



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

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

<b>TEO Name</b>	New Zealand School of Food & Wine			<b>MoE number</b>	9885
<b>Code contact</b>	<b>Name</b>	Celia Hay		<b>Job title</b>	Director
	<b>Email</b>	<a href="mailto:celia@foodandwine.co.nz">celia@foodandwine.co.nz</a>		<b>Phone number</b>	09 3777 961
<b>Current enrolments</b>	<b>Domestic learners</b>	<b>Total #</b>	<b>83</b>	<b>18 y/o or older</b>	66
				<b>Under 18 y/o</b>	17
	<b>International learners</b>	<b>Total #</b>	<b>16</b>	<b>18 y/o or older</b>	16
				<b>Under 18 y/o</b>	0
<b>Report author(s)</b>	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
<b>Outcome 1:</b> A learner wellbeing and safety system	Well implemented
<b>Outcome 2:</b> Learner voice	Well implemented

### Wellbeing and safety practices for all tertiary providers

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

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

	Rating
<b>Outcome 8:</b> Responding to the distinct wellbeing and safety needs of international tertiary learners	Well implemented
<b>Outcome 9:</b> Prospective international tertiary learners are well informed	Well implemented
<b>Outcome 10:</b> Offer, enrolment, contracts, insurance and visa	Well implemented
<b>Outcome 11:</b> International learners receive appropriate orientations, information and advice	Well implemented
<b>Outcome 12:</b> 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

	<b>Summary of performance based on gathered information</b> (i.e. how effectively is your organisation doing what it needs to be doing?)	<b>How do you know?</b> (i.e. note supporting evidence with analysis to make sense of what it means)
<b>Outcome 1:</b> A learner wellbeing and safety system	<p><b>Very Effective</b></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.</p>	<p>Evidence from •Mid-Course Student Individual Review &amp; 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>
<b>Outcome 2:</b> Learner voice	<p><b>Very Effective</b></p>	<p>All learners participate in a learner review and mid-course appraisal with the Director and their lead tutor.</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>Post course surveys ensure a diverse group of learners are able to offer feedback to NZSFW.</p>
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### Wellbeing and safety practices for all tertiary providers

	<b>Summary of performance based on gathered information</b> (i.e. how effectively is your organisation doing what it needs to be doing?)	<b>How do you know?</b> (i.e. note supporting evidence with analysis to make sense of what it means)
<p><b>Outcome 3:</b> Safe, inclusive, supportive, and accessible physical and digital learning environments</p>	<p><b>Very Effective</b> 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 Student Individual Review &amp; Appraisals 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><b>Outcome 4:</b> Learners are safe and well</p>	<p><b>Very Effective</b> Learners have access to our Day One Document (learner handbook) as well as our learning management system which contains important information about student health and wellbeing.</p>	<p>All learners participate a Mid-Course Student Individual Review &amp; Appraisals and post course surveys. Results from these surveys confirm that NZSFW has a safe, inclusive, supportive and accessible learning environment.</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, alternatively 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

	<b>Summary of performance based on gathered information</b> (i.e. how effectively is your organisation doing what it needs to be doing?)	<b>How do you know?</b> (i.e. note supporting evidence with analysis to make sense of what it means)
<b>Outcome 8:</b> Responding to the distinct wellbeing and safety needs of international tertiary learners	<b>Very Effective</b> 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 Student Individual Review & Appraisals meetings shows concerns are identified and responded to.
<b>Outcome 9:</b> Prospective international tertiary learners are well informed	<b>Very Effective</b> 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.  NZSFW will also determine if prospective students have connections in NZ (family, friends) who can support them while studying. NZSFW will ask for a referee to support their application and the Director will contact and speak to this person (What'sApp, Google Meets). The objective is to ask if the referee is confident that the candidate can cope studying in NZ, a long way from home. Candidate referees are very impressed that NZSFW makes an effort to connect with them.
<b>Outcome 10:</b>	<b>Very Effective</b>	The information is provided to students and we verify they understand the requirements during the enrolment process.



<p>Offer, enrolment, contracts, insurance and visa</p>	<p>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><b>Outcome 11:</b> International learners receive appropriate orientations, information and advice</p>	<p><b>Very Effective</b> 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>	<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.</p>
<p><b>Outcome 12:</b> Safety and appropriate supervision of international tertiary learners</p>	<p><b>Not Applicable</b> NZSFW doesn't enrol international students under the age of 18.</p>	<p><b>Not Applicable</b> 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
<b>Outcome 1:</b> 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>
<b>Outcome 2:</b> Learner voice	<p>Gap Analysis identified a requirement to publish the outcome of internal complaints procedures.            NZSFW has listed Complaints Procedure on website. At 2023 Annual Review, NZSFW had no internal complaints to publish.</p>

### Wellbeing and safety practices for all tertiary providers

	Identified gaps in compliance with key required processes
<b>Outcome 3:</b> Safe, inclusive, supportive, and accessible physical and digital learning environments	No Gaps Identified.
<b>Outcome 4:</b> Learners are safe and well	No Gaps Identified.

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

	<b>Identified gaps in compliance with key required processes</b>
<p><b>Outcome 8:</b> Responding to the distinct wellbeing and safety needs of international tertiary learners</p>	No Gaps Identified.
<p><b>Outcome 9:</b> Prospective international tertiary learners are well informed</p>	<p>Gap Analysis identified a requirement to obtain reference checks for all new agents. Update process and forms have been completed in 2023.</p>
<p><b>Outcome 10:</b> Offer, enrolment, contracts, insurance and visa</p>	Annual Review of enrolment forms, contracts etc conducted in October 2023. New Brochure designed. Fees set for 2024,
<p><b>Outcome 11:</b> International learners receive appropriate orientations, information and advice</p>	No Gaps Identified.
<p><b>Outcome 12:</b> Safety and appropriate supervision of international tertiary learners</p>	<p><b>Not Applicable</b> 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
<b>Outcome 1:</b> 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 2023	Goals published.
	Update Day One Student Manual to include and align with strategic goals and code requirements.	Celia Hay	31 March 2023	Review at Management Team Meeting, annually as part of the Code Annual Review October 2023	Updated 31/1/2023
<b>Outcome 2:</b> Learner voice	Review complaints procedure requirements and publish.	Oliver Hay	20 December 2022	Reviewed and published	Updated 31/1/2023
<b>Outcome 2:</b> Learner voice	Review complaints procedure requirements for 2024.	Oliver Hay	1 July 2024	Reviewed and published	Updated 31/1/2023

### Wellbeing and safety practices for all tertiary providers

	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
<b>Outcome 3:</b> Safe, inclusive, supportive, and accessible physical and digital learning environments	N/A	N/A	N/A	N/A	N/A
<b>Outcome 4:</b> Learners are safe and well	Undertake review of the feasibility to digital collate health and safety incidents.	Oliver Hay	30 June 2023	Discussed with tutors. Currently not many incidents to report. Health and Safety Diary is updated when required	Review completed 30 June 2023.

### 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
<b>Outcome 8:</b> Responding to the distinct wellbeing and safety needs of international tertiary learners	N/A	N/A	N/A	N/A	N/A
<b>Outcome 9:</b> Prospective international tertiary learners are well informed	Review agent onboarding process to ensure agent references are captured	Oliver Hay	28 March 2023	Review at Management Team Meeting.	Revised Agent contract and database implemented

<b>Outcome 10:</b> 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 Management Team Meeting.	Completed and updated at annual review of enrolment forms, contracts, insurance requirements.
<b>Outcome 11:</b> International learners receive appropriate orientations, information and advice	N/A	N/A	N/A	N/A	N/A
<b>Outcome 12:</b> Safety and appropriate supervision of international tertiary learners	N/A	N/A	N/A	N/A	N/A

