



## Self-Review Report 30 October 2023

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

Le Cordon Bleu New Zealand (LCBNZ) Institute Limited Partnership (MoE 6666)

## Contents

Self-Review Report 30 October 2023.....	1
Background .....	3
Details .....	3
Evidence .....	4
In conclusion .....	6

## Background

A self-review of LCBNZ's performance against the Code has been undertaken and a gap analysis completed. Attestation submitted to NZQA 30 October 2023.

LCBNZ currently has seven domestic students enrolled on NZQA approved programmes, all are 18 or over, there are 76 international students enrolled with one under 18 years of age.

## Details

In relation to outcomes 1 to 4, - learner wellbeing and safety systems, learner voice, safe, inclusive, supportive, and accessible physical and digital learning environments and ensuring learners are safe and well - LCBNZ has well implemented systems and processes in place.

LCBNZ does not provide student accommodation however, students under the age of 18 are required to stay in an approved homestay of a provider who is signatory to the Code, for example Host Families NZ, or a designated caregiver with police and accommodation checks. Furthermore, accommodation suggestions provided to learners in their pre arrival pack are being checked for facilities and cost, and documents updated. The most recent accommodation check completed was for Massey University Halls.

The school has a high proportion of international learners (presently 94.2%) so outcomes 8 to 12 again are well implemented - responding to the distinct wellbeing and safety needs of international tertiary learners, prospective international tertiary learners are well informed, offer, enrolment, contracts, insurance and visa, international learners receive appropriate orientations, information and advice, safety and appropriate supervision of international tertiary learners.

## Evidence

LCBNZ's evidence to support the areas of the code include policies, procedures and flowcharts for relevant outcomes, which are regularly reviewed. Targeted surveys for each outcome from learners. Detailed support spreadsheet is maintained, and all relevant emails stored, with the students at risk discussed at team meetings. Reports showing that gathered data is analysed and utilised to improve the implementation of the tertiary and international learners Code, and information triangulated back to students in the form of 'Student Voice Posters'. Student calendars showing events, and pastoral care workshops conducted with all new learners covering areas of wellbeing: mentor and counselling services, living in New Zealand, keeping self and possessions safe, medical help, and working in New Zealand and much more. New for 2023 is that UniCare insurance provider now attends the pastoral session and explains the insurance policy and answers any questions the learners may have.

Pastoral care reports are completed and discussed at team meetings. Records of staff participation in PD sessions in related topics, and role descriptions and CVs of relevant staff stored. There are also documents such as Emergency procedures, Disability Plan, Mental Health policy and Critical incident plan. LCBNZ's SMS's monitor and review learners' academic achievement and graduates' pathways. Relevant contracts such as Host Families NZ kept up to date as well as official documents and certificates issued by government agencies such as building warrant of fitness and code compliance certificates stored.

Also new for 2023 is the 'Welcome to Wellington Cultural event'. LCBNZ was successful in being granted \$3,750.00 to support international student events during 2023. This funding became available from the COVID-19 Response and Recovery Fund to support international student wellbeing. Due to this funding LCBNZ organised 'Student Welcome to Wellington Cultural Events' at the start of each study period. LCBNZ already has a school orientation process and runs Pastoral Care workshops 6 times a year for all learners. This ensures that all elements of the Code of Practice can be adhered to, and relevant information provided to our students in different formats. However, it was thought to heighten our efforts of Manaakitanga a student event out of school would aid in to familiarize new international

students to New Zealand culture, domestic students, and staff from the school and get to know their fellow new international learners.

The event commenced with lunch at the Wharewaka in Karaka Café on Wellington Waterfront. Learners enjoyed a hāngi and an indigenous herbaceous beverage. After lunch they attended a Mihi Whakatau and Waiata, which the students returned with their own waiata rendition. After the hidden Māori Treasures walking tour began, including the Waka House, statue of Kupe, and City to Sea Bridge. Then on to the archaeological remains of a Whareponga at the Pā site, and storytelling of the people who lived at the Pā and their journey to Wellington. Prior to the event an information session was given to learners around Māori culture and etiquette in the Wharewaka. Explanation as to what a Hangi is and how it is prepared and cooked was given and time to practice a Waiata. This also allowed students to ask questions and feel comfortable with the plans. Student voice is being collected in relation to this event, and the event will continue into 2024.

September 2023 the Independent Tertiary Education New Zealand, a national organisation representing private tertiary institutions in New Zealand, awarded LCBNZ's Academic Quality and Services Director the Wisenet Outstanding Performance Award and the Ako Aotearoa Supreme Award. The Outstanding Performance Award honours staff members who have demonstrated exceptional contribution to develop and improve the quality and culture in their organisation, its students, staff and wider communities, and to recognise their efforts.

## In conclusion

### Successful areas of growth from 2022 Gap Analysis

- Sound relationship building and strategic direction to contribute to an education system that honours Te Tiriti o Waitangi and supports Māori–Crown relations
- Staff increased understanding of the privacy and safe handling of personal information
- Effective active student rep group- student voice, involvement in physical aspects of the school and new staff employment
- Improved awareness of Dispute resolution rules
- Promoting an inclusive culture across the learning environment.
- Engaging with Māori and involving Māori in the design of physical and digital environments where appropriate.

These areas will be ongoing themes during 2024. Full details of all the Code related systems, processes in place at the school can be found in Consistency Reviews, EER and in the Code gap analysis.

LCBNZ believe that their students are supported in their learning both emotionally and academically, however always looking at new ways to aid the learner experience, respond to learner voice and create a safe environment for success.

### 2023 complaints and critical incidents data

None

### Policy and operational changes identified from the self-review

None