Code of Practice

New Zealand Skills and Education College (NZSE) is governed and bound by requirements of 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

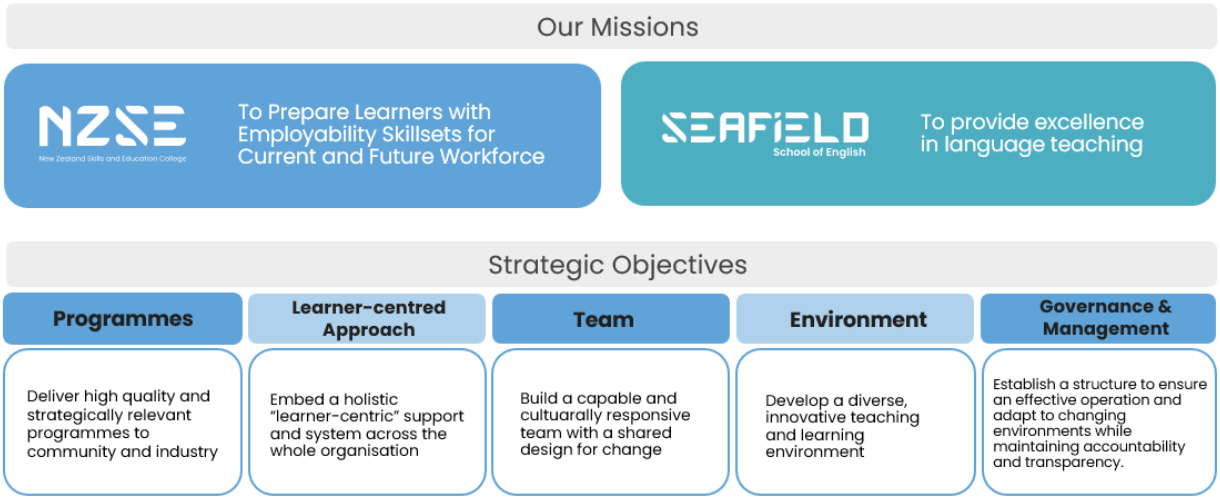
All relevant sections of the code have been reviewed, and NZSE continues to ensure alignment with the requirements of the current Code of Practice. As a tertiary training provider to both domestic and international students, we are confident NZSE is meeting the required outcomes of the Code of Practice.

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.





The NZQA Gap Analysis for Outcomes 1 to 4 and Outcomes 8 to 12 have been reviewed. The analysis confirmed the practices in place, recognise the progress NZSE has made during 2026, and highlighted opportunities to continue strengthening practice and evidence.

Progress to note:

- **Strategic goals:** published on NZSE's website in several documents, including the student handbook and this summary. The Learning and Teaching Plan 2026-2030 was revised and approved in September 2026.
- **Critical incidents:** the Critical Incident Policy was updated and approved in June 2025, and critical incident response guidelines and a report template were issued in June 2025. Professional development sessions on critical incidents have been held with all staff, with refresher training for learner support and senior academics.
- **Supporting learners:** pre-cohort meetings are held with academic leads and heads of school to support learners in their academic journey, and attendance follow-ups help identify possible at-risk learners.
- **Learner voice:** To compliment the three existing student voice committees, a student voice committee for online learners was formed. This process has been implemented, with supporting forms on the Student Support webpage.
- **Te Tiriti o Waitangi:** Staff took part in a Communities of Practice hui on 2 April 2026 and all NZSEG staff in a Te Tiriti o Waitangi training at the Winter Wananga on 2 August 2026. The Student Charter was developed in August 2026 and sets out the values, behaviours and responsibilities expected of learners.
- **International agents:** In 2026, an update was undertaken for the Code of Practice presentation for agents and external agencies. NZSE's international recruitment team provides ongoing product training that includes Code of Practice components. All international students recruited through agents are asked to complete the 2026 International Agent Survey.

Opportunities for continued improvement:

- **Staff development:** continued professional development for enrolment and support staff, including mental health, and wider participation of staff from other departments in training on the welfare needs of neurodiverse learners.
- **Te Tiriti o Waitangi:** extending the workshops to learners, with evidence still to be gathered.
- **Information for prospective international learners:** bios of academic staff, and Learner Support, including a visual walk-through of the campuses, will be added to pages of NZSE's website.

<u>Critical incidents</u>

Definition: *A critical incident is 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 and effectively to any critical incident involving a learner.*

Critical incidents are recorded in the Student Management System SELMA against the learner's record and HR platform Employment Hero. During 2026 January to October there were 6 critical incidents: one involved a Māori/Cook Island learner, one a Pasifika learner, and four international learners. NZQA was notified of these incidents.

Complaints

Formal complaints are made in writing using the Complaints Form to the Head of School/ Group Academic Director. All written complaints are acknowledged in writing within five working days, including an estimated time frame for response to the complaint. All student complaints are recorded in the Student Management System SELMA. During 2026, NZSE reported three complaints from international learners concerning academic matters. The complaints were resolved internally.