

Code of Practice

New Zealand Skills and Education College observes and is bound by The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. The Code sets out the minimum standards of advice and care that are expected of education providers for students to ensure they are respected, accepted and supported in their learning and wellbeing. Copies of the Codes are available from the NZQA website:

<https://www2.nzqa.govt.nz/tertiary/the-code/>

Useful links

<https://youtu.be/drHcDTy3ts>

<https://youtu.be/mo6VV6TLpBY>

Self Review Executive Summary

All relevant sections of the code have been reviewed, and we continue to ensure alignment with the requirements of the current Code of Practice. As a tertiary training provider open to both domestic and international students, we are confident we are meeting the required outcomes of the Code of Practice.

The outcomes of the code summarise the intended impacts:

1. A learner wellbeing and safety system.
2. Learner voice.
3. Safe, inclusive, and accessible physical and digital learning environments.
4. Learners are safe and well.
8. Responding to the distinct wellbeing and safety needs of international tertiary learners.
9. Prospective international tertiary learners are well informed.
10. Offer, enrolment, contracts, insurance and visa.
11. International learners receive appropriate orientations, information and advice.
12. Safety and appropriate supervision of international tertiary learners.

We have completed the NZQA attestation, due 1 November 2023 stating that we have implemented the requirements of the Code. Implementation improvements to note:

1. The complaint definition was established¹. We noted there were no complaints during 2023 to date. Any issues were resolved at a pastoral care level.
2. The critical incident definition was established². The critical incidents during 2023 were weather related – Auckland January flooding and Cyclone Gabriel. Both instances caused the campuses to close and relevant support was provided to the students as required.
3. The Recruitment Agent Survey is to be reviewed and updated to ensure appropriate feedback is received.
4. Ensure all Code of Practice videos are available on the new website which is still under development.
5. Safety workshops to be organised and held from various Safety Organisations eg Police, Water Safety.

¹Definition of complaint - A formal complaint should be made in writing using the Complaints Form to the Head of School/ Group Academic Director. All written complaints will be acknowledged in writing within five working days, including an estimated time frame for response to the complaint.

²Definition of critical incident – an unplanned or unforeseen traumatic event affecting a learner or learners which has an impact on the institution the learner attends, its staff, its

learners and/or the wider community. The Provider has a responsibility to be prepared for and to respond quickly, effectively to any critical incident involving a learner.