



Skill New Zealand

Pūkenga Aotearoa

Code Self-Review – Self-Review Report

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code)

Guidelines

This form is developed based on the self-review toolkit published by NZQA. Use this optional template to shape our summary self-review report on our self-review of performance against the requirements of the Code.

Tool E: self-review report template

Use this optional template to shape your summary self-review report on your self-review of performance against the requirements of the Code.

If your organisation does not provide student accommodation and/or is not a Code signatory, **remove the parts** in this tool relating to **Student Accommodation (Outcomes 5-7)** and/or **International Tertiary Learners (Outcomes 8-12)**.

TEO information

TEO Name	Skill NZ			MoE number	9471
Code contact	Name	Mamta Devi		Job title	QA Manager
	Email	mamta@skillnz.ac.nz		Phone number	0210576958
Current enrolments	Domestic learners	Total #	129	18 y/o or older	127
				Under 18 y/o	2
	International learners	Total #	52	18 y/o or older	52
				Under 18 y/o	0
Current residents	Domestic learners	Total #	#	18 y/o or older	#
				Under 18 y/o	#
	International learners	Total #	#	18 y/o or older	#
				Under 18 y/o	#
Report author(s)	Mamta Devi, Jasmine, Carrie				

Stage of implementation for each outcome

Indicate the stage of implementation that most reflects your organisation’s current level of understanding and practice for each outcome, based on the continuum provided in Appendix 1.

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

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

Wellbeing and safety practices for all tertiary providers

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

Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners

	Rating
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	Well implemented / Implemented / Developing / Early stages
Outcome 9: Prospective international tertiary learners are well informed	Well implemented / Implemented / Developing / Early stages
Outcome 10: Offer, enrolment, contracts, insurance and visa	Well implemented / Implemented / Developing / Early stages
Outcome 11: International learners receive appropriate orientations, information and advice	Well implemented / Implemented / Developing / Early stages
Outcome 12: Safety and appropriate supervision of international tertiary learners	Well implemented / Implemented / Developing / Early stages

Summary of performance under each outcome

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

	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. note supporting evidence with analysis to make sense of what it means)
Outcome 1: A learner wellbeing and safety system	<p>The majority (80%-85%) of learners are very satisfied/satisfied with the overall support as per their feedback. Regular teacher and Pastoral Care team meetings to identify specific needs and areas for improvement. There were a lot of improvements in the learning environment, resources and also in Induction and other procedures to ensure robust student support.</p> <p>The Policies and procedures are in place to ensure the wellbeing and safety of our learners.</p>	<p>Student feedback, ops and health & safety meetings, Vitae, Pastoral Care team, Induction, student handbook, website information and external resources for our learners.</p>
Outcome 2: Learner voice	<p>The Policies and procedures are in place to ensure the learner's voice is heard and they are supported.</p> <p>The majority (80%-85%) of learners are very satisfied/satisfied with the overall support as per their feedback. Regular teacher and Pastoral Care team meetings to identify specific needs and areas for improvement.</p> <p>Through the evaluations, learners are encouraged to share their experiences and provide feedback on both academic and personal aspects. The institution also fosters an open communication culture, where students feel comfortable approaching staff with concerns, contributing to a Whanau-like environment. We also introduced "class representative" for each class and it has been appreciated by learners.</p>	<p>Established class reps for some classes and working well. 2025 will be implemented for all classes. Student feedback, open door policy, supportive staff and welcome any feedback, complaint boxes on campus for students and staff</p>

Wellbeing and safety practices for all tertiary providers

	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. note supporting evidence with analysis to make sense of what it means)
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Policies and procedures are in place to ensure a safe, inclusive, supportive and accessible learning environment. The organisation maintains a secure and inclusive learning environment through regularly updated safety protocols, 24/7 emergency support, and orientation sessions that cover key safety information. Regular reviews of safety procedures and updates to the student handbook further ensure that students are aware of the available support resources.	Student feedback, ops and health & safety meetings, Vitae, Pastoral Care team, Induction, student handbook, website information, LMS (iQualify), Laptops and computers on campus, WiFi, IT support, blended learning modes
Outcome 4: Learners are safe and well	Policies and procedures are in place to ensure our learners are safe and well. The organisation maintains a secure and inclusive learning environment through regularly updated safety protocols, 24/7 emergency support, and orientation sessions that cover key safety information. Regular reviews of safety procedures and updates to the student handbook further ensure that students are aware of the available support resources. The workshops by Police on safety and other workshops on support for gambling, drug and addiction etc have been organised to ensure the safety of our learners.	Student feedback, ops and health & safety meetings, Vitae, Pastoral Care team, Induction, student handbook, website information, workshops by external organisations for safety.

Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners

	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. note supporting evidence with analysis to make sense of what it means)
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	Policies and procedures are in place to ensure our learners are safe and well. The organisation maintains a secure and inclusive learning environment through regularly updated safety protocols, 24/7 emergency support, and orientation sessions that cover key safety information. Regular reviews of safety procedures and updates to the student handbook further ensure that students are aware of the available support resources. The workshops by Police on safety and other workshops on support for gambling, drug and addiction etc have been organised to ensure the safety of our learners.	Student feedback, ops and health & safety meetings, Vitae, Pastoral Care team, Induction, student handbook, website information, LMS (iQualify), Laptops and computers on campus, WiFi, IT support, blended learning modes, One to one support, Extra/language classes if needed, workshops by immigration and police when needed
Outcome 9: Prospective international tertiary learners are well informed	Policies and procedures are in place to ensure we meet this outcome. The organisation ensures that prospective international learners receive clear, accessible, and comprehensive information through well-maintained marketing materials, regular updates to the website, and consistent engagement with education agents. Pre-enrolment interviews, and direct contact with students and their families to provide information so they can make informed decisions regarding their study options.	Pre-enrolment interviews, agents are informed of all up-to-date information, website information and updated flyers and other marketing material.
Outcome 10: Offer, enrolment, contracts, insurance and visa	The organisation provides a comprehensive information through multiple channels (e.g., website, social media, enrolment forms, pre-enrolment interviews, email responses to students and their families) to ensure that international learners make informed enrolment	Offer letters and invoices are only issued after acceptance, written agent agreements, reference checks of agents, Orbit protect insurance, public trust for fee protection, visas are valid, and checklist of enrolments. Wisenet offer letters will be implemented.

	<p>decisions and understand contract obligations. Regular reviews of the enrolment contract and procedures ensure alignment with NZQA requirements and market standards, while insurance compliance checks help confirm students are adequately covered.</p>	
<p>Outcome 11: International learners receive appropriate orientations, information and advice</p>	<p>The organisation’s orientation programme and ongoing advice effectively supports the achievement, wellbeing, and safety of international learners. A comprehensive orientation process covers emergency procedures, wellbeing support, and essential academic information by programme leader and tutors, while multilingual resources ensure accessibility for learners with varying English proficiency. Elements of Māori culture and Te Tiriti o Waitangi principles are incorporated to promote cultural understanding and additional language support is available for learners.</p>	<p>Induction, student handbook, pre-enrolment interview, website information, sales and pastoral care contact numbers including emergency contact.</p>
<p>Outcome 12: Safety and appropriate supervision of international tertiary learners</p>	<p>Policies and procedures are in place to ensure our learners are safe and well. The organisation maintains a secure and inclusive learning environment through regularly updated safety protocols, 24/7 emergency support, and orientation sessions that cover key safety information. Regular reviews of safety procedures and updates to the student handbook further ensure that students are aware of the available support resources. The workshops by Police on safety and other workshops on support for gambling, drug and addiction etc have been organised to ensure the safety of our learners. We do not enrol under 18 international students.</p>	<p>Student feedback, ops and health & safety meetings, Vitae, Pastoral Care team, Induction, student handbook, website information, LMS (iQualify), Laptops and computers on campus, WiFi, IT support, blended learning modes, One to one support, Extra/language classes if needed, workshops by immigration and police when needed</p>

Findings from gap analysis of compliance with key required processes

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

	Identified gaps in compliance with key required processes
Outcome 1: A learner wellbeing and safety system	Improvements to strength the ongoing processes-Reach out to more community groups. Review of student handbook is scheduled.
Outcome 2: Learner voice	Improvement-Introduction of class rep for all programmes as it is going well for some classes. Review of policies and procedures is scheduled.

Wellbeing and safety practices for all tertiary providers

	Identified gaps in compliance with key required processes
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Improvement- Review of student handbook and some policies and procedures is scheduled.
Outcome 4: Learners are safe and well	Improvement- Review of student handbook and some policies and procedures is scheduled.

Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners

	Identified gaps in compliance with key required processes
<p>Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners</p>	<p>Improvement- Review of student handbook and some policies and procedures are scheduled.</p>
<p>Outcome 9: Prospective international tertiary learners are well informed</p>	<p>Improvement-Prospectus for marketing</p>
<p>Outcome 10: Offer, enrolment, contracts, insurance and visa</p>	<p>Improvement-Wisenet offer letters</p>
<p>Outcome 11: International learners receive appropriate orientations, information and advice</p>	<p>Improvement- Review of student handbook and some policies and procedures are scheduled.</p>
<p>Outcome 12: Safety and appropriate supervision of international tertiary learners</p>	<p>Improvement- Review of student handbook and some policies and procedures are scheduled.</p>

Summary of action plan

Include information on how actions will be monitored for implementation and success.

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

	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
Outcome 1: A learner wellbeing and safety system	More contacts with Māori and Pasifika group to enrich the ongoing support provided to the learners. Already approached iwis and contacts have been made, still in progress for some	Afroz, Mamta, Management	31/03/2025	Ongoing meetings and discussions, student support	
	Review of student handbook	Mamta & Amy from Whitecliffe	31/01/2025	Meeting in November to go through and make suggestions	
Outcome 2: Learner voice	Class rep in all classes	Tutors, Pastoral Care tam			
	Reviewing policies	Mamta & Amy from Whitecliffe	31/03/2025	Meeting in November to go through and make suggestions	

Wellbeing and safety practices for all tertiary providers

	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Review of student handbook and policies	Mamta & Amy from Whitecliffe	31/03/2025	Meeting in November to go through and make suggestions	
Outcome 4: Learners are safe and well	Review of student handbook and policies	Mamta & Amy from Whitecliffe	31/03/2025	Meeting in November to go through and make suggestions	

Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners

	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	Review of student handbook and policies and insurance processes	Mamta & Amy from Whitecliffe	31/03/2025	Meeting in November to go through and make suggestions	
Outcome 9: Prospective international tertiary learners are well informed	International student Prospectus	Mamta, Carrie, Karthik	31/03/2025	Meetings, reviewing templates, wisenet training	
Outcome 10: Offer, enrolment, contracts, insurance and visa	Review offers letters to include agents name as per agent's suggestions.	Mamta, Carrie, Karthik	31/03/2025	Meetings, reviewing templates, wisenet training	
Outcome 11: International learners receive appropriate orientations, information and advice	Review of student handbook and policies	Mamta & Amy from Whitecliffe	31/03/2025	Meeting in November to go through and make suggestions	

Complaint Information

Date Reported	Nature of concern	Complaint	Staff involved	Outcome
3/9/2024	Email complaint	Behaviour Issue towards another student in class	Pastoral Care Team and Programme Leader	Resolved
21/10/2024	Email complaint	Placement and Favouritism by Tutor	Pastoral Care Team and Programme Leader	Resolved
6/11/2024	Email complaint	Bullying outside of campus and study hours	Pastoral Care Team and Programme Leader	In progress

Incident Information

No Incident reported in 2024 yet

