



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

<b>TEO Name</b>	Hospitality Training Company			<b>MoE number</b>	7302
<b>Code contact</b>	<b>Name</b>	Craig White		<b>Job title</b>	Director
	<b>Email</b>	craig@hospitalitytraining.co.nz		<b>Phone number</b>	0277594428
<b>Current enrolments</b>	<b>Domestic learners</b>	<b>Total #</b>	#637	<b>18 y/o or older</b>	#433
				<b>Under 18 y/o</b>	#204
	<b>International learners</b>	<b>Total #</b>	#N/A	<b>18 y/o or older</b>	#N/A
				<b>Under 18 y/o</b>	#N/A
<b>Current residents</b>	<b>Domestic learners</b>	<b>Total #</b>	#637	<b>18 y/o or older</b>	#433
				<b>Under 18 y/o</b>	#204
	<b>International learners</b>	<b>Total #</b>	#N/A	<b>18 y/o or older</b>	#N/A
				<b>Under 18 y/o</b>	#N/A
<b>Report author(s)</b>	Craig White				

## Stage of implementation for each outcome

### Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	Rating
<b>Outcome 1:</b> A learner wellbeing and safety system	Well implemented
<b>Outcome 2:</b> Learner voice	Well implemented

### Wellbeing and safety practices for all tertiary providers

	Rating
<b>Outcome 3:</b> Safe, inclusive, supportive, and accessible physical and digital learning environments	Well implemented
<b>Outcome 4:</b> Learners are safe and well	Well implemented

## Summary of performance under each outcome

### Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	<b>Summary of performance based on gathered information</b> (i.e. how effectively is your organisation doing what it needs to be doing?)	<b>How do you know?</b> (i.e. note supporting evidence with analysis to make sense of what it means)
<b>Outcome 1:</b> A learner wellbeing and safety system	<p>Well implemented</p> <p>We are committed to providing a safe, inclusive, and supportive environment to help our learners succeed in their studies and maintain their wellbeing.</p> <p><b>Key principles</b></p> <ol style="list-style-type: none"> <li><b>1. Respect and inclusion</b></li> <li><b>2. Wellbeing support</b></li> <li><b>3. Flexibility</b></li> <li><b>4. Confidentiality</b></li> </ol>	<p>Upon registering for one of our hospitality courses, learners are sent a confirmation email outlining important information they will need for the day. Learners will also receive a registration form to complete which will provide us with important information about them such as age, ethnicity, and gender identification. They can advise us at this stage if they have any learning challenges and if they require any additional support. From there we will ascertain what support is required in order for them to achieve their goals.</p> <p>Tutors advise the learners at the beginning of the course important information such as breaks and refreshments, bathroom locations, the emergency procedures.</p> <p>In order to achieve our goal of inclusivity, the tutor and all participants will introduce themselves to the group and advise what workplace they are from. We always encourage course participants to ask lots of questions</p>

		<p>during the course, have discussions, and talk about scenarios.</p> <p>To ensure learner comfort, fresh cold water is provided throughout the day. Special care is taken to ensure the lighting is suitable and the venue is well ventilated and the room temperature is appropriate. We try to keep each learning session to 90 minutes.</p> <p>Any student concerns that can't be addressed immediately is recorded in our incident book to be actioned at a later time.</p> <p>At the completion of the course the tutor will talk through the assessment process and give students a hard copy handout with the assessment instructions. Any learners who do not feel comfortable with the online assessment has the option of doing a written assessment.</p> <p>The tutor will advise contact details for themselves as well as the director. Learners are encouraged to contact the tutor or director if they have any concerns.</p> <p>The personal details of all course participants is kept confidential at all times.</p> <p>Follow up emails are sent to course participants which will include information about our complaints process.</p>
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<p><b>Outcome 2:</b> Learner voice</p>	<p>Well implemented</p> <p>We believe that discussion and feedback is essential for growth and improvement.</p>	<p>We always encourage course participants to ask lots of questions during the course, have discussions, and talk about scenarios. It is emphasised that there is no such thing as a silly question.</p> <p>Our tutors and director are always available via email or phone after courses are completed for any feedback.</p> <p>Our tutors monitor course participants during the course to identify concerns such as the comfort of furniture, room temperature, lighting and will address this if necessary.</p> <p>Complaints that are received during the course that can be actioned immediately, for example lighting, is done so. Any that can't are noted in our incident book and actioned at a later time.</p> <p>One of our greatest tools for the learner voice is the feedback form. These are handed out to course participants at the end of the course and confidentiality is maintained at all times. Feedback forms are evaluated every six months to identify areas for improvement and implement any necessary changes to enhance the overall experience for the learner.</p>

### Wellbeing and safety practices for all tertiary providers

	<b>Summary of performance based on gathered information</b> (i.e. how effectively is your organisation doing what it needs to be doing?)	<b>How do you know?</b> (i.e. note supporting evidence with analysis to make sense of what it means)
<b>Outcome 3:</b> Safe, inclusive, supportive, and accessible physical and digital learning environments	<p>Well implemented</p> <p>Our venue, policies and procedures facilitate a safe and inclusive learning environment for all learners.</p>	<p>Our courses are run in venues that are not only relevant to the training, but are good, safe learning environments. We are always looking to see how we can improve in this area and this information can be gained through our course feedback system.</p> <p>The learning materials we use are easy to follow and understand.</p> <p>Our Christchurch LCQ courses include a session from either the NZ Police, or one of our Alcohol Licensing Inspectors</p> <p>We run our courses mostly via classroom style but we sometimes run online courses via Zoom for learners in remote areas or for other reasons, can't get to a classroom course. We use online assessments for LCQ training but there is the option of written assessments for those that prefer this method. The timeframe that learners are given for the online assessment can be altered to give them more time to complete the assessment. This is valuable for those who speak English as a second language, suffer from learning challenges, or those who struggle with technology.</p>

		<p>Our tutors are always available after the course to provide assistance and guidance to any of our learners that may require extra assistance.</p> <p>We aim to create an environment where our learners feel included and free to ask questions and create discussions. Our tutors create this environment from the very beginning by having group introductions and encouraging everyone to participate and ask questions.</p>
<p><b>Outcome 4:</b> Learners are safe and well</p>	<p>Well implemented</p> <p>We are committed to providing a safe, inclusive, and supportive environment to help our learners succeed in their studies and maintain their wellbeing.</p>	<p>Learners are sent a registration form to complete which will provide us with important information about them such as age, ethnicity, and gender identification. They can advise us at this stage if they have any learning challenges and if they require any additional support. We do our very best to ensure that any additional support is given.</p> <p>The personal details of all course participants is kept confidential</p> <p>Students are given information at the beginning of each course about breaks and refreshments, bathroom locations, the emergency procedures.</p> <p>Students are encouraged to participate and feel comfortable asking questions and having discussions.</p>



		<p>Special care is taken to ensure the lighting is suitable and the venue is well ventilated and the room temperature is appropriate. Each learning sessions is approximately 90 minutes. Water is provided for the duration of the course.</p> <p>Complaints that are received during the course that can be actioned immediately is done so. Any that can't will be noted in our incident book and actioned at a later time.</p> <p>Feedback forms are handed out to course participants at the end of the course and confidentiality is maintained at all times. Feedback forms are evaluated every six months to identify areas for improvement and implement any necessary changes to enhance the overall experience for the learner.</p> <p>The timeframe that learners are given for the online assessment can be altered to give them more time to complete the assessment. This is valuable for individuals who speak English as a second language, or those who struggle with technology</p> <p>Our tutors are always available after the course to provide assistance and guidance to our learners that may require extra assistance.</p>
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## 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	As a result of recent feedback, cushions will be available for anyone finding the seating uncomfortable in Christchurch courses	Craig White - Director	13/01/2025	Tutor will offer this to learners and monitor uptake	This will be added to the feedback form.
<b>Outcome 2:</b> Learner voice	No action required				

### 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	No action required				
<b>Outcome 4:</b> Learners are safe and well	No action required				



