



INSTITUTE OF SIKH STUDIES NZ

Student Wellbeing Services

Learner support, pastoral care and wellbeing

At the Institute of Sikh Studies NZ (ISSNZ), we believe that students learn best when they feel safe, supported, respected, and connected. We are committed to creating an inclusive learning environment where every learner is encouraged to succeed academically, personally, and culturally.

Our Commitment

ISSNZ provides a supportive learning environment that promotes learner wellbeing. We operate on the principles of respect, service (seva), inclusion, and lifelong learning. We recognise that every learner has different needs and aim to provide appropriate support throughout their learning journey.

Academic Support

Students have access to a range of academic support services, including:

- Individual guidance from teachers during and outside scheduled class times.
- Additional assistance with language skills where needed.
- Feedback on assessments to help learners improve their performance.
- Study strategies, time management, and learning advice.
- Support with using online learning resources and digital platforms.

Personal Support

If learners experience personal circumstances that may affect their studies, they are encouraged to speak with their teacher or the Pastoral Care Coordinator. We can provide:

- A confidential and supportive discussion about any concerns.
- Flexible learning arrangements where appropriate.
- Information about community services and professional support organisations.
- Assistance to help learners remain engaged with their studies wherever possible.

Cultural and Inclusive Environment

ISSNZ celebrates the diversity of New Zealand and welcomes learners from all backgrounds. We are committed to providing:

- A respectful and inclusive learning environment free from discrimination, bullying, harassment, or intimidation.

- Recognition and celebration of different cultures, languages, and identities.
- Learning that values cultural understanding and mutual respect.

Health, Safety and Wellbeing

The health and safety of our learners is a priority. ISSNZ provides:

- Safe learning facilities and teaching environments.
- Health and safety information for all learners.
- Procedures for reporting hazards, incidents, or wellbeing concerns.
- Appropriate support during emergencies.

Learner Voice

We value student feedback and encourage learners to share their experiences and suggestions for improvement. Feedback may be provided through:

- Student surveys.
- Informal discussions with ISSNZ staff.
- Meetings with the Academic Manager or Pastoral Care Coordinator.
- The formal complaints and appeals process where required.

Student feedback is regularly reviewed and used to improve our programmes, teaching, and support services.

Additional Support Services

Where learners require specialised assistance beyond the support available at ISSNZ, we can help connect them with appropriate external services, including:

- Health and wellbeing services.
- Counselling services.
- Community support organisations.
- Financial and budgeting advice.
- Employment and career guidance.
- Emergency support services.

Contact Us

If you need support or would like to discuss any aspect of your wellbeing while studying at ISSNZ, please contact your class teacher or the Pastoral Care Coordinator. We encourage learners to seek support early so that we can work together to help you achieve your educational goals.

Your wellbeing matters, and we are committed to supporting you throughout your learning journey at ISSNZ.