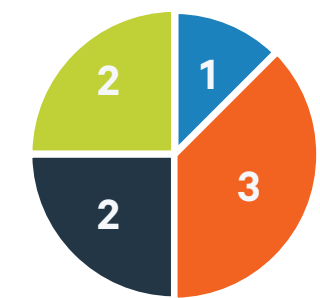


PASTORAL CARE CODE SELF REVIEW REPORT CARD

RATING KEY:	
1 — Early stages of Implementation	3 — Implemented
2 — Developing Implementation	4 — Well Implemented

OUTCOMES		RATING
Outcome 1:	<ul style="list-style-type: none"> A learner wellbeing and safety system 	3
Outcome 2:	<ul style="list-style-type: none"> Learner Voice 	3
Outcome 3:	<ul style="list-style-type: none"> Safe, inclusive, and accessible physical and digital learning environments 	3
Outcome 4:	<ul style="list-style-type: none"> Learners are safe and well 	3
Outcome 8:	<ul style="list-style-type: none"> Responding to distinct wellbeing and safety needs of international learners 	2
Outcome 9:	<ul style="list-style-type: none"> Prospective international tertiary learners are well informed 	2
Outcome 10:	<ul style="list-style-type: none"> Offer, enrolment, contracts, insurance and visa 	2
Outcome 11:	<ul style="list-style-type: none"> International learners receive appropriate orientations, information and advice 	2

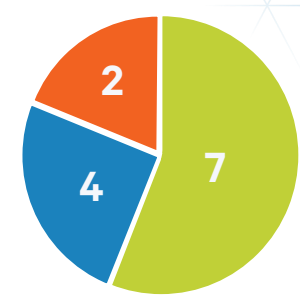
COMPLAINTS SUMMARY 2025



TOTAL COMPLAINTS: 8

- UPHELD
- NOT UPHELD
- PARTIALLY UPHELD
- CURRENTLY UNDER INVESTIGATION

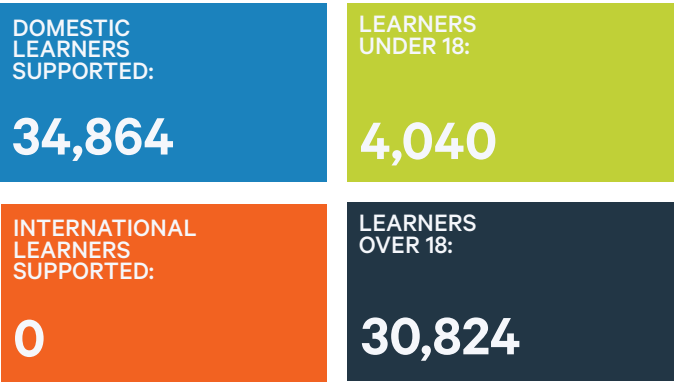
LEARNER INCIDENT DATA 2025



TOTAL INCIDENTS: 13

- INCIDENT
- ACCIDENT
- NEAR MISS

LEARNER STATS 2025



PASTORAL CARE CODE SELF REVIEW REPORT CARD

NEXT STEPS FOR SUCCESS:

Outcome 1:	<ul style="list-style-type: none"> • Ensure policies continue to support learner needs and regulatory compliance
Outcome 2:	<ul style="list-style-type: none"> • Improve the accuracy, completeness, and accessibility of enrolment documentation • Ensure procedures for collecting, storing, and analysis disability-related learner data are compliant, ethical, and effective in supporting learner success • Ensure graduate destination surveys are inclusive, culturally responsive, and reflective of the diverse experiences and identities of learners • Review internal complaint data for completeness and consistency
Outcome 3:	<ul style="list-style-type: none"> • Assess how effectively assistive technology are being used across VHNZ Training Centres and measure learner and staff satisfaction to inform future improvements • Create and maintain learning environments that are safe, inclusive, supportive, and accessible for all learners, informed by data capability and learner insights
Outcome 4:	<ul style="list-style-type: none"> • Deliver regular, inclusive awareness campaigns that promote understanding and support for neurodiversity, mental health, and other equity-related topics
Outcome 8:	<ul style="list-style-type: none"> • Strengthen learner wellbeing support for international learners • Advance disability and equal education initiatives for international learners
Outcome 9:	<ul style="list-style-type: none"> • Strengthen industry and stakeholder engagement to support international learners • Embed Te Tiriti o Waitangi principles in wellbeing and safety practices for international learners
Outcome 10:	<ul style="list-style-type: none"> • Provide transparent enrolment and course information for international learners • Maintain clarity on international enrolment scope for international learners • Maintain equitable fee structure for international learners
Outcome 11:	<ul style="list-style-type: none"> • Ensure website and learner portal provide clear academic and wellbeing information for international learners • Maintain robust health and safety standards for international learners • Ensure continuous improvement through monitoring international learners