

2023 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	Developing Implementation
Outcome 2: Learner voice	Developing Implementation
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Developing Implementation
Outcome 4: Learners are safe and well	Developing Implementation
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 No International Learners
Overall implementation	Developing implementation

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

2023 CODE SELF REVIEW REPORT AND COMPLAINTS SUMMARY

Summary of Review

Outcome 1: A learner wellbeing and safety system

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

For 2024 the Academy's focus will be:

- review of our strategic plans to support learner wellbeing and safety,
 - publishing all information required under the code in an accessible format, and
 - staff training to enhance our wellbeing and safety systems.
-

Outcome 2: Learner voice

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

For 2024 the Academy's focus will be:

- formally capturing diverse learner voice,
 - improving complaints policy and procedures to enhance learner support through the process, and
 - publishing complaints information as required by the code.
-

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

The Academy's rating is 'Developing Implementation' 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 2024 the Academy's focus will be:

- promoting learner involvement in the design of physical and digital spaces including Māori; and
 - improving methods of data collection and analysis.
-

Outcome 4: Learners are safe and well

The Academy's rating is 'Developing Implementation' 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 2024 the Academy's focus will be:

- improving emergency response communication processes and data collection,
 - improving victim protection and support mechanisms, and
 - improving information available to learners about assistance to meet their basic needs.
-

2023 CODE SELF REVIEW REPORT AND COMPLAINTS SUMMARY

Complaints Summary (2022)

Number of Complaints Received	8 (6 individual (including 2 anonymous) + 2 Group)
Nature of Complaints	
People Related	4
Process Related	4
Outcomes	
Complaints Resolved	6
Complaints Not Upheld	2
Complainant Diversity*	
Unknown or Group	50%
European	Equal representation
Māori	None
Pasifika	Equal representation
Indian	Equal representation
Asian	Equal representation
Others	Equal representation
Complainant Experience	
Satisfactory Resolution	6
Unknown	2

*Low volume - exact data withheld to protect privacy.

Critical Incidents (2022)

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 2022.

2023 CODE SELF REVIEW REPORT AND COMPLAINTS SUMMARY

Appendix 1: Code Implementation Ratings

		Implemented The Code is implemented	Well-implemented The Code is well-implemented
	Developing implementation Implementation of the Code is underway, yet requires further work	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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
Early stages of implementation Implementation of the Code has not yet started or requires significant work	<ul style="list-style-type: none"> • 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 		
<ul style="list-style-type: none"> • 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 			

(* 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>)