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

Te Oranga me Te Haumaru Ākonga

Learner Wellbeing and Safety

NZQA
NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!

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 #	# 5	18 y/o or older	# 5	
				Under 18 y/o	# 0	
	International learners	Total #	#31	18 y/o or older	#31	
				Under 18 y/o	#0	
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 Deborah Shin . Administrator					

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?)	**1. Student Feedback** NSLS collects student feedback once every term to understand students' learning experiences, safety and wellbeing. Positive feedback indicates that students generally feel safe, welcomed and supported at school. Students are encouraged to share their concerns and suggestions with teachers and management. We review their feedback and use it to identify areas for improvement. **Evidence:** • Termly Student Feedback Forms and Results • Student Feedback Reviews **2. Staff Support and Training** Our teachers and staff play an important role in supporting student wellbeing. Staff receive induction and relevant training to understand their responsibilities for student safety and support. Teachers also observe students during lessons

		and communicate with management when concerns arise. Regular staff discussions help us identify problems and respond to students' needs. **Evidence:** • Staff Induction and Training Policy • First Aid Certificates • General Staff Meeting Records • Health and Safety Meeting Minutes **3. Student Safety and School Policies** NSLS has established policies and procedures to protect students from bullying, harassment, discrimination and abuse. These policies explain how staff should respond to concerns, accidents and incidents. Our Quality Management System (QMS) is reviewed annually, taking into account student and staff feedback, government requirements and changes in school operations. These procedures provide clear guidance to help staff maintain a safe and supportive environment.

		Evidence: • NSLS QMS Policies and Procedures • Student Protection Policy • Response to Suspected Student Abuse Procedures • Abuse Reporting Forms • Accident and Incident Forms • Anti-Bullying, Harassment and Discrimination Policies **4. Health, Safety and Emergency Management** NSLS regularly checks its learning environment to identify possible hazards and safety concerns. Staff follow health and safety procedures, and first aid equipment is available when needed. The school also has an Emergency Management Plan to guide staff and students during emergencies. These systems help us identify risks and prepare for unexpected situations. **Evidence:** • Weekly Venue and Hazard Checklists • Student Sign-in Sheets • First Aid Certificates and First Aid Kits • Health and Safety Meeting Minutes

		• Emergency Management Plan **5. Student Orientation and Information** NSLS provides orientation to help students understand school rules, safety procedures, available support and daily school activities. Students receive information about their timetable, term dates and school expectations. This helps new students settle into school life and understand where to seek help when needed. **Evidence:** • Student Orientation PowerPoint • Annual School Schedule • Term Dates • Class Timetables • Student Information and School Rules **6. Regular Review and Improvement** NSLS management reviews student feedback, staff observations, school policies and health and safety information to identify areas for improvement. Staff responsibilities for student support are linked to the outcomes of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice.

		As a small school, NSLS can communicate directly with students and staff and respond to concerns promptly. The information gathered helps us review how well our systems are working and identify changes when needed. **Evidence:** • Annual QMS Reviews and Updates • Student Feedback and Survey Results • Health and Safety Meeting Minutes • Staff Performance Reviews and KPIs **Overall Analysis** Based on student feedback, staff discussions, safety checks and school records, NSLS believes that its systems are supporting student safety and wellbeing effectively. Our small class sizes, personal student support and regular communication help us identify concerns and respond to individual needs. We will continue to review the evidence, listen to students and staff, and improve our policies and practices to maintain a safe, welcoming and supportive learning environment.

Outcome 1: A learner wellbeing and safety system	North Shore Language School (NSLS) regularly reviews its Quality Management System (QMS), policies and procedures to ensure that students receive quality education in a safe and supportive environment. We gather information through student feedback, teacher observations, staff discussions and individual meetings with students. We also consider changes in government requirements and the needs of international students. Based on the information gathered, we believe that NSLS is effectively supporting the safety and wellbeing of its students. As a small language school, we know our students personally and can respond quickly when they need help. Our teachers and management work closely together to support students with their studies, personal concerns and daily life in New Zealand. We encourage students to share their opinions and concerns openly. We listen to their feedback and use it to improve our teaching, student support and school environment. Our multicultural learning environment, English Only Zone and weekly Cell Group activities also help students build friendships, develop confidence and feel part of the school community.	

	Overall, NSLS believes that its current practices are effective in providing a safe, welcoming and caring learning environment. We will continue to review our performance, listen to students and staff, and make improvements where needed.	
Outcome 2: Learner voice	North Shore Language School (NSLS) values students' opinions and encourages them to share their feedback, suggestions and concerns. We collect student feedback every term through student surveys. We review the results and compare them with previous terms to understand students' needs and identify areas for improvement. Students also complete an Exit Survey when they finish their studies. This helps us understand their overall satisfaction with our English programmes, teachers, student services and learning environment. The survey results are discussed at our Quality Meetings. We review any concerns or changes in the results and consider what improvements are needed. We use student feedback to improve our teaching methods, learning materials, classroom activities and school facilities. We also check whether these improvements are meeting students' needs.	**1. Regular Student Surveys and Feedback** NSLS conducts student surveys every term to understand students' learning experiences, classroom environment and overall satisfaction. We follow an annual survey schedule and review the results to identify students' needs and areas for improvement. Student feedback is discussed at staff meetings and used to improve teaching, student services and the learning environment. **Supporting Evidence:** • Student Surveys and Annual Survey Schedule • Student Survey Reports • Student Feedback and Evaluations • Staff Meeting Minutes • Self-Assessment Reports

	Our student support staff regularly communicate with students and ask if they need any help. As a small school, NSLS can provide personal support and respond quickly to students' concerns. NSLS takes all student complaints seriously. We record, review and respond to complaints, and follow up when necessary. Complaints are reported to the Senior Management Team (SMT) for review. An SMT member takes further action when required. We respect students' privacy and handle complaints confidentially. Overall, NSLS believes that its student feedback and complaints procedures are working effectively. Students have opportunities to express their opinions, and their feedback helps us improve our teaching and student services. We will continue to listen to our students, review their feedback and make improvements to provide a positive and supportive learning environment.	**2. Communication and Individual Student Support** NSLS encourages students to share their opinions, questions and concerns openly. Our marketing and administration staff communicate directly with students from the countries or markets they support. This helps international students feel comfortable asking questions and seeking assistance. Students can also arrange one-on-one meetings with the Managing Director or Operations Manager to discuss their studies, personal concerns or other matters. We listen to students and provide individual guidance and support when needed. **Supporting Evidence:** • Student Meeting Notes • Student Feedback Records • Staff Meeting Minutes • Individual Student Support Records • School Assembly

		3. Regular Classroom Visits David regularly visit classrooms to communicate directly with students. During these visits, staff ask students about their learning experiences and remind them about available student services and pastoral care support. These visits also give students opportunities to raise questions or concerns without having to make a formal appointment. We use information gathered during classroom visits to identify issues early and provide appropriate support. **Supporting Evidence:** • Classroom Visit Records • Student Feedback • Meeting Notes • Staff Meeting Minutes **4. Student Orientation and Information** NSLS provides students with important information during Orientation. Students receive an Orientation Welcome Pack and Student Handbook. We also use presentations and

		posters to explain school rules, student services, pastoral care and how to ask for help. Complaint Forms are available at the reception area so students can raise concerns formally if they wish. We encourage students to speak directly with staff whenever they need assistance. **Supporting Evidence:** • Orientation PowerPoint Presentation • Orientation Welcome Pack • Student Handbook • School Posters • Student Complaint Forms **5. Cultural Awareness and Student Participation** NSLS has students from different countries and cultural backgrounds. We organise cultural activities and encourage students and staff to learn about and respect different cultures. These activities help students build friendships, communicate with others and feel welcome at school. They also create opportunities for students to share their experiences and opinions in a friendly environment.

		Supporting Evidence: • Cultural Activity Records • Student Feedback • Activity Posters • Staff Meeting Notes **6. Student Complaints and Follow-up** NSLS encourages students to report any concerns or complaints. Complaint Forms are available at reception, and students can also speak directly with staff or management. Complaints are recorded, reviewed and followed up as required. Important matters are referred to the Senior Management Team (SMT) for further review and action. We respect students' privacy and handle complaints confidentially. **Supporting Evidence:** • Student Complaint Forms • SMT Meeting Minutes • Student Meeting Notes

		Overall Analysis The information gathered through student surveys, classroom visits, individual meetings and staff discussions helps NSLS understand students' needs and concerns. Our small school environment allows staff to communicate closely with students and provide personal support. By regularly reviewing feedback and following up on concerns, NSLS can identify problems early and make improvements where needed. These processes support our assessment that students have opportunities to express their opinions, receive appropriate assistance and participate in a safe and welcoming learning environment. NSLS will continue to review its practices and use student feedback to improve the quality of education and student support.

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	North Shore Language School (NSLS) actively checks whether students have any questions, concerns or difficulties during their studies. We regularly visit classrooms, talk with students and offer one-on-one meetings. These activities help us understand students' needs and identify problems early. Our Managing Director (MD) and management team respond quickly to student concerns and provide appropriate support. We also collect student feedback through surveys and review the results to improve our student services and learning environment. **Student Orientation and Information** During orientation, we explain students' rights, responsibilities and the support services available under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice. We also explain where students can find important information and who they can contact if they need help.	North Shore Language School (NSLS) provides a safe, welcoming and supportive learning environment for students from different countries and cultural backgrounds. Our staff support students from before enrolment until they complete their studies. We provide important information and guidance to help students understand their rights, responsibilities and available support services. We regularly check students' experiences and wellbeing through classroom visits, individual meetings, student surveys, student representative meetings and staff discussions. These activities help us identify students' needs, respond to concerns and improve our student services. **1. Review of the Education Code and QMS** NSLS regularly reviews its Quality Management System (QMS), particularly the Student Information and Services section, to ensure that our policies and procedures meet students' needs.

	This information is provided before enrolment, during orientation and throughout their studies. Each term, NSLS staff visit classrooms to remind students about student services and give them opportunities to ask questions or raise concerns. Our orientation surveys help us check whether students understand their rights and know how to access support. **Student Support and Communication** NSLS provides students with information about both on-campus and online support services. Students are given contact details for staff who can assist them with academic, personal or pastoral care matters. We also provide a dedicated emergency contact number so students can seek assistance 24 hours a day, seven days a week when necessary. Our small school environment allows us to communicate closely with students and provide individual support. **Staff Involvement and Continuous Improvement** NSLS management regularly reviews student feedback and discusses areas for improvement.	We also review our responsibilities under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice. Student feedback, classroom visits and staff discussions help us identify areas for improvement. For example, we provide additional support for students under 18 through regular meetings and individual guidance. **Supporting Evidence:** • NSLS QMS – Student Information and Services • Education Code Review and Reports • Student Feedback and Survey Reports • Classroom Visit Records • Under-18 Student Meeting Records **2. Management and Staff Meetings** Our management and staff regularly discuss student feedback, concerns and suggestions. We review the information collected through surveys, classroom visits and individual meetings. When improvements are needed, we discuss appropriate actions and follow up on the results. **Supporting Evidence:**

	We also hold individual meetings with staff to discuss their work, responsibilities, goals and suggestions. Staff are encouraged to share ideas about improving teaching, student services and student wellbeing. Individual staff goals are linked to the school's responsibilities under the Education Code of Practice. This helps ensure that all staff understand their roles in supporting international students. **Overall Assessment** Based on student surveys, classroom visits, individual meetings and staff feedback, NSLS believes that its student support systems are working effectively. Students are regularly informed about their rights and available support services. They have opportunities to raise concerns and receive personal assistance when needed. NSLS will continue to review student feedback, staff performance and support services to provide a safe, inclusive and supportive learning environment.	• Management Team Meeting Minutes • Staff Meeting Minutes • Student Feedback Records • Action Plans Based on Student Feedback **3. School Planning and Continuous Improvement** NSLS reviews its vision, mission, values and strategic goals to ensure that they support quality education and student wellbeing. Our strategic planning helps us identify priorities and improve our teaching, student services and school environment. We use student feedback and staff suggestions to support our planning and decision-making. **Supporting Evidence:** • NSLS Strategic Business Plan • NSLS Vision, Mission, Strategies and Values • QMS Review Records • Management Meeting Minutes **4. Student Orientation and Information** NSLS provides students with clear information before enrolment and during orientation.

		Students receive information about their courses, school rules, student services, pastoral care and how to ask for help. We also provide information through our website, welcome emails and orientation presentations. Staff receive guidance and training to help them understand their responsibilities towards students. **Supporting Evidence:** • Orientation Presentation • NSLS Website • Student Welcome Email • Staff Training Manual • Student Handbook and Welcome Pack **Overall Analysis** The information gathered from student surveys, classroom visits, individual meetings and staff discussions helps NSLS understand students' experiences and identify areas for improvement. Our regular reviews of the Education Code, QMS and school policies help us maintain a safe and supportive learning environment.

		As a small language school, we can communicate closely with students and respond quickly when they need assistance. These processes support our assessment that NSLS is providing appropriate student information, pastoral care and individual support. We will continue to review our practices, listen to students and staff, and make improvements where needed.
Outcome 4: Learners are safe and well	North Shore Language School (NSLS) is committed to providing a safe, healthy and supportive learning environment for all students. Our Strategic Plan, Quality Management System (QMS) and Student Handbook explain our responsibilities for student safety and wellbeing under the Education Code of Practice. **Student Health and Wellbeing** Our administration team checks students' application forms to identify any medical conditions or special needs that students have shared with us. This helps us understand their needs and provide appropriate support during their studies.	North Shore Language School (NSLS) supports students throughout their studies and works to provide a safe, healthy and welcoming learning environment. Our Managing Director (MD), administration staff and teachers work together to ensure that students know where to get help and how to access support services. We regularly review our safety procedures, school facilities and student support services to identify risks and make improvements where needed. The following documents and activities provide evidence of how NSLS supports student safety and wellbeing. **1. Student Support and Mental Health**

	We also recognise the importance of students' mental health and emotional wellbeing. During orientation, we explain the support services available to students and how they can ask for help. This information is also provided in the Student Handbook and on our website. **Individual Student Support** NSLS encourages students to speak openly with staff about any questions, concerns or personal difficulties. Students can arrange private meetings with staff or management when they need individual support. We respect students' privacy and handle personal information confidentially. When necessary, we can also provide information about external support services and professional organisations. **Regular Student Monitoring** NSLS staff regularly visit classrooms and communicate directly with students throughout each term. These visits help us identify students who may be experiencing difficulties or need additional support.	NSLS provides students with information about mental health support and other services available in New Zealand. This information is included in our Student Handbook, school website and orientation presentation. Students are encouraged to speak directly with staff or management if they have questions, concerns or personal difficulties. We also provide a 24-hour emergency contact number so students can ask for urgent assistance outside school hours. **Supporting Evidence:** • Student Handbook and Orientation Presentation • NSLS Website • Mental Health Support Contact Information • 24/7 Emergency Contact Details • Individual Student Meetings and Support Records • NSLS QMS, Policies and Procedures **2. School Facilities and Daily Safety Checks** NSLS regularly checks its school facilities to maintain a clean and safe learning environment.

	We also use student feedback and individual meetings to better understand students' needs and respond to concerns as early as possible. **Safety Information and Emergency Support** Our administration team regularly shares important safety and wellbeing information with students, including during school breaks. Topics include water safety, beach safety, ACC information and general safety in New Zealand. We also provide students with an emergency contact number so they can reach our support team 24 hours a day, seven days a week in an emergency. **Overall Assessment** NSLS believes that its current practices help students feel safe, welcome and supported. Our small school environment allows staff to know students personally, identify concerns early and provide individual assistance. We will continue to review our student support services, listen to student feedback and improve our practices to protect students' safety and wellbeing.	Our staff carry out toilet checks, venue inspections and safety checks to identify any problems that may affect students or staff. Any safety concerns are reported and followed up as required. **Supporting Evidence:** • NSLS Daily Toilet Check • Daily Venue Check Records • Display and Items Checklist for the Venue • Weekly Site Folder • Accident and Incident Forms **3. Emergency Procedures and Preparedness** NSLS has procedures to help students and staff respond safely to emergencies such as fires, earthquakes and other unexpected events. Emergency procedures are displayed at school, and staff and students are informed about what to do during an emergency. We also conduct emergency drills to help everyone understand the evacuation procedures. **Supporting Evidence:** • Emergency Procedures Displayed at School • Fire and Earthquake Policies and Procedures

		• Emergency and Earthquake Policy • Emergency Drill Records and Forms • COVID-19 Policies and Procedures • Business Continuity and Disaster Recovery Plan **4. Risk Assessment and Management** NSLS identifies and reviews possible risks within the school environment. We use risk assessment records and regular safety checks to help prevent accidents and protect students, staff and visitors. Our risk management procedures also cover relevant school activities and transport arrangements. **Supporting Evidence:** • Venue Risk Analysis and Management Records • Risk Assessment and Management Documents • Weekly Site Folder • Vehicle Register • Accident and Incident Forms **5. Staff Training and First Aid** NSLS recognises the importance of having staff who understand their responsibilities for student safety and wellbeing.

		Staff receive information about school safety procedures and emergency responsibilities. First aid training helps staff respond appropriately when students or staff require immediate assistance. **Supporting Evidence:** • New Zealand Red Cross First Aid Certificates • Staff Training Records • NSLS QMS, Policies and Procedures • Emergency Procedures and Staff Guidelines **Overall Analysis** The documents and procedures listed above show that NSLS has systems in place to support student safety and wellbeing. Regular facility checks, risk assessments, emergency drills and staff training help us identify possible problems and prepare for emergencies. Our student support services, individual meetings and 24-hour emergency contact arrangements also help students access assistance when they need it. As a small language school, NSLS can communicate closely with students and respond quickly to their concerns.

		Based on these practices, NSLS believes that its safety and wellbeing systems are effective in providing a safe and supportive learning environment. We will continue to review our policies, monitor risks, listen to students and staff, and improve our safety and support procedures where needed.

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	North Shore Language School (NSLS) is committed to providing a safe, healthy and supportive environment for international students studying and living in New Zealand. We aim to help students enjoy a positive learning experience and adjust successfully to life in New Zealand. **Student Health and Medical Support** NSLS helps international students access appropriate medical care when needed. Our staff provide information about healthcare services, medical insurance and where students can get medical assistance. We also encourage students to inform us if they have any health concerns or need additional support. **Health and Safety Policies** NSLS regularly reviews its health and safety policies and procedures to protect students, staff and visitors.	North Shore Language School (NSLS) has procedures and support services to protect the health, safety and wellbeing of international students. We provide students with important information, monitor their attendance and ensure that they know who to contact when they need help. **1. Student Medical Insurance** NSLS ensures that international students have appropriate medical and travel insurance during their studies. We provide information about insurance requirements and check students' insurance details. This helps students understand how to access medical care when needed. **Supporting Evidence:** • Student Medical Insurance Records • Student Handbook • Student Orientation Information

	This includes reviewing our Critical Incident Plan to ensure that staff understand how to respond to serious incidents and emergencies. We also review our safety procedures and make improvements when necessary. **Student Attendance and Wellbeing** NSLS regularly monitors student attendance to ensure that international students meet the attendance requirements of their Student Visas. Attendance monitoring also helps us identify students who may be experiencing personal, health or wellbeing difficulties. When attendance concerns arise, our staff contact students to understand their situation, offer appropriate support and explain their attendance responsibilities. **Overall Assessment** NSLS believes that its student support, health and safety procedures and attendance monitoring help international students study and live safely in New Zealand. We will continue to review our policies, monitor student wellbeing and provide individual support when needed.	**2. First Aid and Student Protection** NSLS has trained staff who can provide first aid and student support when needed. We keep first aid equipment on site and check that it is available and up to date. Staff also receive training in student protection and pastoral care. Students are informed about which staff members they can contact for support. **Supporting Evidence:** • Staff First Aid Certificates • First Aid Equipment and Inspection Records • Student Protection Certificates • Staff Training Records **3. Communication and Student Support** NSLS regularly informs students about important changes to school administration, academic programmes, health and safety procedures. Students are given contact details for administration staff so they know who to contact if they have questions or concerns.

		We also provide information about available pastoral care support. **Supporting Evidence:** • Student Handbook • Student Notices and Emails • Staff Contact Information • Orientation Presentation **4. Student Contact Details and Attendance Monitoring** NSLS keeps student contact information, including emergency contacts in their home countries. We use daily class rolls and sign-in sheets to monitor student attendance and help maintain student safety. When a student is absent without explanation, staff can follow up and check whether the student needs assistance. **Supporting Evidence:** • Student Application Forms and Emergency Contact Details • Daily Class Rolls • Student Sign-in Sheets • Attendance Records and Follow-up Notes

		Overall Analysis These records and procedures help NSLS monitor student safety and wellbeing and provide support when needed. Medical insurance information, trained staff, first aid equipment and student protection procedures help us respond to health and safety concerns. Regular communication, attendance monitoring and up-to-date contact information also help us identify students who may need additional assistance. As a small school, NSLS can communicate directly with students and respond quickly to their needs. We will continue to review our procedures, maintain accurate records and improve our student support services.
Outcome 9: Prospective international tertiary learners are well informed	North Shore Language School (NSLS) is committed to providing clear, accurate and up-to-date information to prospective students and education agents. We ensure that our education agents and staff have the information they need to help students make informed decisions before enrolling at NSLS. This includes information about:	North Shore Language School (NSLS) regularly checks whether students and education agents receive clear, accurate and up-to-date information. We collect feedback from students and other stakeholders through surveys, orientation sessions, individual meetings and seminars.

	• Tuition fees and other course costs • Entry requirements and English levels • Course duration and timetables • Student support services • Teaching quality and learning programmes • NZQA registration and EER category status • Student satisfaction and feedback **Review of Marketing and Enrolment Information** NSLS regularly reviews its marketing materials and enrolment information to ensure that they are accurate, realistic and helpful to students. We follow our Quality Management System (QMS) policies and the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. Our Prospectus, school website, application forms and other information materials are reviewed and updated when necessary. When there are changes to course fees, programmes, government requirements or school policies, we review the information and update the relevant documents. **Communication with Education Agents and Staff** NSLS provides education agents and staff with updated information about our courses, fees, enrolment procedures and student support services.	This feedback helps us understand whether the information provided by NSLS meets students' needs and supports their enrolment decisions. **1. Student Surveys and Orientation Feedback** NSLS collects student feedback every term and during orientation. Our orientation surveys help us check whether students understand the information they receive about their courses, fees, school rules and available support services. We review survey results to identify any information that may be unclear or needs improvement. **Supporting Evidence:** • Student Orientation Survey Results • Termly Student Surveys • Student Feedback Reports • Student and Agent Survey Records **2. Clear Information Before Enrolment** NSLS provides prospective students with important information before they enrol.

	This helps ensure that prospective students receive consistent and reliable information, whether they contact NSLS directly or through an education agent. We also provide guidance to staff and agents when changes are made to school policies or enrolment requirements. **Approval of Advertisements** All NSLS advertisements and promotional materials must follow the school's marketing guidelines. Advertisements must be reviewed and approved by the Managing Director (MD) before they are published. This approval process helps ensure that our marketing information is accurate, clear and consistent with NSLS policies and the Education Code of Practice. **Overall Assessment** NSLS believes that its marketing and enrolment information processes are effective in helping prospective students make informed decisions. Regular reviews, communication with agents and staff, and management approval of advertisements help us maintain accurate and reliable information.	This includes course fees, entry requirements, programme content, course duration, start dates and student support services. Our Managing Director (MD) reviews student feedback and individual reports to identify any concerns about the information provided. We also follow our Quality Management System (QMS) policies to ensure that enrolment information is accurate and regularly reviewed. **Supporting Evidence:** • NSLS QMS – Student Information and Services • NSLS Strategic Plan • Individual Meeting Reports to the MD • Student Feedback Records • Entry Checklist **3. School Brochures and Website** Our school brochures and website provide information to help students choose suitable English programmes. This includes: • Programme details and course content • Entry requirements and eligibility • Course fees and duration • Available start dates

	We will continue to review and update our marketing materials to ensure that students receive the information they need before enrolling at NSLS.	• Student services and support We review these materials and update them when changes are made to school programmes, fees or policies. **Supporting Evidence:** • NSLS School Brochures and Prospectus • NSLS Website • Current Fee Schedule • Current Term Dates **4. Communication with Education Agents** NSLS regularly communicates with education agents to provide accurate information about our programmes and enrolment requirements. We send emails and updated documents so agents can share the correct information with prospective students and their families. We also welcome feedback from agents about whether our information and services meet students' expectations. **Supporting Evidence:** • Emails Sent to Education Agents • Updated Course and Fee Information • Student and Agent Survey Results

		• Agent Communication Records **Overall Analysis** Student surveys, orientation feedback, individual meetings and agent communications help NSLS check whether students receive the information they need. These processes allow us to identify unclear or outdated information and make improvements when necessary. Our QMS procedures, school brochures, website and Entry Checklist also help us provide consistent information throughout the enrolment process. Based on these practices, NSLS believes that its information and enrolment procedures are effective in helping international students make informed study decisions. We will continue to review our information, listen to feedback and make improvements where needed.
Outcome 10: Offer, enrolment, contracts, insurance and visa	North Shore Language School (NSLS) has clear admission and enrolment procedures to ensure that students receive appropriate information and are placed in suitable English programmes.	North Shore Language School (NSLS) has clear procedures to manage student admission, enrolment and fee protection. Our administration staff and Managing Director (MD) regularly check student records and enrolment

	We regularly review our procedures to make sure they are working effectively and meeting students' needs. **1. Entry Requirements and English Placement** NSLS clearly explains the entry requirements for each English programme. Our administration staff review completed application forms and check that students meet the relevant enrolment requirements before issuing an Offer of Placement. Students complete an English Placement Test before starting their studies. This helps us identify their English level and place them in the most suitable class. We aim to ensure that students study at a level that matches their English ability and learning goals. **2. Students Under 18 Years of Age** NSLS has additional enrolment procedures for students under 18. Parents or legal guardians are required to complete the necessary consent forms and provide relevant information before enrolment. We also check that appropriate accommodation, supervision and pastoral care arrangements are in place.	documents to ensure that the school's procedures are followed correctly. The following documents and activities provide evidence of how NSLS monitors and reviews these processes. **1. Student Application Forms and Enrolment Information** All students are required to complete and sign an application form before enrolment. The application form includes important terms and conditions, course information, payment requirements and refund policies. Students also receive a Student Handbook, which explains school rules, student responsibilities and available support services. **Supporting Evidence:** • Signed Student Application Forms • Student Handbook • Enrolment Terms and Conditions **2. QMS and Staff Training**

	These procedures help us protect younger students and provide appropriate support during their studies. **3. Student Rules and Discipline** NSLS clearly explains school rules, attendance requirements and student responsibilities during orientation. Our Administration Manager manages disciplinary matters according to NSLS policies and procedures. The Managing Director (MD) oversees the process to ensure that matters are handled fairly and appropriately. **4. Student Visa and Medical Insurance** NSLS checks students' visa conditions and medical and travel insurance requirements before they begin their studies. Students must hold a valid visa that allows them to study and have appropriate insurance coverage where required. We explain these requirements during orientation and remind students of their responsibilities. Students cannot start classes unless their visa and insurance requirements have been met.	NSLS follows its Quality Management System (QMS) policies for student information, admission and enrolment. These policies are discussed at staff meetings to ensure that staff understand the correct procedures. Staff training also helps our administration team provide clear and consistent information to students. **Supporting Evidence:** • NSLS QMS – Student Information, Enrolment and Entry • General Staff Meeting Minutes • Staff Training Policy and Records **3. Students Under 18 Years of Age** NSLS has additional requirements for students under 18. Parents or legal guardians must complete and sign the required consent forms. These documents help NSLS confirm that appropriate arrangements are in place to support younger students. **Supporting Evidence:** • Under-18 Student Consent Forms • Parent or Legal Guardian Information

	5. Efficient Enrolment Process NSLS aims to provide a clear and efficient enrolment process. Our administration staff guide students through the application, Offer of Placement, payment and orientation procedures. We communicate directly with students and education agents to answer questions and help students prepare for their studies. **6. Refund Policy and Student Fee Protection** NSLS has a refund policy designed to comply with the Education and Training Act 2020 and applicable NZQA Student Fee Protection requirements. Our refund policy is explained to students before enrolment and is included in our enrolment documents. International student tuition fees are protected through our Public Trust student fee protection arrangements. This helps ensure that student fees are managed and protected according to the relevant requirements. **Overall Assessment**	• Student Enrolment Records **4. Student Visa and Insurance Records** NSLS maintains a student database containing important information, including: • Student contact details • Visa expiry dates • Medical and travel insurance policy numbers • Insurance start and end dates Our administration staff use the Student Database and Entry Checklist to confirm that students meet the applicable visa and insurance requirements before attending classes. Students must have a valid visa that permits study and appropriate insurance coverage where required. **Supporting Evidence:** • Student Database • Student Entry Checklist • Student Visa Records • Medical and Travel Insurance Records **5. Internal Compliance Checks** The Managing Director conducts internal compliance checks for each student intake.

	NSLS believes that its admission and enrolment procedures are effective in supporting international students. Our application checks, English placement process, visa and insurance requirements, and student fee protection arrangements help students begin their studies with appropriate information and support. We will continue to review our procedures, follow relevant government requirements and make improvements where needed.	These checks help confirm that required enrolment documents, visa information and insurance details have been collected and reviewed. Any missing information or concerns can then be followed up by the administration team. **Supporting Evidence:** • MD Internal Audit Records • Student Entry Checklists • Student Enrolment Files • QMS Compliance Records **6. Withdrawal and Refund Policies** NSLS provides students with clear information about withdrawal procedures and refund policies. This information is included in the application form, Student Handbook and school website. Our staff also explain the relevant policies during student orientation. This helps students understand their rights and responsibilities before and during their studies. **Supporting Evidence:** • NSLS Withdrawal and Refund Policy • Student Application Form

		• Student Handbook • NSLS Website • Orientation Presentation **Overall Analysis** These documents and procedures help NSLS check that students receive accurate information and meet the relevant enrolment requirements. The Student Database, Entry Checklist and internal compliance checks allow us to monitor important student information and identify missing documents. Regular staff training and QMS reviews help ensure that enrolment procedures are followed consistently. Based on these practices, NSLS believes that its admission and enrolment systems are effective in supporting students and meeting the relevant requirements of the Education Code of Practice. We will continue to review our procedures, maintain accurate student records and make improvements where needed.
Outcome 11: International learners receive appropriate orientations, information and advice	North Shore Language School (NSLS) is committed to providing all international students with a clear and helpful orientation programme.	North Shore Language School (NSLS) follows its Quality Management System (QMS) policies and procedures to meet the requirements of the Education

	Our orientation programme is designed to meet students' needs and help them understand their studies, school rules and life in New Zealand. **1. Student Orientation Programme** All new students attend an orientation programme when they begin their studies at NSLS. During orientation, we explain important information, including: • School policies and student responsibilities • Student support and pastoral care services • Health and safety procedures • Student complaints and grievance procedures • Attendance requirements • Withdrawal and termination of enrolment procedures At the end of orientation, students complete a short quiz to check their understanding of the information provided. This helps us identify any areas that need further explanation. **2. Student Handbook and Information**	(Pastoral Care of Tertiary and International Learners) Code of Practice 2021. We provide international students with clear information about their studies, school rules, health and safety, and available support services. We regularly review our procedures to ensure that students receive the information and support they need. **1. Student Orientation** NSLS provides an orientation programme for all new students. Our Orientation PowerPoint explains important information, including health and safety procedures, student support services, school rules and how to ask for help. Students are encouraged to ask questions if they do not understand any information. **Supporting Evidence:** • NSLS Orientation PowerPoint • Orientation Programme Materials • QMS Policies and Procedures **2. Student Feedback**

	All students receive a copy of the NSLS Student Handbook by email so they can keep it and refer to it whenever needed. The handbook provides important information about school policies, student rights and responsibilities, available support services and emergency contacts. Our orientation programme and Student Handbook follow the relevant NSLS Quality Management System (QMS) policies. **3. Individual Student Support** NSLS encourages students to speak openly with staff and management whenever they need assistance. Our Managing Director (MD) and student support team provide guidance on matters such as: • Personal difficulties • Attendance concerns • Cultural differences and adjustment to life in New Zealand • Bullying or other student wellbeing concerns • Homesickness and emotional support We aim to identify students' concerns early and provide appropriate assistance. **4. Open-Door Policy and Emergency Support**	NSLS collects student feedback to check whether students understand the information provided and are satisfied with the support they receive. We review student feedback and use it to identify areas for improvement. **Supporting Evidence:** • Student Feedback Forms • Student Survey Results • Student Feedback Reports **3. Internal Compliance Checks** The Managing Director (MD) conducts an internal compliance check every term. This includes checking that important information provided to students before enrolment is properly documented and meets the requirements of the Education Code of Practice. Any missing information or concerns are followed up and corrected when necessary. **Supporting Evidence:** • Termly Internal Audit Records • Student Enrolment Files • QMS Compliance Checklists

	NSLS maintains an open-door policy during school operating hours. Students can speak directly with staff or management about their questions or concerns. The Managing Director is also available through the school's emergency contact arrangements 24 hours a day, seven days a week, when urgent assistance is required. **5. External Support Services** NSLS provides students with contact information for external support organisations when additional assistance is needed. Relevant contact details and websites are included in the Student Handbook. Staff can also guide students towards appropriate external services when necessary. ## Overall Assessment NSLS believes that its orientation programme and student support services help international students understand their rights, responsibilities and available support. The orientation quiz helps us check students' understanding, while our open-door policy and	**4. Student Handbook and Information Pack** NSLS provides students with a Student Handbook and other important information materials. These documents explain students' rights, responsibilities, school policies, health and safety procedures, and available support services. The Student Information Pack helps students prepare for their studies and understand what to expect at NSLS. **Supporting Evidence:** • NSLS Student Handbook • Student Information Pack • Student Enrolment Documents • Student Information Records ## Overall Analysis The QMS policies, orientation materials, student feedback and internal compliance checks help NSLS provide clear and consistent information to international students. Regular reviews also help us identify missing information and improve our procedures.

	individual support allow students to ask questions and raise concerns. As a small language school, NSLS can communicate closely with students and respond quickly when they need help. We will continue to review our orientation programme, Student Handbook and student support services to ensure that students receive clear information and appropriate care throughout their studies.	These processes support our assessment that NSLS is meeting its responsibilities to inform and support international students. We will continue to review our QMS, student information materials and orientation procedures to ensure that students receive accurate information and appropriate support throughout their studies.
Outcome 12: Safety and appropriate supervision of international tertiary learners	North Shore Language School (NSLS) is committed to providing a safe and supportive learning environment for students under 18 years of age. We work closely with parents, legal guardians and designated caregivers to ensure that younger students receive appropriate care and support during their studies in New Zealand. **1. Parent Information and Consent** NSLS ensures that parents or legal guardians receive and understand important information before their child enrols. This includes course information, school policies, enrolment terms and conditions, and the special requirements for students under 18.	North Shore Language School (NSLS) follows its Quality Management System (QMS) Policy 1.14 – Under 18 Students to protect and support students under 18 years of age. NSLS does not enrol students under 18 until all required documents have been received, checked and assessed. Our application and enrolment procedures ensure that parents, legal guardians and designated caregivers understand their responsibilities before the student begins studying at NSLS. **1. Application and Enrolment Documents** NSLS requires parents or legal guardians to complete and sign the necessary enrolment documents.

	At least one parent or legal guardian must sign the Student Enrolment Form and provide a copy of their identification. Parents or legal guardians must also complete and sign the Parent Declaration Form. We collect parents' contact details, including their home address, telephone number and email address, so we can contact them when necessary. **2. Designated Caregiver Arrangements** When a student stays with a designated caregiver, NSLS requires the relevant caregiver and parent consent forms to be completed and submitted before the accommodation arrangement is approved. We explain the caregiver's responsibilities and the school's monitoring procedures. NSLS maintains regular communication with both the student and the designated caregiver to check that the accommodation is safe and appropriate. **3. Regular Student and Accommodation Monitoring** NSLS meets with students under 18 at least once a month to check their wellbeing, accommodation and learning experience.	The Application Form and Learning Contract explain the rights, responsibilities and conditions that apply to students under 18. These documents help parents understand the school's requirements and their responsibilities. **Supporting Evidence:** • Signed Student Application Form • Learning Contract • Parent Declaration Form • QMS Policy 1.14 – Under 18 Students **2. Designated Caregiver Arrangements** When a student lives with a designated caregiver, NSLS requires additional documents to be completed before enrolment. These include: • Indemnity Documents for Students Living with a Designated Caregiver • International Student Designated Caregiver Agreement • Parent Declaration Forms for Under-18 Students

	We also communicate with designated caregivers and arrange meetings when needed. These meetings help us identify any concerns about the student's safety, living arrangements or personal wellbeing. When a problem is identified, NSLS follows up and takes appropriate action. **4. Dedicated Staff Support** At least two designated staff members are responsible for supporting and monitoring each student under 18. These include the Managing Director (MD) and Operations Manager (OM). They work together to monitor students' wellbeing, maintain communication with parents and caregivers, and respond to any concerns. **Overall Assessment** NSLS believes that its procedures for students under 18 help provide a safe and supportive learning environment. Parent consent forms, caregiver arrangements, monthly student meetings and regular accommodation	These documents explain the responsibilities of parents and designated caregivers and help NSLS confirm that appropriate care arrangements are in place. **3. Communication with Parents and Caregivers** NSLS maintains communication with parents and designated caregivers to support students' safety and wellbeing. We use emails, meetings and other communication methods to share important information and follow up on any concerns. Staff meetings also provide opportunities to review matters relating to students under 18. **Supporting Evidence:** • Emails and Communication Records with Caregivers • Staff Meeting Minutes • Under-18 Student Records • QMS Policy 1.14 – Under 18 Students **Overall Analysis** The completed application forms, parent declarations, caregiver agreements and communication records provide evidence that NSLS follows its procedures for students under 18.

	monitoring help us identify concerns and provide appropriate support. Our small school environment allows us to maintain close communication with students, parents and caregivers. We will continue to review our procedures and monitor the wellbeing and accommodation arrangements of students under 18 throughout their studies.	By checking these documents before enrolment, NSLS helps ensure that parents and caregivers understand their responsibilities and that appropriate arrangements are in place. Our QMS Policy 1.14 provides clear guidance for staff and supports a consistent approach to the enrolment and care of younger students. These procedures support our assessment that NSLS takes appropriate steps to protect students under 18 and provide a safe and supportive learning environment. NSLS will continue to review its procedures, maintain accurate records and communicate closely with parents and caregivers.

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	• Staff training resources are readily available and are provided to all new staff members as part of their induction process.
Outcome 2: Learner voice	• Our complaints procedure allows complainants to seek assistance and support from a support person throughout the complaints process. • Currently, our complaints procedure does not specifically provide an option for groups of students to submit 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 to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, NSLS provides all students with information and guidance to help them understand, respect, accept, and connect with students from diverse cultural and linguistic backgrounds. We also encourage all students and staff to take shared responsibility for creating and maintaining a welcoming, respectful, safe, and inclusive learning environment.
Outcome 4: Learners are safe and well	Mental Health and Wellbeing: Strengthen the provision of information about mental health services and external support organisations available to students. • Student Awareness: Ensure all students clearly understand how to report health, safety, and wellbeing concerns and where to seek assistance. • Emergency Procedures: Provide regular reminders and practical guidance on emergency evacuation procedures and personal safety.

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 learners are well informed	NSLS has identified that some education agents do not always communicate all the information provided by the school to prospective international students. As a result, students may not fully understand important details regarding their courses, tuition fees, refund policies, and enrolment conditions before accepting their Offer of Placement.
Outcome 10: Offer, enrolment, contracts, insurance and visa	NSLS has identified that some international students do not arrange appropriate medical and travel insurance covering their journey from their home country to New Zealand. In some cases, insurance coverage begins only after students arrive in New Zealand, potentially leaving them uninsured during their international travel.
Outcome 11: International learners receive appropriate orientations, information and advice	NSLS has identified that some international students, particularly those at Elementary and Pre-Intermediate English levels, may have difficulty fully understanding important information provided during the school orientation due to their limited English proficiency. As a result, some students may not fully understand school policies, attendance requirements, health and safety procedures, student support services, and their rights and responsibilities.
Outcome 12: Safety and appropriate supervision of international tertiary learners	NSLS has identified that information about whether international students drive in New Zealand and whether they have appropriate motor vehicle insurance is not always systematically collected during enrolment or orientation. As a result, some students may not receive sufficient guidance about New Zealand road rules, driver licensing requirements, vehicle insurance, and safe driving practices.

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	• Strengthen staff induction procedures and ensure all new staff receive relevant training resources. • Review complaints procedures to ensure students can access support people and have the opportunity to submit joint complaints. • Promote shared responsibility among staff and students for maintaining a safe, respectful, and inclusive learning environment. • Improve the documentation and regular review of wellbeing and safety procedures.	David Yoon, MD Deborah	Completed	SMT priority list Staff training plan (HR)	Staff performance Staff 1/1 meeting report
Outcome 2: Learner voice	Student Representatives to be a part of QMS and Strategic plan review panels / Review the complaint process - opportunity for groups to make joint complaints & invite support person	MD Deborah	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	• Improve access to information about physical and mental health support services. • Provide regular reminders about emergency procedures, student safety, and available support. • Strengthen staff awareness of how to identify and respond to student wellbeing concerns. • Improve the recording and follow-up of student wellbeing issues.	MD	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.	MD	Ongong		Student feedback
Outcome 9: Prospective international tertiary learners are well informed	• Remind education agents of their responsibility to provide students with complete and accurate information. • Ensure agents explain course details, tuition fees, refund policies, and enrolment conditions. • Include a clear reminder to agents whenever an Offer of Placement is issued. • Encourage students to contact NSLS directly if they require clarification.	MD	Completed	Email to all Agents	Ask students during Placement test meeting time.
Outcome 10: Offer, enrolment, contracts, insurance and visa	• Strengthen procedures for checking students' medical and travel insurance. • Ensure students and agents understand that appropriate insurance should cover the journey from their home country to New Zealand. • Check insurance commencement dates and relevant policy conditions	Principal	Completed	MD to monitor via One-on-One meeting report	All the relevant information to be updated QMS, orientation PPT. Send a group email

	before students travel, wherever possible. • Maintain evidence of insurance verification in student records.				
Outcome 11: International learners receive appropriate orientations, information and advice	• Email essential orientation information to students at least one day before their first day of school. • Use clear and simple English to assist students with lower English proficiency. • Encourage students to review and translate information before attending orientation. • Check students' understanding during orientation and provide individual support where necessary.	Principal	Completed	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 Orintation
Outcome 12:	• Identify students who drive or intend to drive in New Zealand. • Ask whether students have appropriate motor vehicle insurance.	Principal	Dec 2026	Notice at assembly	Feedback from students

Safety and appropriate supervision of international tertiary learners	• Provide relevant information about New Zealand road rules, driver licensing requirements, and safe driving. • Refer students to official NZTA resources and other appropriate safety information.			General staff meeting (action plan check list)	