Nelson Training Centre – 2024 Self-Review Summary

About this self-review

Nelson Training Centre (NTC) conducted a full self-review in October 2024. The review was done to meet the Tertiary Education Commission (TEC) and NZQA "Code of Practice" requirements. The Code is a set of rules that says how providers must look after learner wellbeing and safety.

The review looked at four main areas:

1. Outcome 1 – A learner wellbeing and safety system

2. Outcome 2 – Learner voice

3. Outcome 3 – Safe, inclusive, supportive, and accessible learning environments

4. Outcome 4 – Learners are safe and well

NTC does not provide student accommodation and does not enrol international learners, so the Code sections for those areas do not apply.

In the attestation to NZQA, NTC has said that:

- Outcome 1, 3 and 4 are implemented
- Outcome 2 is at developing implementation stage
- Overall, NTC is at "developing implementation" and still improving its systems over time.

How the review was done

The self-review was led by the Executive Director of Y-Nelson and the Manager of NTC. They used:

- TEC and NZQA guidance for Code self-review
- Last year's self-review
- NTC policies and procedures
- The NTC Quality Management System (QMS)
- The NTC Student Handbook
- Student surveys, interviews and daily meetings
- Information from support services such as Ti Piki Oranga and other local agencies.

Evidence came from:

- Written policies (for example safeguarding, outings, drugs and alcohol, health and safety)
- Y-Nelson Code of Conduct and bicultural/Te Tiriti policies
- QMS processes (for example, enrolment, resources and support, programme design, student information)
- Student interviews, daily group meetings, wall displays, online surveys and group chats
- Records of emergency planning and health and safety reviews.

What we found – key strengths

Outcome 1 – Learner wellbeing and safety system

NTC has a clear set of policies and systems that support learner wellbeing and safety, including:

- Health and safety, drugs and alcohol, child protection, outings and off-site learning, vehicle use, work experience, and youth/student outings policies
- A bicultural policy that supports Te Tiriti o Waitangi and Māori–Crown relationships
- A compliance calendar and regular Board review of policies to keep things up to date
- Emergency closure and critical incident procedures, supported by Y-Nelson's health and safety system and regular evacuation drills.

Overall, NTC has an organised system, with regular reviews and action taken when changes are needed.

Outcome 2 – Learner voice

NTC is a small provider (around 20 learners), which makes it easier for staff to know students well and respond quickly. Key features include:

- Initial student interviews and daily group meetings
- Feedback from students through surveys and informal talks
- Clear complaints processes in the student handbook, the QMS and on wall displays.

A formal complaints system exists and is accessible to learners and support people.

Outcome 3 – Safe, inclusive, supportive, and accessible environments

NTC works to provide a safe and welcoming learning space by having:

- Strong policies against bullying, discrimination, harassment and abuse
- Cultural and Te Tiriti policies to guide inclusive practice
- Opportunities for learners to connect with others through service days, work experience and visits to other tertiary providers
- Processes to design and maintain healthy and safe learning environments through the QMS.

These systems support a respectful culture where difference is accepted and everyone's safety is important.

Outcome 4 – Learners are safe and well

NTC has a strong focus on learner wellbeing and practical support. This includes:

- Help to identify and meet basic needs such as food, clothing and housing, with links to schools, Ministry of Education and youth organisations
- Personal Action Plans and "Additional Support" sections in the Student Handbook
- Fortnightly visits from Ti Piki Oranga, regular outings for exercise and team building, and access to a primary health counsellor
- Wall displays and brochures with information about health and support services
- Food support from Kai Rescue and the option for students to take food home after café services
- Strong enrolment and emergency systems using NTC's WiseNet system and contact lists.

These actions show that NTC cares about the whole person, not just their study.

What we are improving

The self-review also identified areas to improve. Key next steps include:

- Synchronising review processes – making sure policy reviews and other procedures line up better in timing and process.
- Strengthening learner voice systems, including setting a clearer pattern for survey frequency, making more information about decision-making processes available to learners (including online), and making sure annual information about complaints (numbers, themes and outcomes) is shared in a way that protects privacy.
- Improving complaints information by updating complaints information to clearly include external options such as NZQA, TEC and any Dispute Resolution Schemes, and making sure staff understand these pathways.
- Formalising risk recording by creating and maintaining a more formal record of reported risks related to learner wellbeing and safety.

All policy and operational changes from the review have either been made or are now included in an action plan, as confirmed in the 2024 attestation to NZQA.