

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

Under the Education and Training Act 2020, it is a specific requirement that annual self-assessments of performance are undertaken and documented. The purpose of the [Code of Practice](#) is Learner Wellbeing and Safety. OCA staff and students have participated in an enquiry approach to what we do well / not so well and, what we should change in relation to OCA's practices to identify strengths, weaknesses and an action plan if needed.

There are four high level outcomes to be achieved.

- Two are under organisational structure and whole organisational approach:
  1. A learner wellbeing and safety system
  2. Learner Voice
- Two are under wellbeing and safety practices for all TEOs
  3. Safe, inclusive, supportive and accessible physical and digital learning environments
  4. Learners are safe and well.

During the Self Review OCA Staff and Students were asked evaluative questions relating to the four high level outcomes. Other sources of input were gathered to support stakeholder feedback. Over 50% of Student participated in the review and all OCA staff. An internal triangulation of the Code of Practice outcomes to OCA practices and supporting policies was also generated.

The 2023 review built on feedback from the 2022 review outcomes. Using a traffic light approach students rated their experience relating to each of the outcomes. The key question asked for each high level outcome **was how well** OCA met the indicators of achieving the outcome. A follow up question was **how we know** that we continue to meet the outcomes well.

Students strongly indicated that:

The OCA Whanau Ora approach and systems support their safety, health and wellbeing.

That staff provide an inclusive, supportive and accessible learning environment.

That the student voice is catered for by the application of many opportunities both formally and informally to offer feedback.

OCA operates an open and transparent reciprocal relationship with students. Concerns raised are dealt with promptly, no complaints have been received in 2023. No critical incidents occurred in this review period.

**Reporting data: 0 complaints; 0 critical incidents.**

The 2023 Code Self-Review attestation follows:

## 2023 Code Self-Review Attestation (Tertiary)

For further information about Code self-review and attestation requirements, click [here](#).



Mana Tohu Mātauranga o Aotearoa  
New Zealand Qualifications Authority

### Organisation details

	Organisation Details	Correct Details
<b>Tertiary Education Organisation (TEO)</b>	Oceania Career Academy Limited	Yes
<b>MoE number</b>	8069	Yes

### Contact details

This attestation is to be completed and signed by the CE or Chair of the Governing Board or their delegate. Please check the contact details below are correct. If you are delegating this authority, please provide the contact details of the person permitted to complete this attestation on your behalf.

	CE	Delegate (if applicable)
<b>Name</b>	Mr Anthony Tu'itahi	No changes
<b>Job title</b>	General Manager	No changes
<b>Email</b>	Anthony.tuitahi@oca.nz	No changes
<b>Phone number</b>	Phone	No changes

### Enrolment details (domestic learners)

**Did you enrol domestic learners in 2023?**

<b>Domestic learner enrolment</b>	Yes
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**What is the expected number of domestic enrolments between 1 January 2023 and 31 December 2023?**

<b>Total number of domestic learners</b>	137
<b>Number of domestic learners (under 18 years)</b>	80

### Enrolment details (international learners)

**According to our records you are are not a Code signatory a Code signatory.**

<b>Code Signatory status response</b>	Yes
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## Did you enrol international learners in 2023?

International learner enrolment	No
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## What is the expected number of international learners enrolled between 1 January 2023 and 31 December 2023?

Total number of international learners	NA
Number of international learners (under 18 years)	NA

## Student Accommodation details

For the purposes of the Code, student accommodation is defined as “student accommodation which is exempt under section 5B of the Residential Tenancies Act 1986 (RTA), including where there is a written agreement between the tertiary provider and the accommodation provider under section 5B(1)(b)(ii) of the RTA.”

## Based on this definition, do you provide student accommodation?

Student accommodation	No
Total number of beds available in your accommodation portfolio	NA

## What is the expected number of residents in your residential population between 1 January 2023 and 31 December 2023?

Total number of residents	NA
Number of international residents	NA

## What is the total number of live-in accommodation staff?

Total number of live-in accommodation staff	NA
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## Self-review of implementation of the Code

Using the chart in Appendix 1, rate your organisation's stage of implementation for each Code outcome that applies:

- Outcomes 1 – 4 (applies to all tertiary providers)
- Outcomes 5 – 7 (applies to all providers with student accommodation)
- Outcomes 8 – 12 (applies to all providers enrolling international learners).

### Outcomes for all tertiary providers

	Stage
<b>Outcome 1:</b> A learner wellbeing and safety system	Well-implemented
<b>Outcome 2:</b> Learner voice	Well-implemented

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

### Outcomes for providers offering student accommodation

	Stage
<b>Outcome 5:</b> A positive, supportive and inclusive environment in student accommodation	NA
<b>Outcome 6:</b> Accommodation, administrative practices, and contracts	NA
<b>Outcome 7:</b> Student accommodation facilities and services	NA

### Outcomes for providers enrolling international learners

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

### Rate your organisation's overall stage of implementation for the Code.

Based on your ratings listed above, please rate your organisations overall stage of implementation of the Code

<b>Overall implementation</b>	Well-implemented
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## Confirmation

In accordance with Outcome 1 and [clause 89](#) of the Code, I confirm that:

Action	Response
A self-review of the organisation's performance against the Code has been undertaken.	Yes
The resulting self-review report, including complaints and critical incidents data, is available in an accessible	Outcome of self review is available on site, online publication is pending

format to learners, staff, and the general public, on the organisation's website.	NA
Any policy and operational changes identified from the self-review have been made and/or are included in an action plan.	Yes

## Declaration

By submitting this form, you are attesting that the information provided is correct and that you are authorised to provide this attestation to NZQA for the organisation.

<b>TEO name (legal)</b>	Oceania Career Academy
<b>MoE number</b>	8069
<b>Name</b>	Debra Robertson-Welsh
<b>Title</b>	Academic Director
<b>Email</b>	Debra.Robertson-Welsh@oca.nz
<b>Phone</b>	099033550
<b>Date of completion</b>	2023-10-31

If you have any questions, please contact [code.enquiries@nzqa.govt.nz](mailto:code.enquiries@nzqa.govt.nz) or 0800 697 296.

## Appendix 1: Continuum of implementation for the Code

<p><b>Early stages of implementation</b> Implementation of the Code has not yet started or requires significant work</p>	<p><b>Developing implementation</b> Implementation of the Code is underway, yet requires further work</p>	<p><b>Implemented</b> The Code is implemented</p>	<p><b>Well-implemented</b> The Code is well-implemented</p>
<ul style="list-style-type: none"> <li>• <b>No</b> or <b>limited</b> understanding of Code outcomes and requirements across the organisation</li> <li>• <b>No</b> or <b>limited</b> perspectives sought. Practices to reflect learner voice <b>non-existent</b> or <b>underway</b></li> <li>• <b>No</b> or <b>limited</b> consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code</li> <li>• <b>No</b> or <b>limited</b> practices in place to monitor against all Code outcomes and requirements</li> <li>• <b>No</b> or <b>limited</b> reporting processes from self-review</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Some</b> understanding of Code outcomes and requirements across the organisation</li> <li>• <b>Some</b> perspectives sought, including <b>adequate</b> practices, to reflect learner voice</li> <li>• <b>Some</b> consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code</li> <li>• <b>Some</b> practices in place to monitor against all Code outcomes and requirements</li> <li>• <b>Adequate</b> reporting processes from self-review</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Sufficient</b> understanding of Code outcomes and requirements across the organisation</li> <li>• <b>Multiple</b> perspectives sought, including <b>sound</b> practices, to reflect student voice</li> <li>• <b>Good</b> consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code</li> <li>• <b>Relevant</b> practices in place to monitor against all Code outcomes and requirements</li> <li>• <b>Effective</b> reporting processes from self-review</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Thorough</b> understanding of Code outcomes and requirements across the organisation</li> <li>• <b>Diverse range of multiple</b> perspectives sought, including <b>robust</b> practices, to reflect learner voice</li> <li>• <b>Full</b> consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code</li> <li>• <b>Well-established</b> practices in place to monitor against all Code outcomes and requirements</li> <li>• <b>Highly effective</b> reporting processes from self-review</li> </ul>