



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	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 #	87	18 y/o or older	70
				Under 18 y/o	17
	International learners	Total #	5	18 y/o or older	5
				Under 18 y/o	0
Report author(s)	Celia 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>At NZSFW, regular attendance tracking, post-assessment feedback, and mid-course appraisals provide a structured way for tutors and students to review progress.</p> <p>During appraisals, students can discuss course concerns or suggest improvements. Any significant issues are reported directly to the Director, who may address them immediately or implement provider-wide policy changes.</p> <p>Emergency contacts are notified when necessary.</p> <p>For ongoing communication, NZSFW uses a WhatsApp chat and Google Classroom for each cohort, providing informal and formal communication channels, respectively.</p> <p>Additionally, learner wellbeing, safety policies, and strategic goals undergo an annual review to ensure continued alignment with institutional objectives.</p>	<p>NZSFW employs several mechanisms to maintain effective communication with students and gather feedback. Student reviews and graduate surveys are periodically communicated to the Director for review, and issues or recommendations are discussed with tutors and, when relevant, the Advisory Board.</p> <p>For immediate communication, students use WhatsApp to inform tutors of absences due to illness, proving to be highly efficient.</p> <p>Additionally, Google Classroom facilitates quick and effective exchanges between students and tutors. This multi-channel approach supports regular, responsive contact with learners.</p> <p>Supporting evidence: See Appendix –Summary of What’s App Student Engagement, questions and Tutor response times. This evidence shows the support systems are actively used by the student body.</p>
Outcome 2: Learner voice	<p>Very Effective</p> <p>NZSFW actively seeks feedback from all learners, ensuring that diverse perspectives are included and open communication is encouraged.</p>	<p>At NZSFW, all students engage in a learner review and mid-course appraisal with the Director and their lead tutor. This ensures a structured and formal opportunity to provide feedback.</p>

	<p>Collected feedback and insights are summarized and shared with the Director, who incorporates them into a comprehensive review of policies, helping to align them with the needs and experiences of our students.</p>	<p>Informal chats and catch-ups with tutors throughout the programme also provide valuable opportunities for individualized engagement and ongoing dialogue.</p> <p>In addition, post-course surveys capture insights from our diverse student body and provide formal feedback to NZSFW.</p> <p>Supporting evidence: The survey results were collected and reviewed with the Director, confirming the learner voice is being captured and considered.</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>Very Effective NZSFW's policies and procedures are designed to create a safe and inclusive environment for all learners.</p> <p>Communication is facilitated through a WhatsApp chat for each student cohort, providing a quick and informal way to stay connected, and Google Classroom, which offers an additional communication method with tutors.</p> <p>NZSFW staff have specialized training in Health and Safety risks, particularly regarding Food Safety and kitchen hazards which ensures a safe and secure environment for learners.</p> <p>NZSFW has a purpose built campus to support our commercial kitchen and hospitality instruction which meets national regulations.</p>	<p>At NZSFW, each student takes part in a Mid-Course Individual Review and Appraisal with the Director and their lead tutor, allowing for direct feedback and review of their experience. Post-course surveys further validate that NZSFW provides a safe, inclusive, supportive, and accessible learning environment.</p> <p>Communication is supported through a WhatsApp chat, which students use to notify tutors of absences, share updates, and enhance engagement.</p> <p>In addition, Google Classroom serves as an efficient platform for quick and effective communication between students and tutors. This multi-channel approach fosters a well-connected and responsive learning community.</p>

		<p>Supporting evidence: See Appendix -Summary of What's App Student Engagement, questions and Tutor response times. This evidence shows the support systems are actively used by the student body.</p> <p>NZSFW complies with an annual Food Safety Audit by Auckland council to ensure our Kitchen facilities are well maintained and safe for operation. NZSFW has an A rating in the most recent audit with no corrective actions required.</p>
<p>Outcome 4: Learners are safe and well</p>	<p>Very Effective At NZSFW, learners are provided with the Day One Learner Handbook and a learning management system that provides essential information on student health and wellbeing. Student attendance is recorded each day to monitor student participation and wellbeing. Individual post-assessment feedback is given to students. Mid-course appraisals offer structured points of interaction, where students can discuss any concerns related to their safety or wellbeing. Communication is further supported through a WhatsApp chat and Google Classroom for each cohort, enabling both informal and formal channels to stay connected with tutors. Staff are trained to manage Health and Safety risks, particularly in Food Safety and kitchen environments, ensuring a learner safety.</p>	<p>At NZSFW, all students participate in a Mid-Course Individual Review and Appraisal as well as post-course surveys, which affirm that the school offers a safe, inclusive, supportive, and accessible environment.</p> <p>For students requiring extra support, alternative assessment arrangements are arranged (reassessments, verbal <i>viva voce</i> (an oral examination where students verbally answer questions about their work),</p> <p>Communication is facilitated through WhatsApp, which students use to inform tutors of absences, and Google Classroom, enabling quick and effective interactions with tutors.</p> <p>These channels ensure strong, responsive connections with learners.</p> <p>Supporting evidence: See Appendix -Summary of What's App Student Engagement, questions and Tutor response times. This evidence shows the support systems are actively used by the student body.</p>

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)
<p>Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners</p>	<p>Very Effective During enrolment, interviews help identify each student's specific needs, for instance they need to do additional English language study before commencing their course at NZSFW.</p> <p>Throughout the programme, NZSFW monitors attendance, assessment results, and mid-course appraisals through regular interactions between learners and tutors.</p>	<p>Evidence from Mid-Course Student Individual Review & Appraisals meetings shows concerns are identified and responded to.</p> <p>Supporting evidence: The survey results were collected and reviewed with the Director, confirming the needs of international voice is being captured and considered.</p>
<p>Outcome 9: Prospective international tertiary learners are well informed</p>	<p>Very Effective NZSFW offers detailed course information on our website, including current course dates, pricing, and fees.</p> <p>International students can find specific enrolment policies and information about living and studying in New Zealand on a dedicated enrolment page.</p> <p>Before offering placement, NZSFW interviews all prospective students through Google Meet or WhatsApp.</p> <p>The Day One Learner Handbook further provides a summary of available services and support options tailored for international students, ensuring they have access to essential resources and guidance.</p>	<p>The NZSFW marketing team has confirmed that international students can find essential information on the NZSFW website.</p> <p>During individual interviews, prospective students can ask questions, and NZSFW assesses their suitability for the course, including their verbal English Language skills and support network in New Zealand.</p> <p>In some cases when an agent is not use, Applicants are asked to provide a referee, whom the Director will contact to assess the student's readiness to study far from home. Applicant and Referees appreciate this effort.</p> <p>Supporting evidence: NZSFW reviewed our marketing material and interview process and is confident that the process is being followed, ensuring that prospective international learners are well informed.</p>

<p>Outcome 10: Offer, enrolment, contracts, insurance and visa</p>	<p>Very Effective The website clearly states all entry requirements to each programme including visa requirements and English language requirements.</p> <p>Our Offer of Place letter further sets out the English language requirements.</p> <p>The qualification and outcomes and described on the website as well as the day one document at the start of the course.</p>	<p>The information is provided to students and we verify they understand the requirements during the enrolment process.</p> <p>Supporting evidence: NZSFW reviewed our enrolment process and material and is confident that the process is being followed.</p>
<p>Outcome 11: International learners receive appropriate orientations, information and advice</p>	<p>Very Effective The Day One Learner Handbook contains helpful 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>	<p>NZSFW reviews the Day One Learner Handbook before each intake to ensure it is up to date.</p> <p>NZSFW tutor go through Day One Learner Handbook as part of the Induction programme for all courses.</p> <p>The tutors check and confirm with each international learner during the first week of study to ensure they understand all information.</p> <p>Supporting evidence: NZSFW reviewed our induction material and is confident that the process is being followed.</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>	<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	A process has been setup to facilitate the publication of the report on the website each year.
Outcome 2: Learner voice	Gap Analysis 2023 identified a requirement to publish the outcome of internal complaints procedures. NZSFW has listed Complaints Procedure on website. At 2024 Annual Review, NZSFW had no internal complaints to publish.

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.

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	No Gaps Identified.
Outcome 9: Prospective international tertiary learners are well informed	Update of enrolment process and forms have been completed in 2024.
Outcome 10: Offer, enrolment, contracts, insurance and visa	Annual Review of enrolment forms, contracts etc conducted in October 2024. New Brochure design completion by Dec 1 st 2024 including 2025 fees.
Outcome 11: International learners receive appropriate orientations, information and advice	No Gaps Identified.
Outcome 12: Safety and appropriate supervision of international tertiary learners	Not Applicable NZSFW doesn't enrol international students under the age of 18.

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	Completed	Review at Management Team Meeting as part of the Code Annual Review October 2024	Goals published.
	Update Day Learner Handbook	Celia Hay	31 October 2024	Review at Management Team Meeting, annually as part of the Code Annual Review October 2024 Review Moderation policies and Reassessment	Updated 31/10/2024 Next review 1/2/2025
Outcome 2: Learner voice	Review academic misconduct and complaints procedures	Oliver Hay	30 August 2024	Reviewed NZSFW Rules updated May 2024. Enrolment form updated	Updated 31/5/2024

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	N/A	N/A	N/A	N/A	N/A
Outcome 4: Learners are safe and well	Undertake review of the feasibility to digital collate health and safety incidents.	Oliver Hay	30 Oct 2024	Discussed with tutors. Currently not many incidents to report. Health and Safety Diary is updated when required	Review completed 30 October 2024.

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 documentation and minutes of agent meetings	Oliver Hay	On going	Review at Management Team Meeting.	Revised Agent contract and database implemented updated and minutes of meetings added to files.
Outcome 10:	Review student letter of offer + update	Oliver Hay	30 Oct 2024	Review at Management Team Meeting.	Completed and updated at annual review of enrolment forms, offer

Offer, enrolment, contracts, insurance and visa	programme details regarding NZQA version changes during 2024				letters, contracts, insurance requirements.
Outcome 11: International learners receive appropriate orientations, information and advice	N/A	N/A	N/A	N/A	N/A
Outcome 12: Safety and appropriate supervision of international tertiary learners	N/A	N/A	N/A	N/A	N/A

Appendix 1: Summary of WhatsApp student engagement, questions and tutor response times

Cookery Level 3					
Questions about:	Question Sample	Response Time (minutes)	Number of similar questions asked	Number of responses	Resolved Yes or No
Class Schedules	"Just checking, if we have resits to do its 1-5pm?"	4.2	10	Tutor (1) + 5 students	Yes
Attendance/Wellbeing	"Morning sorry I'm not gonna make it in today, I have a family issue that needs my attention"	12	24	Tutor (1)	Yes
Assessments	"Hi Chef, do you know if we are supposed to make croutons for our soups in tomorrow's assessment?"	4.8	12	Tutor (1)	Yes
Cookery Level 4					
Questions about:	Question Sample	Response Time (minutes)	Number of similar questions asked	Number of responses	Resolved Yes or No
Class Schedules	"I can make Friday does this mean no class Wednesday and Thursday?"	9	33	Tutor (1) + 2 students	Yes
Attendance/Wellbeing	"Hi Chefs I won't be able to come in tomorrow feeling pretty sick"	3	20	Tutor (1)	Yes
Assessments	"Hey Chef! For the main dish, are we making just the chicken, beans, polenta, sauce?"	94.8	16	Tutor (1)	Yes
Cookery Level 5					
Questions about:	Question Sample	Response Time (minutes)	Number of similar questions asked	Number of responses	Resolved Yes or No
Class Schedules	"What is the normal schedule every week? Will it be normally 9-3 monday - wednesday?"	0.48	5	Tutor (1) + 2 students	Yes
Attendance/Wellbeing	"I will not be in tomorrow as my cat passed away tonight, I am going to take the day to focus on my mental wellbeing"	9	6	Tutor (1)	Yes
Assessments	"Hi Chef, do you know if we are supposed to make croutons for our soups in tomorrow's assessment?"	4.8	12	Tutor (1)	Yes
Hospitality Level 4					
Questions about:	Question Sample	Response Time (minutes)	Number of similar questions asked	Number of responses	Resolved Yes or No
Class Schedules	"Make sure you do some study and come with anything that need to be clarified tomorrow. After lunch tomorrow, we will do a mock exam." (Tutor)	4.2	10	Tutor (1) + 5 students	Yes
Attendance/Wellbeing	"West line trains are delayed and canceled this morning so I'll be quite late"	10.8	11	Tutor (1)	Yes
Assessments	"Hi tutor, is it a presentation for each winery or one presentation about both wineries?"	4.8	2	Tutor (1)	Yes