



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

TEO Name	Strategi Institute Limited			MoE number	7963
Code contact	Name	Dot Bach		Job title	Head of Institute
	Email	dot.bach@strategi.ac.nz		Phone number	021 189 1033
Current enrolments	Domestic learners	Total #	#1304	18 y/o or older	#1304
				Under 18 y/o	#
	International learners	Total #	# 0	18 y/o or older	0
				Under 18 y/o	N/A
Current residents	Domestic learners	Total #	#1304	18 y/o or older	#1304
				Under 18 y/o	#
	International learners	Total #	0	18 y/o or older	0
				Under 18 y/o	N/A
Report author(s)	Dot Bach				

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.

Part 3 Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	Rating
Outcome 1: A learner wellbeing and safety system	Well implemented
Outcome 2: Learner voice	Implemented

Part 4 Wellbeing and safety practices for all tertiary providers

	Rating
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Well implemented
Outcome 4: Learners are safe and well	Well implemented

Part 6 Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners

	Rating
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	Well implemented
Outcome 9: Prospective international tertiary learners are well informed	Implemented

	Rating
Outcome 10: Offer, enrolment, contracts, insurance and visa	Implemented
Outcome 11: International learners receive appropriate orientations, information and advice	Well implemented

Summary of performance under each outcome

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

Part 3 Organisational structures to support a whole-of-provider approach to learner wellbeing and safety	Summary of performance based on gathered information (i.e. how effectively is your organisation doing what it needs to be doing?)	How do you know? (i.e. note supporting evidence with analysis to make sense of what it means)
Outcome 1: 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"> • We maintain a detailed register for documenting critical incidents and emergencies, ensuring accountability and responsiveness. • All incidents are reported to the Board, facilitating a thorough discussion on incident management and strategic responses. Incidents are reviewed to evaluate procedure appropriateness and training needs. 	<p>The analysis of multiple feedback channels—such as live chat, surveys, and direct communication—demonstrates a high level of student satisfaction with the support and learning environment offered. This assessment is informed by a range of documents, including survey questionnaires, enrolment forms, and health and safety policies. Additionally, initiatives such as one-on-one coaching sessions and ongoing staff training play a crucial role in enhancing our support services. Collectively, this comprehensive approach underscores our commitment to the continuous improvement of the student experience and the maintenance of a safe and enriching learning environment.</p>

	<ul style="list-style-type: none"> • Health and safety policies are currently under review. • Strategi Institute effectively manages critical incidents and emergencies through structured reporting and proactive procedure review for continuous improvement. <p>We are committed to maintaining a Strategic and Transparent Learner Wellbeing and Safety System:</p> <ul style="list-style-type: none"> • The Student Handbook covers health and safety, learning contracts, learner special needs, and support. • Serious issues are reported promptly to the Head of institute and are handled promptly and with sensitivity • A learner-centric approach is emphasised among all staff. • Assignment support sessions have high attendance rates. • Positive feedback is received from learners via surveys and discussions. • Ongoing efforts include: updating the Student Handbook, analysing data for continuous improvement, progress records are maintained • Learners can raise any concerns or suggest improvements for their programmes through learner surveys and our regular forums with learners, such as at the weekly support meetings <p>Using Learner Voice for Impact Assessment:</p> <ul style="list-style-type: none"> • Ongoing analysis of survey responses evaluates the impact on learner well-being and safety practices. 	<ul style="list-style-type: none"> • Strategi Quality Management System policies and procedure • Strategic Goals and Objectives and Vision • Strategi Learner Strategy • Strategi Learner Voice policy • Health and Safety Policy • Strategi Māori Tertiary Education Strategy • Student Satisfaction Survey • Consistency review report 2023 • Course completion survey • Website information • Student Handbook • Fire drill and first aid training • Emergency Services Contact List.doc • First Aid Record.doc • Hazard and First Aid Register .doc • Health and Safety portals • Critical incident management system • Appendix I- Strategi Institute Critical Incidents Register V1.xlsx • Staff Training • Strategi Annual report • Strategi SELMA Dashboard / Student Services dashboard • Health and Safety portals • Student support - special needs.pdf
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<ul style="list-style-type: none"> • Student feedback is utilised for staff training and process improvement. • Strategi Institute is effectively employing learner feedback for continuous improvement, aligning with best practices through a data-driven approach. <p>Upholding Te Tiriti o Waitangi Principles:</p> <ul style="list-style-type: none"> • Strategi Institute promotes an inclusive learning environment that aligns with the principles of Te Tiriti o Waitangi (Participation, Protection, and Partnership). • There have been no complaints regarding the principles not being met to date. • Staff have attended Te Tiriti workshops, and we have committed to beginning our Mātauranga Māori journey this year. <p>Alignment with Organisational Strategic Goals and Plans:</p> <ul style="list-style-type: none"> • Policies and procedures are aligned with the Strategi Institute’s strategic goals and objectives. • An inclusive learning environment is promoted, and ongoing support is provided to students. • Data collection and evaluation are used to gauge the effectiveness of these practices. • Student feedback indicates satisfaction with the learning environment and support. • Strategi Institute is updating the Student Handbook to include international students, and 	
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

	<ul style="list-style-type: none"> continuously reviewing our QMS. <p>Strategi Institute is effectively managing and improving its learner well-being and safety system, with a commitment to transparency, inclusivity, and responsiveness to learner needs. To further enhance performance, we can continue our 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 our policies and procedures.</p>	
<p>Outcome 2: Learner voice</p>	<p>Strategi Institute caters exclusively to adult learners aged 18 and above within the financial services sector or those aspiring to become financial advisors through part-time studies.</p> <p>Courses are delivered through a variety of modes, including face-to-face classroom sessions, virtual classrooms, online and distance learning. Upon completion of each course or program, students are invited to participate in surveys to provide feedback on their experiences.</p> <p>Strategi Institute actively solicits feedback throughout and after courses. In addition to multiple feedback channels, we have established various systems to ensure learners have a voice:</p> <ul style="list-style-type: none"> Student support team Social media, newsletters, and student surveys QMS: Student complaints process QMS: Student appeals Enrolment Information Student Handbook Strategi Website Staff Training 	<p>Strategi Institute has established robust policies, procedures, and processes to ensure that the voices of our learners are both heard and valued. Our dedicated support services team facilitates direct opportunities for students to express their concerns and suggestions.</p> <p>To effectively gather feedback, we utilize modern communication platforms, including social media, newsletters, our website, and surveys. This diverse approach enables us to collect comprehensive insights from our student body.</p> <p>We have implemented a comprehensive set of processes that ensure the complaints procedure is transparent and accessible to all learners. Clear protocols are in place to follow up on complaints in a timely manner and to gather feedback from complainants regarding the handling of their concerns.</p> <p>Our commitment to transparency and accountability is further exemplified by implementing formal systems, such as the Quality Management System (QMS), for managing student complaints and appeals. This structured approach enhances our</p>

	<p>Strategi Institute has well-established systems in place to engage with learners and gather and utilise learner voices. By implementing these systems, we aim to foster a supportive and inclusive learning environment where student voices are valued and respected.</p>	<p>ability to address issues effectively and uphold our standards of service.</p> <ul style="list-style-type: none"> • Student meetings and student support • Social Media, newsletters and student surveys • QMS Student Complaints • QMS Student Appeals • Enrolment Information • Student Handbook • Strategi Website • Staff Training
--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Wellbeing and safety practices for all tertiary providers

Part 4 Wellbeing and safety practices for all tertiary providers	Summary of performance based on gathered information (i.e., how effectively is your organisation doing what it needs to be doing?)	How do you know? (i.e. note supporting evidence with analysis to make sense of what it means)
<p>Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments</p>	<p>At Strategi Institute, we prioritise the holistic well-being of our students by fostering a safe and inclusive learning environment. Our operational processes are underpinned by a strong framework dedicated to this commitment.</p> <p>The Student Charter outlines students' rights and responsibilities, emphasizing their entitlement to support and setting expectations for conduct. This document is essential for promoting a positive student experience, supported by our strategic plan, Quality Management System (QMS), and Student Handbook.</p> <p>We have established protocols for promptly and confidentially addressing sexual harassment complaints, ensuring the safety and dignity of all individuals in our community. These protocols are part of our broader framework for managing grievances and maintaining respect.</p> <p>Our dedication to cultural respect and diversity includes providing tailored language and cultural support services, cultural awareness training for staff, and initiatives that celebrate diversity. Cultural practices, such as mihi and karakia, are integrated into learning sessions, and all staff participate in Mātauranga Māori training. Our commitment to equity and inclusion is reinforced through the Strategi Māori Tertiary Education strategy, which outlines goals for</p>	<p>Our commitment to student well-being and safety is anchored in a comprehensive framework of processes and evidence-based practices. This commitment is evident in the clear articulation of student rights and responsibilities outlined in our Student Charter, as well as in our prompt response to sexual harassment complaints.</p> <p>We also prioritize cultural support initiatives, staff training sessions, and accessible enrolment materials, which further demonstrate our dedication to creating an inclusive environment.</p> <p>Feedback from satisfaction surveys, coupled with our adherence to the Strategi Māori Tertiary Education Strategy, informs our continuous improvement efforts.</p> <p>Together, these components reinforce our pledge to foster a safe and supportive learning environment for all students.</p> <ul style="list-style-type: none"> • QMS Student Rights and Responsibilities: Student Charter • QMS Sexual Harassment Complaints • Cultural support (language and culture) • Staff Training • Enrolment Information • Student Handbook

	<p>supporting Māori students and fostering cultural responsiveness.</p> <p>Regular training sessions enhance staff awareness of student well-being, cultural sensitivity, and support strategies, equipping them to address diverse student needs effectively.</p> <p>Our enrolment materials, Student Handbook, and website provide comprehensive information on available support services, student rights and responsibilities, and our commitment to a safe learning environment. Upon enrolment, every student completes a Learning Plan. Strategi Institute offers various support services, including academic and pastoral care, accessible through email, phone, live chat, study support sessions, coaching, and social media. These services comprehensively address diverse student needs</p> <p>We conduct regular surveys to gather feedback from students and graduates, providing insights into their experiences and satisfaction. This feedback informs our continuous improvement efforts in student support and well-being initiatives.</p> <p>Our student management system (SELMA) and online learning platform, Radar, provide real-time data to monitor student well-being, progress, and the effectiveness of support interventions. This data-driven approach allows for proactive intervention and continuous improvement.</p> <p>Thorough venue checklists ensure compliance with health and safety standards at all training sites, supported by a comprehensive health and safety strategy that prioritises the well-being of students and staff. A dedicated student support team collaborates with our Health and</p>	<ul style="list-style-type: none"> • Strategi Website • Student Support Services • Staff Training • Student Satisfaction Survey • Graduate Outcome Survey • Course completion Survey • Strategi Māori Tertiary Education Strategy • Enrolment Information • Student Handbook • Strategi Website • SELMA Dashboard • Student Support Services • Strategi Quality Management System • Health and Safety Strategy • Student support team – Meenu Gulati, Jaqueline Schonken, Betty Wright • Appendix E - Strategi Institute Venue Checklist.pdf • Health and Safety Manager- Grant Henderson
--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<p>Safety team to implement support initiatives and maintain a safe learning environment, contributing to our overall well-being framework.</p>	
<p>Outcome 4: Learners are safe and well</p>	<p>Strategi Institute has established a comprehensive framework to ensure effective educational delivery and our students' and stakeholders' safety and welfare.</p> <p>Prospective students receive clear enrolment information, informative program brochures, and access to a user-friendly website, which streamlines the enrolment process and provides essential details about available programs.</p> <p>The institution's commitment to safety and well-being is reflected in its dedicated health and safety practices, comprehensive emergency procedures, and accessible support services. Staff members receive regular training to ensure they are prepared for unforeseen circumstances.</p> <p>Strategi Institute prioritises quality assurance through a structured quality management system and meticulous incident documentation. This proactive approach demonstrates the institution's commitment to maintaining high health and safety standards.</p> <p>Strategi Institute effectively fulfils its responsibilities by providing accessible information, prioritising safety and well-being, and implementing rigorous quality assurance measures. Our dedicated staff serve as the first support line, maintaining close contact with learners. If any student is identified as at risk, the matter is promptly raised with the Student Support Manager, who collaborates with the student to create an</p>	<p>We validate the implementation of our processes and policies through a comprehensive approach. This involves strict adherence to procedures outlined in key documents, including enrolment information, the Student Handbook, and program brochures.</p> <p>We continuously monitor the effectiveness of our online presence, such as the Strategi website and the health and safety portal, to ensure that information is both accessible and accurate.</p> <p>Providing comprehensive student support services and adherence to our health and safety strategy are crucial indicators of our implementation efforts. Regular staff training initiatives are conducted to ensure competency in emergency response, as specified in our emergency procedures and the emergency services contact list.</p> <p>Thorough documentation, including first aid records and the hazard and first aid register, further substantiates our implementation practices. Mechanisms such as the self-report discomfort and pain form facilitate ongoing feedback and continuous improvement. Through these measures, we maintain a high level of confidence in the effective implementation of our processes and policies across Strategi Institute</p> <ul style="list-style-type: none"> ● Enrolment Information ● Student Handbook ● Programme Brochures ● Strategi Website ● Health and Safety portal

	<p>appropriate support strategy. Depending on the risk level, the Student Support Manager informs the Academic Manager to ensure the necessary support process is initiated.</p>	<ul style="list-style-type: none"> • Student Support Services • Health and Safety Strategy • Student Support Services • Health and Safety Portal • Staff Training • Strategi Quality Management System • Enrolment Form • Health and Safety Register– • Emergency Procedures.docx • Emergency Services Contact List.doc • First Aid Record.doc • Hazard and First Aid Register .doc • Self-Report Discomfort and Pain Form.doc
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Wellbeing and safety practices for all tertiary providers

Part 6 Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners	Summary of performance based on gathered information (i.e., how effectively is your organisation doing what it needs to be doing?)	How do you know? (i.e. note supporting evidence with analysis to make sense of what it means)
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	International learners are supported through the enrolment process. A comprehensive Student Handbook and online orientation provide information essential for a successful study journey. Strategi Institute offers a variety of opportunities for international learners to voice their issues or concerns, both informally and formally. New surveys have been developed to include NPS scores, and results are followed up.	<ul style="list-style-type: none"> • Student Code of Conduct • Student Charter • Student Declaration • Student support service
Outcome 9: Prospective international tertiary learners are well-informed	Strategi Institute does not recruit international students to come to study in New Zealand on a student visa. We enrol international students studying offshore, so there is no need for a visa or onshore a work visa. Our enrolments team have clear enrolment processes. The Head of	<ul style="list-style-type: none"> • Marketing • ITENZ-International student team • EducationNZ

	<p>Institute has previously marketed to international agents and students and has recruited international students to come to study in New Zealand on student visas, so we are familiar with the distinct well-being and safety needs of diverse international tertiary learners. We do need to form new networks with the ITENZ international student forum and engage with EducationNZ and ImmigrationNZ to promote our programmes of study.</p>	
<p>Outcome 10: Offer, enrolment, contracts, insurance and visa</p>	<p>We are a new signatory to the Code and have developed several new policies. Our staff have undergone training, and all our documentation and information have been revised and reviewed. The enrolment form gives clear information, and the Student Handbook has been updated to provide clear information to all students. Offer letters are clear and obvious; enrolment documents, academic transcripts, English language proficiency, insurance and visas are all re-checked through the enrolment process.</p> <p>Learner files are audited and verified to ensure any missing information is captured.</p> <p>All fees are held in the Student Fee Protection fund and can only be drawn down as a learner progresses through the programme.</p>	<ul style="list-style-type: none"> • Student Handbook • Student Support team • Public Trust • Fee refund policy • Checks using Visa View • Enrolment checklist • Immigration New Zealand
<p>Outcome 11: International learners receive appropriate orientations, information and advice</p>	<p>Strategi Institute has just received Code signatory approval, and all documentation has undergone review. Specific, new policies have been developed, approved, and implemented, and staff have undergone training.</p> <p>Contacts and support for international students are in place.</p>	<ul style="list-style-type: none"> • All submitted documents -Code signatory application • Orientation • International Orientation

Organisational structures to support a whole-of-provider approach to learner well-being and safety

<p>Part 3 Organisational structures to support a whole-of-provider approach to learner wellbeing and safety</p>	<p>Identified gaps in compliance with key required processes</p>
<p>Outcome 1: A learner well-being and safety system</p>	<p>Identified Gaps:</p> <ol style="list-style-type: none"> 1. Alignment of Student Surveys: Current student surveys do not fully reflect students’ experiences or align with Key Evaluation Questions (KEQs). 2. Accessibility of Learner Voice Policy: The Learner Voice policy has not been published, limiting student engagement and empowerment. 3. Assessment of Course Completion Surveys: There is a need for a systematic review of course completion surveys to evaluate the effectiveness of academic programs. 4. Quality Management System (QMS) Enhancement: The QMS requires improvements to better support continuous quality assurance and improvement. 5. Faculty Training Needs: There is a gap in assessing the professional development needs of faculty to ensure they meet high educational standards. 6. Inclusivity of Student Handbook: The Student Handbook lacks comprehensive information for international students and TAFE participants. 7. Efficiency of Enrolment Processes: The current enrolment forms and processes are not streamlined, leading to inefficiencies in admissions procedures. <p>Actions to Address the Gaps:</p> <ol style="list-style-type: none"> 1. Review Student Surveys: Conduct a thorough examination of all student surveys to ensure they better reflect students’ experiences and align with KEQs. Incorporate an NPS question to measure student satisfaction. 2. Update the Learner Voice Policy: Finalize and publish the Learner Voice policy to promote student engagement and provide clear avenues for feedback and involvement in decision-making. 3. Assess Course Completion Surveys: Implement a systematic review of course completion surveys to evaluate academic program effectiveness. Analyse completion rates alongside student feedback, and develop a new survey reporting template. 4. Improve Our Quality Management System (QMS): Enhance the QMS through a continuous review cycle. Conduct regular audits and implement feedback mechanisms to monitor standards and foster a culture of quality assurance.

	<ol style="list-style-type: none"> 5. Evaluate Faculty Training Needs for 2024: Assess the professional development needs of faculty, focusing on workshops related to teaching best practices and new educational technologies. 6. Update the Student Handbook: Revise the Student Handbook to include essential information for international students and TAFE participants, ensuring all students have access to vital support services, academic expectations, and cultural resources by the end of the year. 7. Streamline Enrolment Forms: Create new enrolment forms and simplify the enrolment process to enhance efficiency and improve the overall experience for prospective students.
<p>Outcome 2: Learner voice</p>	<p>Identified Gaps:</p> <ol style="list-style-type: none"> 1. Learner Voice Policy Accessibility: The Learner Voice policy is not yet finalised or published, limiting the integration of student perspectives into decision-making processes. 2. Survey Effectiveness: Current course completion, student satisfaction, and graduate satisfaction surveys require a thorough assessment to ensure comprehensive feedback on our academic offerings and overall student experience. 3. Survey Alignment and Inclusion: While compliance and monitoring systems are effective, they need enhancement by aligning surveys with relevant Key Evaluative Questions (KEQs) and incorporating international student perspectives through an advisory group. 4. Quality Management System (QMS) Updates: The QMS requires ongoing updates to align with the standards outlined in Outcome 2 of the Code. 5. Staff Training on Complaints Procedures: Staff need training on the new Student Complaints procedures to ensure everyone is well-informed and equipped to handle student concerns effectively. <p>Actions to Address the Gaps:</p> <ol style="list-style-type: none"> 1. Finalize and Publish Learner Voice Policy: We will review, finalize, and publish the Learner Voice policy, making it accessible on our e-learning platform and website to enhance student involvement in decision-making. 2. Assess and Revise Surveys: A comprehensive review of the course completion, student satisfaction, and graduate satisfaction surveys will be conducted to gather more effective feedback on academic offerings and student experiences.

	<ol style="list-style-type: none"> 3. Align Surveys with KEQs: We will enhance our compliance and monitoring systems by aligning surveys with relevant KEQs and establishing a documented process for incorporating international student feedback through an advisory group. 4. Update the QMS: A systematic review and update of the QMS will be initiated to ensure compliance with the standards outlined in Outcome 2 of the Code. 5. Implement Staff Training: We will develop and deliver training sessions on the new Student Complaints procedures to ensure all staff members are informed and capable of supporting students effectively.
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Wellbeing and safety practices for all tertiary providers

Part 4 Wellbeing and safety practices for all tertiary providers	Identified gaps in compliance with key required processes
<p>Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments</p>	<p>Identified Gap: While our Quality Management System (QMS) effectively documents necessary standards and manages compliance and monitoring, there is a gap in aligning all surveys with the appropriate Key Evaluation Questions (KEQs). This misalignment may hinder our ability to assess and enhance our educational effectiveness fully.</p> <p>Actions to Address the Gap:</p> <ol style="list-style-type: none"> 1. Conduct a Survey Audit: We will thoroughly review all existing surveys to identify areas where alignment with KEQs is lacking. 2. Revise Survey Instruments: Based on the audit findings, we will update and redesign survey instruments to ensure they directly correspond with the relevant KEQs. 3. Train Staff on KEQ Alignment: We will provide training sessions for staff involved in survey development to enhance their understanding of KEQs and the importance of alignment in measuring educational outcomes. 4. Implement a Continuous Review Process: We will establish a regular survey review cycle to ensure ongoing alignment with KEQs and allow for timely adjustments as needed.
<p>Outcome 4: Learners are safe and well</p>	<p>Identified Gap: While we are committed to continuous improvement, we can enhance our proactive monitoring of well-being and safety effectiveness within our educational environment. Specifically, we recognise the need to incorporate an international student perspective in our surveys to solicit learner feedback better. Additionally, our current feedback questionnaires and enrolment forms require a thorough review to improve the implementation of Outcome 4 of the Code.</p> <p>Actions to Address the Gap:</p> <ol style="list-style-type: none"> 1. Incorporate International Student Feedback: We will revise our surveys to include targeted questions for international students,

	<p>ensuring their unique experiences and needs are considered in our well-being assessments.</p> <ol style="list-style-type: none"> 2. Review Feedback Questionnaires: We will conduct a comprehensive evaluation of our existing feedback questionnaires, focusing on enhancing their effectiveness in capturing meaningful insights from all students. 3. Enhance Enrolment Forms: We will update our enrolment forms to ensure they align with Outcome 4 of the Code, making it easier for students to understand their rights and responsibilities regarding well-being and safety.
--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Strategi Institute Is now an approved signatory to the Code. This means for 2025, we will include outcomes 8-11 in our self-review action plan.

Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	We have just been approved as a signatory to the Code, which requires staff training and an understanding of new processes and information. New surveys have been developed that include NPS scores.
Outcome 9: Prospective international tertiary learners are well informed	We are only enrolling students already onshore on a work visa and are not marketing offshore to attract international students to study on a student visa. However, we seek to engage with agents and learn how to promote new networks onshore and offshore networks.
Outcome 10: Offer, enrolment, contracts, insurance and visa	We have five new policies in place, and we have focused on developing a clear enrolment form, providing accurate visa information, and updating our Student Handbook to provide clear information to students.
Outcome 11: International learners receive appropriate orientations, information and advice	As a new signatory to the Code, we have reviewed over 50 documents and five policies to ensure our information is clear and accurate. We have also ensured all staff, particularly the enrolments team, have training and international students' contacts are in place.

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	Completed
Outcome 1: A learner wellbeing and safety system	<ul style="list-style-type: none"> - Student satisfaction survey to be reviewed and finalised. - Learner Voice policy to be reviewed and finalised and published on the e-learning and website. - New website developed. - Course completion surveys to be reviewed and finalised. - QMS to be reviewed and updated. - Staff training requirements 2024 to be reviewed and actioned. 	Head of Institute and Student Support Manager	01/09/24 QMS is in a continual review cycle.	Obligations register Zoho project plans	<ul style="list-style-type: none"> - Updated all surveys and managed frequency, analysis, distribution and outcome impact. - Learner voice policy published. - New staff appraisal forms developed, staff all have PDP plans in place. - Website developed.
Outcome 2: Learner voice	<ul style="list-style-type: none"> - Learner Voice policy to be reviewed and finalised and published on the e-learning and website. - Develop a complaint feedback form. - Course completion survey to be 	Head of Institute and Student Support Manager	01/09/24	Appointed a data administrator Three-step documentation review process applied	Learner voice policy in QMS. A complaint feedback form was developed and is in use. Student Handbook includes international student targeted information.

	<ul style="list-style-type: none"> reviewed and finalised. - Student satisfaction survey to be reviewed and finalised. - Graduate satisfaction surveys to be reviewed and finalised. - QMS to be reviewed and updated. - Compliance and monitoring are well managed but require improvements in two areas: - Aligning surveys with the appropriate KEQs. - Feedback and complaints data to be collected for 2023-2024. 				
--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--	--	--

- **Wellbeing and safety practices for all tertiary providers**

Part 4 Wellbeing and safety practices for all tertiary providers	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning	<ul style="list-style-type: none"> - QMS to be reviewed and updated - Course completion survey to be reviewed and finalised. 	Head of Institute and Student Support Manager	01/09/24	Data administrator or appointed to manage and report on progress, develop survey forms	Updated QMS as per review cycle Surveys and feedback mechanisms reviewed and implemented in a structured manner.

environments	<ul style="list-style-type: none"> - Student satisfaction survey to be reviewed and finalised. - Graduate satisfaction surveys to be reviewed and finalised. - QMS to be reviewed and updated. - Explore better options for proactive monitoring of well-being and safety effectiveness. 			<p>and survey report forms</p> <p>Obligations register</p> <p>Appointment of international student staff contacts</p>	International students staff contacts appointed.
Outcome 4: Learners are safe and well	<ul style="list-style-type: none"> - Enrolment form to be finalised. - QMS to be reviewed and finalised. - All survey questionnaires to be reviewed and finalised. 	Head of Institute and Student Support Manager	01/09/24	<p>Obligations register</p> <p>Data administration coordinator -new role</p>	Standards and practice reviewed, feedback considered, standards and practice updated accordingly.

Outcome 8: Responding to the distinct well-being and safety needs of international learners	All documentation has been reviewed thoroughly to include international students' information in preparation to apply for approval to be a signatory to the Code.	Head of Institute and Student Support Manager	01/09/24
Outcome 9: Prospective international learners are tertiary well informed	Marketing promotions needed to target onshore and offshore students.	Head of Institute and Student Support Manager	01/09/24
Outcome 10: Offer, enrolment, contracts, insurance and visa	New policies and processes and staff training are required.	Head of Institute and Student Support Manager	01/09/24

<p>Outcome 11: International learners receive appropriate orientations, information and advice</p>	<p>Continuous review of i students. Training is required for The enrolment team.</p>	<p>Head of Institute and Student Support Manager</p>	<p>01/09/2420</p>
--------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------	------------------------------------------------------	-------------------