



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  
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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	North Shore Language School			MoE number	7608
Code contact	Name	Rev David Yoon		Job title	Managing Director
	Email	david.nsls@xtra.co.nz		Phone number	0210482570
Current enrolments	Domestic learners	Total #	# 5	18 y/o or older	# 5
				Under 18 y/o	# 0
	International learners	Total #	#20	18 y/o or older	#20
				Under 18 y/o	#0
Current residents	Domestic learners	Total #	# N/A	18 y/o or older	#
				Under 18 y/o	#
	International learners	Total #	# N/A	18 y/o or older	#
				Under 18 y/o	#
Report author(s)	David Yoon. Managing Director Deborah Shin . Administrator				

## 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
<p>Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners</p>	Well implemented / Implemented / Developing / Early stages
<p>Outcome 9: Prospective international tertiary learners are well informed</p>	Well implemented / Implemented / Developing / Early stages
<p>Outcome 10: Offer, enrolment, contracts, insurance and visa</p>	Well implemented / Implemented / Developing / Early stages
<p>Outcome 11: International learners receive appropriate orientations, information and advice</p>	<u>Well implemented</u> / Implemented / Developing / Early stages
<p>Outcome 12: Safety and appropriate supervision of international tertiary learners</p>	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)
<p><b>Outcome 1:</b> A learner wellbeing and safety system</p>	<p>NSLS has developed QMS (policies and procedures) based on the stakeholders' feedback, international students market trends, government policies, and pandemic policies which prioritises students' health and safety / wellbeing.</p> <p>Based on the information gathered, North Shore Language School is effectively meeting its responsibilities for learner wellbeing and safety. The school has established a comprehensive system that prioritizes the mental, physical, and emotional welfare of its students. This includes a safe and supportive learning environment, accessible channels for student feedback, and a proactive approach to identifying and addressing potential issues that could affect students' wellbeing. Furthermore, staff members are trained to be responsive to the needs of learners, contributing to a welcoming and inclusive atmosphere. Overall, North Shore Language School demonstrates a strong commitment to fostering a secure and supportive environment, ensuring students can thrive in their studies and daily interactions within the school community.</p>	<p><b>Student Feedback:</b> Consistent positive feedback (once in each term) from students highlights a supportive learning environment, suggesting that students feel secure, respected, and heard. Regularly collected feedback shows that students are comfortable expressing their needs, and responses to this feedback indicate a system responsive to student concerns.</p> <p><b>Staff Training and Responsiveness:</b> Observations reveal that staff are trained to recognize and address issues related to student wellbeing. They engage proactively with students and intervene when needed to support students' emotional and social needs, reflecting a system that promotes a safe and inclusive environment.</p> <p><b>Supportive Policies and Procedures:</b> The presence of well-defined policies for student welfare, including anti-bullying, harassment, and discrimination policies, further supports the school's commitment to a safe learning environment. Analysis of these policies shows that they are implemented effectively, with periodic reviews to ensure relevance.</p> <p><b>The documentation provided as evidence -</b> Student protection policy – Types of student abuse, Response to suspected student abuse, Abuse reporting form, Accident &amp; incident form. NSLS QMS Policies and Procedures</p>

		<p>Weekly site folder – Venue and Hazard Checklist  Sing in Sheet  Staff Induction &amp; Training policy.  Staff police vetting  SAFE FOR STUDENT – Certificate of Training  First Aid Certificate – First Aid Kits  Drill Report  General staff meeting (Departmental goals are based on the Code outcomes)  Health and safety staff meeting minutes  (Management updates QMS annually based on staff, students’ feedback, survey, and government polices / guidelines, Student service staff members KPI are based on the Code outcomes so that each staff members support students’ wellbeing and safety system effectively)  Emergency management plan (We have policies and procedures that we effectively assist our students in emergency)  Orientation PPT  Annual Schedule, Term dates, Timetable</p>
<p>Outcome 2: Learner voice</p>	<p>Based on gathered information, North Shore Language School is effectively fostering an environment where learner voices are actively heard and valued. NSLS actively seek and welcome student feedback, and the data is analysed and compared term-on-term. Improvements in our service and delivery are acknowledged by the students. In addition to regular satisfaction surveys, where their needs are assessed, students are asked to rate their overall satisfaction of the programmes and their experience with NSLS in an Exit Survey. The outcomes are discussed at Quality meetings where variances and anomalies are investigated and explained.</p>	<p><b>Regular Student Surveys and Feedback Mechanisms:</b> NSLS regularly administers surveys to collect student feedback on their educational experience, classroom environment, and overall satisfaction. Analysis of survey results indicates that learners feel empowered to share their views, and consistent response rates suggest that students see these surveys as a meaningful channel for expression.  <b>Responsive Actions Taken:</b> Documented changes in course materials, teaching methods, and campus facilities reflect a commitment to acting on student feedback.</p> <p>The documentation provided as evidence -</p>

	<p>The responsiveness to student feedback is evident through documented changes in curriculum, teaching practices, and campus resources. This commitment to listening and acting on learner input reflects the school’s dedication to continuously improving the student experience.</p> <p>Student service team proactively approach our students first, so student service team work with our students directly.</p> <p>All students’ complaints received are processed, responded to and followed up. All records are maintained on file. The student’s complaints report goes to the Senior Management Team meeting to review. A timely follow up will be conducted by a SMT member if required. Any complaints are kept confidential if required.</p>	<p>Student surveys and its annual schedule  Survey reports  Staff meeting minutes &amp; Student evaluation  1-1 interview report  Self-assessment report  Student feedback &amp; Exit report  Meeting notes  Orientation ppt  Posters  Complaint Forms available at the reception area  Orientation welcome Pack, Student Handbook,  Cultural activities and awareness among students and staff.</p> <p>Each marketing and admin staff communicate with their own market students to ensure international students can easily communicate with staff members. Students can have a one-on-one meeting with our Managing Director and Operation manager to get the appropriate advice, or with individual student who need support</p> <p>Class visits are held regularly and proactively offer guidance and advice on student services and pastoral care issues.</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><b>Outcome 3:</b> Safe, inclusive, supportive, and accessible physical and digital learning environments</p>	<p>North Shore Language School is effectively creating and maintaining a safe, inclusive, supportive, and accessible environment for learners and staffs. The school ensures that its facilities are secure, welcoming, and accessible to all students, with clear policies to promote inclusivity and address any safety concerns. Regular assessments and feedback mechanisms are in place to monitor and improve both physical and digital environments.</p> <p>NSLS proactively determines if students have concerns (class visits, student interview and / one-on-one feedback), and Principle takes care of issues swiftly. The Management members review NSLS student input using a Survey list. The Orientation Survey shows that students are made aware of their privileges under the code. Every Monday in Assembly time, NSLS students are met to answer any queries or doubts including providing them with the opportunity to address any concern they have.</p> <p>During orientation and assembly meeting, a brief is given on where and what information is available that makes a learner’s experience feeling inclusive, safe and looked after. This is repeated before and after the enrolment process and every term during class visits, along with how a student can ask for help from the signatories.</p>	<p>North Shore Language School consistently meets health and safety regulations, with regular audits and risk assessments conducted to identify potential hazards. Documented compliance ensures that the physical environment is secure for all students, staff, and visitors.</p> <p>Staff are involved in the learner experience from pre-enrollment all the way through post-study, and their services and conduct are monitored by providing appropriate information in the beginning and then following it up with one-on-one meetings, student surveys and feedbacks, staff general meetings, and staff workshops. This makes the learner experience more positive.</p> <p>The Code review, action plan based on student feedback via survey, Assembly meeting including,</p> <ul style="list-style-type: none"> <li>● QMS ( 1. Student information and Services) review: Staff meeting, report based on student feedback. Eg. Under 18 student monthly meeting, Orientation,</li> <li>● Management Team Meeting Minutes, Staff Meeting Minutes.</li> <li>● All staff police vetting</li> <li>● The code report.</li> <li>● NSLS Strategic Business Plan (Renewed Focus: Building for Educational Success 2024 – 2025) Reviewed Jan 2024</li> </ul>



	<p>Students are told about our physical and digital services, including who to contact if they have questions. A dedicated services number is assigned to the learner's study period where they can reach out 24/7. This is included in the information given to PBRS students during pre-enrolment, enrolment and while they are learning.</p> <p>Staff one-on-ones examine plans and values and give their feedback on strategic initiatives to enhance learner experience.</p> <p>Personnel Individual goals assist the Education Code's organisational goals and initiatives.</p>	<ul style="list-style-type: none"> <li>● NSLS Vision, Mission, Strategies, Values</li> <li>● Orientation Presentation, NSLS Website, Student Welcome Email, Staff Training Manual</li> <li>● <b>Accessibility Measures:</b> NSLS has physical elevators, and clear signage, ensuring that the campus is accessible to students with diverse needs.</li> <li>● <b>Inclusivity Policies and Support Resources:</b> Policies promoting inclusivity and anti-discrimination are in place, providing guidelines for a respectful and supportive environment. Records of staff training on inclusivity show ongoing professional development focused on understanding and respecting cultural and individual differences, which promotes a positive school culture.</li> <li>● Student feedback frequently reflects satisfaction with the school's safe and inclusive atmosphere, indicating that learners feel comfortable, supported, and able to participate fully in their studies.</li> </ul>
<p><b>Outcome 4:</b> Learners are safe and well</p>	<p>NSLS takes an effective approach to learner safety and wellbeing. Our strategic plan, QMS and student handbook identifies our commitment to student focus as a signatory.</p> <p>Our admin team proactively identifies if our learner declares their medical condition on the application form.</p> <p>Learners are given the opportunity to feel inclusive and supported, especially in terms of mental health, safety and wellbeing, these are addressed during orientation, student handbooks, and websites, which ensure that our learners know what support is available to them.</p> <p>NSLS offers students the opportunity to speak with someone in confidence about their questions or concerns. We can also provide contact information for external agencies if</p>	<p>“NSLS appropriately supports and involves students in their learning. Principal ensures that students are aware of support available and have access to support services. while the above statement supports what we do, other evidence including the below demonstrate that NSLS has an effective process to ensure learners and safe and well,</p> <ul style="list-style-type: none"> <li>● Mental Health Support contact details available in our student handbook, website, notice board and orientation PPT.</li> <li>● QMS, Policies and Procedure</li> <li>● 24/7 emergency staff contact details are provided.</li> <li>● One on One – Learners are welcome to chat with us with any queries they may have.</li> <li>● Accident and Incident form</li> </ul>

	<p>necessary. By engaging in class and learner visits every term, NSLS proactively identifies international learners at risk or with special needs.</p> <p>Our administration manager proactively communicates safety and wellbeing information to all our learners during break times, (e.g., water safety, ACC information and beach safety). In addition, the support team is still available 24/7 for emergency situations.</p>	<ul style="list-style-type: none"> <li>• NSLS Daily Toilet check &amp; venue check</li> <li>• Display and Items Checklist for venue</li> <li>• Emergency Procedures displayed.</li> <li>• Policies and Procedures, for fire, earthquake and other emergencies.</li> <li>• Covid -19 Policies and Procedures.</li> <li>• Regular Emergency Drills and Earthquake and Emergency Form.</li> <li>• Emergency and Earthquake Policy.</li> <li>• Venue Risk Analysis and Management</li> <li>• NZ Red Cross, First Aid Certificate</li> <li>• Business Continuity and Disaster Recovery.</li> <li>• Vehicle Register</li> <li>• Weekly site Folder</li> <li>• Risk Assessment Management</li> <li>• Staff police vetting</li> <li>• Building Warrant of Fitness</li> <li>• Building Insurance</li> </ul>
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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)
<p><b>Outcome 8:</b> Responding to the distinct wellbeing and safety needs of international tertiary learners</p>	<p>NSLS endeavours to ensure that all international students enter a safe, healthy and successful time studying and living in New Zealand</p> <p>Ensuring that international students have appropriate medical care when needed.</p> <p>Regular review of all health &amp; safety policies and procedures for NSLS including NSLS's "Critical Incident Plan."</p> <p>Ensuring international students are meeting the attendance requirements of their student vis – as a health &amp; safety issue.</p> <p>NSLS offers orientation sessions specifically designed for international students, covering essential topics such as local customs, academic expectations, and available support services. This proactive approach helps students acclimate to their new environment, reducing feelings of isolation and confusion.</p> <p>Trained staff members are available to provide personalized assistance to international learners. These staff members are knowledgeable about the distinct challenges faced by these students, including homesickness, cultural adjustment, and academic pressures, ensuring that students receive relevant and empathetic support.</p>	<p>Student Medical Insurance</p> <p>Frist Aid Certificate -equipment are up-to – date on site</p> <p>Student Protection Certificate</p> <p>Informing international students of which staff members are trained and available to give pastoral care counselling when needed.</p> <p>Ensuring that international students are kept informed of administrative academic and health &amp; safety changes.</p> <p>Contact details (phone number) of all admin staff is made available to international students.</p> <p>Contact details (home country)</p> <p>Sing in Sheet &amp; Class roll</p> <p>Student handbook</p> <p>Orientation sessions</p> <p>Staff Wellbeing and Safety Training meetings</p> <p>Staff induction, training, and professional development</p> <p>Staff Job Description and code of conduct.</p>
<p><b>Outcome 9:</b> Prospective international tertiary learners are well informed</p>	<p>NSLS makes sure that all on-shore agents and on-site staff have the help they need to give current and accurate information about course costs, entry requirements, programme length, student support services, teaching</p>	<p>NSLS maintains prompt response times to inquiries from prospective students, as evidenced by tracking communication logs. Quick and thorough follow-ups demonstrate a commitment to addressing students' questions and concerns, which builds trust and helps</p>

	<p>quality and performance, EER category status, student satisfaction .</p> <p>Marketing information and enrolment information that is made available to the prospective student is reviewed regularly to ensure it is accurate, realistic and useful in supporting the enrolment decision in order to meet and exceed the requirements of the Education (Pastoral Care of International Students) Code of Practice 2021</p> <p>Our Prospectus, website is evaluated from time to time and any changes examined to market information , policy announcement and changes are reviewed and prioritised to be updated to the Prospectus, website and training manuals – providing students with up to date and accurate information, according to the QMS Policy.</p> <p>NSLS engages in proactive communication with prospective learners through emails, phone calls, and social media. This personalized outreach ensures that students receive timely and relevant information tailored to their specific needs, enhancing their understanding of the application process and available resources.</p> <p>NSLS actively seeks feedback from prospective learners about the information provided and the effectiveness of communication strategies. This feedback is analyzed to improve and refine the information dissemination process continually.</p>	<p>prospective learners feel supported in their decision-making process.</p> <p>Surveys conducted with prospective students reveal high levels of satisfaction with the information provided during the inquiry and application process.</p> <p>Each term through the study that we gather from students and stakeholders which are collected through survey, Orientation and seminars –This gives us a better understanding that the information provided by NSLS is accurate and adheres to the Code. The Student Survey taken during Orientation shows us that the process is effective.</p> <p>One-on-one reports to the MD, NSLS Strategic Plan and QMS – Student Information and Services, NSLS takes strong measures to ensure students are given correct and up-to-date information during pre-enrollment so they can make an informed learning decision. Our student feedback shows that the information provided has met the expectation of our international students. It also proves that data given to International Students is clear, precise and adequate.</p> <p>We make sure our learners get the proper information.</p> <p>Other evidence of documents like those below are available to support the statement “Our learners are well informed”.</p> <ul style="list-style-type: none"> <li>● The school brochures cover all programme information including: eligibility, entry requirements, programme content, and intake start dates.</li> <li>● Emails of information sent to agents included to provide detailed programme information that they</li> </ul>
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	<p>All the NSLS Advertisements have to adhere to our guidelines and can be advertised only on approval by the MD, Hence the content provided is accurate to the code.</p>	<p>can in turn provide to prospective students and their families.</p> <ul style="list-style-type: none"> <li>● Students and agents’ surveys to find out whether our services have been met the requirements of students or their parents</li> <li>● Our website provides accurate and up to date information</li> <li>● Entry Checklist</li> <li>● NSLS Policies and Procedures</li> <li>● NSLS Enrolment Form</li> <li>● Term dates and Timetable</li> </ul>
<p><b>Outcome 10:</b> Offer, enrolment, contracts, insurance and visa</p>	<p>North Shore Language School effectively manages the processes related to offers, enrolment, insurance, and visa applications for prospective international students. The school has established clear protocols and efficient systems to ensure that these critical components are handled smoothly and transparently.</p> <p>Clearly stating the entry requirement for access to programmes and ensuring that the academic programme is the right academic and English language for the prospective student.</p> <p>The administration staff will review all completed application forms and ensure that English proficiency is verified before offers are released.</p> <p>Learner's parents or legal guardians will be required to complete additional documents if the learner is under 18 years of age.</p>	<p>NSLS has a rigorous procedure to ensure the outcome stated is thoroughly monitored. Other evidences include,</p> <ul style="list-style-type: none"> <li>● Signed application form so that learner will understand the Term and Conditions</li> <li>● Student handbook (All the relevant information related to outcome 10)</li> <li>● QMS , (Student information, Enrolment and Entry) discussed it at our General meeting</li> <li>● Under 18 forms to be signed by parents or guardian</li> <li>● Student database - All our learner contact details includes visa expiry date, insurance policy number with start and end date will be record in our Student database &amp; Entry Checklist.</li> <li>● Student must have valid visa or insurance before they allow to attend the class</li> <li>● As a result, we are in compliance. In every intake, the MD completes an Internal Audit compliance check.</li> </ul>

	<p>NSLS strictly follow the disciplinary action which is process by admin manager and monitored by MD.</p> <p>NSLS is strictly with student visa and Insurance policies and is well informed at the orientation. No visa, No Insurance NO CLASS.</p> <p>Providing an efficient entrance and enrolment process for student.</p> <p>Our refund policies comply with all statutory requirements including The Education Act 2020, NZQA’s Student Fee Protection Rules 2021. All the tuition fees are secured and protected through the Public Trust Account.</p> <p>Regular surveys and feedback forms are employed to gather insights from students about their experiences with the enrolment and visa processes. Analysis of this feedback indicates high levels of satisfaction, with many students noting that they felt supported and informed throughout the entire process.</p> <p>Staff members receive ongoing training related to the latest regulations and best practices for managing offers, enrolment, and visa support. This ensures that the team is well-equipped to handle student inquiries and facilitate a smooth transition for international learners.</p>	<ul style="list-style-type: none"> <li>• Withdrawal refund and policies are specified in the application form, website, student handbook and mentioned at the orientation.</li> <li>• Staff Training Policy</li> <li>• Regular surveys and feedback forms reveal high levels of satisfaction among students regarding the enrolment process. Many students report that the application procedures are clear, and they felt well-supported throughout, which reflects positively on the school's effectiveness in this area.</li> <li>• Regularly monitors compliance with relevant regulations related to enrolment and visa requirements. Internal audits and reviews demonstrate that the school is up to date with the latest policies, ensuring that students are not only well-informed but also receiving accurate and relevant guidance.</li> <li>• Documentation of staff training sessions on enrolment processes, contracts, and visa regulations highlights a commitment to continuous improvement and expertise in these areas. This training enables staff to provide accurate information and timely assistance to prospective students.</li> </ul>
<p><b>Outcome 11:</b> International learners receive appropriate</p>	<p>NSLS is committed to ensure that all international learners who are enrolled have the opportunity to participate in a well-designed and age-appropriate programme that provides the information and advice necessary for learners.</p>	<p>NSLS’s QMS and its policies are in accordance with Pastoral care of International Tertiary Learners Code of Practice 2021.</p>

<p>orientations, information and advice</p>	<p>NSLS orientation sessions are designed to address the unique needs of international students, helping them become familiar with both academic and social aspects of their new environment. Important information such as NSLS policy and student support services are delivered to our international learners. Furthermore, before the end of the orientation there will be a quiz to see how well our learners understood, ensuring they do understand all the policy.</p> <p>Health and safety, Grievance procedures and the procedure for termination of enrolment will be thoroughly explained. It's cover in our Student handbook, and refer to QMS.</p> <p>Information about student services, campus facilities, and local community resources is readily available through handouts and support staff.</p> <p>Student handbook is provided via email for student to keep.</p> <p>MD is available for learners 24/7 in case of emergency.</p> <p>MD support can be related to:</p> <ul style="list-style-type: none"> <li>• Personal reasons</li> <li>• Attendance issue</li> <li>• Cultural issues (bullying or just feeling home sick. Our student service team will support and guide our learners, so they feel safe and supported).</li> </ul> <p>NSLS maintains an open-door policy to our learners during operating hours or can be accessed by phone after hours.</p>	<ul style="list-style-type: none"> <li>• Health and Safety, Student Support Services are included in our Orientation PPT.</li> <li>• Student Satisfaction feedback - Regular student feedback reveal high satisfaction levels regarding the support received during the initial stages of their stay. Many students report that they feel supported and informed, citing the orientation and advisory services as key factors in their positive experience.</li> <li>• Every term MD completes an Internal Audit compliance check, this includes that all the information given prior to enrolment is documented and meets with the code expectations of a signatory.</li> <li>• Student handbook and other materials that are given out to the student folder.</li> <li>• School information pack .</li> </ul>
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	<p>External support agencies contact details, website is listed in the Student handbook when our learners needed.</p> <p>NSLS ensure our International tertiary learners received all the information.</p>	
<p><b>Outcome 12:</b> Safety and appropriate supervision of international tertiary learners</p>	<p>NSLS staff make sure students' parents read and understand all information regarding the selected course /s, school policies (especially policy about under 18 students) and enrolment terms and conditions.</p> <ul style="list-style-type: none"> <li>-The Enrolment Form must be signed by at least one of the student's parents (to make sure a copy of a personal ID is required).</li> <li>- parents must sign the Parent Declaration Form.</li> <li>-If the selected accommodation is Designated Caregiver, two forms below must be signed and submitted: <ul style="list-style-type: none"> <li>- Parents' contact details including Address, telephone number, e-mail must be provided.</li> <li>- Meet the student monthly to ensure the accommodation is appropriate Designated care giver understands that NSLS will monitor student and its accommodation regularly and physically hold meeting both with designated caregiver and student.</li> <li>- The school has well-defined safety procedures, including emergency protocols, health and safety measures, and clear guidelines on reporting incidents.</li> <li>- Staff members are trained in student supervision, including cultural sensitivity and mental health awareness.</li> <li>- Regular feedback collection and incident reporting mechanisms allow students to share safety concerns or suggestions for improvement.</li> </ul> </li> </ul>	<p>Application form, Indemnity form Under 18 forms Staff meeting minutes Email, and other communications with caregiver, QMS Policy 1.14 Under 18 Students</p> <p>NSLS do not enrol under 18 years old students before we have assessed the under 18 below forms. Application form and learning contract explain their right and obligations to follow for under 18 students</p> <ul style="list-style-type: none"> <li>• Indemnity Documents for Students living with a designated caregiver</li> <li>• International students designated caregiver agreement</li> <li>• Parent declaration forms for Under 18 students</li> <li>• Student Check – In Logs</li> <li>• Accident and Incident Form</li> <li>• Satisfaction Surveys on Safety</li> </ul>



	- At least 2 designed staff members look after each under 18 students MD / OM.	
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## 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
<p><b>Outcome 1:</b> A learner wellbeing and safety system</p>	<ul style="list-style-type: none"> <li>• NSLS was able to demonstrate compliance for most of the requirements of this standard. Current processes for documenting and reporting incidents are in place but lack a streamlined system for timely recording and analysis. Introducing a digital incident tracking system could help bridge this gap, ensuring that all incidents are accurately documented and reviewed for improvement.</li> </ul>
<p><b>Outcome 2:</b> Learner voice</p>	<ul style="list-style-type: none"> <li>• NSLS was able to demonstrate compliance for most of the requirements of this standard.</li> <li>• Some students are unaware of the existing feedback mechanisms and how their input is used. Enhanced communication efforts, such as regular reminders about feedback channels and follow-up updates on changes made, would increase student participation and satisfaction with the process.</li> </ul>

### Wellbeing and safety practices for all tertiary providers

	Identified gaps in compliance with key required processes
<p><b>Outcome 3:</b> Safe, inclusive, supportive, and accessible physical and digital learning environments</p>	<ul style="list-style-type: none"> <li>• NSLS was able to demonstrate compliance for most of the requirements of this standard.</li> <li>• Current resources and materials do not always offer alternatives for students with specific needs, such as text-based options for videos or transcripts for audio materials. Providing multiple learning formats would ensure students with different learning preferences and accessibility needs can fully engage with the material.</li> </ul>
<p><b>Outcome 4:</b> Learners are safe and well</p>	<ul style="list-style-type: none"> <li>• NSLS has demonstrated compliance with the standard.</li> </ul>

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	<ul style="list-style-type: none"> <li>• NSLS was able to demonstrate compliance for most of the requirements of this standard.</li> <li>• Some international students, especially those with lower English proficiency, face challenges in accessing services and communicating needs. Increasing access to language support, such as translation services or multilingual advisors, would enhance compliance with requirements to meet international learners' distinct needs.</li> </ul>
Outcome 9: Prospective international tertiary learners are well informed	<ul style="list-style-type: none"> <li>• NSLS has demonstrated compliance with the standard.</li> </ul>
Outcome 10: Offer, enrolment, contracts, insurance and visa	<ul style="list-style-type: none"> <li>• NSLS was able to demonstrate compliance for most of the requirements of this standard.</li> <li>• While students are required to have insurance, there is limited guidance on understanding the coverage, claims process, and additional healthcare options. Offering orientation sessions on insurance coverage and providing support for claim submissions would help students navigate these requirements.</li> </ul>
Outcome 11: International learners receive appropriate orientations, information and advice	<ul style="list-style-type: none"> <li>• NSLS has demonstrated compliance with the standard.</li> </ul>
Outcome 12: Safety and appropriate supervision of international tertiary learners	<ul style="list-style-type: none"> <li>• NSLS was able to demonstrate compliance for most of the requirements of this standard.</li> <li>• While safety orientations are conducted, they may not comprehensively address specific risks relevant to international students, such as local traffic rules or personal safety tips. Expanding the orientation to include practical safety tips for new international students would increase preparedness.</li> </ul>

## 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	<ul style="list-style-type: none"> <li>- Develop and introduce a user-friendly digital platform for documenting and reporting incidents</li> <li>- Ensure all staff are trained on how to use the system effectively</li> <li>- Regularly review incident data for patterns and areas for improvement</li> </ul>	David Yoon, MD Administrator	Feb 2025	<ul style="list-style-type: none"> <li>- Monitor the SMT priority list for progress</li> <li>- Review staff training plans through HR</li> <li>- Conduct regular staff performance evaluations</li> </ul>	<ul style="list-style-type: none"> <li>- Improved incident reporting rates as tracked by the digital system</li> <li>- Increased staff engagement and understanding of incident management</li> <li>- Positive feedback from staff during 1:1 meetings regarding the new system</li> </ul>
<b>Outcome 2:</b> Learner voice	<ul style="list-style-type: none"> <li>- Regularly remind students about available feedback channels through emails, newsletters, and posters</li> <li>- Provide follow-up updates on how student input has influenced changes or improvements</li> </ul>	MD Administrator	Completed	<ul style="list-style-type: none"> <li>- Monitor the effectiveness of communication strategies through student surveys</li> <li>- Track participation</li> </ul>	<ul style="list-style-type: none"> <li>- Increased awareness of feedback channels among students as reported in surveys</li> </ul>

				rates in feedback initiatives	<ul style="list-style-type: none"> <li>- Higher participation rates in feedback opportunities</li> <li>- Positive student feedback on the responsiveness of the institution to their input</li> </ul>
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### 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	<ul style="list-style-type: none"> <li>- Develop text-based options for videos</li> <li>- Create transcripts for audio materials</li> <li>- Ensure resources are available in multiple formats (e.g., PDFs, audio, video)</li> </ul>	MD Head Teacher	Mar 2025	<ul style="list-style-type: none"> <li>- Review of materials during general staff meetings</li> <li>- Monitor student engagement and feedback regarding the formats</li> </ul>	<ul style="list-style-type: none"> <li>- Increased student engagement as measured by surveys and feedback</li> <li>- Positive testimonials regarding accessibility</li> <li>- Reduction in accessibility-related complaints</li> </ul>
<b>Outcome 4:</b> Learners are safe and well	There was no area identified as requiring further action.				

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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	- Conduct training for staff on how to support students with varying levels of English proficiency.	David Administrator	completed	- Regular check-ins with language support staff - Collect feedback from international students regarding their experience with language support services	- Increased satisfaction among international students regarding access to services as measured by surveys - Higher utilization rates of language support services - Positive feedback on communication clarity and support from multilingual advisors
Outcome 9: Prospective international tertiary learners are well informed	There was no area identified as requiring further action.				
Outcome 10: Offer, enrolment, contracts, insurance and visa	- Offer orientation sessions specifically focused on insurance options and coverage - Provide clear resources outlining the claims process and additional healthcare options	David Administrator	completed	- Monitor attendance and feedback from orientation	- Increased understanding of insurance among students as

	- Establish support for students in navigating insurance claims			sessions - Track inquiries regarding insurance support - Review the clarity of informational resources	measured by feedback surveys - Higher rates of successful claims submissions - Positive student testimonials regarding the support received
<b>Outcome 11:</b> International learners receive appropriate orientations, information and advice	There was no area identified as requiring further action.	MD			
	Ensure our learners have appropriate information about working rights in New Zealand.	MD Administrator	Ongoing	MD to monitor  - Review the clarity of informational resources	- Increased understanding of insurance among students as measured by feedback surveys
<b>Outcome 12:</b> Safety and appropriate supervision of international tertiary learners	- Include local traffic rules, emergency procedures, and personal safety tips - Provide cultural context to enhance understanding - Offer follow-up sessions to address ongoing safety concerns	MD Administrator	Completed	- Collect feedback from students post-orientation - Monitor attendance at safety sessions - Conduct follow-up discussions to	- Increased awareness of safety protocols among students as measured by surveys - Positive feedback on the relevance and usefulness of the

				assess retention of information	information provided





