



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

Self-Review Summary Report 2023: Avatar Institute of Learning (Avatar)

Prepared: 6 October 2023

Introduction

- The New Zealand Qualifications Authority (NZQA) requires all tertiary education organisations to complete an annual self-review of how well they implement the requirements of The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.
- NZQA requires a summary of the annual self-review to be accessible to learners and other interested parties.
- This is a summary of Avatar's evaluation for the delivery periods January to December 2022 and January to June 2023.

Avatar's Vocational Education Context

- Avatar is a small, work-based provider specialising in education and training for residential care facilities.
- Avatar's learning centre is located on site at a residential care facility that provides rest home level and hospital level care.
- Two micro-credentials were delivered during this review period:
 - Nursing Competence Assessment Programme (Nursing CAP) to 174 CAP Nurses
 - Working Safely in Residential Care (WSRC) to four MSD clients¹.
- Our programmes feature:
 - Short delivery periods: Nursing CAP is eight (8) weeks, WSRC is three (3) weeks,
 - face-to-face tuition with current healthcare professionals
 - practical (hands on) learning activities
 - supervised work placements in residential care facilities (real world)
 - competency-based assessments aligning real, work-based case studies.

¹ WSRC is a level 2, pre-employment micro-credential for people seeking work as a personal care assistant. The March 2023 was a pilot offering and delivered with the support of the Ministry of Social Development.

Our self-ratings

Please note:

- Outcomes 5, 6, and 7 of The Code are not applicable to Avatar.
- Avatar does not provide or facilitate accommodation for domestic learners.
- Avatar supports CAP nurses to find accommodation. This is because temporary rental accommodation in the region is scarce and expensive. Avatar communicates accommodation options for CAP Nurses and manages financial administration to ease their transition from their home countries to their short-term training with Avatar.

Code Outcome	Rating	Note
Outcome 1: A learner wellbeing and safety system.	Developing implementation	Gap in system. No written strategic plan and goals; not publicly accessible.
Outcome 2: Learner voice.	Implemented	Improvement opportunity. Provide learners access to online, anonymous feedback option.
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments.	Well implemented	Main evidence: CAP Nurses testimonials on our website. Avatar does not use digital learning environments.
Outcome 4: Learners are safe and well.	Well implemented	Main evidence: Student testimonials, no complaints; no harm incidents.
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners.	Well implemented	Main evidence: CAP Nurses testimonials. Review examples on Avatar's website.
Outcome 9: Prospective international tertiary learners are well informed.	Well implemented	Main evidence: Well-established pre-enrolment information and guidance. Previously examined by NZQA (EER), Nursing Council (accreditation and approval) and Immigration NZ. Testimonials.
Outcome 10: Offer, enrolment, contracts, insurance, and visa.	Well implemented	As above.
Outcome 11: International learners receive appropriate orientations, information, and advice.	Well implemented	Nursing CAP has a well-established orientation programme. CAP Nurses verify the effectiveness of their orientation to NZ, to Avatar and to the programme.
Outcome 12: Safety and appropriate supervision of international tertiary learners.	Well implemented	All learners over 18.

Our Improvement Plan

We are committed to implementing the following improvements by the end of 2023. At the time of this report, work is already underway.

Code outcome and process	Improvement action	Completion due
Outcome 1: A learner wellbeing and safety system P1: Strategic goals and strategic plans P3: Publication requirements	1. Develop a learner wellbeing and safety system identifying Avatar's strategic plan and goals relating to: i. Pre-enrolment ii. Enrolment period iii. Clinical placement iv. Employment transition	30 Nov 2023
Outcome 2: Learner voice P1: Learner voice	Develop and publish an online, anonymous, any-time feedback form for learners/graduates that is accessible via Avatar's Website.	31 Oct 2023
QMS policies and procedures	Update all QMS policies and procedures so that they align with current practice and current NZQA Rules.	22 Dec 2023