

Complaints and critical incidents self-review

Training context

Blueprint for Learning's *MH101*[®], *Addiction 101* and *Leading Wellbeing at Work* and Ara Poutama nurses' mental health and addiction *Refresher* workshops are all one day in duration and make up the majority of the training it delivers. It has the 2.5-hour online *Stress Resilience and Wellbeing* and is commencing the 4-hour *Weathering the Storm* workshop in November 2023. The foundational training for Ara Poutama nurses is three consecutive days' duration.

As students are with Blueprint for Learning for such a short time, there is little opportunity for issues to arise for them sufficient to make a complaint. This means Blueprint for Learning does not receive complaints from its students.

Participants complete an evaluation after each workshop and will occasionally provide negative feedback about some aspect of their learning experience. In June 2022 these started to be collated as "informal complaints", so analysis of themes and identification of any welfare aspects will be possible. These student comments were recorded in the "Participant feedback – all BP programmes" spreadsheet, with a drop-down identifier enabling them to be sorted from other entries for analysis.

14 "informal complaints" were noted between 1 June and 6 October 2023. Six related to venues or food, three to the behaviour of other participants, two to the participants' personal situation, two expecting more tailoring of content to their needs, and one commenting on poor Te Reo pronunciation by facilitators. These were presented and discussed at the domestic Code of Practice analysis meeting on 19 October 2023, all of which warranted follow-up had been attended to.

Information participants receive before completing the evaluation advises them how this information may be used, and that it will not be individually identifiable.

Complaints in 2022

Blueprint for Learning's **Complaints Policy and Procedure** contains these definitions:

Informal Complaint Communicated verbally and resolved informally.

Formal Complaint Communicated in writing and resolved using the prescribed formal process.

This policy was last reviewed in August 2022, at which time reference to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 was added and reference to the Quality Commission was removed. This amendment involved the Learning and Development Advisor, National Manager, and Chief Executive. The policy will go through an internal audit in 2025, as part of the 5-year cycle of policy reviews Blueprint uses.

The Complaints Policy and Procedure contains Blueprint's approach for meeting clauses 1.3 (a) – (d). The process diagram within it is available to students and stakeholders on its website. There is also a Frequently Asked Questions section guiding people to these, containing information about options if unhappy with the training and a link to the process diagram.

As Blueprint for Learning does not receive student complaints, it is unable to include information about learner satisfaction regarding its complaint resolution processes. This can be added in the future if a learner complaint arises and is dealt with.

Critical incidents in 2022

Blueprint for Learning's **Health and Safety Policy and Procedure** uses the term "emergency situations" instead of "critical incidents", in line with the terminology used by the Wise Group, Blueprint's parent organisation. It has sections outlining the process to take with fire, earthquake, severe weather event, serious communicable disease, pandemic, loss of life, student emergency situation and aggressor attack.

The policy didn't include a specific definition of "emergency situations", and so this definition has been added:

Emergency Situation An unexpected situation which arises that puts health, life, property or the environment at risk.

This policy was last reviewed in August 2022, at which time reference to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 was added. This amendment involved the Learning and Development Advisor, National Manager and Chief Executive. This policy was internally audited in 2020, as part of the 5-year cycle of policy reviews Blueprint uses.

Outside of the COVID-19 pandemic which all training providers responded to, Blueprint for Learning's most recent emergency situation was in 2021. A student attending an MH101® workshop had an anaphylactic reaction to the food provided and was transported to the hospital by ambulance. The facilitators involved followed the policy guidance which is also in their Facilitator Guide. It contains these relevant clauses, which are also in its Facilitator Guide:

- If a life-threatening event arises for a participant, the facilitators will telephone emergency services immediately. Blueprint will be advised of the situation as soon as practicable.
- A debrief with involved staff will be conducted following any health and safety incident.

The response to any emergency situation involves the central Blueprint administrative team, as facilitators deliver workshops on their own away from administrative centres. This will ensure a consistent process.

In its August 2023 newsletter, Blueprint asked all facilitators to indicate if they hold a current first aid certificate or have attended CPR training. The information received showed there is sufficient coverage across the facilitator pool for these skills to be available in workshops.

Blueprint for Learning has recently updated its temporary training venue information to include the location of the nearest defibrillator. This is communicated to facilitators prior to each workshop.

Actions in 2023

1. An "informal complaints" category was added to the qualitative summaries collated from participant evaluation reports, effective from June 2023.
2. Definition of "emergency situations" has been added to the Complaints Policy and Procedure.
3. Collected data on facilitators who have a current first aid certificate and CPR training.
4. Added information on the nearest defibrillator to temporary training venue information.