2024 CODE SELF REVIEW REPORT AND COMPLAINTS SUMMARY

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

Organisation Details

TEO name (legal)	Shribrown Limited t/a Ashton Warner Nanny Academy
MoE number	8609

Self-review of implementation of the Code

Outcomes	Rating
Outcome 1: A learner wellbeing and safety system	Developing Implementation
Outcome 2: Learner voice	Developing Implementation
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Developing Implementation
Outcome 4: Learners are safe and well	Developing Implementation
Outcomes 5 to 7: Additional wellbeing and safety practices in tertiary student accommodation	**Not Applicable** No Accommodation Services Provided
Outcomes 8 to 12: Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners	**Not Applicable** No International Learners
Overall implementation	Developing implementation

(*see Appendix 1 for what the ratings mean.)

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Complaints Summary (2023)

Number of Complaints Received	1 (1 individual (No Group Complaints)
Nature of Complaints	
People Related	1
Process Related	0
Outcomes	
Complaints Resolved	1
Complaints Not Upheld	0
Complainant Diversity*	
Unknown or Group	None
European	-
Māori	-
Pasifika	-
Indian	-
Asian	-
Others	-
Complainant Experience	
Satisfactory Resolution	1
Unknown	0

*Low volume - exact data withheld to protect privacy.

Critical Incidents (2023)

We define critical incident as a sudden and unexpected event that involves a perception of a threat to life, loss of life, severe trauma, events that could have significant impact on wellbeing of an individual or group of individuals and can include elements of physical and emotional loss.

There are no critical incidents to report for 2023.

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Appendix 1: Code Implementation Ratings

Early stages of implementation
Implementation of the Code has not yet started or requires significant work

- **No** or **limited** understanding of Code outcomes and requirements across the organisation
- **No** or **limited** perspectives sought. Practices to reflect learner voice **non-existent** or **underway**
- **No** or **limited** consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code.
- **No** or **limited** practices in place to monitor against all Code outcomes and requirements
- **No** or **limited** reporting processes from self-review

Developing implementation
Implementation of the Code is underway, yet requires further work

- **Some** understanding of Code outcomes and requirements across the organisation
- **Some** perspectives sought, including **adequate** practices, to reflect learner voice
- **Some** consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code.
- **Some** practices in place to monitor against all Code outcomes and requirements
- **Adequate** reporting processes from self-review

Implemented
The Code is implemented

- **Sufficient** understanding of Code outcomes and requirements across the organisation
- **Multiple** perspectives sought, including **sound** practices, to reflect student voice
- **Good** consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code.
- **Relevant** practices in place to monitor against all Code outcomes and requirements
- **Effective** reporting processes from self-review

Well-implemented
The Code is well-implemented

- **Thorough** understanding of Code outcomes and requirements across the organisation
- **Diverse range of multiple** perspectives sought, including **robust** practices, to reflect learner voice
- **Full** consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code.
- **Well-established** practices in place to monitor against all Code outcomes and requirements
- **Highly effective** reporting processes from self-review

(* Extracted from NZQA Code Self Review Toolkit published at https://www2.nzqa.govt.nz/tertiary/the-code/the-code-for-education-providers/self-review-and-attestation/self-review-tools/#selfreviewtooltertiary)