

TASK	OUTCOMES AND PROCESSES	WELL IMPLEMENTED		RESPONSIBLE	2023 Plan	SOURCES
		Evidence	TO IMPLEMENT			
		Evidence		Who	When	
OUTCOME 1	A LEARNER WELL BEING AND SAFETY SYSTEM Providers must take a whole-of-provider approach to maintain a strategic and transparent learner wellbeing and safety system that responds to the diverse needs of their learners.					
Process 1	Strategic goals and strategic plans					
1.1.1	Providers must have strategic goals and strategic plans for supporting the wellbeing and safety of their learners across their organisation	Goals published with 2022 attestation.	Work with student representatives to identify focus areas for 2024 and set up regular review cycle.	SLT	1/11/23	
1.1.2	Providers must review their learner well-being and make amendments to their strategic goals and strategic plans		See above	SLT		
1.1.3	Providers must work proactively with learners and stakeholders (and document this work)	End of semester surveys are completed. A functioning student forum involved in a range of organisation wide leadership meetings.	Update student surveys to include specific questions about wellbeing and safety	Student Experience		SL Mtg minutes, S Supp notes, SMS notes
Process 2	Self-review of learner wellbeing and safety practices					
1.2.1	Providers must use strategic goals and strategic plans described in clause 7(1) to regularly review the quality of their learner wellbeing and safety practices to achieve the outcomes and practices of this code at a frequency and by a date as determined by the code administrator.		Work with student representatives to identify focus areas for 2024 and set up regular review cycle. And update student surveys as a reporting mechanism concerning the quality of support.	SLT		S Leaders, SLT
1.2.2	Providers must review their learner well-being and safety practices using input from diverse learners and other stakeholders and relevant quantitative and qualitative (including learner complaints) disaggregated by diverse learner groups		Update student surveys to include options for students to identify diverse groups.	Student Experience		Student Survey data
1.2.3	Providers must, in a timely manner, following a review described in subclauses (1) and (2) take appropriate action to address any deficiencies in learner wellbeing and safety practices.	Student Support maintains records and actions upon students disclosing information. Channels for disclosure include student leaders, Student Dean, ChCh Campus Coordinator, Gen Regs complaints & misconduct processes, and School/Faculty interaction with students.		Student Support		Student Support
Process 3	Publication requirements					
	Providers must make their strategic goals, reviews and self-review reports readily available, in accessible formats, to learners, staff and the general public, including on their websites.	https://www.laidlaw.ac.nz/evaluation-and-review/pastoral-care-self-review/	Update strategic goals and publish.	Comms (Sasha M) SLT - Strategic goals		
Process 4	Responsive wellbeing and safety systems					
1.4.1	Providers must gather and communicate relevant information across the organisation and from relevant stakeholders to accurately identify emerging concerns about learners' wellbeing and safety or behaviour and take all responsible steps to connect learners quickly to culturally appropriate social, medical and mental health services.	Student Support maintains records and actions upon students disclosing information. Channels for disclosure include student leaders, Student Dean, ChCh Campus Coordinator, Gen Regs complaints & misconduct system, School/Faculty interaction with students. As part of regular H&S meetings, mental health and wellbeing is discussed to ensure awareness and actions taken as required.		Student Dean ChCh Campus Coordinator Student Support		Student Support
1.4.2	Providers must provide staff with ongoing training and resources tailored to their roles in the organisation.		Update Laidlaw Way/QMS document and develop a pathway for staff employed with Laidlaw >5 years to do a refresher course. Disseminate refresher training on several topics through regular all staff meetings.	HR (Tracey M)		
1.4.3	Providers must have plans for assisting learners, and responding effectively, in emergency situations, and report annually.	Critical incidents plan.	H&S Committee reports on critical incidents to SLT and NGC. Install notices in new Henderson Campus. Emergency management and Health & Safety plans to be developed for new Henderson Campus and Christchurch Campus.	Health & Safety Committee		
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.					
Process 1	Learner voice					
2.1	Providers must have practices for proactively building and maintaining effective relationships with diverse learner groups, develop, review and improve diverse learner wellbeing and safety strategic goals, strategic plans, and practices; provide formal and informal processes for actively hearing, engaging with and developing diverse range of learner voices and their communities; providing timely and accessible resources and accessible information to increase transparency of providers' decision-making processes.	Student leadership forums. Maori and Pasifika groups have regular meetings supported by Maori and Pasifika Staff Dedicated staff for Maori, Pasifika, International, and Partnership students and students with disabilities.	Implement Distance Learning student channels to ensure their voice is included. Support partner institutions in developing learner voice channels and processes.	Student Dean Student Support Te Kaiāwhina Taurira Pasifika Ambassador till June 2023 Pasifika Student Experience staff.		
Process 2	Learner complaints					
2.2	Providers must effectively respond to, and process complaints; inform learners how complaints will be handled and how it is progressing; handle complaints in a timely and efficient way.	Complaints procedures as per General Information and Regulations. Orientation/Orientation handbook	Centralised complaint register: set up locked channel on Teams	Student Dean Academic Dean (Stephen G)		
Process 3	Compliance with the Dispute Resolution Scheme					
2.3	Providers must ensure they are familiar with the relevant Dispute Resolution Scheme rules for domestic and international learners and ensure compliance with those rules in a dispute to which it is party.	Part of staff induction – Complaints Procedure. Noted in student Orientation Handbooks, General Regulations		HR Campus Managers Student Dean & Student Experience Co-Lead		
OUTCOME 3	SAFE, INCLUSIVE, SUPPORTIVE, AND ACCESSIBLE PHYSICAL AND DIGITAL LEARNING ENVIRONMENTS must foster learning environments that are safe and designed to support positive learning experiences of diverse learner groups.			Providers		
Process 1	Safe and inclusive communities					
3.1	Providers must have practices for reducing harm to learners resulting from discrimination, racism, bullying, harassment, and abuse; working with learner and staff to recognise and respond effectively; promoting inclusive culture; upholding cultural needs and aspirations of all groups.	Counselling student code of conduct. Orientation includes discussion on being aware of diversity in the classroom and on campus General Regulations (general complaints process) Student Leaders forums	Ensure that student surveys are inclusive for Distance learners and their specific requirements.	SLT Student Dean Campus/Learning Hub Coordinators HR		
Process 2	Supporting learner participation and engagement					
3.2.1	Providers must provide learners with opportunities to actively participate and share their views safely, develop networks and use te reo and tikanga Māori	Student leadership forums. Newly established Kaupapa Māori Cultural Advisor role Maori Language Week Bi-cultural Paper Capstone Te Reo in community events and classrooms Staff Training - Te Reo workshops		Student Dean Academic Dean		
3.2.2	Providers must have practices for supporting learners through their studies, including: o Appropriate oversight of adjustment to study, achievement and engagement; o Opportunities to discuss study and further pathways and career development, where appropriate.	Student Support Moodle pop up chat. Grade and Student Review each semester NAC as a channel for partner reps to raise issues if required		Student Support		
Process 3	Physical and digital spaces and facilities					
3.3	Providers must have practices for healthy and safe learning environments	Health and Safety procedure.		Student Dean Student Support		
OUTCOME 4	LEARNERS ARE SAFE AND WELL support learners to manage their physical and mental health through information and advice, and identify and respond to learners who need additional support.			Providers must		
Process 1	Information for learners about assistance to meet their basic needs					
4.1.1	Providers must have practices for enabling learners to identify and manage their basic needs	Student Dean has record of services provided for students. List of support services. Welfare funds provided by Student Dean and Campus Managers Student Initiative – Food and necessities provided in The Base and Moana Lounge		Student Services Student Support Student Dean Campus/Learning Hub Coordinators Student Experience		
Process 2	Promoting physical and mental health awareness					
4.2	Providers must have practices for learners that improve their physical and mental health and wellbeing and safety	List of support services. The college completed a bi-culture review. B7 Walking Club Newsletter - Counsellor info Spring Challenge Initiative		Student Dean Student Support Campus/Learning Hub Coordinators		
Process 3	Proactive monitoring and responsive wellbeing and safety practices					

4.3.1	Providers must have practices for enabling learners to communicate health and mental health needs with staff, including Health and Safety concerns about others	Student support resources listed on Moodle and Staff Corner. Counselling services. Student Management System		Student Dean Student Support Campus/Learning Hub Coordinators
4.3.2	Providers must have up-to-date contact details and next of kin for domestic tertiary learners under 18 and international tertiary learners.	Student Management System		Student Experience
4.3.3	Providers must contact the next of kin for domestic tertiary learners under 18 years and international tertiary learners if there is concern regarding their wellbeing or safety.	Hazard Risk Register		Student Experience
4.3.4	Providers must maintain a record of reported risks, including any concerns about this code.	G:\Health and Safety		Campus/Learning Hub Coordinators Student Dean Student Support
OUTCOMES				
A POSITIVE, SUPPORTIVE AND INCLUSIVE ENVIRONMENT IN STUDENT ACCOMMODATION				
	Providers must ensure that student accommodation promotes and fosters a supportive and inclusive community supporting the wellbeing and safety of residents.	Health and Safety Meetings and Inspections Student and staff dinner meetings Student Dean - Pastoral Care Facebook Messenger Group monitored by staff 2 staff onsite to hold keys for emergencies and 1 locks exterior door each night. G:\ Health and Safety G\ Department- Community	11 Dec 2023 - Accommodation will cease	Student Dean Accommodation Administrator
Process 1 Information and promotional activities				
5.1.1	Providers must have practices for residents to receive clear, sufficient, and accurate information about accommodation and services when applying and information for developing tools to help residents understand their communal living responsibilities, including diversity. Providers must have practices providing residents with verbal and written information and advice on what action to take in an emergency and the mechanisms for reporting incidents and raising health and safety concerns. Providers must have practices for providing and promoting to residents clear accessibility to learning and peer support, information on self-care, positive wellbeing and safety and how to provide peer support, on campus	Enrolment information. Facebook Messenger Group monitored by staff Accommodation Guide on the website House Rules Orientation with all the hostel residents each semester - added to the Facebook Messenger Group Student support services.	11 Dec 2023 - Accommodation will cease	Student Dean Accommodation Administrator Student Support
5.1.2	The information required by this clause must be readily available, accessible, and promoted to residents.	Emergency evacuation procedure in each of the rooms Who to contact incident form at the entry of hostel Accommodation Guide on the website Orientation each semester Tenancy Agreement (includes house rules)	11 Dec 2023 - Accommodation will cease	Student Dean Accommodation Administrator
Process 2 Accommodation staff				
5.2	Providers must ensure accommodation staff are provided with ongoing training and resources appropriate for their role, and the type and nature of the accommodation; that there is managerial oversight of accommodation at all times; and that there is ongoing wellbeing support for accommodation staff.	Staff recruitment and selection policy and procedure and induction processes. The Laidlaw Way Staff corner list of resources and services. Staff Tenancy Group: Administrator (Fiona T), Student Dean (Jenny M), Onsite staff (Sana W, Alison F) Staff Tenancy Group: Administrator (Fiona T), Student Dean (Jenny M), Onsite staff (Sana W, Alison F) Oversight provided by CFO and COO.		HR
5.2	Providers must ensure the level of live-in accommodation oversight staffing is appropriate for oversight and support of residents based on the type of accommodation provided.		Staff selection and recruitment policy is up to date.	HR
Process 3 Accommodation staff must be fit and proper persons				
5.3	Providers must take all reasonable steps to ensure that each member of the accommodation staff is suitable for employment.	N/A		HR
5.3	Providers must ensure all accommodation staff are subject to a police vet if accommodation includes learners who are under 18.	No under aged 18 learners are accepted into Laidlaw College student accommodation.	N/A	N/A
Process 4 Proactive monitoring of residents' wellbeing and safety responsive wellbeing and safety practices				
5.4.1	Providers must have practices for working with residents to evaluate their needs and planning how these can be reasonably met and monitored.	Enrolment procedures. Student support services. Special needs identified in Application Process Held resident forums in 2023 about the future of the accommodation. Procedures for reporting concerns are up to date and included in orientation material, student handbooks		Student Dean Student Services
5.4.1	Providers must have clearly defines processes for reporting and referring causes of concern about a resident's behaviour if they are at risk to themselves or others.	Staff are adequately trained to develop and monitor plans for at-risk students due to the Laidlaw Way training.		Student Dean Academic Dean
5.4.1	Providers must have welfare safeguards including the development and monitoring of welfare management plans for at-risk residents (parents must be involved with residents under 18), and resident room routine checks with a 24 hour notice period.	House Rules - able to enter at anytime if there is concern or an emergency Staff Tenancy Group: Administrator (Esther), Student Dean (Jenny M), Onsite staff (Sana W, Lorraine, Alex) Welfare check procedure. Welfare Management plan for students setup in discussion with Student Dean and Student Support Manager if needed Critical incident and emergency procedure manuals are consistent across the organisation and regularly reviewed.		HR Student Dean Student Support
5.4.2	Providers must have a link between student accommodation and its organisation's wider information gathering system to report emerging concerns.	Hazard Incident reviewed and posted in main entrance		Student Dean
5.4.3	Providers must ensure that there is critical incident and emergency procedures manual in student accommodation.	Emergency Procedure Included in all student accommodation.		Accommodation Administrator
Process 5 A safe and inclusive residential community				
5.5	Providers must have practices for developing, improving, and maintaining house rules with residents that promote community, responsible behaviour and academic success	Student leadership forums. Facebook Messenger group monitored by staff.		Student Dean Accommodation Staff
OUTCOME 6 ACCOMMODATION AND ADMINISTRATIVE PRACTICES AND CONTRACTS ensure that student accommodation contracts and practices are transparent, reasonable, and responsive to wellbeing and safety needs of residents.				
Providers must				
Accommodation Administrator				
Process 1 General principles				
6.1.1	Providers must have practices disclosing on its website the ownership structure and operator details of its student accommodation arrangement and details of wellbeing and safety practices offered at each student accommodation facility	Laidlaw owns and runs its own accommodation until 10 December 2023. Website has up to date information about the ownership structure, student accommodation arrangements and wellbeing and safety practices offered at the accommodation facilities and all information is managed by the Administrator (or equivalent).		Student Dean Communications
6.1.1	Providers must have practices including a HR strategy requiring JDs for all accommodation staff describing responsibilities, competencies, and ongoing training and available wellbeing and safety support.	Staff selection and recruitment policy. Professional development schedule. Support services for staff are listed in Staff Corner and included in induction documentation.		HR
Process 2 Student accommodation contracts				
6.2.1	Providers must ensure that a student accommodation contract are reviewed and updated regularly taking to account resident feedback and clearly includes:	Listed in the Accommodation Contract and House Rules		Accommodation Administrator
6.2.2	o Provider and resident responsibilities;			Student Dean
6.2.3	o Information sharing; o Processes for resident check-ins; o Deposit, bond, fees, refund policy and penalties; o Complaints, conflict resolution, and disciplinary processes.			
6.2.4	Providers must provide a copy of house rules, the complaints process and TEDR before they sign the accommodation contract.	Enrolment information. Complaints policy and procedure.		Accommodation Administrator
6.2.5	Providers must keep a log of complaints received regarding the Code and make it available to residents.	Complaints policy and procedure, included on the Moodle platform.		Student Dean

		Complaints log is created and managed by a specific staff member. The complaints policy and procedure is up to date.			
OUTCOME 7	STUDENT ACCOMMODATION FACILITIES AND SERVICES ensure that student accommodation facilities and services are maintained to a standard sufficient to support residents' wellbeing and safety and educational success.		Providers must		
Process					
7.0.1	Providers must ensure student accommodation facilities and services respond and adjust where practical to the diverse needs of students.	Regular feedback from students received from dinner gatherings and messenger team forum - followed up until resolved. List of facilities.			Student Dean
	Providers must provide secure, accessible spaces for a range of needs including study.	List of facilities.			Student Dean
	Providers must provide utilities, services and facilities that are adequate for the residential community and ensure they are insured and maintained and improved in a timely manner.	Maintenance and resource acquisition policies and procedures. Financial controls and delegations policies and procedures.			Chief Financial Officer/Operations Director
	Providers must have financial controls and processes providing receipts for all financial transactions with residents and up-to-date information about what they owe the accommodation provider.	Enrolment procedures.			Chief Financial Officer/Operations Director Accommodation Administrator
7.0.2	Providers must ensure that any alterations, maintenance and repairs to student accommodation are undertaken in a timely manner that minimises interference with the quiet enjoyment of the residents.				Property Manager / CFO / Accommodation Administrator
OUTCOME 8	INTERNATIONAL LEARNERS ensure that practices under this code respond effectively to the distinct wellbeing and safety needs of their diverse international tertiary learners.		Signatories must		
Process					
8	Signatories must engage with diverse international tertiary learners to understand their wellbeing and safety needs.	Student feedback surveys.			Student Experience / Student Dean
OUTCOME 9	PROSPECTIVE INTERNATIONAL TERTIARY LEARNERS ARE WELL INFORMED ensure prospective international learners receive, accurate information to make informed decisions about study and services before they begin their study.		Signatories		
Process 1	Marketing and promotion				
9.1	Signatories must ensure marketing and promotion practices include: o Proactive ascertaining of prospective international tertiary learners needs; o Up to date and timely information about; o QA evaluations; o Staffing, facilities, equipment available, TEDR; o GOs and pathways to further study and employment; o Estimated study and living costs and additional fees; o Accommodation and transport.	Marketing policies and procedures. Available on website Student leadership forums. Zoom interviews held prior to enrolment proceeding.			Student Dean Communications
Process 2	Managing and monitoring education agents				
9.2	Signatories must have practices for managing and monitoring education agents in relation to learner safety and wellbeing including: o Reference checks; o Written contracts; o Monitoring activities and performance of obligations to their contracts and the Code; o Terminating contracts if agents have been involved in deceptive and illegal conduct and/or jeopardised compliance with the Code; o Up-to-date information to complete contractual duties.	N/A	N/A	N/A	N/A
OUTCOME 10	OFFER, ENROLMENTS, CONTRACTS, INSURANCE AND VISAS Signatories must have practices for enabling learners to make well-informed enrolment decisions about educational outcomes sought by the learner prior to entering into the enrolment agreement				
Process 1	Offer of educational instruction				
	Signatories must ensure that the educational instruction offered to international tertiary learners is in accordance with the Act and is appropriate for learner expectations, English Language proficiency, academic quality and educational outcomes being sought	Application process English language proficiency test results Assessment of academic ability by Heads of Schools			
Process 2	Information to be provided before entering the contract				
10.2.1 10.2.2	Learners receive accurate timely and tailored information before entering a contract - the recent results of their evaluations by quality assurance agencies, quality improvement notices, qualification granted, refund conditions, available services and supports; insurance and visa requirements; code and the relevant DRS; full costs. Learner informed of rights and obligations	The latest EER report is on the Laidlaw College website. NZQA-accredited qualifications on the Laidlaw website. General Information and Regulations. Enquiry responses - email, phone Fee Schedule available on website			SLT Comms Academic Dean Chief Financial Officer
Process 3	Process 3: Contract of enrolment				
10.3.1 10.3.2	Signatories must ensure that the contract of enrolment entered into by the learner (or the parents/legal guardian of learners under 18) includes types of disciplinary action, including termination of the enrolment contract. Ensure that the contract of enrolment is fair and reasonable	General Information and Regulations Enrolment procedures. Offer of Place Admissions and Enrolment process			Student Services
Process 4	Disciplinary action				
10.4.1	Signatories must terminate an enrolment contract and/or take disciplinary action in accordance with the principles of natural justice.	Enrolment and disciplinary policies and procedures.			Academic Dean
Process 5	Insurance				
10.5.1 10.5.2 10.5.3	Have practices that ensure as far as practicable, that each learner has appropriate insurance; Includes travel to and from their country of origin; Does not include travel to other countries unless embarking on connecting flights	Unicare			Student Services
Process 6	Immigration matters				
	Signatories must have practices that as far as possible ensure that international learners are entitled to study under the Immigration Act 2009. reporting breaches to Immigration NZ notifying Immigration NZ of termination of enrolment.	Admissions and Application process			Student Services
Process 7	Student fee protection and managing withdrawal and closure				
10.7.1 10.7.2 10.7.3	Signatories must ensure that fees paid by international tertiary learners are secure and protected in event of student withdrawal or ending educational instruction or closure of the signatory; its refund policies are fair and reasonable, information to understand their rights and obligations under refund policies.	Public Trust General Information and Regulations Offer of Place			Chief Financial Officer Academic Dean Student Services
OUTCOME 11	INTERNATIONAL LEARNERS RECEIVE 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.				
Process	Provision of information				
	Signatories must ensure the ongoing provision of information and advice is appropriate to the needs of the learner within their learning, communal and residential context.	Admissions and Enrolment Processes Reviewed			Student Dean Student Experience
11.0	Signatories must provide international learners with full information and advice where applicable on: o how to access information and support regarding employment; and o how to report misconduct by employers.	Enrolment procedures. Enrolment policies and procedures are up to date and include the listed information. Supported conversations to inform students about employment rights. Point in time students to information held by immigration NZ and Employment NZ.			Student Dean Student Experience

OUTCOME 12		SAFETY AND APPROPRIATE SUPERVISION OF INTERNATIONAL TERTIARY LEARNERS				
		Signatories must ensure learners are safe and appropriately supervised in their accommodation and effectively communicate with the parents or legal guardian of learners under 18 years.				
Process 1		International tertiary learners under 18 years old				
12.1.1	Signatories must have additional practices including: not enrolling international tertiary learners under 18 years who does not live with a parent or legal guardian unless— <ul style="list-style-type: none"> o the learner is in the care of the manager of a tertiary student accommodation covered in Part 5 of the Code. 	Admissions and Enrolment processes designed to manage this: no international learners under age 18 are accepted into enrolment.		Student Experience		
Process 2	International tertiary learners under 10 years, written agreement, accommodation for under 18 years	N/A	N/A			
Process 3						
Process 4						
Process 5						