



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

Self-Review Summary Report 2024: Avatar Institute of Learning (Avatar)

Prepared: 17 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 August to December 2023 and January to July 2024.

Avatar's Vocational Education Context

- Avatar is a small, work-based provider located in Bell Block, New Plymouth and specialises in 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)
 - Working Safely in Residential Care (WSRC)¹.
- 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 (authentic work environment)
 - 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 micro-credential was delivered with the support of the Ministry of Social Development.

Self-review 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.

Code Outcome	Rating	Note
Outcome 1: A learner wellbeing and safety system.	Implemented	Written strategic plan and goals published on Avatar's Website.
Outcome 2: Learner voice.	Well implemented	Learners have multiple ways to provide feedback eg online, face-to-face, as a group, anonymously, verbal or written. No complaints received. No critical incidents to report.
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments.	Well implemented	Provision of a supportive learning environment is an area of strength. Avatar does not use digital learning environments.
Outcome 4: Learners are safe and well.	Well implemented	Learners confirm they are provided with a safe learning environment and are well supported with personnel needs.
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners.	Well implemented	Avatar provides a high-level of pastoral and learning support to domestic and international learners.
Outcome 9: Prospective international tertiary learners are well informed.	Well implemented	Well-established pre-enrolment information and guidance. Previously examined by NZQA (EER), Nursing Council (CAP accreditation and approval) and Immigration NZ. Confirmed by CAP Nurses.
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.

Improvement Plan

No improvements were identified for this self-review period.