

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



Te Oranga me
Te Haumaru Ākonga

**Learner Wellbeing
and Safety**



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 accommo /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	WSP NZ Ltd			MoE number	9441
Code contact	Name	Jonathan Mackey		Job title	Environmental Training Centre Manager
	Email	jonathan.mackey@wsp.com		Phone number	027 485 5807
Current enrolments	Domestic learners	Total #	1509	18 y/o or older	1509
				Under 18 y/o	0
Report author(s)	Richard Rattray				

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 I.

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 / Implemented / Developing / Early stages
Outcome 2: Learner voice	Well implemented / Implemented / Developing / Early stages

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	Rating
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Well implemented / Implemented / Developing / Early stages
Outcome 4: Learners are safe and well	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	We have a good system in place for learner wellbeing and safety and this is a whole-of-provider approach and underpins the work undertaken by the ETC. There are strong supporting policies documented for learners in place which are easily accessible online by learners. We have newly created strategic goals and strategic plans for supporting the wellbeing and safety to underpin these.	Student Handbook & Student Code of Conduct Pastoral Care Strategic Goals and Plans Internal Training Training Delivery Course Feedback Complaints NZQA EER Waihanga Ara Rau
Outcome 2: Learner voice	We have appropriate learner voice on our learner wellbeing and safety for the nature and length of training we do. We also have strong stakeholder voices which input to this as well. There is the possibility of improving the quality of our student voice and focussing on learner wellbeing and safety questions.	Student Handbook & Student Code of Conduct Complaints and Grievances Records Course Feedback and Reviews NZQA EER Stakeholder Engagement

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	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	Clear policies and expectations in place regarding these for all students. We use fit for purpose training venues for face-to-face courses and provide additional support to those needing to access online environments.	Student Handbook & Student Code of Conduct Complaints and Grievances Records Internal WSP Mental Health Plan and SHEQ Team iSMS LMS Trainers and Programme Managers
Outcome 4: Learners are safe and well	We have a strong focus on this while learners are studying with us. We have learners with us for a limited amount of time so there are limits on what we can practically do in this space, for example we will not be undertaking promoting healthy lifestyles or other awareness programmes as it would not be practical to do so.	Team Meetings Post-Course Reviews Trainer – Programme Manager Relationships & Communications Student Handbook & Student Code of Conduct Complaints and Grievances Records Course Feedback and Reviews

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	We previously had a gap in strategic goals and strategic plans for supporting the wellbeing and safety but have created these to underpin the work we do in this space. These have now been reviewed to ensure they remain current and relevant. We will continue to embed these in the work we do. We now publish our self-review online but do not publish the complaints and grievances– due to the very low number as these they would breach people’s privacy.
Outcome 2: Learner voice	We could still look to further improve our quality of learner voice feedback. We have found that specific course reviews with students offer better quality data in this space so we have and will look to continue and strengthen this programme with more of these in future.

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 obvious gaps in this space but as we continue to move in to providing new online environments it is important to have consideration for how these will work and be run in practice to remain safe, inclusive, supportive, and accessible environments for all learners.

Outcome 4: Learners are safe and well	No obvious gaps in this space as we can reasonably and practically do while learners are with us for a limited time. Consideration needs to be given to any new training programmes which will mean students are completing assessments for a potentially longer time frame after attending face-to-face courses. We have continued staff training in this space and will continue to look for other potential relevant training opportunities.

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
Outcome 1: A learner wellbeing and safety system	Further self-review against the code	Richard Rattray	End of 2024	Self-review completed	Successful self-review report.
	Student Handbook Reviewed	Richard Rattray	End of June 2024	Updated version available.	Published for student access online.
	Embedding our learner wellbeing and safety strategic goals and strategic plans within the training team	Richard Rattray	End of 2023	Share at next Team planning day.	Importance of the code refreshed to the Team and how are we tracking.
Outcome 2: Learner voice	Continuation and increase of course reviews in a structured approach with more qualitative student feedback in all areas.	Richard Rattray	End of 2023	Plan of 2024 course reviews.	Course reviews undertaken with feedback used for improvements

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	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
Outcome 3: Safe, inclusive, supportive, and	Monitoring of student feedback and achievement results with a focus on the new longer-term training to	Richard Rattray with Programme Managers	Ongoing	Implementation of Course Reviews into wider Review programme.	Student Achievement and Engagement Levels.

accessible physical and digital learning environments	ensure a high level of achievement and ongoing support for learners.				
Outcome 4: Learners are safe and well	Look to see if there are any additional possible training options which may be appropriate for staff to undertake.	Team	Ongoing	Continued research on possible training options which may be appropriate to be undertaken.	Training identified and undertaken by staff.