

Code of Practice

New Zealand Skills and Education College (NZSE) 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 Code are available from the NZQA website:

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

Useful links

<https://youtu.be/drHcDTty3ts>

<https://youtu.be/mo6VV6TLpBY>

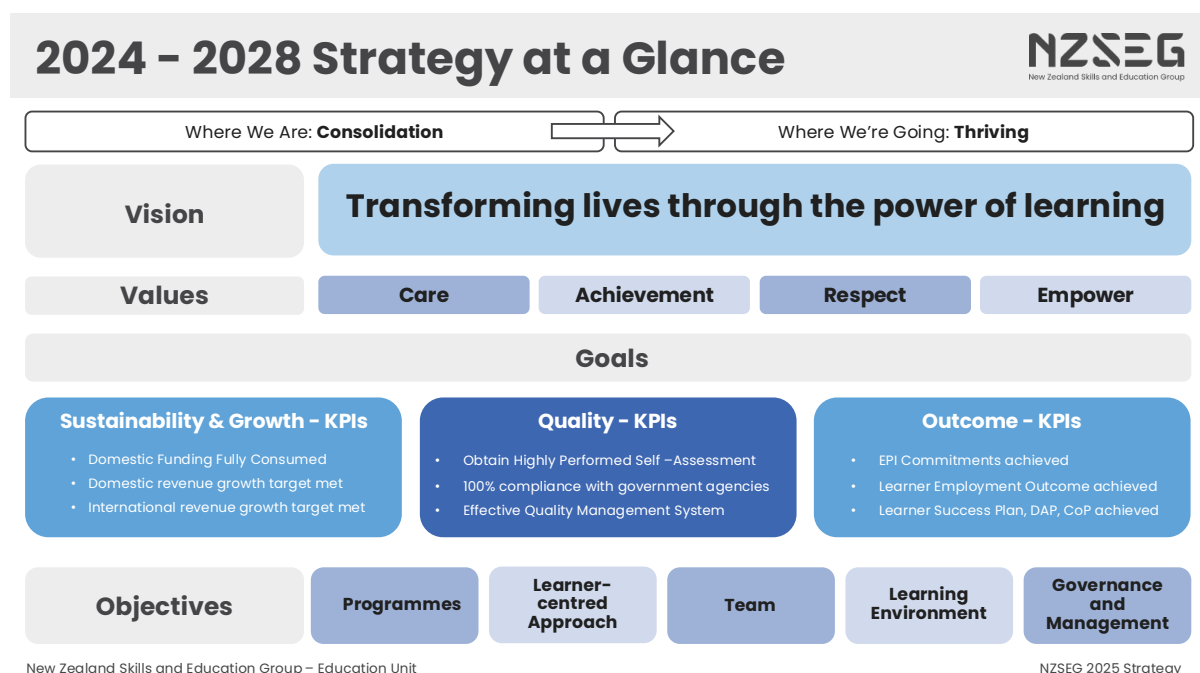
Self-Review Executive Summary

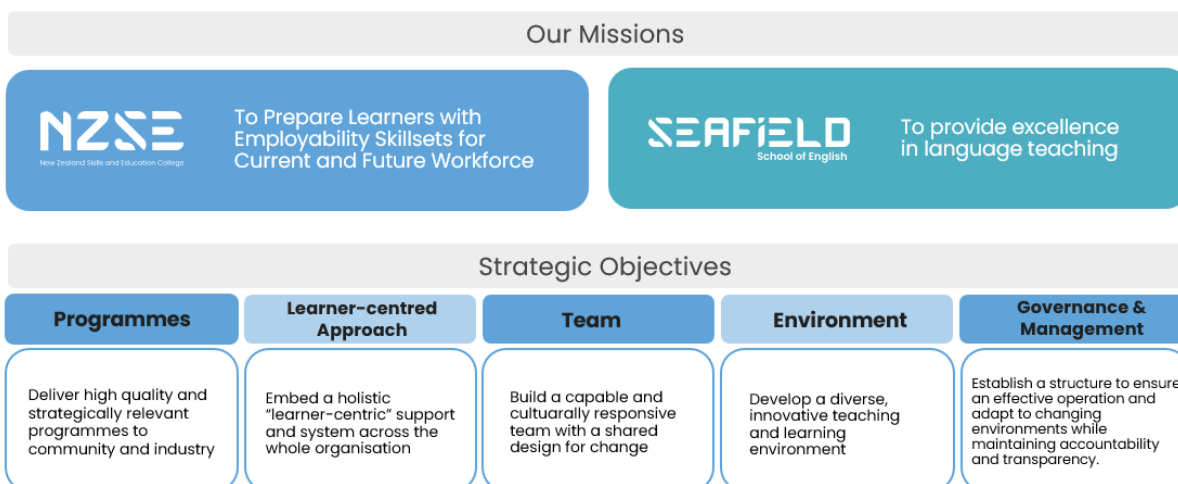
All relevant sections of the code have been reviewed, and we continue to ensure alignment with the requirements of the current Code of Practice. As a tertiary training provider open to both domestic and international students, we are confident we are meeting the required outcomes of the Code of Practice.

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.

NZSE has strategic goals and strategic plans for supporting the wellbeing and safety of our learners across the organisation.





We have completed the NZQA Gap Analysis. Implementation improvements to note:

1. The complaint definition was established¹. Complaints were handled in a timely and efficient way. We noted there was 1 complaint during 2025 to date. The 1 complaint involved a NMNP student. The issue was resolved at the Head of School stage as per the complaints procedure.
2. The critical incident definition was established². The Critical Incident Plan was devised for assisting learners and responding effectively. There were 8 critical incidents during 2025. For all instances the relevant support was provided to the students as required. Incidents involved 4 international learners and 4 domestic; of the domestic, 2 were Pasifika students, and 2 NMNP.
3. The Recruitment Agent Survey is to be updated to ensure appropriate feedback is received.
4. Continue to develop the onboarding pack for agents.
5. Increase numbers attending the Learner Voice Committees.
6. Ensure the reference is obtained on the designated caregiver for Under 18 students.

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.