

Code of Practice

The National Trade Academy observes and is bound by The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. The Code sets out the minimum standards of advice and care that are expected of education providers for students to ensure they are respected, accepted and supported in their learning and wellbeing. Copies of the Codes are available from the NZQA website: <https://www2.nzqa.govt.nz/tertiary/the-code/>

Executive Summary of Self Review

All relevant sections of the code have been reviewed by key staff, and we continue to ensure alignment with the requirements of the current Code of Practice. As a tertiary training provider open to both domestic and international students, we are confident we are meeting the required outcomes of the Code of Practice. The outcomes of the code summarise the intended impacts:

1. A learner wellbeing and safety system.
2. Learner voice.
3. Safe, inclusive, and accessible physical and digital learning environments.
4. Learners are safe and well.
5. A positive supportive and inclusive environment in student accommodation
6. Accommodation administrative practices and contracts
7. Student accommodation facilities and services
8. Responding to the distinct wellbeing and safety needs of international tertiary learners.
9. Prospective international tertiary learners are well informed.
10. Offer, enrolment, contracts, insurance and visa.
11. International learners receive appropriate orientations, information and advice.
12. Safety and appropriate supervision of international tertiary learners.

We have completed the NZQA self-review attestation, due 1 November 2024 stating that we have implemented the requirements of the Code. Implementation improvements to note:

Complaints & Critical Incidents

1. The definition of a complaint is established. 1*

We noted there were no domestic student complaints during 2023 to date. Any concerns were resolved at the student support level in association with management within the organisation.

We noted that there were no international student complaints relating to student accommodation and any concerns were dealt with as part of student feedback evaluations carried out on a regular basis to ensure high satisfaction. Positive feedback has evidenced that we have met outcomes 5-7.

We noted 3 international student complaints in respect to student withdrawal and refund requests. One was resolved through the NTA grievance process, one was processed through the pre mediation with Study Complaints and subsequently Fairway Resolution and the student subsequently withdrew their complaint. One student had their complaint resolved at mediation and accepted a compassionate refund offer. No complaints were found against NTA.

The critical incident definition was established 2*.

There were no critical incidents with Domestic students in 2023.

There was one critical incident in relation to international students in 2023 as a result of a tragic vehicle accident. 1 student died and 2 were seriously injured. The accident was covered by external agencies and NTA provided support to students and family of the deceased and injured. A summary of the critical incident was provided to NZQA on the 20th June 2023.

Outcome 1

As a result of the self-review into the above there were no major gaps found in the processes or policies of the organisation.

On reflection we identified the need to ensure that tutors follow Health & Safety SOP's whilst on work experience with students and that where required additional training is provided.

Outcome 2

Learner Voice. NTA will continue to investigate and engage in digital online systems to record the learner voice and enable improved reporting.

NTA will continue the development of NTA's cultural capability with its iwi partners.

Outcome 7

NTA will develop a checklist for the checking of students in their own self accommodation to meet code requirements.

Definitions:

Within NTA's Grievance Process there are two levels:

- Concerns, and
- Formal Complaints

1* **NTA defines a concern** as a matter where it is likely that resolution can be obtained by direct, informal consultation with the people concerned. This includes a situation where a learner considers that appropriate standards were not met and may relate to a service provided or a matter that a learner believes has impacted on their studies. Often concerns are a result of a misunderstanding and these can be quickly resolved.

NTA defines a formal complaint as an expression of dissatisfaction, where the learner has not found redress within the concerns procedures or considers that there has been a direct and significant adverse impact on them which requires a process of resolution. Formal complaints will be considered by NTA's Management

2* Definition of a Critical Incident: an unplanned or unforeseen traumatic event affecting a learner or learners which has an impact on the institution the learner attends, its staff, its learners and/or the wider community. The Provider has a responsibility to be prepared for and to respond quickly, effectively to any critical incident involving a learner.

Our learners are engaged regularly with staff and management due to the small size of our institution. As students are not enrolled for more than an academic year and often less full engagement of the self-review process is challenging. The Student Learner & Support person acts as a voice for the students in the self-review process.

Executive summary can be found on our website at <https://www.nta.co.nz/international-student-info/pastoral-care-health-insurance-and-immigration/>