



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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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	New Zealand School of Food & Wine			MoE number	9885
Code contact	Name	Celia Hay		Job title	Director
	Email	celia@foodandwine.co.nz		Phone number	09 3777 961
Current enrolments	Domestic learners	Total #	57	18 y/o or older	53
				Under 18 y/o	4
	International learners	Total #	11	18 y/o or older	11
				Under 18 y/o	0
Report author(s)	Oliver Hay				

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
Outcome 2: Learner voice	Well implemented

Wellbeing and safety practices for all tertiary providers

	Rating
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Well implemented
Outcome 4: Learners are safe and well	Well implemented

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
Outcome 9: Prospective international tertiary learners are well informed	Well implemented
Outcome 10: Offer, enrolment, contracts, insurance and visa	Well implemented
Outcome 11: International learners receive appropriate orientations, information and advice	Well implemented
Outcome 12: Safety and appropriate supervision of international tertiary learners	Well implemented

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>Very Effective</p> <p>Attendance records, post-assessment feedback and mid-course appraisals are conducted regularly between tutors and students. During mid-course appraisals, learners have an opportunity to raise any concerns or improvements with their courses or NZSFW policies.</p> <p>Serious issues are promptly reported to the Director, who can intervene or make provider-wide changes to policies. Issues that require contact with the learner’s emergency contact are handled promptly.</p> <p>NZSFW operates a WhatsApp chat for all cohorts of students. This is an informal way of fast and effective communication.</p> <p>NZSFW operates a Google Classroom for each cohort of students. This provides an alternative method for students to communicate with their tutors.</p> <p>Learner wellbeing and safety policies and strategic goals are reviewed annually. Training workshops are provided to tutors annually.</p>	<p>Evidence from mid-course appraisals and graduate surveys has been communicated to the Director for review. Issues and recommendations are discussed with tutors and reviewed by Advisory Board if appropriate.</p> <p>Students will use the WhatsApp chat to notify tutors if they are unwell or cannot attend class. It is a very effective mechanism.</p> <p>The Google Classroom enables students to communicate quickly and effectively with their tutor.</p>

<p>Outcome 2: Learner voice</p>	<p>Very Effective</p> <p>Feedback is sought from all learners to ensure diverse voices are captured in a method that facilitates clear conversations.</p> <p>Feedback and insights are summarised and communicated to the Director as part of their review of the overall policies.</p>	<p>All learners participate in a mid-course appraisal with the Director and their lead tutor. Post course surveys ensure a diverse group of learners are heard.</p>
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Wellbeing and safety practices for all tertiary providers

	<p>Summary of performance based on gathered information (i.e. how effectively is your organisation doing what it needs to be doing?)</p>	<p>How do you know? (i.e. note supporting evidence with analysis to make sense of what it means)</p>
<p>Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments</p>	<p>Very Effective</p> <p>NZSFW policies and procedures facilitate a safe and inclusive learning environment for all learners.</p> <p>NZSFW operates a WhatsApp chat for all cohorts of students. This is an informal way of fast and effective communication.</p> <p>NZSFW operates a Google Classroom for each cohort of students. This provides an alternative method for students to communicate with their tutors.</p> <p>Staff are trained to understand Health and Safety risks, specifically relating to Food Safety and the kitchen hazards to ensure learner safety.</p>	<p>All learners participate a mid-course appraisal with the Director and their lead tutor. Further evidence is collected in the post course surveys. Results from these surveys confirm that NZSFW has a safe, inclusive, supportive and accessible learning environment.</p> <p>Students will use the WhatsApp chat to notify tutors if they are unwell or cannot attend class. It is a very effective mechanism.</p> <p>The Google Classroom enables students to communicate quickly and effectively with their tutor.</p>
<p>Outcome 4: Learners are safe and well</p>	<p>Very Effective</p> <p>Learners have access to our Day One Document (learner handbook) as well as our learning management system which</p>	<p>All learners participate a mid-course appraisal and post course surveys. Results from these surveys confirm that NZSFW has a safe, inclusive, supportive and accessible learning environment.</p>

	<p>contains important information about student health and wellbeing.</p> <p>Attendance records, post-assessment feedback and mid-course appraisals are conducted regularly between tutors and students. During mid-course appraisals, learners have an opportunity to discuss any concerns regarding their safety or wellbeing.</p> <p>NZSFW operates a WhatsApp chat for all cohorts of students. This is an informal way of fast and effective communication.</p> <p>NZSFW operates a Google Classroom for each cohort of students. This provides an alternative method for students to communicate with their tutors.</p> <p>Staff are trained to understand Health and Safety risks, specifically relating to Food Safety and the kitchen hazards to ensure learner safety.</p>	<p>Students requiring additional support are identified and where practical, alternative assessment arrangements are provided to ensure learner success.</p> <p>Students will use the WhatsApp chat to notify tutors if they are unwell or cannot attend class. It is a very effective mechanism.</p> <p>The Google Classroom enables students to communicate quickly and effectively with their tutor.</p>
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Outcomes 5- 7

NZSFW does not manage accommodation so this section is not required.

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	Very Effective During enrolment, an interview is conducted to identify specific needs of each international learner. During their programme, attendance figures, assessment results and mid-course appraisals are collected regularly between the learner and the tutor.	Evidence from mid-course appraisal meetings shows concerns are identified and responded to.
Outcome 9: Prospective international tertiary learners are well informed	Very Effective NZSFW provides comprehensive course information on our website including up to date course dates, prices and fees. Enrolment policies and information about living and studying in New Zealand is provided under the international student enrolment page. NZSFW interviews all prospective students prior to issuing an offer of placement. This is done via googlemeets or Whatsapp. NZSFW Day One Document provides a summary of services and support options for international students.	Feedback from marketing team informs us that international students can find key information on our website. Individual interviews with the prospective students give them the opportunity to ask key questions and for NZSFW to determine if the course is a good-fit for the student.
Outcome 10: Offer, enrolment, contracts, insurance and visa	Very Effective The website clearly states all entry requirements to each programme including visa requirements and English language requirements. Our Offer of Place letter further sets out the English language requirements.	The information is provided to students and we verify they understand the requirements during the enrolment process.

	The qualification and outcomes and described on the website as well as the day one document at the start of the course.	
Outcome 11: International learners receive appropriate orientations, information and advice	<p>Very Effective The Day One Document contains good advice for international students including where they can seek advice for physical or mental health.</p> <p>The website contains lots of information about living and studying in New Zealand to support learners to settle in.</p> <p>The induction day allows learners to meet each other and develop connections in the school to ensure their success.</p> <p>All documentation is reviewed as part of the annual marketing review process.</p>	NZSFW reviews the day one document before each intake to ensure it is up to date. NZSFW checks in on each international learner during the first week of study to ensure they understand all information.
Outcome 12: Safety and appropriate supervision of international tertiary learners	<p>Not Applicable NZSFW doesn't enrol international students under the age of 18.</p>	<p>Not Applicable NZSFW doesn't enrol international students under the age of 18.</p>

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	<p>Gap Analysis identified a requirement to publish the Self Review report to the website. A process has been setup to facilitate the publication of the report on the website each year.</p> <p>Gap Analysis identified a requirement to publish the Strategic Organisation goals on the website. A process has been setup to facilitate the publication of the report on the website each year.</p>
Outcome 2: Learner voice	<p>Gap Analysis identified a requirement to publish the outcome of internal complaints procedures. A process has been setup to review privacy considerations with the aim to publish a summary of complaints to the website.</p>

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	No Gaps Identified.
Outcome 4: Learners are safe and well	No Gaps Identified. Improvements in digital collation of health and safety incidents to be investigated and considered by the advisory board.

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

	Identified gaps in compliance with key required processes
<p>Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners</p>	<p>No Gaps Identified.</p>
<p>Outcome 9: Prospective international tertiary learners are well informed</p>	<p>Gap Analysis identified a requirement to obtain reference checks for all new agents. A process has been setup update the agent onboarding process to ensure this recommendation is met.</p>
<p>Outcome 10: Offer, enrolment, contracts, insurance and visa</p>	<p>Gap Analysis identified a requirement specify refund conditions for 5 specific scenarios. A process has been setup review the refund rules on our enrolment form to account for all 5 scenarios.</p>
<p>Outcome 11: International learners receive appropriate orientations, information and advice</p>	<p>No Gaps Identified.</p>
<p>Outcome 12: Safety and appropriate supervision of international tertiary learners</p>	<p>Not Applicable NZSFW doesn't enrol international students under the age of 18.</p>

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	Publish Strategic goals on website.	Oliver Hay	20 December 2022	Review at advisory board meeting	Goals published.
	Review staff training material to ensure alignment with strategic goals and code requirements.	Celia Hay	31 March 2023	Review at advisory board meeting	New training material published
Outcome 2: Learner voice	Review privacy considerations regarding publishing complaints procedure outcomes on website.	Oliver Hay	20 December 2022	Review at advisory board meeting	Review complete

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	N/A	N/A	N/A	N/A	N/A

digital learning environments					
Outcome 4: Learners are safe and well	Undertake review of the feasibility to digital collate health and safety incidents.	Oliver Hay	30 June 2023	Review at advisory board meeting	Review complete

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	N/A	N/A	N/A	N/A	N/A
Outcome 9: Prospective international tertiary learners are well informed	Review agent onboarding process to ensure agent references are captured	Oliver Hay	28 March 2023	Review at advisory board meeting	Revised Agent onboarding process launched
Outcome 10: Offer, enrolment, contracts, insurance and visa	Review the refund rules on our enrolment form to account for all 5 scenarios.	Oliver Hay	28 March 2023	Review at advisory board meeting	Revised Enrolment Form Published
Outcome 11:	N/A	N/A	N/A	N/A	N/A

International learners receive appropriate orientations, information and advice					
Outcome 12: Safety and appropriate supervision of international tertiary learners	N/A	N/A	N/A	N/A	N/A

