



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	North Shore Language School		MoE number	7608	
Code contact	Name	Rev David Yoon		Job title	Managing Director
	Email	David.nsls@xtra.co.nz		Phone number	0210482570
Current enrolments	Domestic learners	Total #	# 2	18 y/o or older	# 2
				Under 18 y/o	# 0
	International learners	Total #	#28	18 y/o or older	#26
				Under 18 y/o	#2
Current residents	Domestic learners	Total #	# N/A	18 y/o or older	#
				Under 18 y/o	#
	International learners	Total #	# N/A	18 y/o or older	#
				Under 18 y/o	#
Report author(s)	David Yoon. Managing Director Tony Browning . Operation Manager				

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	<u>Well implemented</u> / Implemented / Developing / Early stages
Outcome 2: Learner voice	<u>Well implemented</u> / 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 / <u>Implemented</u> / Developing / Early stages
Outcome 4: Learners are safe and well	<u>Well implemented</u> / Implemented / Developing / Early stages

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

	Rating
<p>Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners</p>	Well implemented / Implemented / Developing / Early stages
<p>Outcome 9: Prospective international tertiary learners are well informed</p>	Well implemented / Implemented / Developing / Early stages
<p>Outcome 10: Offer, enrolment, contracts, insurance and visa</p>	Well implemented / Implemented / Developing / Early stages
<p>Outcome 11: International learners receive appropriate orientations, information and advice</p>	Well implemented / Implemented / Developing / Early stages
<p>Outcome 12: Safety and appropriate supervision of international tertiary learners</p>	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>NSLS has developed QMS (policies and procedures) based on the stakeholders' feedback, international students market trends, government policies, and pandemic polices which prioritises students' health and safety / wellbeing.</p> <p>NSLS has a dedicated student support team that includes the Managing Director, Administration & Student Service staff and Operation Manager. SMT monitors the wellbeing of all NSLS students and student support members addresses their needs. Each team members' KPI and individual goals, and the collective team's objectives are discussed monthly and are based on the outcomes of the Education Code. Classroom visits are held regularly and proactively offer guidance and advice on student services and pastoral care issues.</p>	<p>Student protection policy – Types of student abuse, Response to suspected student abuse, Abuse reporting form, Accident & incident form.</p> <p>NSLS QMS Policies and Procedures</p> <p>Weekly site folder – Venue and Hazard Checklist</p> <p>Sing in Sheet</p> <p>Staff Induction & Training policy.</p> <p>SAFE FOR STUDENT – Certificate of Training</p> <p>First Aid Certificate – First Aid Kits</p> <p>General staff meeting (Departmental goals are based on the Code outcomes)</p> <p>Health and safety staff meeting minutes (Management updates QMS annually based on staff, students' feedback, survey, and government polices / guidelines, Student service staff members KPI are based on the Code outcomes so that each staff members support students' wellbeing and safety system effectively)</p> <p>Emergency management plan (We have policies and procedures that we effectively assist our students in emergency)</p> <p>Orientation PPT</p>
Outcome 2: Learner voice	<p>We actively seek and welcome student feedback, and the data is analysed and compared term-on-term.</p> <p>Improvements in our service and delivery are acknowledged</p>	<p>Student surveys and its annual schedule</p> <p>Survey reports</p> <p>Staff meeting minutes & Student evaluation</p>

	<p>by the students. In addition to regular satisfaction surveys, where their needs are assessed, students are asked to rate their overall satisfaction of the programmes and their experience with NSLS in an Exit Survey. The outcomes are discussed at Quality meetings where variances and anomalies are investigated and explained.</p> <p>Student service team proactively approach our students first, so student service team work with our students directly. Marketing and student support team visit student classroom routinely to proactively explain our Complaint process. Marketing staff provide Languages services</p> <p>All students' complaints received are processed, responded to and followed up. All records are maintained on file. The student's complaints report goes to the Senior Management Team meeting to review. A timely follow up will be conducted by a SMT member if required. Any complaints are kept confidential if required.</p>	<p>Self-assessment report Student feedback. Meeting notes Orientation ppt Posters Complaint Forms available at the reception area Orientation welcome Pack, Student Handbook, Cultural activities and awareness among students and staff. Class visit</p> <p>Each marketing and admin staff communicate with their own market students to ensure international students can easily communicate with staff members. Students can have a one-on-one meeting with our Managing Director and Operation manager to get the appropriate advice, or with individual student who need support</p> <p>Class visits are held regularly and proactively offer guidance and advice on student services and pastoral care issues.</p>
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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)
<p>Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments</p>	<p>NSLS proactively determines if students have concerns (class visits, student interview and / one-on-one feedback), and MD takes care of issues swiftly. The Management members review NSLS student input using a Survey list. The Orientation Survey shows that students are made aware of their privileges under the code. Each term, NSLS students are met in their class to answer any queries or doubts including providing them with the opportunity to address any concern they have.</p> <p>During orientation, a brief is given on where and what information is available that makes a learner’s experience feeling inclusive, safe and looked after. This is repeated before and after the enrolment process and every term during class visits, along with how a student can ask for help from the signatories.</p> <p>Students are told about our physical and digital services, including who to contact if they have questions. A dedicated services number is assigned to the learner's study period where they can reach out 24/7. This is included in the information given to PBRs students during pre-enrolment, enrolment and while they are learning.</p>	<p>NSLS provides its students with an environment that is both secure and welcoming to people of all backgrounds. Staff are involved in the learner experience from pre-enrollment all the way through post-study, and their services and conduct are monitored by providing appropriate information in the beginning and then following it up with class visits, one-on-one meetings, student surveys and feedbacks, student rep meetings, staff general meetings, and staff workshops. This makes the learner experience more positive.</p> <p>The Code review, action plan based on student feedback via survey, class visit including,</p> <ul style="list-style-type: none"> ● QMS (1. Student information and Services) review: Staff meeting, report based on student feedback. Eg. Under 18 student monthly meeting, Orientation, ● Management Team Meeting Minutes, Staff Meeting Minutes. ● The code report. ● NSLS Strategic Business Plan (Renewed Focus: Building for Educational Success 2021 – 2023) Reviewed Jan 2021 ● NSLS Vision, Mission, Strategies, Values ● Orientation Presentation, NSLS Website, Student Welcome Email, Staff Training Manual

	<p>Staff one-on-ones examine plans and values and give their feedback on strategic initiatives to enhance learner experience.</p> <p>Personnel Individual goals assist the Education Code's organisational goals and initiatives.</p>	
<p>Outcome 4: Learners are safe and well</p>	<p>NSLS takes an effective approach to learner safety and wellbeing. Our strategic plan, QMS and student handbook identifies our commitment to student focus as a signatory.</p> <p>Our admin team proactively identifies if our learner declares their medical condition on the application form.</p> <p>Learners are given the opportunity to feel inclusive and supported, especially in terms of mental health, safety and wellbeing, these are addressed during orientation, student handbooks, and websites, which ensure that our learners know what support is available to them.</p> <p>NSLS offers students the opportunity to speak with someone in confidence about their questions or concerns. We can also provide contact information for external agencies if necessary. By engaging in class and learner visits every term, NSLS proactively identifies international learners at risk or with special needs.</p> <p>Our administration manager proactively communicates safety and wellbeing information to all our learners during break times, (e.g., water safety, ACC information and beach safety). In addition, the support team is still available 24/7 for emergency situations.</p>	<p>“NSLS appropriately supports and involves students in their learning. MD ensures that students are aware of support available and have access to support services. while the above statement supports what we do, other evidence including the below demonstrate that NSLS has an effective process to ensure learners and safe and well,</p> <ul style="list-style-type: none"> • Mental Health Support contact details available in our student handbook, website, and orientation PPT. • QMS, Policies and Procedure • 24/7 emergency staff contact details are provided. • One on One – Learners are welcome to chat with us with any queries they may have. • Accident and Incident form • NSLS Daily Toilet check & venue check • Display and Items Checklist for venue • Emergency Procedures displayed. • Policies and Procedures, for fire, earthquake and other emergencies. • Covid -19 Policies and Procedures. • Regular Emergency Drills and Earthquake and Emergency Form. • Emergency and Earthquake Policy. • Venue Risk Analysis and Management • NZ Red Cross, First Aid Certificate

		<ul style="list-style-type: none">• Business Continuity and Disaster Recovery.• Vehicle Register• Weekly site Folder• Risk Assessment Management
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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)
<p>Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners</p>	<p>NSLS endeavours to ensure that all international students enter a safe, healthy and successful time studying and living in New Zealand</p> <p>Ensuring that international students have appropriate medical care when needed.</p> <p>Regular review of all health & safety policies and procedures for NSLS including NSLS's "Critical Incident Plan."</p> <p>Ensuring international students are meeting the attendance requirements of their student vis – as a health & safety issue.</p>	<p>Student Medical Insurance</p> <p>Frist Aid Certificate -equipment are up-to – date on site</p> <p>Student Protection Certificate</p> <p>Informing international students of which staff members are trained and available to give pastoral care counselling when needed.</p> <p>Ensuring that international students are kept informed of administrative academic and health & safety changes.</p> <p>Contact details (phone number) of all admin staff is made available to international students.</p> <p>Contact details (home country)</p> <p>Sing in Sheet & Class roll</p> <p>Student handbook</p>
<p>Outcome 9: Prospective international tertiary learners are well informed</p>	<p>NSLS makes sure that all on-shore agents and on-site staff have the help they need to give current and accurate information about course costs, entry requirements, programme length, student support services, teaching quality and performance, EER category status, student satisfaction .</p> <p>Marketing information and enrolment information that is made available to the prospective student is reviewed regularly to ensure it is accurate, realistic and useful in supporting the enrolment decision in order to meet and exceed the requirements of the Education (Pastoral Care of International Students) Code of Practice 2021</p>	<p>Each term through the study that we gather from students and stakeholders which are collected through survey, Orientation and seminars –This gives us a better understanding that the information provided by NSLS is accurate and adheres to the Code. The Student Survey taken during Orientation shows us that the process is effective.</p> <p>One-on-one reports to the MD, NSLS Strategic Plan and QMS – Student Information and Services, NSLS takes strong measures to ensure students are given correct and up-to-date information during pre-enrollment so they can make an informed learning decision. Our student feedback shows that the information provided has met the expectation of</p>

	<p>Our Prospectus, website is evaluated from time to time and any changes examined to market information , policy announcement and changes are reviewed and prioritised to be updated to the Prospectus, website and training manuals – providing students with up to date and accurate information, according to the QMS Policy.</p> <p>All the NSLS Advertisements have to adhere to our guidelines and can be advertised only on approval by the MD, Hence the content provided is accurate to the code.</p>	<p>our international students. It also proves that data given to International Students is clear, precise and adequate.</p> <p>We make sure our learners get the proper information.</p> <p>Other evidence of documents like those below are available to support the statement “Our learners are well informed”.</p> <ul style="list-style-type: none"> ● The school brochures cover all programme information including: eligibility, entry requirements, programme content, and intake start dates. ● Emails of information sent to agents included to provide detailed programme information that they can in turn provide to prospective students and their families. ● Students and agents’ surveys to find out whether our services have been met the requirements of students or their parents ● Our website provides accurate and up to date information ● Entry Checklist
<p>Outcome 10: Offer, enrolment, contracts, insurance and visa</p>	<p>It is effective as we have implemented procedures that working very well and will continuing on regular basis</p> <p>Clearly stating the entry requirement for access to programmes and ensuring that the academic programme is the right academic and English language for the prospective student.</p>	<p>NSLS has a rigorous procedure to ensure the outcome stated is thoroughly monitored. Other evidences include,</p> <ul style="list-style-type: none"> ● Signed application form so that learner will understand the Term and Conditions ● Student handbook (All the relevant information related to outcome 10) ● QMS , (Student information, Enrolment and Entry) discussed it at our General meeting

	<p>The administration staff will review all completed application forms and ensure that English proficiency is verified before offers are released.</p> <p>Learner's parents or legal guardians will be required to complete additional documents if the learner is under 18 years of age. NSLS strictly follow the disciplinary action which is process by admin manager and monitored by MD.</p> <p>NSLS is strictly with student visa and Insurance policies and is well informed at the orientation. No visa, No Insurance NO CLASS.</p> <p>Providing an efficient entrance and enrolment process for student.</p> <p>Our refund policies comply with all statutory requirements including The Education Act 2020, NZQA's Student Fee Protection Rules 2021. All the tuition fees are secured and protected through the Public Trust Account.</p>	<ul style="list-style-type: none"> • Under 18 forms to be signed by parents or guardian • Student database - All our learner contact details includes visa expiry date, insurance policy number with start and end date will be record in our Student database & Entry Checklist. • Student must have valid visa or insurance before they allow to attend the class • As a result, we are in compliance. In every intake, the MD completes an Internal Audit compliance check. • Withdrawal refund and policies are specified in the application form, website, student handbook and mentioned at the orientation. • Staff Training Policy
<p>Outcome 11: International learners receive appropriate orientations, information and advice</p>	<p>NSLS is committed to ensure that all international learners who are enrolled have the opportunity to participate in a well-designed and age-appropriate programme that provides the information and advice necessary for learners.</p> <p>Important information such as NSLS policy and student support services are delivered to our international learners. Furthermore, before the end of the orientation there will be a quiz to see how well our learners understood, ensuring they do understand all the policy.</p>	<p>NSLS's QMS and its policies are in accordance with Pastoral care of International Tertiary Learners Code of Practice 2021.</p> <ul style="list-style-type: none"> • Health and Safety, Student Support Services are included in our Orientation PPT. • Student feedback • Every term MD completes an Internal Audit compliance check, this includes that all the information given prior

	<p>Health and safety, Grievance procedures and the procedure for termination of enrolment will be thoroughly explained. It's cover in our Student handbook, and refer to QMS.</p> <p>Student handbook is provided via email for student to keep.</p> <p>MD is available for learners 24/7 in case of emergency.</p> <p>MD support can be related to:</p> <ul style="list-style-type: none"> • Personal reasons • Attendance issue • Cultural issues (bullying or just feeling home sick. Our student service team will support and guide our learners, so they feel safe and supported). <p>NSLS maintains an open-door policy to our learners during operating hours or can be accessed by phone after hours. External support agencies contact details, website is listed in the Student handbook when our learners needed.</p> <p>NSLS ensure our International tertiary learners received all the information.</p>	<p>to enrolment is documented and meets with the code expectations of a signatory.</p> <ul style="list-style-type: none"> • Student handbook and other materials that are given out to the student folder. • Student information pack.
<p>Outcome 12: Safety and appropriate supervision of international tertiary learners</p>	<p>NSLS staff make sure students' parents read and understand all information regarding the selected course /s, school policies (especially policy about under18 students) and enrolment terms and conditions.</p> <p>-The Enrolment Form must be signed by at least one of the student's parents (to make sure a copy of a personal ID is required).</p> <p>- parents must sign the Parent Declaration Form.</p>	<p>Application form, Indemnity form Under 18 forms Staff meeting minutes Email, and other communications with caregiver, QMS Policy 1.14 Under 18 Students</p> <p>NSLS do not enrol under 18 years old students before we have assessed the under 18 below forms.</p>

	<p>-If the selected accommodation is Designated Caregiver, two forms below must be signed and submitted:</p> <ul style="list-style-type: none"> - Parents' contact details including Address, telephone number, e-mail must be provided. - Meet the student monthly to ensure the accommodation is appropriate Designated care giver understands that NSLS will monitor student and its accommodation regularly and physically hold meeting both with designated caregiver and student. - At least 2 designed staff members look after each under 18 students MD / OM. 	<p>Application form and learning contract explain their right and obligations to follow for under 18 students</p> <ul style="list-style-type: none"> • Indemnity Documents for Students living with a designated caregiver • International students designated caregiver agreement • Parent declaration forms for Under 18 students <p>Above documents inform the student's parents of student rights and obligations.</p>
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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	<ul style="list-style-type: none"> Staff training resources are available and provided to the new staff members.
Outcome 2: Learner voice	<ul style="list-style-type: none"> Our complaint process does include support people. We have not provided the opportunity for groups to make joint complaints.

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	As a signatory, giving all students information that helps them understand, accept, and connect with other students, as well as taking collective responsibility for an inclusive learning environment.
Outcome 4: Learners are safe and well	Nil

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

	Identified gaps in compliance with key required processes
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	Nil
Outcome 9: Prospective international tertiary	Nil

learners are well informed	
Outcome 10: Offer, enrolment, contracts, insurance and visa	Information related to insurance that does not cover during travels to other countries are not provide in our application form, website and student handbook.
Outcome 11: International learners receive appropriate orientations, information and advice	<ul style="list-style-type: none"> Information in relation to any disabilities or Impairments is missing in our Health and Safety section. <p>How to report misconduct by employers is not include in our orientation and employment support.</p>
Outcome 12: Safety and appropriate supervision of international tertiary learners	NII

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	<p>Review staff individual goals to support the Code 2021 outcomes</p> <p>Ongoing staff training sessions in relation to Te Tiriti o Waitangi & wellbeing and safety awareness and promotion topics including safe health and mental health literacy and support / suicide and self-harm awareness / promoting drug and alcohol awareness / promoting healthy lifestyles for learners</p>	David Yoon, MD OM	Completed	SMT priority list Staff training plan (HR)	Staff performance Staff 1/1 meeting report
Outcome 2: Learner voice	<p>Student Representatives to be a part of QMS and Strategic plan review panels /</p> <p>Review the complaint process - opportunity for groups to make joint complaints & invite support person</p>	MD OM	Completed	MD to monitor and participate with Student rep meetings. MD to monitor all the complaint cases General Staff meeting (review of complaint process)	QMS: Complaint process policy

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	A new feedback system (followed in Week 5) will ensure that students are informed about the practicums and practices NSLS offers and that their feedback is incorporated after week 4 about their understanding in the areas.	OM	Completed	General Staff meeting review One on One Meeting with MD	A survey will determine that students have understood the process and practicums of NSLS.
Outcome 4: Learners are safe and well	Proactively provide more information on Mental health and provide more opportunity to identify any students who may need any mental / physical health support. e.g. Encourage our learner to participate with the Mental Health Awareness week Develop Harassment (sexual, racial or bullying, threatening etc) reporting system and provide ongoing staff trainings for disciplinary process.	OM	Completed	MD to monitor via Feedback report Staff meeting (Action item)	Student feedback One to one interview

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	As an international education provider, all our practices are designed for the international students.				

Outcome 9: Prospective international tertiary learners are well informed		David	Nov 2023	Marketer 1/1 meetings with MD	
Outcome 10: Offer, enrolment, contracts, insurance and visa	Provide more detailed information about student insurance policy (Process 5: Insurance) - Learner insurance does not include travel to other countries unless connecting flight to and from NZ. Ensure our learner understand the policy before they planning to travel overseas. (i.e., summer holiday)	David	Dec 2023	MD to monitor via One-on-One meeting report	All the relevant information to be updated QMS, orientation PPT. Send a group email
Outcome 11: International learners receive appropriate orientations, information and advice	Review of Pre enrolment documents and process (include student management system) to identify any students' disabilities and impairments under the medical condition so we can proactively design and prepare appropriate support for them	OM & MD	Dec 2023	MD to monitor via One-on-One meeting report General staff meeting	Update Application form and other pre-enrolment documents Student Data
	Ensure our learners have appropriate information about working rights in New Zealand.	MD & OM	Ongoing	MD to monitor General staff meeting	Email trails Orientation
Outcome 12:	Develop parents / caregiver reporting system – report under 18 student's attendance and academic report	Jun	Nov 2023	MD 1/1 meetings with OM	Feedback from parent and caregivers

Safety and appropriate supervision of international tertiary learners	- create more direct and effective communications with them			General staff meeting (action plan list)	
	Complete caregiver's reference check during the pre-enrolment process -	MD & OM	Completed	MD 1/1 meetings with Admin manager General staff meeting (action plan list)	Complete all these required documents before process the unconditional offer
	Revise the Caregiver agreement & interview questions, and QMS (under 18) to have a more effective homestay safety checking system: <ul style="list-style-type: none"> ensure that appropriate check is completed and is up to date for each person who is 18 years or over. ensure that there is appropriate separation of international tertiary learners from others of different ages in the accommodation. ensure that appropriate check is completed and is up to date for persons (other than host family) who resides at the same accommodation (temporarily and/ or will be reside) 	David	Completed	MD's 1/1 meetings with Admin manager General staff meeting (action plan list)	Complete all these required documents before process the unconditional offer

