



## New Zealand Equine Education Trust

### 2025 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

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<b>Current enrolments</b>	<b>Domestic learners</b>	<b>Total #</b>	#95	<b>18 y/o or older</b>	#87
				<b>Under 18 y/o</b>	#8
	<b>International learners</b>	<b>Total #</b>	#0	<b>18 y/o or older</b>	#0
				<b>Under 18 y/o</b>	#0
<b>Report author(s)</b>	Sally Waters				

## 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 covering maternity leaves and the pressures of high 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.

## 2025 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 8-22 of the code require evaluation for code signatory (TEOs with international learners) tertiary education providers.

NZ Equine Education Trust does not enrol international learners, we provide education and training to NZTR licence holders on work visas who are employed by NZ Trainers in Racing. These employees must undertake this training to be able to carry out their workplace duties under NZTR licence requirements for health & safety purposes.

### **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.

**Outcome 13: Marketing and promotion.**

Signatories must ensure that the marketing and promotion to prospective international school learners of services provided by signatories includes clear, sufficient, and accurate information enabling those learners to make informed choices about the services provided.

**Outcome 14: Managing and monitoring education agents.**

Signatories must effectively manage and monitor their education agents to ensure that those education agents –

- (a) provide international school learners with reliable information and advice about studying, working, and living in New Zealand; and
- (b) act with integrity and professionalism towards prospective international school learners; and
- (c) do not breach the law or jeopardise the signatory's compliance with this code.

**Outcome 15: Offer, enrolment, contracts, and insurance.**

Signatories must –

- (a) support international school learners (or the parents or legal guardians of international school learners under 18 years) to make well-informed enrolment decisions that are appropriate to the educational outcomes sought; and
- (b) ensure that international school learners (or the parents or legal guardian of international school learners under 18 years) have the information required to understand their interests and obligations before entering into a legally binding contract with a signatory; and
- (c) ensure that each contract of enrolment is fair and reasonable; and
- (d) ensure that any disciplinary action is taken in accordance with the principles of natural justice; and
- (e) ensure that international school learners have the appropriate insurance coverage, including insurance covering travel costs, medical care, and costs associated with repatriation, expatriation, and funeral expenses; and
- (f) ensure that proper documentation is kept and, where appropriate, provided to international school learners (or the parents or legal guardians of international school learners under 18 years).

**Outcome 16: Immigration matters.**

Signatories must –

- (a) ensure that they do not allow or continue to allow a person to undertake educational instruction if that person is not entitled under the Immigration Act 2009 to undertake the educational instruction; and
- (b) take reasonable precautions and exercise due diligence in ascertaining whether international school learners are entitled under the Immigration Act 2009 to undertake the educational instruction for which they enrol.

**Outcome 17: Orientation.**

Signatories must ensure that international school learners have the opportunity to participate in a well-designed and age-appropriate programme that provides the information and advice necessary for a learner at the outset of their educational instruction.

**Outcome 18: Safety and wellbeing.**

Signatories must –

- (a) provide a safe study environment for international school learners; and
- (b) provide adequate support for the wellbeing of international school learners; and
- (c) as far as practicable, ensure that international school learners live in a safe environment.

### **Outcome 19: Learner support, advice and services.**

International school learners are fully informed by, and receive relevant advice from, their signatories on services to support their educational outcomes.

### **Outcome 20: Managing withdrawal and closure.**

Signatories must ensure that the fees paid by international learners for educational instruction in New Zealand are secure and protected in the event of learner withdrawal or the ending of educational instruction or the closure of a signatory.

### **Outcome 21: Dealing with complaints.**

Signatories must ensure that all international school learners have access to proper and fair procedures for dealing with complaints.

### **Outcome 22: Compliance with international learner contract Dispute Resolution Scheme (DRS).**

Signatories must comply with the relevant Dispute Resolution Scheme rules.

## **Stage of implementation for each outcome**

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

	<b>Rating</b>
<b>Outcome 1:</b> A learner wellbeing and safety system	<b>Well implemented</b> / Implemented / Developing / Early stages
<b>Outcome 2:</b> Learner voice	<b>Well implemented</b> / Implemented / Developing / Early stages

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

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

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

	Rating
<p><b>Outcome 8:</b> Responding to the distinct wellbeing and safety needs of international tertiary learners</p>	<p>Well implemented / <b>Implemented</b> / Developing / Early stages</p>
<p><b>Outcome 9:</b> Prospective international tertiary learners are well informed</p>	<p>Well implemented / <b>Implemented</b> / Developing / Early stages</p>
<p><b>Outcome 10:</b> Offer, enrolment, contracts, insurance and visa</p>	<p>Well implemented / <b>Implemented</b> / Developing / Early stages</p>
<p><b>Outcome 11:</b> International learners receive appropriate orientations, information and advice</p>	<p>Well implemented / <b>Implemented</b> / Developing / Early stages</p>
<p><b>Outcome 12:</b> Safety and appropriate supervision of international tertiary learners</p>	<p>Well implemented / <b>Implemented</b> / Developing / Early stages</p>

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

## Summary of performance under each outcome

	<p><b>Summary of performance based on gathered information</b> (i.e. how effectively is your organisation doing what it needs to be doing?)</p> <p><b>How do you know?</b> (i.e. note supporting evidence with analysis to make sense of what it means)</p>
<p><b>Outcome 1:</b> A learner wellbeing and safety system</p> <p><b>Well implemented</b></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"> <li>- Help and support numbers</li> <li>- Information about working and studying in the industry</li> <li>- Summary of programmes</li> <li>- Enrolment Procedures</li> <li>- Assessments</li> <li>- Student Evaluation</li> <li>- Tutorial Support</li> <li>- Privacy Information</li> <li>- Student Support</li> <li>- Student Safety Policies and Procedures and</li> <li>- Expectation of Students</li> </ul> <p>This is provided to the student on enrolment and the information is readily available on the NZEET website.</p>

<p><b>Outcome 2:</b> Learner voice</p> <p><b>Well implemented</b></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"> <li>• Internal NZEET Board, Tutors, Training Advisors, Riding/Driving Masters, Employers</li> </ul> <p>Our racing industry provides support systems for internal students (work visa holders) Licensing and Racing Integrity Unit provide extra monitoring to support safety and appropriate supervision</p> <p>Apprentice jockeys have free access to sports psychologist, strength and conditioning coach, NZTR doctor, dietician and education &amp; training team will provide further support as recommended by these experts.</p> <ul style="list-style-type: none"> <li>• External On Track, Andrew McKerrow, Racing Integrity Unit, Primary Industry Training Organisation Training Advisors, Vitae, Choose an item. (NZTR)</li> </ul> <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. Programme reviews are also undertaken at the end of each course.</p>
<p><b>Outcome 3:</b> Safe, inclusive, supportive, and accessible physical and</p>	<p><b>Innovative Programmes</b></p> <p>Our programmes are fun, innovative, and rewarding. Topics are supported by experienced guest speakers, and field trips.</p>

<p>digital learning environments</p> <p><b>Well Implemented</b></p>	<p><b>Learning Environment</b></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>NZEET began using ‘Chameleon’ an online learning tool which has been trailed successfully delivering CPD for our licence holders in 2025</p> <p><b>Tutors</b></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><b>Quality Management System</b></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><b>Website</b></p> <p>The NZEET website is up and running and is providing a good source of information for prospective trainees and trainees alike.</p>
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<p><b>Outcome 4:</b> Learners are safe and well <b>Well implemented</b></p>	<p>On Track – national organisation established to support the wellbeing of everyone working and volunteering in our racing community based nationwide. On Track can provide initial care while connecting them further help if needed. <b>All sessions are confidential</b></p> <p>Vitae – a free counselling service provided to Licence holders <b>and all sessions are confidential</b></p>
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### Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners

NOTE: Non-resident students undertaking training with NZEET are work-visa holders who must complete industry training as a condition of their licensing in NZ racing stables. This training is required under the NZ Thoroughbred Racing rules in order for them to perform the duties of their employment and comply with the conditions of their visa. The training is not the primary purpose for their entry into New Zealand.

The study provided by NZEET relates solely to the licensing requirements of their employment; these learners do not undertake any additional study through the Trust. NZEET does not charge international student fees, as the training is included as part of the licensing process under the relevant racing codes. NZEET offers this training to support the racing industry, as a “user-pays” model through PITO would be prohibitively expensive for work-visa holders who are required to complete this training for licensing purposes.

Previously, these international learners were treated as domestic students within our policies and procedures due to the specific and limited nature of their study. As a result, outcomes 8–22 are largely in development. We are currently implementing new enrolment processes, including an updated enrolment form/contract that captures the additional information required under the Code, along with improved access to information through NZEET’s website.

	<p><b>Summary of performance based on gathered information</b> (i.e. how effectively is your organisation doing what it needs to be doing?)</p> <p><b>How do you know?</b> (i.e. note supporting evidence with analysis to make sense of what it means)</p>
<p><b>Outcome 8:</b> Responding to the distinct wellbeing and safety needs of international tertiary learners</p> <p><b>WELL IMPLEMENTED</b></p>	<p>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.</p> <p>International students (work visa licence holders) have access to On-Track, Vitae, support by Training Advisors/tutors, riding mentors, Education &amp; Training Manager. Our racing industry provides support systems for internal students (work visa holders) Licensing and Racing Integrity Unit provide extra monitoring to support safety and appropriate supervision</p> <p>Apprentice jockeys have free access to sports psychologist, strength and conditioning coach, NZTR doctor, dietician and education &amp; training team will provide further support as recommended by these experts.</p>
<p><b>Outcome 9:</b> Prospective international tertiary learners are well informed</p>	<p>International students (work visa licence holders) are provided with the same information that is provided to our domestic students as outlined in detail under outcomes 1-4.</p> <p>Website provides any additional information for international students (work visa licence holders)</p>

<b>IMPLEMENTED</b>	
<p><b>Outcome 10:</b> Offer, enrolment, contracts, insurance and visa</p> <p><b>DEVELOPING</b></p>	<p>Contracts and immigration status are kept as part of our enrolment records, including copies of their visas.</p> <p>As work visa holders they will be paying ACC, as apprentice jockeys they will be further supported by the welfare fund if any incident occurs.</p> <p>NZEET does not market to international students, they are forwarded to NZEET if they are required to do training to obtain their licences to be able to carry out their work visa obligations in the racing industry</p>
<p><b>Outcome 11:</b> International learners receive appropriate orientations, information and advice</p> <p><b>IMPLEMENTED</b></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>International students (work visa holders) will have been in NZ for some time before they are enrolled in an NZEET course. They are already employed and working for some time, have a bank account, IRD, accommodation, usually a car, insurances, accommodation etc.</p> <p>Further information is provided to International students (work visa shoulders) via our website.</p>
<p><b>Outcome 12:</b> Safety and appropriate supervision of international tertiary learners</p>	<p>On Track, Vitae is available to international students (work visa holders working in the racing industry) to support their safety and well-being. Our racing industry provides support systems for internal students (work visa holders) Licensing and Racing Integrity Unit provide extra monitoring to support safety and appropriate supervision.</p> <p>No International students (work visa holders) are under the age of 18yo</p>

	<p><b>Summary of performance based on gathered information</b> (i.e. how effectively is our organisation doing what it needs to be doing?)</p> <p><b>How do we know?</b> (i.e. note supporting evidence with analysis to make sense of what it means)</p>
<p><b>Outcome 13:</b> 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 (work visa holders) may learn about the NZEET through Primary industries or through the information available online, however the reality is that they are referred to NZEET 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 provides further information and promotional material surrounding studying through the NZEET.</p>

<p><b>Outcome 14:</b> Managing and monitoring education agents <b>EARLY STAGES</b></p>	<p>NZEET does not use education agents to market our courses as we do not actively seek international students (work visa holders). They are directed to us when they are already working in NZ and apply to be licenced with NZTR to carry out the work they have been employed to do.</p>
<p><b>Outcome 15:</b> Offer, enrolment, contracts, and insurance <b>IMPLEMENTED</b></p>	<p>International students (work visa holders) approach NZEET 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 'OFFER' process.</p> <p>Information available on website</p>
<p><b>Outcome 16:</b> Immigration matters <b>IMPLEMENTED</b></p>	<p>The NZEET ensures International students (work visa holders) employment information and visa are on file, though we 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.</p> <p>NZEET has immigration expert contacts from NZTR &amp; NZ Trainers Association which we direct the International students (work visa holders) if they have any queries</p>
<p><b>Outcome 17:</b> Orientation <b>IMPLEMENTED</b></p>	<p>International students (work visa holders) are provided with the same information that is provided to our domestic students as outlined in detail under outcomes 1-4.</p> <p>Additional orientation information for international students (work visa holders) are found on NZEET website.</p>

<p><b>Outcome 18:</b> Safety and wellbeing <b>WELL IMPLEMENTED</b></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>Wrap around services in relation to OnTrack, Vitae etc</p> <p>Further information is provided on our website</p>
<p><b>Outcome 19:</b> Learner support, advice and services <b>WELL IMPLEMENTED</b></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>Support information is on our website and support includes</p> <p>International students (work visa licence holders) have access to On-Track, Vitae, support by Training Advisors/tutors, riding mentors, Education &amp; Training Manager. Our racing industry provides support systems for internal students (work visa holders) Licensing and Racing Integrity Unit provide extra monitoring to support safety and appropriate supervision</p> <p>Apprentice jockeys have free access to sports psychologist, strength and conditioning coach, NZTR doctor, dietician and education &amp; training team will provide further support as recommended by these experts.</p>
<p><b>Outcome 20:</b> Managing withdrawal and closure <b>IMPLEMENTED</b></p>	<p>Information surrounding withdrawal of programmes is available in the NZEET 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 and licensing is advised.</p>
<p><b>Outcomes 21 and 22:</b> 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
<b>Outcome 1:</b> 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 is recommended.
<b>Outcome 2:</b> Learner voice	The complaints procedure is outlined in the student handbook. It is also recommended that the Dispute Resolution Scheme rules for domestic and international learners is included in the annual CPD policy for relevant staff.

## 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	Under clause 18 (c) it is recommended that feedback is sought from our students now the website is live to ensure it is meeting their needs.
<b>Outcome 4:</b> Learners are safe and well	

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

	Identified gaps in compliance with key required processes
<p><b>Outcome 8:</b> Responding to the distinct wellbeing and safety needs of international tertiary learners</p>	<p>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.</p>
<p><b>Outcome 9:</b> Prospective international tertiary learners are well informed</p>	<p>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.</p>
<p><b>Outcome 10:</b> Offer, enrolment, contracts, insurance and visa</p>	<p>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.</p>

<p><b>Outcome 11:</b> International learners receive appropriate orientations, information and advice</p>	<p>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.</p>
<p><b>Outcome 12:</b> Safety and appropriate supervision of international tertiary learners</p>	<p>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.</p>

	<p><b>Identified gaps in compliance with key required processes</b></p>
<p><b>Outcome 13:</b> Marketing and promotion</p>	<p>While development is underway for a distinct international student policy, separate from our domestic processes, our current domestic policies are generally compliant with clause 57 required for outcome 13.</p>

	Key developments in our policy will elaborate on the relevant Dispute Resolution Scheme Rules and make them easily accessible from the new Website as required under clause 57(c) (iii)
<b>Outcome 14:</b> Managing and monitoring education agents	N/A NZEET does not use education agents
<b>Outcome 15:</b> Offer, enrolment, contracts, and insurance	<p>While development is underway for a distinct international student policy, separate from our domestic processes, our current policies are generally compliant with clause 61-66 required for outcome 15.</p> <p>Key developments in the policy will include holding more information on the students' English language proficiency as required under clause 51 and resources to develop this to assist their learning and more information about our disputes procedure and disciplinary action as discussed above as required under clause 62(1)(h) and clause 64.</p> <p>A full review of the international student contract is underway to ensure full compliance. There are currently no learners enrolled while this is underway.</p> <p>Clause 65(1) will be covered through their employment status in NZ prior to study, though it is recommended that it be reiterated in the student contract to cover the NZEETs' obligations under this clause.</p>
<b>Outcome 16:</b> Immigration matters	All students are required to have work visas and be employed in the industry before commencing study with the NZEET. This information is provided to the trust on enrolment so to comply with clause 68 required for outcome 16.

<p><b>Outcome 17:</b> Orientation</p>	<p>While development is underway for a distinct international student policy, separate from our domestic processes, our current policies are generally compliant with clause 70 required for outcome 17.</p>
<p><b>Outcome 18:</b> Safety and wellbeing</p>	<p>While development is underway for a distinct international student policy, separate from our domestic processes, our current policies are generally compliant with clause 72-77 required for outcome 18.</p> <p>No international students will be enrolled under 18 years of age and the NZEET does not provide accommodation to any student.</p> <p>All our policies will be updated to reflect the Privacy Act changes in 2020 as required under clause 75(1)(c) and elsewhere.</p>
<p><b>Outcome 19:</b> Learner support, advice and services</p>	<p>While development is underway for a distinct international student policy, separate from our domestic processes, our current policies are generally compliant with clause 79 required for outcome 19.</p> <p>The new policy will ensure international students will be provided with information and advice on how to effectively interact with persons from different cultural background and how to adjust to a different cultural environment in NZ as required under clause 79 (c) along with the cultural and community support available to them.</p> <p>Under clause 79(d) It is recommended that a separate document be created which outlines residency pathways, career developments and labour laws in NZ.</p>

<p><b>Outcome 20:</b> Managing withdrawal and closure</p>	<p>While development is underway for a distinct international student policy, separate from our domestic processes, our current policies are generally compliant with clause 82 required for outcome 20.</p>
<p><b>Outcomes 21 and 22:</b> 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 as required under clauses 83 and 85 for outcome 21 and 22.</p>

## 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	The learner orientation manual and information pack will be reviewed and updated to ensure continued compliance with the code	Monique Koch	March /April 2024	The documents provided to NZQA for the EER will be reviewed in line with updated legislation and the inclusion of new international policies as required under the code.	All the policies should be up to date, relevant and compliant by the next self-review
	The new website will be completed to include accessible information to learners required for outcomes 1-4	Monique Koch Anna Miles Natalie Gameson  Amy Johnson	1 January 2024 with quarterly reviews as plans and policies are updated	Monique Koch to coordinate Anna Miles to provide access to website And input information: assisted by Natalie Gameson, Amy Johnson and their education teams to ensure	The website will be live in the New Year and complete with most of the relevant information by the end of the first quarter

				the information is relevant and correct	
<b>Outcome 2:</b> Learner voice	See above				

### 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	See above				
<b>Outcome 4:</b> Learners are safe and well	See above				

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

	<b>Action/s to be taken</b>	<b>Owner</b>	<b>Due date</b>	<b>Plan for monitoring implementation</b>	<b>Measures of success</b>
<p><b>Outcome 8:</b> Responding to the distinct wellbeing and safety needs of international tertiary learners</p>	<p>The international student contract will be reviewed and completed in line with legislative requirements</p>	<p>Sally Waters, Amy Johnson  Assisted by Monique Koch</p>	<p>1 January 2024</p>	<p>Sally Waters is currently creating an updated 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.</p>	<p>International students will have a compliant application form and contract in the new year so the trust can start to enrol new students.</p>
<p><b>Outcome 9:</b> Prospective international tertiary learners are well informed</p>	<p>A new set of international student policies will be created, guided by our current domestic policies, but updated to ensure that the distinct needs of international students are met. This will be provided to the student along with the new NZEET</p>	<p>Monique Koch</p>	<p>March/April 2024</p>	<p>Monique will review the legislation and outcomes required for code signatories to develop a distinct policy and information pack for international learners.</p>	<p>An information pack will be completed for review by the end of the first quarter in 2024.</p>

	international student contract.				
<b>Outcome 10:</b> Offer, enrolment, contracts, insurance and visa	See above				
<b>Outcome 11:</b> International learners receive appropriate orientations, information and advice	See above				
<b>Outcome 12:</b> Safety and appropriate supervision of international tertiary learners	See above				

	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
<b>Outcome 13:</b> Marketing and promotion	A new website will be created that will include all relevant information for international students as well as domestic students as outlined in the earlier action points.				
<b>Outcome 14:</b> Managing and monitoring education agents	See above				
<b>Outcome 15:</b> Offer, enrolment, contracts, and insurance	See above				
<b>Outcome 16:</b> Immigration matters	See above				
<b>Outcome 17:</b> Orientation	See above				
<b>Outcome 18:</b>	See above				

Safety and wellbeing					
<b>Outcome 19:</b> Learner support, advice and services	See above				
<b>Outcome 20:</b> Managing withdrawal and closure	See above				
<b>Outcomes 21 and 22:</b> Dealing with complaints and compliance with international learner contract Dispute Resolution Scheme (DRS)	See above				