



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	Kiwi College of New Zealand		MoE number	8748	
Code contact	Name	Peter Meng		Job title	Director
	Email	peter@kiwi.ac.nz		Phone number	099300789
Current enrolments	Domestic learners	Total #	13	18 y/o or older	11
				Under 18 y/o	2
	International learners	Total #	124	18 y/o or older	101
				Under 18 y/o	23
Current residents	Domestic learners	Total #		18 y/o or older	
				Under 18 y/o	
	International learners	Total #		18 y/o or older	
				Under 18 y/o	
Report author(s)	Peter Menf				

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	Implemented
Outcome 4: Learners are safe and well	Well implemented

Additional wellbeing and safety practices in tertiary student accommodation (in relation to domestic and international tertiary learners)

	Rating
Outcome 5: A positive, supportive and inclusive environment in student accommodation	N/A
Outcome 6: Accommodation administrative practices and contracts	N/A
Outcome 7: Student accommodation facilities and services	N/A

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

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1. Executive Summary

During the 2024/2025 reporting period, Kiwi College maintained compliance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (CoP) across Academic, Administration & Student Support, and Marketing Departments.

Key achievements include:

- Academic: Student-centred teaching, enhanced relationships, robust assessment moderation, and active engagement monitoring.
- Administration & Student Support: Strengthened pastoral care, timely handling of complaints, effective orientation programmes, and high student satisfaction.
- Marketing: Accurate, transparent pre-enrolment information, successful agent compliance audits, and positive student feedback.

Challenges:

- Occasional delays during peak enrolment periods affecting administrative responses.
- Rapid programme changes creating inconsistencies across marketing channels.
- Maintaining CoP compliance while managing competing workloads.

Areas for improvement:

- Streamline cross-department communication and data management.
- Strengthen timeliness in updates for marketing materials and student support documentation.
- Expand student engagement through excursions, field trips, and wellbeing initiatives.

2. Scope of Review

The review focused on CoP principles relevant to each department:

Department	Key CoP Principles Reviewed
Academic	Inclusive learning, student–teacher relationships, achievement monitoring, academic integrity, programme information, support for international students
Administration & Student Support	Pastoral care, complaints & critical incident handling, orientation, Health & Safety, attendance monitoring

Department	Key CoP Principles Reviewed
Marketing	Accurate pre-enrolment information, ethical marketing, transparency of fees and programmes, agent compliance

3. Departmental Reviews

3.1 Academic Department

3.1.1 Culturally Safe and Inclusive Learning

- Small-class collaboration fosters inclusivity.
- Group discussions encourage interaction across levels and cultures.
- Events celebrated: Matariki, Pink Shirt Day, International Languages Day.
- Learning resources include flashcards, videos, and field trips to support ESOL and cultural integration.

3.1.2 Student–Teacher Relationships

- Small class sizes allow personalised support.
- Field trips (e.g., zoo, museum) build trust and confidence.

3.1.3 Monitoring Student Achievement

- Assessments include group discussions, collaborative tasks, portfolio work, and research projects.
- Both formative and summative assessments provide ongoing feedback.
- Student results accessible via the Student Management System (Portal).

3.1.4 Academic Integrity

- Pre- and post-moderation ensures fairness.
- First offences addressed with an educative approach; serious breaches follow formal procedures.

3.1.5 Programme Information

- Handbooks and enrolment consultations clarify programme expectations.

3.1.6 Support for International Students

- Welfare checks, low engagement monitoring, and complaint management through Portal.

Action Plan – Academic

Goal	Action	Timeline	Measure
Enable students to use AI responsibly	Develop teaching resource	Q2 2026	Resource created
Update Programme Information	Review and update handbooks	Q1 2026	Updated handbooks
Offer variety of excursions	Plan and deliver trips	Q2 2026	Regular trips across all programmes

3.2 Administration & Student Support Department

3.2.1 Enrolment & Compliance

- Accurate enrolment documentation, visa records, Public Trust payments.

3.2.2 Orientation & Induction

- Introduces CoP principles, student rights, emergency procedures, and support services.

3.2.3 Pastoral Care

- Welfare checks, counselling, homestay assistance, attendance monitoring.

3.2.4 Complaints & Critical Incident Management

- Transparent logging, prompt resolution, follow-up support.

3.2.5 Health & Safety

- Campus safety, hazard management, emergency preparedness.

3.2.6 SRC Engagement

- Student feedback contributes to improvements in orientation, classroom facilities, and wellbeing initiatives.

Action Plan – Administration & Student Support

Goal	Action	Timeline	Measure
Improve timeliness of administrative response	Streamline cross-department communication; shared task tracking	T1 2026	Average response ≤ 2 working days

Goal	Action	Timeline	Measure
Strengthen student welfare monitoring	Implement regular wellbeing check schedule for at-risk students	Mid-2026	All flagged cases reviewed within 3 working days
Maintain CoP compliance during peak periods	Allocate temporary support or adjust task assignments	Each intake	No overdue complaint or welfare case logs

3.3 Marketing Department

3.3.1 Provision of Accurate Information

- Updated website, brochures, and social media with current programme structures and fees.

3.3.2 Agent Management and Compliance

- Annual agent audits completed; agreements include CoP compliance clauses.

3.3.3 Student Enquiry Support

- FAQ sections and real-time response channels under development.

Action Plan – Marketing

Goal	Action	Timeline	Measure
Improve timeliness of information updates	Cross-department process to update marketing channels	Q1 2026	Updates within 48 hours of programme changes
Strengthen agent communication	Regular training and update meetings	Once per semester	≥80% agent satisfaction
Enhance student enquiry support	Online FAQ and real-time responses	Mid-2026	Average response ≤2 working days

4. Cross-Departmental Highlights

- Collaborative initiatives across departments ensure a holistic, student-centred approach.

- Engagement enhanced through orientation, excursions, cultural events, and wellbeing checks.

5. Key Achievements & Challenges

Achievements:

- Compliance with CoP principles across all departments.
- Improved student engagement and satisfaction.
- Transparent and accurate marketing and academic information.
- Strengthened pastoral care and proactive welfare interventions.

Challenges:

- Maintaining timely responses and documentation during peak enrolment.
- Ensuring rapid updates of marketing and academic information.
- Sustaining CoP compliance while balancing competing priorities.

6. Consolidated Action Plan

Goal	Action	Timeline	Measure
Improve student engagement	Regular excursions and field trips	Q2 2026	Trips delivered across all programmes
Maintain CoP compliance	Streamline communication and task allocation	Q1–Q2 2026	No overdue welfare, complaint, or documentation logs
Enhance accuracy of information	Update marketing channels after programme changes	Q1 2026	Updates within 48 hours
Strengthen agent and student communication	Agent training; online FAQ; real-time response	Mid-2026	≥80% agent satisfaction; response ≤2 days
Promote responsible AI use	Develop teaching resource	Q2 2026	Resource implemented and in use

7. Conclusion

Kiwi College successfully met CoP requirements in 2024–2025 through student-centred academic delivery, strong pastoral care, accurate marketing practices, and collaborative departmental initiatives.

Key priorities for 2025–2026 include:

- Enhancing communication efficiency and information updates,
- Expanding student engagement activities,
- Continuing a culture of inclusion, safety, and transparency, and
- Strengthening holistic support for domestic and international learners.