



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>	Strategi Institute Limited			<b>MoE number</b>	7963
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<b>Current enrolments</b>	<b>Domestic learners</b>	<b>Total #</b>	#955	<b>18 y/o or older</b>	955
				<b>Under 18 y/o</b>	#
	<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>	#955	<b>18 y/o or older</b>	955
				<b>Under 18 y/o</b>	#
	<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>	Grant Henderson Meenu K Gulati Nicole Greenslade				

## Stage of implementation for each outcome

Indicate the stage of implementation that most reflects your organisation's current level of understanding and practice for each outcome, based on the continuum provided in Appendix 1.

### 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	Implemented
<b>Outcome 2:</b> Learner voice	Implemented

### Wellbeing and safety practices for all tertiary providers

	Rating
<b>Outcome 3:</b> Safe, inclusive, supportive, and accessible physical and digital learning environments	Implemented
<b>Outcome 4:</b> Learners are safe and 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>At Strategi Institute, we prioritise learner well-being and safety by maintaining a transparent and responsive system. Here's a summary of our self-review performance:</p> <p>Recording and Reporting Critical Incidents and Emergencies:</p> <ul style="list-style-type: none"> <li>• A register is in place for recording critical incidents and emergencies.</li> <li>• All incidents are reported to the Board. Outcome information is presented to the Strategi Group board, with discussions on incident handling.</li> <li>• Incidents are reviewed to evaluate procedure appropriateness and training needs. Health and safety policies are currently under review.</li> <li>• Strategi Institute effectively manages critical incidents and emergencies through structured reporting and proactive procedure review for continuous improvement.</li> </ul> <p>Maintaining a Strategic and Transparent Learner Wellbeing and Safety System:</p>	<p>Analysis of live chat, student survey responses and positive feedback received over emails, phone calls showcase that our students are happy with the assistance they receive. Evaluated feedback from students indicate they are satisfied with the learning environment and support they receive.</p> <p>Evidence:</p> <ul style="list-style-type: none"> <li>• Survey questionnaires sent to students post classroom</li> <li>• Graduate satisfaction Surveys</li> <li>• Email correspondence one-on-one coaching and support sessions</li> <li>• Student Handbook</li> <li>• Student progress reports</li> <li>• Enrolment form</li> <li>• Notes on Zoho (CRM)</li> <li>• Notes on Selma (SMS)</li> <li>• Health and Safety Policy document</li> <li>• Complaints and Critical incident register</li> <li>• Enhancing Māori Cultural Capability – Extension (Workshop attendance badge)</li> </ul>

	<ul style="list-style-type: none"> <li>• The Student Handbook covers health and safety, learning contracts, learner special needs, and support.</li> <li>• A learner-centric approach is emphasised among all staff.</li> <li>• Assignment support sessions have high attendance rates.</li> <li>• Positive feedback is received from learners via surveys and discussions. Ongoing efforts include updating the Student Handbook, creating a student newsletter, and analysing data for continuous improvement.</li> <li>• Learner feedback and support material development demonstrate a commitment to these goals.</li> </ul> <p>Using Learner Voice for Impact Assessment:</p> <ul style="list-style-type: none"> <li>• Strategi Institute is updating the Student Handbook, QMS, and creating a student newsletter.</li> <li>• Ongoing analysis of survey responses evaluates the impact on learner well-being and safety practices.</li> <li>• Student feedback is utilised for staff training and process improvement.</li> <li>• Strategi Institute is effectively employing learner feedback for continuous improvement, aligning with best practices through a data-driven approach.</li> </ul> <p>Upholding Te Tiriti o Waitangi Principles:</p> <ul style="list-style-type: none"> <li>• Strategi Institute promotes an inclusive learning environment that aligns with the principles of Te Tiriti o Waitangi (Participation, Protection, and Partnership).</li> </ul>	
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	<ul style="list-style-type: none"> <li>• There have been no complaints regarding the principles not being met to date.</li> <li>• Staff have attended Te Tiriti workshops.</li> </ul> <p>Alignment with Organisational Strategic Goals and Plans:</p> <ul style="list-style-type: none"> <li>• Policies and procedures are aligned with the Strategi Institute’s strategic goals and objectives.</li> <li>• An inclusive learning environment is promoted, and ongoing support is provided to students.</li> <li>• Data collection and evaluation are used to gauge the effectiveness of these practices.</li> <li>• Student feedback indicates satisfaction with the learning environment and support.</li> </ul> <p>Overall, Strategi Institute is effectively managing and improving its learner wellbeing and safety system, with a commitment to transparency, inclusivity, and responsiveness to learner needs. To further enhance performance, the organisation can continue its efforts to update and align practices with updated requirements of The Code and ensure that the principles of Te Tiriti o Waitangi are fully integrated into its policies and procedures.</p>	
<p><b>Outcome 2:</b> Learner voice</p>	<p>Strategi Institute exclusively caters to adult learners above 18 years old within the financial services industry or those aiming to become financial advisors through part-time studies. Assignments are completed via our online learning platform, and we operate without on-campus students.</p> <p>Our courses are delivered through face-to-face classroom sessions, online facilitated training, or distance learning.</p>	<p>Strategi Institute actively gathers feedback during and after courses. While providing multiple channels for student input, we acknowledge the necessity for a student newsletter as a communication platform. Additionally, we aim to incorporate a cultural perspective into our procedures and practices by seeking formal advice.</p>

	<p>After each course and program completion, students participate in surveys to share their feedback.</p> <p>While we provide various channels for student feedback, we acknowledge the necessity for a dedicated student forum. This platform will allow students to express their views on space utilisation, resource allocation, and student guidelines. The forum, involving one representative from each study mode, will convene semi-annually over a six-month period.</p>	
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## 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)
<p><b>Outcome 3:</b> Safe, inclusive, supportive, and accessible physical and digital learning environments</p>	<p>Our Student Handbook outlines a learning contract promoting a safe and inclusive learning environment, emphasising cultural respect and acknowledging diverse beliefs.</p> <p>We conduct thorough venue checklists to ensure compliance with health and safety standards at all our training sites. Strategi Institute ensures a safe learning environment within an NZQA-approved building meeting code compliance, equipped with identified emergency exits, fire extinguishers, and first aid.</p> <p>Assessors and facilitators adhere to the Strategi Code of Standards to maintain a safe and supportive learning environment for all, promptly addressing any identified issues through the Academic Manager.</p> <p>Daily morning stand-ups are held to proactively address and monitor student welfare needs.</p> <p>We offer continuous academic and pastoral care support through various channels, including email, phone, and live chat, developing personalised training plans for at-risk students.</p> <p>Other methods of support include:</p> <ul style="list-style-type: none"> <li>• Study support sessions.</li> </ul>	<p>Ethnicity statistics show a diverse student body.</p> <p>Our learning environment complies with health and safety regulations, equipped with emergency exits, fire extinguishers, and first aid. Our health and safety officers are trained in first aid and emergency response.</p> <p>Analysed student feedback indicates satisfaction with the learning environment and support provided.</p> <p>We prioritise cultural inclusivity and have had no complaints regarding barriers to enrollment or inclusivity in the learning environment.</p> <p>Evidence:</p> <ul style="list-style-type: none"> <li>• Feedback reports</li> <li>• Ethnicity stats</li> <li>• Guidance and support policy and procedure</li> <li>• Treaty of Waitangi policy and procedure</li> <li>• Venue checklist</li> <li>• First aid training certificates</li> <li>• Strategi Code of Standards</li> <li>• Notes on Zoho CRM</li> </ul>

	<ul style="list-style-type: none"> <li>• Coaching sessions.</li> <li>• Facebook groups.</li> </ul> <p>Strategi Institute works toward equal educational opportunity, equality of right and equity of access. We provide a safe and supportive environment to all our students.</p>	
<p><b>Outcome 4:</b> Learners are safe and well</p>	<p>Our student body comprises mainly adult learners, with over 80% working as full-time financial advisers pursuing part-time studies.</p> <p>Fortnightly open days offer prospective students program information, study expectations, and support details.</p> <p>Student counselors assist in selecting suitable study programs, covering content, expectations, and available learning support.</p> <p>The "Strategies for Studies" resource aids students in adjusting to tertiary study and managing their work-life-study balance.</p> <p>We provide ongoing academic and pastoral care support through email, phone, and live chat.</p> <p>Collaborative support is offered in conjunction with students' employers.</p> <p>Monthly student progress monitoring identifies at-risk cases discussed internally and externally while maintaining individual privacy. Complex issues are escalated to the Academic Board.</p>	<p>Prospective students' feedback from open days showed they found the information helpful in understanding study expectations and time commitments.</p> <p>Monitoring student progress helps students stay on track with their studies.</p> <p>Evaluated student feedback indicates satisfaction with the taught content, supporting the development of workplace-relevant knowledge, skills, and expertise.</p> <p>Evidence:</p> <ul style="list-style-type: none"> <li>• Feedback reports</li> <li>• Progress reports</li> <li>• Live chat ratings</li> <li>• Peer review of teaching staff</li> <li>• Teaching staff CV's</li> <li>• Assignment examples</li> <li>• Notes on Zoho CRM</li> </ul>

	<p>Pastoral care notes are logged on Zoho CRM and Selma SMS to track special cases and offer additional support as needed.</p> <p>Additional learning support through student study sessions and one-on-one coaching is available.</p> <p>Student feedback is gathered and analysed after each session, with graduate feedback analysed upon program completion.</p> <p>Teaching staff conduct peer reviews throughout the year, assessing knowledge, course materials, time management, and inclusivity of the learning environment.</p> <p>Industry engagement via Strategi Compliance ensures program relevance and addresses student learning and pastoral care needs.</p> <p>Highly experienced industry facilitators conduct classroom training, customisable and deliverable at employer locations upon request.</p> <p>Students utilise workplace evidence in assessments, incorporating organisational practices and client file cases. For non-workplace scenarios, simulated assessments and best practices provide a realistic learning experience.</p>	
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## Findings from gap analysis of compliance with key required processes

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

	Identified gaps in compliance with key required processes
<b>Outcome 1:</b> A learner wellbeing and safety system	Implementation of a wellbeing and safety workspace (available through the Strategi Institute online learning platform, Radar) where learners will be able to find additional information or articles and wellbeing and safety as well as raise any issues related to their wellbeing and safety.
<b>Outcome 2:</b> Learner voice	Implementation of a student newsletter in order for Strategi Institute to consult with learners and gather feedback on process improvements.

### Wellbeing and safety practices for all tertiary providers

	Identified gaps in compliance with key required processes
<b>Outcome 3:</b> Safe, inclusive, supportive, and accessible physical and digital learning environments	The QMS documents necessary standards. Compliance and monitoring are well managed but require improvements in two areas: <ul style="list-style-type: none"> <li>• Aligning surveys with the appropriate KEQs.</li> <li>• Establishing a documented process to apply a Māori perspective through an advisory group and learner feedback.</li> </ul>
<b>Outcome 4:</b> Learners are safe and well	Face-to-face learners have well-managed and documented health and safety. Online learners are also well managed but need improvements. We aim to explore better options for proactive monitoring of well-being and safety effectiveness, incorporating a Māori perspective through an advisory group and learner feedback.

## 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	Align questionnaires with KEQ's. Evaluate survey frequency. Review learner group engagement. Review outcome distribution, publication and trend analysis. Update PDP data and peer evaluation	Academic Manager	30/06/24	Requirements detailed in business plans. Monthly management report on progress	Updated questionnaires, managed frequency, analysis, distribution and outcome impact.
<b>Outcome 2:</b> Learner voice	Learner newsletter. Complaint summary publishing process. Formal application of cultural lens over our processes.	Academic Manager	30/06/24	Requirements detailed in business plans. Monthly management report on progress	Learner forum implemented and utilised by learners. Complaint summary published. Advice from Māori Advisory Committee used as BAU in planning and reviews.

### 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	Reviewing key measures for improved data quality opportunities and formalise Māori feedback / advice.	Academic Manager	30/06/24	Requirements detailed in business plans. Monthly management report on progress.	Surveys and feedback mechanisms reviewed and implemented in a structured manner. Formalised and utilised Māori feedback / advice active.

<b>Outcome 4:</b> Learners are safe and well	Review availability of information for learners and our proactive monitoring of wellbeing and safety practices effectiveness with students.	Academic Manager	30/06/24	Requirements detailed in business plans. Monthly management report on progress.	Standards and practice reviewed, feedback considered, standards and practice updated accordingly.
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