partnerships (H Stonyer)	April/May
					June

A financially sustainable business to invest in the future	4 Engage with industry and community to ensure our programmes are sector-relevant and sustainable	of Waitakere City (our place)	<ul style="list-style-type: none"> <li>To identify key players in the sector who will champion Waitakere City.</li> <li>Have a draft document by September 2019.</li> </ul>		July
					August
		4.1 To enhance and maintain relationships with community	<ul style="list-style-type: none"> <li>To continue to develop partnerships with industry and maintain our current links through; <ul style="list-style-type: none"> <li>Industry Advisory Boards and Committees</li> <li>Industry events i.e. Employer events</li> <li>Alumni activity and events</li> <li>Student placements</li> </ul> </li> <li>Develop Stakeholder Engagement strategy and input into Customer Relationship Management data base.</li> <li>Work closely with senior management/ ELT on portfolio alignment and development. Innovation and future-focused – with a strong and targeted student, community and the future of work focus .</li> </ul>	HoS PMs	Review after Sem 1, 2019 and Sem 2, 2019
					Establish May 2019 Ongoing
					Ongoing
		4.2 Work with research partners to pursue external funding to maintain academic credibility and grow applied research leadership	<ul style="list-style-type: none"> <li>To work closely with Tuapapa Rangahau –Research and Enterprise.</li> <li>Look for opportunities to access funding – ie Ako Aotearoa.</li> <li>Community partnerships.</li> </ul>	PMs	February 2019 Ongoing
					Ongoing
		4.3 Engage with Waitakere Community to develop in partnership initiatives		HoS BAs ELT	Monthly

		that promote Waitakere Campus and contribute positively to the community.	<ul style="list-style-type: none"> <li>Regular meetings with the Finance team to ensure we are on-track to meet budget each month to discuss and review 'monthly budgets vs. Actuals to date'.</li> <li>Work closely with the marketing team to promote our various programmes, invest in alumni stories and experiences, engage further with industry, and further develop our online presence for our School.</li> </ul>	HoS/PMs/ELT Product Marketing Advior	Dec 2019 Ongoing
		4.4 To develop and maintain programmes that continue to meet the needs of our community that are accessible and relevant.	<ul style="list-style-type: none"> <li>To collaborate with other relevant Polytechnics to support our current programmes.</li> <li>To look at developing a Business case for new courses that other ITPs may be offering that are relevant to our community i.e. Cert in Aged care, Short courses – Small Business.</li> </ul>	PMs All staff	April 2019 Ongoing
				PMs HoS	Ongoing