



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

TEO Name	Vet Nurse Plus			MoE number	7841
Code contact	Name	Jennifer Nixey		Job title	Quality Assurance & Development Manager
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Current enrolments 59	Domestic learners 59	Total #	# 59	18 y/o or older	# 58
				Under 18 y/o	# 1
	International learners	Total #	# 0	18 y/o or older	# 0
				Under 18 y/o	# 0
Current residents 59	Domestic learners 59	Total #	# 59	18 y/o or older	# 58
				Under 18 y/o	# 1
	International learners	Total #	#0	18 y/o or older	#0
				Under 18 y/o	#0
Report author(s)	Jennifer Nixey				

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	<u>Well implemented</u> / Implemented / Developing / Early stages
Outcome 2: Learner voice	<u>Well implemented</u> / 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	<u>Well implemented</u> / Implemented / Developing / Early stages
Outcome 4: Learners are safe and well	<u>Well implemented</u> / 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?)	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>VNP has developed a Strategic Plan and QMS policies, and procedures based on stakeholders' feedback, SWOT report, government policies which prioritises students' health and safety/wellbeing.</p> <p>Building WOF Certificate</p> <p>Health and Safety Policy – Body Corporate</p> <p>NZQA Delivery site approval</p> <p>Emergency procedures/protocols. Evacuation protocols and drills in place for Albany and Botany centre.</p> <p>Building Code of Compliance</p> <p>Te Tiriti o Waitangi content currently being development in conjunction with consultation of WDC</p>	<p>VNP Strategic Plan</p> <p>VNP QAM Policies and Procedures</p> <p>VNP Planning / Training meeting reports</p> <p>VNP Management meeting minutes</p> <p>VNP Advisory Board meeting</p> <p>VNP Board of Directors Reports</p> <p>VNP team meetings incorporate health and safety</p> <p>VNP Field Trip Risk Assessment Report</p> <p>The Code Review Report</p> <p>Consistency Review Report</p> <p>EER Report</p> <p>Stakeholders' Anonymous surveys</p> <p>Management updates QAM annually to ensure policies and procedures are current</p> <p>Orientation survey report</p> <p>Staff continuing education support</p> <p>New Programme content developed in progress</p>
Outcome 2: Learner voice	<p>VNP proactively seek feedback from our learners by using anonymous survey, where they are asked to rate programme satisfaction, class environment, courses, resource, learner support, tutors, guest speakers, field trips</p>	<p>All learners participate in annual anonymous student survey</p>

	<p>and clinic with the option to also give feedback/comments and future recommendations, this survey allows the VNP to collect data feedback/comments and recommendations from a ranger of diverse learners and is authentic.</p> <p>Access to suggestion box on a day-to-day basis so students can put their feedback and suggestions on a regularly basis, weekly meetings all suggestions are collected and reported</p> <p>This is reviewed yearly and discussed in our staff planning/training days, it also allows VNP team to identify any gaps that need to be addressed.</p> <p>All students' complaints are received and investigated by management, the complaint and outcome are documented and stored on management OneDrive.</p> <p>Programme Operations Manager and Quality Assurance and Development Manger organically engages with students and encourages them to give constructive unbiased feedback through our student survey so we can continue to provide quality education and support</p>	<p>Results from these survey's assures that VNP provides all learners a safe, inclusive, supportive, and accessible learning environment.</p> <p>Suggestion box accessible to all learners Learner support meeting Student progress reports Weekly meeting minutes Self-Assessment Report EER Report Consistency Review Reports</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)
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	<p>During Orientation learners are made aware of privileges under the code, tutors go through the programme document and learner handbook thoroughly to ensure learners are aware of our processes.</p> <p>The results of our survey inform VNP that our learners are provided with a safe, inclusive, supportive and accessible physical and digital learning environment.</p> <p>Staff personal EPI's are monitored and met</p> <p>Board are give reports on the analysed data of the student surveys.</p>	<p>High participation and response to student surveys.</p> <p>Surveys are sent out annually and analysed to ensure that our learners are meeting the outcome.</p>
Outcome 4: Learners are safe and well	<p>VNP takes an effective approach to learner safety and wellbeing</p> <p>Our strategic plan, QAM, learner handbook and clinic handbook identify our commitment to learner focus and signatory</p> <p>Our Education Administrator identifies any health or learning disabilities during the application/interview process</p> <p>The interview process with either the Programme Operations Manager or the Quality Assurance &</p>	<p>Application forms identify learners requiring extra academic support</p> <p>VNP has a risk register to Albany and Botany training centres, the Education Administrator oversees and reports any incidence in fortnightly management meetings – documented in minutes and reported to board</p> <p>Learner handbook is available to all learners electronically and hardcopy</p>

	<p>Development Manager, allows us to identify and support that is needed for individual learners at the start of the programme</p> <p>Learners have access to Programme Operations Manager after hours on email for emergencies</p> <p>Risk evaluations report completed for all field trips, car pooling for field trips are reported to the Education Administrator prior to field trip to ensure that our learners travel with a full licenced student</p>	<p>Health and safety incidence are reported in weekly meetings with tutors and then reported to management</p> <p>Mental health support contact details are in learner handbook, brochures are readily available in Albany and Botany training centres</p> <p>General Manager, Botany tutor and Programme Operations Manager are certified in Mental Health First Aid</p> <p>All tutors and Programme Operations Manager hold current first aid certificate</p> <p>One-on-one learner support meetings with home tutors ensures that our learners communicate any concerns they may have</p> <p>VNP has an open-door policy where learners can access Programme Operations Manager and tutors without an appointment.</p>
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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	<ul style="list-style-type: none"> • <i>Student rights and how to make a complaint</i> • <i>Bullying policies</i> • <i>Management of emergency situations, including emergency numbers and contact lists</i> • <i>Health and medical treatment)</i> • <i>Information on how to access mental health and counselling support for a range of issues, including culture shock, depression, relationship difficulties, failing exams, plagiarism</i> • <i>Water safety – including what to wear, rips, that the weather can change quickly</i> <p><u>Socialising:</u></p> <ul style="list-style-type: none"> • <i>Keeping safe information</i> • <i>Culturally appropriate behaviour in New Zealand</i> • <i>Socialising with older students</i> • <i>Drinking and alcohol</i> • <i>Relationships and consent.</i> • <i>Information on the New Zealand study environment and the structure and norms of Vet Nurse Plus</i> • <i>The routine activities of daily living</i> • <i>Living costs and budget advice</i> • <i>Banking information and how to open a bank account</i> • <i>Climate and clothing</i> • <i>Surrounding rural or urban environment</i> 	<p><i>Vet Nurse Plus observes and is bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021). This includes the Programme Operations Manager reporting any concerns regarding domestic and international students or the code itself to the code administrator. Consistent with this, and additionally to the above, we will:</i></p> <ul style="list-style-type: none"> • <i>Do all we can to assure the personal safety of international students.</i> • <i>Encourage an environment of cultural safety.</i> • <i>Maintain a 24/7 emergency contact number. At any time during or after the programme, if an international student has a complaint or concern, the Programme Operation Manager can be contacted in person or by telephoning a dedicated mobile number</i>

Outcome 9: Prospective international tertiary learners are well informed	<ul style="list-style-type: none"> • Ensure international students have appropriate and current medical and travel insurance while studying at Vet Nurse Plus. 	<ul style="list-style-type: none"> • Ensure international students have appropriate and current medical and travel insurance while studying at Vet Nurse Plus.
Outcome 10: Offer, enrolment, contracts, insurance and visa	<p><i>* Medical and travel insurance must last for the duration of the students anticipated length of stay in New Zealand at the point of enrolment at Vet Nurse Plus. If students enrol on additional Vet Nurse Plus's courses, they have their insurance updated to cover their next period of study. The appropriateness of the insurance is determined by staff on a case-by-case basis considering the health of individual students and the physical needs of programmes in which they are enrolled. However medical insurance must at least cover death and serious injury, and travel insurance must cover theft of goods and loss in transit. Vet Nurse Plus may purchase insurance on behalf of students.</i></p>	
Outcome 11: International learners receive appropriate orientations, information and advice	<p>Students will receive accurate and complete information promptly, in a format with which they are comfortable, in language they understand and in a warm and friendly manner, and which is up to date.</p> <p>All information will comply with relevant legislation and codes and be consistent with other internal Vet Nurse Plus documentation.</p>	<p>Handbook Supplementary Information – International Students (as per the Education (Pastoral Care of Tertiary and International Learners) Code of Practice): Vet Nurse Plus maintains a current website www.vetnurseplus.co.nz that provides the public and students the following information prior to enrolment:</p> <ul style="list-style-type: none"> • Entry criteria • General programme information • Programme start and end dates • Student fees per programme

	<p>International Students will receive the following information through the Learner Programme Handbook and Learner <i>the signatory's most recent quality assurance results; and</i></p> <ul style="list-style-type: none"> • <i>compliance notices and conditions imposed under the Act that the code administrator directs must be disclosed to prospective international students:</i> • <i>the education provided and its outcome, for example, whether a qualification is granted</i> • <i>insurance and visa requirements for receiving educational instruction from Vet Nurse Plus</i> • <i>full costs related to an offer of educational instruction</i> • <i>estimated study and living costs for international students;</i> • <i>refund conditions that comply with the Code</i> • <i>available services and supports the educational instruction, staffing, facilities, and equipment available to international students</i> • <i>the names and contact details of designated staff members responsible for international tertiary learner support</i> • <i>appropriate information relating to health and safety of international tertiary learners (including in relation to any disabilities or impairments a learner may have);</i> • <i>information on the International Student Contract Dispute Resolution Scheme (DRS);</i> • <i>potential learning outcomes for international students, including pathways for further study and employment</i> • <i>accommodation and transport, or ways to obtain such information;</i> 	<ul style="list-style-type: none"> • Information about veterinary nursing as a career • Key Information for Students link • Summary of Vet Nurse Plus • EER category • Programme approval by NZQA
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	<ul style="list-style-type: none"> • <i>termination of enrolment;</i> • <i>about their legal rights and obligations;</i> • <i>A copy of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.</i> 	
<p>Outcome 12: Safety and appropriate supervision of international tertiary learners</p>	<p><u>Student guidance and support systems</u> Vet Nurse Plus has a deliberate policy of restricting student numbers to ensure the academic and emotional requirements of each student can be closely monitored and assistance provided at the earliest opportunity if needed.</p>	<ol style="list-style-type: none"> 1. Students will be offered a range of guidance and support from the time they enter the programme. This reflects the establishment’s commitment to student learning and access to assistance. 2. Guidance may include support with study and career advice. Personal counselling is to be referred to appropriate external specialists, Assure, who provide student wellbeing services to Vet Nurse Plus. A list of other referral agencies is also included in the Learner Programme Handbook. 3. All guidance and support is provided confidentially. 4. The physical, cultural, psychological, moral and emotional safety of students and the public shall be protected during all teaching and related activities.

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	Developing knowledge/content around the principles of Te Tiriti o Waitangi – continuous work with WDC around new development and implementation for new programme for 2025
Outcome 2: Learner voice	No gaps identified

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	Implementing at the start of 2025 and will monitor process
Outcome 9: Prospective international tertiary learners are well informed	Implementing at the start of 2025 and will monitor process
Outcome 10: Offer, enrolment, contracts, insurance and visa	Implementing at the start of 2025 and will monitor process
Outcome 11: International learners receive appropriate orientations, information and advice	Implementing at the start of 2025 and will monitor process
Outcome 12: Safety and appropriate supervision of international tertiary learners	Implementing at the start of 2025 and will monitor process

