



New Zealand Equine Education Trust

2024 Self Review Report

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



Te Oranga me
Te Haumaru Ākonga

**Learner Wellbeing
and Safety**



NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!

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TEO information

TEO Name	New Zealand Equine Education Trust		MoE number	8497
Code contact	Name	Monique Koch	Job title	Executive Officer

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Current enrolments	Domestic learners	Total #	#103	18 y/o or older	#89	
				Under 18 y/o	#14	
	International learners	Total #	#0	18 y/o or older	#0	
				Under 18 y/o	#0	
Report author(s)	Monique Koch					

- Numbers based of the RS20 FY2024 report

Introduction

NZ Equine Education Trust (NZEET) is the racing and breeding industries' niche Private Training Establishment (PTE), established by the racing sectors to service their national training needs. The sole purpose of NZEET is to service the needs of its stakeholders, namely the racing and participating equine industries. Because of that focus, we are committed to outcomes for industry through providing excellent programme design, delivery and assessment.

NZ Equine Education Trust, a registered Charitable Organisation, was established in October 1997. The Membership Organisations (M/O) of the Trust and Board include NZ Thoroughbred Racing, Harness Racing NZ, NZ Thoroughbred Breeders Association and NZ Standardbred Breeders Association.

To service the needs of stakeholders, NZEET holds and maintains registration and accreditation to enable formal qualifications to be delivered to the industry codes. The NZEET is the only provider in NZ that has accreditation to cover all codes within the racing industry, as well as the breeding industry and servicing sectors.

Significant changes in the past year for the NZEET include the Executive Officer role, new education team members, staff changes and resignations and the increased pressure of higher expectations. When issues have been identified management have addressed them quickly and appropriately.

NZEET takes an evaluative approach to education which enables decisions about quality, value, and importance to be reached on a consistent and reliable basis as required by learner, stakeholders, and industry needs. NZEET fosters strong organisational self-assessment systems, including regular feedback, peer and class evaluation and reflection sessions in the monthly tutor teleconferences. Professional development also remains a strong focus of these monthly meetings.

NZEET strives to be New Zealand's leading equine provider through delivering quality training programmes for the racing and breeding industries. NZEET seeks to be flexible and responsive to immediate and future training needs as identified by our Member Organisations.

As the racing and breeding industries niche PTE, we have capability to tap into resources and expertise within industry, enabling cost effective provision of training and a high degree of relevance through superior industry focus. NZEET's aspiration to up-skill our industry workforce is the motivating factor as opposed to profit driven incentive. Thus our focus is upon the supply and delivery of quality and relevant industry training, directly aligned with industry needs.

2024 Annual Self-Review

This report summarises NZEET's annual self-review of learner wellbeing and safety practices under the requirements of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

Outcomes 1-4 of the Code require evaluation for all tertiary education providers (that do not offer student accommodation) and outcomes 8-12 of the code require evaluation for code signatory (TEOs with international learners) tertiary education providers.

Outcome 1: A learner wellbeing and safety system.

Providers must take a whole-of provider approach to maintain a strategic and transparent learner wellbeing and safety system that reports to the diverse needs of their learners.

Outcome 2: Learner Voice.

Providers understand and respond to diverse learner voices and wellbeing and safety needs in a way that upholds their mana and autonomy.

Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments.

Providers must foster learning environments that are safe and designed to support positive learning experiences of diverse learner groups.

Outcome 4: Learners are safe and well.

Providers must support learners to manage their physical and mental health through information and advice, and identify and respond to learners who need additional support.

Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners.

Signatories must ensure that practices under this code respond effectively to the distinct wellbeing and safety needs of their diverse international tertiary learners.

Outcome 9: Prospective international tertiary learners are well informed.

Signatories ensure that prospective international tertiary learners receive clear, accessible, accurate and sufficient information, and make informed choices about the study and services a signatory provides before they begin their study.

Outcome 10: Offer, enrolment, contract, insurance and visa.

Signatories must have practices for enabling learners to make well-informed enrolment decisions in relation to the educational outcomes being sought by the learner and ensuring that all relevant parties are clear about their interests and obligations prior to entering into the enrolment contract.

Outcome 11: International learners review appropriate orientations, information and advice.

Signatories must ensure that international tertiary learners have the opportunity to participate in well-designed and age-appropriate orientation programmes and continue to receive relevant information and advice to support achievement, wellbeing and safety.

Outcome 12: Safety and appropriate supervision of international tertiary learners.

Signatories ensure that international tertiary learners are safe and appropriately supervised in their accommodation and effectively communicate with the parents or legal guardian of learners under 18 years.

Stage of implementation for each outcome

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 / Implemented / Developing / Early stages
Outcome 2: Learner voice	Well implemented / Implemented / Developing / Early stages

Wellbeing and safety practices for all tertiary providers

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

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 / Implemented / Developing / Early stages
Outcome 9: Prospective international tertiary learners are well informed	Well implemented / Implemented / Developing / Early stages
Outcome 10: Offer, enrolment, contracts, insurance and visa	Well implemented / Implemented / Developing / Early stages
Outcome 11: International learners receive appropriate orientations, information and advice	Well implemented / Implemented / Developing / Early stages
Outcome 12: Safety and appropriate supervision of international tertiary learners	Well implemented / Implemented / Developing / Early stages

	Rating
Outcome 13: Marketing and promotion	Well implemented / Implemented / Developing / Early stages
Outcome 14: Managing and monitoring education agents	Well implemented / Implemented / Developing / Early stages
Outcome 15: Offer, enrolment, contracts, and insurance	Well implemented / Implemented / Developing / Early stages
Outcome 16: Immigration matters	Well implemented / Implemented / Developing / Early stages
Outcome 17: Orientation	Well implemented / Implemented / Developing / Early stages
Outcome 18: Safety and wellbeing	Well implemented / Implemented / Developing / Early stages
Outcome 19: Learner support, advice and services	Well implemented / Implemented / Developing / Early stages
Outcome 20: Managing withdrawal and closure	Well implemented / Implemented / Developing / Early stages
Outcomes 21 and 22: Dealing with complaints and compliance with international learner contract Dispute Resolution Scheme (DRS)	Well implemented / Implemented / Developing / Early stages

Summary of performance under each outcome

	<p>Summary of performance based on gathered information (i.e. how effectively is your organisation doing what it needs to be doing?)</p> <p>How do you know? (i.e. note supporting evidence with analysis to make sense of what it means)</p>
<p>Outcome 1:</p> <p>A learner wellbeing and safety system</p> <p>Well implemented</p>	<p>The NZEET learner wellbeing and safety system is outlined and made accessible to students through the orientation handbook.</p> <p>This includes :</p> <ul style="list-style-type: none"> - Help and support numbers - Information about working and studying in the industry - Summary of programmes - Enrolment Procedures - Assessments - Student Evaluation - Tutorial Support - Privacy Information - Student Support - Student Safety Policies and Procedures and - Expectation of Students <p>This is provided to the student on enrolment and the information will be more readily available with the implementation of the new NZEET website which is currently under construction.</p>

<p>Outcome 2: Learner voice</p> <p>Well implemented</p>	<p>The following people/organisations are available to provide support to students at all times and are listed in the student handbook along with their contact information.</p> <ul style="list-style-type: none"> • Internal NZEET Board, Tutors, Training Advisors, Riding/Driving Masters, Employers • External Andrew McKerrow, Racing Integrity Unit, Primary Industry Training Organisation Training Advisors, Vitae (NZTR) <p>To assist NZEET with improving our delivery of training, students are asked to provide feedback on workshops at the completions of the session. Students are also encouraged to provide feedback at the end of each module.</p>
<p>Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments</p> <p>Well Implemented</p>	<p>Innovative Programmes</p> <p>Our programmes are fun, innovative, and rewarding. Topics are supported by experienced guest speakers, and field trips.</p> <p>Learning Environment</p> <p>NZEET has facilities based in or around major racecourses throughout NZ, we are also supported by the industry and able to utilise their resources, both physical and intellectual.</p> <p>NZEET maintains a professional but friendly environment focused on meeting the needs of our racing and breeding industry. We look upon our students as the leaders, managers and key people of the future and are therefore very keen to invest in students' future, support their goals and help them achieve.</p>

	<p>Tutors</p> <p>NZEET engages tutors with both teaching qualifications and relevant industry experience and knowledge. Professional Industry specialists are utilised over a wide range of industry specific topics to uphold integrity within the learning environment. A student is able to contact their tutor with any concerns or queries they may have about their study.</p> <p>Quality Management System</p> <p>Our Quality Management System ensures that students will receive consistent quality in tutoring, mentoring with qualified tutors and resources across all programmes and all sites. NZEET is committed to improving its programmes wherever possible, and in doing this, we constantly monitor results and systems. We are able to be proactive and to change processes and procedures if needed.</p> <p>Website</p> <p>The NZEET website is now live to make information even more accessible to students.</p>
<p>Outcome 4:</p> <p>Learners are safe and well</p> <p>Well implemented</p>	<p>Andrew McKerrow is the Salvation Army Racetrack Support Chaplain. Andrew works solely with the racing industry, providing care and support to whoever needs it. Whether students need someone to talk to or help with larger issues, Andrew can provide initial care while connecting them further help if needed. All sessions are confidential</p>

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

NOTE: International Students under the NZEET all have work visas and are already employed in the industry before they are enrolled with the NZEET. Study through the NZEET is a requirement of their licencing for working in the industry; they do not undertake any additional study through the Trust. There are no international student fees charged and study is included as part of obtaining their licence under the relevant racing code.

Formerly these international students were treated as domestic students under our policies and procedures (due to the specific nature of their study), therefore outcomes 8-12 are mostly in early implementation stages. New enrolment processes have been developing in 2024 including a new enrolment form/contract, requiring additional information to ensure the requirements are met under the Code, and increased accessibility of information through the NZEET's developing website which has recently gone live.

Currently there are no international students enrolled in the NZEET, though we expect between 2 and 6 students in the 2025 period.

	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	The NZEET learner wellbeing and safety system available to international students is the same as what is outlined and provided for our domestic students and outlined in detail under outcomes 1-4. Development is underway to review this policy and ensure any distinct needs pertaining to their international student status are addressed.

<p>Outcome 9:</p> <p>Prospective international tertiary learners are well informed</p>	<p>International students are provided with the same information that is provided to our domestic students as outlined in detail under outcomes 1-4.</p> <p>Development is underway to review this policy and ensure any distinct needs pertaining to their international student status are addressed. This have included information on the new website as well as the new enrolment forms.</p>
<p>Outcome 10:</p> <p>Offer, enrolment, contracts, insurance and visa</p>	<p>Contracts and immigration status are kept as part of our enrolment records, including copies of their visas, though we are developing a more robust enrolment procedure that will ensure all procedures required under Outcome 10 are met.</p>
<p>Outcome 11: International learners receive appropriate orientations, information and advice</p>	<p>International students are provided with the same information and orientation that is provided to our domestic students as outlined in detail under outcomes 1-4.</p> <p>Development is underway to review this policy and ensure any distinct needs pertaining to their international student status are addressed. This includes increased information on the new website as well as the new enrolment pack and orientation procedures.</p>
<p>Outcome 12:</p> <p>Safety and appropriate supervision of international tertiary learners</p>	<p>Andrew McKerrow is the Salvation Army Racetrack Support Chaplain is also available to international students to support their safety and well-being.</p> <p>More development is underway to ensure these students have the additional safety and supervision they require due to their international student status.</p>

	<p>Summary of performance based on gathered information (i.e. how effectively is our organisation doing what it needs to be doing?)</p> <p>How do we know? (i.e. note supporting evidence with analysis to make sense of what it means)</p>
<p>Outcome 13: Marketing and promotion</p>	<p>The individual codes have their own marketing plans and regularly attend career days at schools. Information about training is available on their websites. Recently they have approached radio media as well to further promote working in the industry.</p> <p>We work closely with Primary Industries and many of our education enquiries are referred through them from their own website and marketing.</p> <p>International students may learn about the NZEET through Primary industries or through the information available online, however the reality is that they are referred to the trust after gaining employment in the industry as training with the NZEET is part of their licencing requirements. The NZEET does not actively pursue international students nor does it charge international student fees.</p> <p>Our website has recently gone live and provides further information and promotional material surrounding studying through the NZEET.</p>

Outcome 14: Managing and monitoring education agents	The NZEET managing and monitoring procedures pertaining to education agents for international students are the same as what is outlined and provided for our domestic students. These will be updated as our policies develop to ensure the distinct needs of international students are met.
Outcome 15: Offer, enrolment, contracts, and insurance	International Students approach the trust once they are employed in the industry. This means they will already have contracts and insurance (either through ACC or the employer) in place before training. We ensure we have their employment information and visa on file, though do not assist in the application process.
Outcome 16: Immigration matters	The NZEET ensures international students' employment information and visa are on file, though do not assist in the application process because they are already employed in New Zealand and have the relevant visas and insurance before commencing study with the NZEET.
Outcome 17: Orientation	<p>International students are provided with the same information that is provided to our domestic students as outlined in detail under outcomes 1-4.</p> <p>Development is underway to review this policy and ensure any distinct needs pertaining to their international student status are addressed. This will include increased information on the new website.</p>

<p>Outcome 18: Safety and wellbeing</p>	<p>International students are provided with the same information that is provided to our domestic students as outlined in detail under outcomes 1-4.</p> <p>Development is underway to review this policy and ensure any distinct needs pertaining to their international student status are addressed. This will include increased information on the new website.</p>
<p>Outcome 19: Learner support, advice and services</p>	<p>International students are provided with the same information that is provided to our domestic students as outlined in detail under outcomes 1-4.</p> <p>Development is underway to review this policy and ensure any distinct needs pertaining to their international student status are addressed as above.</p>
<p>Outcome 20: Managing withdrawal and closure</p>	<p>Information surrounding withdrawal of programmes is available in the ITO handbook provided to learners. All withdrawals and closures are logged on the learner completions database and withdrawal database as well as a reason for non-completion if they have not completed their course.</p>
<p>Outcomes 21 and 22: Dealing with complaints and compliance with international learner contract Dispute Resolution Scheme (DRS)</p>	<p>All students are provided with our complaints policy and procedure in the student handbook. Development is underway to ensure that this meets the specific needs of international students and compliance with international learner contracts.</p>

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
Outcome 1: A learner wellbeing and safety system	While the NZEET has implemented the key required processes under the Code for Outcome 1 to a high standard and the required ongoing training and resources are made available to all staff, a review of our CPD policy has been implemented this year and CPD topics are discussed at monthly tutor meetings in addition to previous CPD requirements.
Outcome 2: Learner voice	The complaints procedure is outlined in the student handbook and is available on the website.

Wellbeing and safety practices for all tertiary providers

	Identified gaps in compliance with key required processes
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	While the NZEET has implemented the key required processes under the Code for Outcome 3, the implementation of the New Website will enable students to have easier access to information digitally, providing increased accessibility under clause 16(1) (e) and (f). Under clause 18 (c) it is recommended that feedback is sought from our students when the website is live to ensure it is meeting their needs.
Outcome 4: Learners are safe and well	While the NZEET has implemented the key required processes under the Code for Outcome 4 to a high standard, last year it was recommended that health and safety concerns are able to be reported digitally through the website when it is live in addition to the avenues currently provided in the student handbook. Now the website is live they have access to a contacts page digitally.

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

	Identified gaps in compliance with key required processes
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	While development is underway for a distinct international student policy, separate from our domestic processes, our current domestic policies are generally compliant with clause 35 required for outcome 8.
Outcome 9: Prospective international tertiary learners are well informed	While development is underway for a distinct international student policy, separate from our domestic processes, our current domestic policies are generally compliant with clause 37 required for outcome 9.
Outcome 10: Offer, enrolment, contracts, insurance and visa	While development is underway for a distinct international student policy, separate from our domestic processes, our current domestic policies are generally compliant with clauses 40-46 required for outcome 10.

Outcome 11: International learners receive appropriate orientations, information and advice	While development is underway for a distinct international student policy, separate from our domestic processes, our current domestic policies are generally compliant with clause 48 required for outcome 11.
Outcome 12: Safety and appropriate supervision of international tertiary learners	While development is underway for a distinct international student policy, separate from our domestic processes, our current domestic policies are generally compliant with clauses 50-55 required for outcome 12.

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

	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	The international student contract will be reviewed and completed in line with legislative requirements	Sally Waters, Amy Johnson Assisted by Monique Koch	March 2025	Sally Waters has updated the international student contract with Amy Johnson. Monique will send them the relevant legislation identified under the outcomes analysed in this self-review to ensure compliance.	International students will have a compliant application form and contract in the new year so the trust can start to enrol new students.
Outcome 9: Prospective international tertiary learners are well informed	Our website will continue development to ensure information is readily available to international students	Monique Koch	March 2025	Monique will review the legislation and outcomes required for code signatories and review the existing publicly available information. If required, the information on the website will be developed to better comply with the code.	By the first quarter of 2025 outcome 9 will be well implemented instead of implemented.

Outcome 10: Offer, enrolment, contracts, insurance and visa	See above				
Outcome 11: International learners receive appropriate orientations, information and advice	See above				
Outcome 12: Safety and appropriate supervision of international tertiary learners	See above				

