



Te Oranga me
Te Haumaru Ākonga

**Learner Wellbeing
and Safety**

Self-review Toolkit for Tertiary Education Providers

Toolkit Overview

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

NZQA

NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

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

How to use this toolkit

This toolkit has been developed by NZQA to support tertiary education providers' self-review of current practices against the requirements of the [Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021 \(the Code\)](#). These tools and approach are based on the Self-review toolkit developed for the implementation of the 2020 interim domestic Code.

The tools and templates in this toolkit are optional. There is no requirement to use them.

Self-review can be undertaken and documented in the format that suits your organisation's internal processes.

While there is no prescribed format for self-review, NZQA expects that any effective self-review process will cover certain core components. By considering the processes and questions outlined in this toolkit, you are likely to undertake a self-review that addresses each of those components.

This toolkit should be used in conjunction with NZQA's [Guidelines for Self-review – The Education \(Pastoral Care of Tertiary and International\) Code of Practice 2021](#), which outline in more detail NZQA's expectations for sufficient organisational self-review of the Code.

This toolkit should also be used in conjunction with NZQA's [Guidance for Tertiary Providers – The Education \(Pastoral Care of Tertiary and International Learner\) Code of Practice 2021](#).

A step-by-step guide to effective self-review

This page outlines key steps education providers may follow to effectively self-review their current practices against the requirements of the Code.

1. Prepare

Preparing for self-review is about knowing what you are looking at and why. It includes:

- ensuring you understand the Code outcomes and requirements
- being clear about the questions you need to answer in your review
- identifying the information you need to source (to evidence your Code compliance)
- planning each stage of the review, ensuring learners and all other relevant people are involved, and determining what you will have at the end of it (i.e. a report, action plan, etc.)

Use NZQA's [Guidelines for Self-review](#) to help you prepare for an effective self-review.

2. Gather

Systematically gather information from a range of quantitative and qualitative sources to ensure that you have a sound evidence base from which to make judgements about your practice. Good quality evidence is information that is directly relevant to the questions you are trying to answer.

Refer to [Tool A: gap analysis](#) for the areas of practice you need to review, and [Tool B: key evaluative questions](#) for suggested questions to shape your information-gathering.

For some parts of the Code, evidencing compliance may be as simple as pointing to a documented policy or wording in a student handbook. Use [Tool C: possible evidence examples](#).

3. Make sense

Look closely at the information gathered via different lenses (i.e. from the perspective of learners and their whānau) to see what it tells you about your current practices in relation to the Code outcomes sought for your learners.

Use [Tool A: gap analysis](#) to identify any gaps in your compliance with required processes. Return to [Tool B: key evaluative questions](#) to consider the effectiveness of your processes, and your organisation's performance against the overarching Code outcomes.

Identify which aspects of your practice are positively impacting on learners' pastoral care, which aspects need improving, and what evidence makes you think that this is so. Also consider the effectiveness of your self-review process.

4. Decide

Consider what you should do as a result of what you have learned about your current practices. Use [Tool D: action plan template](#) to plan, implement, and monitor any changes you decide to make.

5. Document

Report on your self-review process, findings, and action plan in a format that works for you. Keep this on file, along with the supporting evidence, in case it is needed for external review. Refer to [Tool E: self-review report template](#) for guidance on what your report should cover.

6. Publish (for tertiary providers only):

Make your self-review report available, in accessible formats, to learners, staff and the general public, including on your website.

7. Attest

[Attest to NZQA](#) that your organisation has completed its self-review against the Code.