

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 sets out our role in ensuring the wellbeing and safety of students. The Code came into effect in January 2022.

Vision College Ltd is a signatory to the Code and is committed to meeting its obligations under the Code. When you enrol with Vision College, we will support you to be successful in your learner journey.

Who is the Code for? / Mā wai te Rārangi Tikanga Atawhai?

The Code for learner wellbeing and safety covers all domestic and international tertiary learners at universities, Te Pūkenga, private training establishments, and wānanga. The Code covers students who are studying online, offshore and/or in workplace-based settings.

What is the Code? / He aha hoki te Rārangi Tikanga Atawhai?

The Code sets out the roles and responsibilities of tertiary education organisations (TEOs) in promoting and supporting your wellbeing, development and educational achievement.

Under the Code, your TEO should help you to be:

- safe, physically, and mentally
- respected and accepted for who you are
- supported in your learning and wellbeing
- connected with your social and cultural networks and
- able to have your say in decisions about services.

The Code has twelve outcomes.

Outcomes 1 and 2 focus on education providers taking a whole of organisation approach to learner wellbeing and safety, and that learner voice is embedded into the organisation.

Outcomes 3 and 4 focus on wellbeing and safety practices for all tertiary providers and relate to physical and digital learning environments.

Outcomes 5 – 7 focus on student accommodation to ensure that it is safe and creating inclusive communities.

Outcomes 8 – 12 have the same requirements to the previous international Code for tertiary learners, and ensures international learners have access to the right information and support before and during their study.

Vision College Ltd and the Code

Vision College Ltd has put in place procedures to ensure compliance with the Code as outlined below:

Outcome 1: A learner wellbeing and safety system.

Process 1: Strategic goals and strategic plans

Process 2: Self-review of learner wellbeing and safety practices

Process 3: Publication requirements

Process 4: Responsive wellbeing and safety systems

Outcome 2: Learner voice is embedded into the organisation.

Process 1: Learner voice

Process 2: Learner complaints

Process 3: Compliance with the Dispute Resolution Scheme

Outcome 3: Safe, inclusive, supportive and accessible physical and digital learning environments.

Process 1: Safe and inclusive communities

Process 2: Supporting learner participation and engagement

Process 3: Physical and digital spaces and facilities

Outcome 4: Learners are safe and well

Process 1: Information for learners about assistance to meet their basic needs

Process 2: Promoting physical and mental health awareness

Process 3: Proactive monitoring and responsive wellbeing and safety practices

Outcomes 5 – 7: Safe and inclusive student accommodation

Outcomes 8 – 12: Learners have access to the right information and support

Additional Resources:

[NZQA Code Information](#)

[Code English Version](#)

[Code Māori Version](#)

[More information about the Code \(MOE\)](#)

[Know the Code – videos](#)

If you have any questions on any area of pastoral care, please talk to your tutor, a Manager or the Campus Manager or any member of the Vision College team that you are comfortable to approach.