2024 CODE SELF REVIEW REPORT AND COMPLAINTS SUMMARY

Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code)

Organisation Details

TEO name (legal)	Future Skills Academy Limited
MoE number	7372

Self-review of implementation of the Code

Outcomes	Rating
Outcome 1: A learner wellbeing and safety system	Implemented
Outcome 2: Learner voice	Implemented
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Implemented
Outcome 4: Learners are safe and well	Implemented
Outcomes 5 to 7: Additional wellbeing and safety practices in tertiary student accommodation	**Not Applicable** No Accommodation Services Provided
Outcomes 8 to 12: Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners	Implemented
Overall implementation	Implemented

(*see Appendix 1 for what the ratings mean.)

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Summary of Review

Outcome 1: A learner wellbeing and safety system

The Academy's rating is 'Implemented' with some good practices in Process 1 (Strategic goals and plans) and Process 4 (Responsive wellbeing and safety systems).

For 2025 the Academy's focus will be:

- Improving student support resources covering mental health, suicide and self-harm awareness, drug and alcohol awareness and healthy lifestyles.,
- Strengthening systems and plans for assisting learners, and responding effectively, in emergency situations in the learning or residential community (whether localised or more widespread), and
- Additional staff training to enhance our wellbeing and safety systems.

Outcome 2: Learner voice

The Academy's rating is 'Implemented' with some sound practices in Process 1 (Learner voice)

For 2025 the Academy's focus will be:

- Formalised programme to gather more feedback from priority learner groups,
- Improving survey delivery methodologies to improve learner participation, and
- improving complaints information available for learners.

Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments

The Academy's rating is 'Implemented' with sound practices that are effective in Process 1 (Safe and inclusive communities) and some good practices in Process 2 (Supporting learner participation and engagement).

For 2025 the Academy's focus will be:

- improving employability information and services available for learners including alumni events; and
- providing more events and resources for learners to respond effectively to discrimination racism (including systemic racism), bullying, harassment and abuse.

Outcome 4: Learners are safe and well

The Academy's rating is 'Implemented' with strong practices that are effective across all 3 Processes (Information for learners about assistance to meet their basic needs, Promoting physical and mental health awareness, Proactive monitoring and responsive wellbeing and safety practices)

For 2025 the Academy's focus will be:

- improving emergency response communication processes and data collection, and
- improving information available to learners to promote mental health.

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Complaints Summary (2023)

Number of Complaints Received	1 (1 formal complaint from individual and no Group complaints during this period)
In addition to one formal complaint, a total of 7 concerns** were recorded. 6 of 7 concerns were resolved satisfactorily and 1 learner withdrew prior to resolution of concern.	

Nature of Complaints	
People Related	1 (6 concerns in this area reported)
Process Related	0 (1 concerns in this area reported)

Outcomes	
Complaints Resolved	1
Complaints Not Upheld	0

Complainant Diversity*	
Unknown or Group	None
European	-
Māori	-
Pasifika	-
Indian	-
Asian	-
Others	-

Complainant Experience	
Satisfactory Resolution	1
Unknown	0

Concern: A matter that does not amount to a complaint (raised as a concern rather than formal complaint by the student) that is likely to be resolved through discussion with the student and others concerned including matters that have little impact on the student.

*Low volume - exact data withheld to protect privacy.

Critical Incidents (2023)

We define critical incident as a sudden and unexpected event that involves a perception of a threat to life, loss of life, severe trauma, events that could have significant impact on wellbeing of an individual or group of individuals and can include elements of physical and emotional loss.

There are no critical incidents to report for 2023.

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Appendix 1: Code Implementation Ratings

Early stages of implementation
Implementation of the Code has not yet started or requires significant work

- **No** or **limited** understanding of Code outcomes and requirements across the organisation
- **No** or **limited** perspectives sought. Practices to reflect learner voice **non-existent** or **underway**
- **No** or **limited** consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code.
- **No** or **limited** practices in place to monitor against all Code outcomes and requirements
- **No** or **limited** reporting processes from self-review

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

- **Some** understanding of Code outcomes and requirements across the organisation
- **Some** perspectives sought, including **adequate** practices, to reflect learner voice
- **Some** consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code.
- **Some** practices in place to monitor against all Code outcomes and requirements
- **Adequate** reporting processes from self-review

Implemented
The Code is implemented

- **Sufficient** understanding of Code outcomes and requirements across the organisation
- **Multiple** perspectives sought, including **sound** practices, to reflect student voice
- **Good** consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code.
- **Relevant** practices in place to monitor against all Code outcomes and requirements
- **Effective** reporting processes from self-review

Well-implemented
The Code is well-implemented

- **Thorough** understanding of Code outcomes and requirements across the organisation
- **Diverse range of multiple** perspectives sought, including **robust** practices, to reflect learner voice
- **Full** consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code.
- **Well-established** practices in place to monitor against all Code outcomes and requirements
- **Highly effective** reporting processes from self-review

(* Extracted from NZQA Code Self Review Toolkit published at https://www2.nzqa.govt.nz/tertiary/the-code/the-code-for-education-providers/self-review-and-attestation/self-review-tools/#selfreviewtooltertiary)