



Te Oranga me
Te Haumaru Ākonga

**Learner Wellbeing
and Safety**

Self-review Toolkit for Tertiary Education Providers

Tool E: self-review report template

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

NZQA

NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

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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	Languages International			MoE number	8544
Code contact	Name	Brett Shirreffs		Job title	Marketing & Operations Director
	Email	brett@languages.ac.nz		Phone number	093090615
Current enrolments	Domestic learners	Total #	37	18 y/o or older	36
				Under 18 y/o	1
	International learners	Total #	720	18 y/o or older	699
				Under 18 y/o	21
Current residents	Domestic learners	Total #	n/a	18 y/o or older	n/a
				Under 18 y/o	n/a
	International learners	Total #	n/a	18 y/o or older	n/a
				Under 18 y/o	n/a
Report author(s)	Brett Shirreffs				

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	We have well-established systems to gather and store information about learners before their arrival, to welcome and orientate them on arrival and to support them throughout the period they are with us.	<ul style="list-style-type: none"> • Strategic Plan • Standard Operating Procedures (documented in our ISO files)
Outcome 2: Learner voice	Input and feedback are actively sought by the organisation at multiple points in the learner's journey and different avenues/modes are made available to learners to initiate feedback as they wish.	<ul style="list-style-type: none"> • Standard Operating Procedures (documented in our ISO files) • Digital and hard-copy records

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	Learners are well orientated and supported within a strong community of staff and other learners. There are multiple opportunities and avenues for monitoring learners and for them to make the organisation aware of any issues.	<ul style="list-style-type: none"> • Standard Operating Procedures (documented in our ISO files) • Website, especially https://www.languages.ac.nz/student-life/
Outcome 4: Learners are safe and well	A dedicated student welfare team manages learners' accommodation needs, as well as their health and general wellbeing needs.	<ul style="list-style-type: none"> • Standard Operating Procedures (documented in our ISO files) • Website, especially https://www.languages.ac.nz/student-life/

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	As our learners are all internationals, our responses under Outcome 1 apply	<ul style="list-style-type: none"> • Strategic Plan • Standard Operating Procedures (documented in our ISO files)
Outcome 9: Prospective international tertiary learners are well informed	We have a regularly-updated website, available in English and a range of other languages, and run a number of social media channels. We maintain regular contact with long-standing retailer partners in our offshore markets. We have a 24-hour turnaround policy for dealing with incoming communications from prospective learners and retailers.	<ul style="list-style-type: none"> • https://www.languages.ac.nz/ and associated social media pages linked from there • Standard Operating Procedures (documented in our ISO files)
Outcome 10: Offer, enrolment, contracts, insurance and visa	Our enrolment processes are robust and we maintain comprehensive documentary records of all administrative documents and procedure related to each learner.	<ul style="list-style-type: none"> • Standard Operating Procedures (documented in our ISO files) • Digital records
Outcome 11: International learners receive appropriate orientations, information and advice	Learners are thoroughly orientated on arrival, in their first language when possible, and have continued access to dedicated student welfare team. Our website also provides a range of information and links to further sources.	<ul style="list-style-type: none"> • Standard Operating Procedures (documented in our ISO files) • https://www.languages.ac.nz/

Outcome 12: Safety and appropriate supervision of international tertiary learners	There are specific procedures for under-18 learners to ensure their learning, pastoral and accommodation needs are monitored and met. We have a thorough process to recruit and manage accommodation providers, especially homestay providers, and maintain regular contact with these providers.	<ul style="list-style-type: none"> • Standard Operating Procedures (documented in our ISO files) • Digital records
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