The NZIE Self-Assessment of practice and procedures against the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

Self-Assessment Date: November 2024

This is a summary of the NZIE self-assessment of their implementation of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice (the Code) for 2024.

Self-Assessment Framework

The Self-Assessment of NZIE's practices and procedures uses the NZQA gap analysis template to assess our practice against four outcome statements of the Code. The four outcome statements include:

Outcome 1: Learner wellbeing and Safety Systems – Providers take a whole-of-provider approach to maintain a strategic and transparent learner wellbeing and safety system that responds to the diverse needs of their learners.

Outcome 2: Learner Voice – Providers understand and respond to diverse learner voices and wellbeing and safety needs in a way that upholds their mana and autonomy.

Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments – Providers foster learning environments that are safe and designed to support positive learning experiences of diverse learner groups.

Outcome 4: Learners are safe and well – Providers support learners to manage their physical and mental health through information and advice and identify and respond to learners who need additional support.

For each outcome, NZIE self-assesses our performance against an NZQA continuum matrix. NZIE assesses itself as being one of the following stages of the continuum. A gap in practice or a gap in evidence would indicate that an outcome of '*Early stages of implementation*' or '*developing implementation*' were appropriate. Where there were no gaps in evidence, but minor gaps in practice, the '*implemented*' outcome may be an appropriate outcome. Where no gaps in practice or gaps in evidence were apparent, then a '*well implemented'* outcome would be appropriate.

Early Stages of Implementation: Implementation of the Code has not yet started or requires significant work.

Developing Implementation: Implementation of the Code is underway, yet requires further work.

Implemented: The Code is Implemented.

Well Implemented: The Code is well implemented.

Self-Assessment Methodology

The Academic Manager constructed the Code Self-Assessment team, consisting of the Student Success Coordinators and Programme Leaders. The Team was provided with the mandate to search for and request documentation and evidence from anywhere in the organisation that was pertinent to the Code Outcome Statements.

The purpose of the self-assessment was to establish gaps in practice or gaps in evidence across every section and subsection of the Code.

Evidence to support the gap analysis outcome consisted on the ability to locate and assess the effectiveness of policies, procedures, feedback, data, reviews, and outcomes against the Code statements.

The Team engaged with and consulted the wider team during the search for evidence.

Task ONE: Conduct an assessment on the effectiveness of the 2023 Action Plans. Where complete, the evidence was added to the 2024 self-assessment. Where incomplete, the actions were reconsidered and reframed and added to the 2024 Action Plan.

Task TWO: Conduct a self-assessment on focus areas of the 2023 self-assessment where outcomes were found to be with gaps in practice or gaps in evidence.

Task THREE: Conduct a self-assessment of the Code's four outcome statements across the wider NZIE teaching and learner support teams.

Task FOUR: Complete the 2024 Self-assessment against the Code.

Task FIVE: Present the self-assessment to te Kahu Rōpu o NZIE for their approval and publication.

Task SIX: Complete the NZQA Attestation Statement and publish the Code Outcomes on the NZIE website.

NZIE's Self-Assessment Outcome Statements

The Code Outcome:	Self-Assessment Continuum Rating:
Outcome 1: Learner wellbeing and Safety Systems NZIE takes a whole-of-provider approach to maintaining a strategic and transparent learner wellbeing and safety system that responds to the diverse needs of their learners.	2023 Outcome: Implemented 2024 Outcome: Implemented The 2024 self -review of the Codes indicates that NZIE demonstrates a strong commitment to learner wellbeing and safety which aligns with its strategic goals and plan, there is room to improve a whole-of-provider approach and strengthen

	learner feedback mechanisms for continuous improvement.
Outcome 2: Learner Voice NZIE understands and responds to diverse learner voices and wellbeing and safety needs in a way that upholds their mana and autonomy.	2023 Outcome: Implemented 2024 Outcome: Implemented The 2024 Self review of the Codes, suggests that while NZIE values and incorporates student feedback, there is a need to improve targeted engagement with Māori learners and other priority groups to obtain culturally specific feedback that addresses their unique learning, safety, wellbeing needs
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments NZIE fosters learning environments that are safe and designed to support positive learning experiences of diverse learner groups.	2023 Outcome: Implemented 2024 Outcome: Implemented The 2024 self-review of the Codes, suggests that NZIE provides a safe, inclusive learning environment with diverse supports systems, cultural partnerships with iwi and/or Māori led organisation and strong Pasifika representation among staff. For continuous improvement, NZIE has strategies to further align with Te Tiriti principles by expanding partnership with iwi and Māori led organisation.
Outcome 4: Learners are safe and well NZIE supports learners to manage their physical and mental health through information and advice, and identifies and responds to learners who need additional support.	2023 Outcome: Implemented 2024 Outcome: Implemented The 2024 review of the Codes, highlights NZIE's commitment to supporting the physical and mental health of our students through accessible information, guidance, and responsive support systems. Continuous improvements are recommended, such as formal partnerships with local iwi and periodic reviews to strengthen systems.

Recommendations:
1. Establish a monitoring and reporting system that conducts quarterly reviews of wellbeing initiatives to evaluate their alignment with NZIE's strategic goals, using data to make targeted adjustments that enhance responsiveness to student needs.
2. Develop, implement, and monitor a targeted Action Plan throughout 2025 to address key areas for enhancing the learner experience, wellbeing, and active engagement of student voice, with quarterly progress reviews to ensure timely improvements.

3. Expand organisational relationships with iwi and Māori-led organizations by mid-2025 and implement quarterly staff training sessions in cultural inclusivity, ensuring consistent application of Te Tiriti o Waitangi principles throughout all school environments.

Outcome 1: A learner wellbeing and safety system
Providers take a whole-of-provider approach to maintain a strategic and transparent learner wellbeing and safety system that responds to the diverse needs of their learners.

SELF-ASSESSMENT OUTCOME: IMPLEMENTED

NZIE has strategies and practices in place to be compliant with the Code. However, it identifies that there are some areas where further implementation is required to improve practices further.

Outcome 2: Learner voice
Providers understand and respond to diverse learner voices and wellbeing and safety needs in a way that upholds their mana and autonomy.

SELF-ASSESSMENT OUTCOME: IMPLEMENTED

NZIE has strategies and practices in place to be compliant with the Code. However, it identifies that there are some areas where further implementation is required to improve practices further.

Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments
Providers foster learning environments that are safe and designed to support positive learning experiences of diverse learner groups.

SELF-ASSESSMENT OUTCOME: IMPLEMENTED

NZIE has strategies and practices in place to be compliant with the Code. There are identified areas for improvement in some areas.

Outcome 4: Learners are safe and well
Providers support learners to manage their physical and mental health through information and advice and identify and respond to learners who need additional support.

SELF-ASSESSMENT OUTCOME: IMPLEMENTED

NZIE has strategies and practices in place to be compliant with the Code. There are identified areas for improvement in some areas.

A full self-assessment report is available upon request. Further, the full report is freely available to all enrolled students at NZIE.