



Te Oranga me
Te Haumaru Ākonga

**Learner Wellbeing
and Safety**

Self-review Toolkit for Tertiary Education Providers

Tool E: self-review report template

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

NZQA

NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

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Tool E: self-review report template

Use this optional template to shape your summary self-review report on your self-review of performance against the requirements of the Code.

If your organisation does not provide student accommodation and/or is not a Code signatory, remove the parts in this tool relating to **Student Accommodation (Outcomes 5-7)** and/or **International Tertiary Learners (Outcomes 8-12)**.

TEO information

TEO Name	Soshi Gakuen New Zealand Incorporated trading as IPU New Zealand		MoE number	8550	
Code contact	Name	Hiroyasu Tsumakura		Job title	Director – Business Development
	Email	htsumakura@ipu.ac.nz		Phone number	0272435217
Current enrolments	Domestic learners	Total #	17	18 y/o or older	17
				Under 18 y/o	0
	International learners	Total #	194	18 y/o or older	194
				Under 18 y/o	0
Current residents	Domestic learners	Total #	10	18 y/o or older	10
				Under 18 y/o	0
	International learners	Total #	84	18 y/o or older	84
				Under 18 y/o	0
Report author(s)	Christopher Collins, Hiroyasu Tsumakura				

Stage of implementation for each outcome

Indicate the stage of implementation that most reflects your organisation's current level of understanding and practice for each outcome, based on the continuum provided in Appendix 1.

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 in tertiary student accommodation (in relation to domestic and international tertiary learners)

	Rating
<p>Outcome 5: A positive, supportive and inclusive environment in student accommodation</p>	Well implemented / Implemented / Developing / Early stages
<p>Outcome 6: Accommodation administrative practices and contracts</p>	Well implemented / Implemented / Developing / Early stages
<p>Outcome 7: Student accommodation facilities and services</p>	Well implemented / Implemented / Developing / Early stages

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

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

Summary of performance under each outcome

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

	Summary of performance based on gathered information (i.e. how effectively is your organisation doing what it needs to be doing?)	How do you know? (i.e. note supporting evidence with analysis to make sense of what it means)
Outcome 1: A learner wellbeing and safety system	Effective but needs improvement	<p>Various practice in place, for example:</p> <ul style="list-style-type: none"> - Small classes - Absent student follow-ups - Bi-weekly Student Support meetings - Monthly Hall Leader meetings - Student Paper Evaluations per semester - Mihi Whakatau for new students with local iwi <p>Documentation of learner wellbeing and safety systems needs improvement, for example:</p> <ul style="list-style-type: none"> - Student Wellbeing Annual Plans
Outcome 2: Learner voice	Effective and has room for further improvement	<p>Various practice in place, for example:</p> <ul style="list-style-type: none"> - Student-led initiatives (e.g. Sakura Day, Ball Party, IPU Student Shop) strongly supported by TEO - Bi-weekly Student Support meetings - Monthly Hall Leader meetings - Dispute Resolution Scheme - Te Reo initiatives (e.g. Mihi Whakatau for new students with local iwi, Karakia at the Graduation Ceremony)

		Continued support for the Student Committee should be provided toward their formal establishment as an independent incorporated society.
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Wellbeing and safety practices for all tertiary providers

	Summary of performance based on gathered information (i.e. how effectively is your organisation doing what it needs to be doing?)	How do you know? (i.e. note supporting evidence with analysis to make sense of what it means)
<p>Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments</p>	<p>Effective and has room for improvement</p>	<p>Various practice in place, for example:</p> <ul style="list-style-type: none"> - Attention to individual students in small classes - Study skill workshops - Sport and cultural clubs - Tiki tours - Sport and cultural events (e.g. Philippines Independence Day, Indonesia Independence Day) - Counselling services (Vitae) - Mental Health Awareness Week - Songs sung in Te Reo at various occasions <p>More workshops regarding digital environments (e.g. cybersecurity, online bullying) should be implemented.</p>
<p>Outcome 4: Learners are safe and well</p>	<p>Effective and has room for improvement</p>	<p>Various practice in place, for example:</p> <ul style="list-style-type: none"> - Sport events and facilities (e.g., Recreation Centre) - Meal options at Dining Hall (e.g., vegetarian meals) - Social and cultural events with local communities (e.g., Tiki Tours, Festival of Cultures) - Attention to individual students in small classes - Individual student wellbeing check - Reference to medical practitioners and support <p>More workshops regarding student wellbeing and safety (e.g. earthquake drills) should be implemented.</p>

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Additional wellbeing and safety practices in tertiary student accommodation (in relation to domestic and international tertiary learners)

	Summary of performance based on gathered information (i.e. how effectively is your organisation doing what it needs to be doing?)	How do you know? (i.e. note supporting evidence with analysis to make sense of what it means)
Outcome 5: A positive, supportive and inclusive environment in student accommodation	Effective and has room for improvement	<p>Various practice in place, for example:</p> <ul style="list-style-type: none"> - Hall Leader meetings - Hall events (e.g. Welcome for new students) - Safety drills <p>More workshops regarding student wellbeing and safety (e.g. earthquake drills) should be implemented.</p>
Outcome 6: Accommodation administrative practices and contracts	Effective but needs improvement	<p>Various practice in place, for example:</p> <ul style="list-style-type: none"> - Effective check-in and check-out procedures <p>Pilot use of residential contracts (drafted and legally checked) should be implemented for adjustment, if any, and publication.</p>
Outcome 7: Student accommodation facilities and services	Effective and has room for improvement	<p>Various practice in place, for example:</p> <ul style="list-style-type: none"> - Single-occupancy rooms for individual students - On-campus facilities for enjoyable student life (e.g. Halls of Residence, Dining Hall, Recreation Centre, Library) - Security guards on duty at night - Renovation of Halls of Residence <p>Renovation of Halls of Residence should be continued and completed in preparation for student number growth.</p>

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

	Summary of performance based on gathered information (i.e. how effectively is your organisation doing what it needs to be doing?)	How do you know? (i.e. note supporting evidence with analysis to make sense of what it means)
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	Effective and has room for improvement	<p>Various practice in place, for example:</p> <ul style="list-style-type: none"> - Support for student-led cultural events (e.g. Philippines Independence Day, Indonesia Independence Day) - ISANA/ANZSSA individual memberships - Support for student religious needs (e.g. Prayer rooms, Christian fellowship and chaplaincy) <p>ISANA/ANZSSA group membership as a whole institution should be considered.</p>
Outcome 9: Prospective international tertiary learners are well informed	Effective and has room for improvement	<p>Various practice in place, for example:</p> <ul style="list-style-type: none"> - Robust agent quality control system in place - Student Life Handbook published <p>Updated website, prospectus and other relevant documents should be published as soon as possible.</p>
Outcome 10: Offer, enrolment, contracts, insurance and visa	Effective and has room for improvement	<p>Various practice in place, for example:</p> <ul style="list-style-type: none"> - Robust Quality Management System controlled by the Academic Registry in place <p>Updated website, prospectus and other relevant documents should be published as soon as possible.</p>
Outcome 11: International learners	Effective and has room for improvement	<p>Various practice in place, for example:</p> <ul style="list-style-type: none"> - Pre-departure Orientations in home countries (e.g. Japan)

<p>receive appropriate orientations, information and advice</p>		<ul style="list-style-type: none"> - Orientation weeks that cover both academic and general topics in a comprehensive manner - Workshops led by Academic Learning Support, Library, and Career Centre - Academic Handbook - Student Life Handbook <p>Updated website, prospectus and other relevant documents should be published as soon as possible.</p>
<p>Outcome 12: Safety and appropriate supervision of international tertiary learners</p>	<p>Effective and has room for improvement</p>	<p>Various practice in place, for example:</p> <ul style="list-style-type: none"> - Support by Hall Leaders and Student Support Staff - Staff guardians on campus for Under 18 students, who communicate with their parents/guardians when needed <p>Host family meetings should be implemented for improved student homestay experiences.</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	Documentation of learner wellbeing and safety systems needs improvement, for example: - Student Wellbeing Annual Plans - Pastoral Care Code Compliance Manual
Outcome 2: Learner voice	Continued support for the Student Committee should be provided toward their formal establishment as an independent incorporated society.

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	More workshops regarding digital environments (e.g. cybersecurity, online bullying) should be implemented. More professional development opportunities toward safety, inclusivity and accessibility should be considered.
Outcome 4: Learners are safe and well	More workshops regarding student wellbeing and safety (e.g. earthquake drills) should be implemented. More professional development opportunities toward learners' safety and wellbeing should be considered.

Additional wellbeing and safety practices in tertiary student accommodation (in relation to domestic and international tertiary learners)

	Identified gaps in compliance with key required processes
<p>Outcome 5: A positive, supportive and inclusive environment in student accommodation</p>	<p>More workshops regarding student wellbeing and safety (e.g. earthquake drills) should be implemented.</p> <p>Review Student Life Handbook, Hall Leader contracts, Orientation, and other relevant contents for improvement in terms of positivity, support and inclusivity in the student accommodation.</p>
<p>Outcome 6: Accommodation administrative practices and contracts</p>	<p>Pilot use of residential contracts (drafted and legally checked) should be implemented for adjustment, if any, and publication.</p>
<p>Outcome 7: Student accommodation facilities and services</p>	<p>Renovation of Halls of Residence should be continued and completed in preparation for student number growth.</p>

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	ISANA/ANZSSA group membership as a whole institution should be considered.
Outcome 9: Prospective international tertiary learners are well informed	Updated website, prospectus and other relevant documents should be published as soon as possible.
Outcome 10: Offer, enrolment, contracts, insurance and visa	Updated website, prospectus and other relevant documents should be published as soon as possible.
Outcome 11: International learners receive appropriate orientations, information and advice	Updated website, prospectus and other relevant documents should be published as soon as possible.
Outcome 12: Safety and appropriate supervision of international tertiary learners	Host family meetings should be implemented for improved student homestay experiences.

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
Outcome 1: A learner wellbeing and safety system	Documentation of learner wellbeing and safety systems (e.g. Student Wellbeing Annual Plans AY2025)	Student Support	March 2025	Acting Student Support Manager to ensure completion of the relevant documents by the due date	Documents completed and published
Outcome 2: Learner voice	Continued support for the Student Committee	Student Support	Ongoing	Acting Student Support Manager to ensure provision of the continued support for the Student Committee	Support endorsed through feedback from students

Wellbeing and safety practices for all tertiary providers

	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Student workshops and staff professional development opportunities of relevance to be provided	Academic and General Directors	March 2026	Directors to plan and implement the opportunities during the AY2025	Opportunities provided to students and staff, effectiveness measured through feedback

Outcome 4: Learners are safe and well	Student workshops and staff professional development opportunities of relevance to be provided	Academic and General Directors	March 2026	Directors to plan and implement the opportunities during the AY2025	Opportunities provided to students and staff, effectiveness measured through feedback
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Additional wellbeing and safety practices in tertiary student accommodation (in relation to domestic and international tertiary learners)

	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
Outcome 5: A positive, supportive and inclusive environment in student accommodation	Student workshops of relevance to be provided Relevant documents and contents (e.g. Student Life Handbook) to be reviewed	Student Support	March 2026	Acting Student Support Manager to implement student workshops and document/content review during the AY2025	Opportunities provided to students and staff, effectiveness measured through feedback Document/content review completed by the due date
Outcome 6: Accommodation administrative practices and contracts	Pilot use of residential contracts to be implemented and published	Student Support	April and August 2025, and January 2026	Acting Student Support Manager to implement the use of residential contracts as per AY2025 intakes (April, August, January)	Pilot use of residential contracts to be implemented
Outcome 7: Student accommodation facilities and services	Renovation of Halls of Residence to be continued	Physical Resources	March 2026	Acting Physical Resources Manager to ensure continued renovation of	Gradual completion of the renovation of Halls of Residence

				Halls of Residence in preparation for student number growth	(six Halls in total to be renovated)
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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	ISANA/ANZSSA group membership as a whole institution to be considered	Academic and General Directors	March 2025	Membership budgeted in the AY2025 Budget	Budget for the membership secured in the AY2025 Budget
Outcome 9: Prospective international tertiary learners are well informed	Updated website, prospectus and other relevant documents to be published	Academic and General Directors	March 2025	Academic and General Directors to ensure the publication of the relevant documents	Relevant documents to be published by the due date
Outcome 10: Offer, enrolment, contracts, insurance and visa	Updated website, prospectus and other relevant documents to be published	Academic and General Directors	March 2025	Academic and General Directors to ensure the publication of the relevant documents	Relevant documents to be published by the due date
Outcome 11: International learners receive appropriate orientations, information and advice	Updated website, prospectus and other relevant documents to be published	Academic and General Directors	March 2025	Academic and General Directors to ensure the publication of the relevant documents	Relevant documents to be published by the due date
Outcome 12: Safety and appropriate supervision of international tertiary learners	Host family meetings to be implemented	Student Support	March 2025	Acting Student Support Manager to host the inaugural host family meeting	The inaugural host family meeting to be conducted by the due date

