

New Zealand College of Business

Annual Pastoral Care Code Self-Review Summary

Review period: 1 July 2025 – 30 June 2026

Public summary | Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

1. Purpose and scope

New Zealand College of Business (NZCB) reviews its learner wellbeing and safety practices as part of its annual organisational self-review. This public summary describes the practices and improvement priorities identified for the review period, including learner support, learner voice, safety arrangements, and complaints and critical incidents reporting. It is intended to be read alongside NZCB's current student handbook and complaints procedures.

2. Self-review approach

The review draws on NZCB's organisational self-review for July 2025–June 2026, student feedback, orientation and learner-support arrangements, staff observations, and programme quality-improvement planning. NZCB considers learner wellbeing through academic, social, cultural and practical support, including the needs of international learners.

3. Findings: learner wellbeing and safety

Orientation, information and access to support

NZCB provides orientation for on-campus and online learners using a structured checklist and staff guidance. Student handbooks communicate support and complaints pathways. Staff are available to clarify information and respond to individual learner needs. NZCB also describes emergency contact arrangements for international students.

Learner voice and equitable support

Student feedback and opportunities to raise concerns inform programme and support reviews. NZCB's self-review describes learner consultation, teacher feedback, and individual learning support. The College aims to respond to learners from diverse cultural backgrounds and to consider reasonable individual support arrangements where needed.

Safety, accommodation and wellbeing

The underlying organisational report describes international learner pastoral care, health and safety escalation, and additional homestay monitoring arrangements for learners under 18.

NZCB continues to review how learners are informed about available assistance and how support needs are identified and followed up.

Learning, progression and employability

Learner wellbeing is supported by clear academic guidance and progression options. During the broader organisational review, NZCB identified opportunities to improve early identification of learners needing additional assistance. NZCB also became an approved Student Job Search provider and introduced access to EBSCO academic resources as additional support measures.

4. Annual complaints and critical incidents data

Reporting period: 1 July 2025 – 30 June 2026. The following figures are based on NZCB's confirmation of its formal records for this period.

Measure	Recorded number
Formal student complaints	0
Recorded critical incidents	0

For reporting purposes, the annual figure records formal student complaints documented through NZCB's complaints and grievance process. NZCB has confirmed zero formally recorded student complaints and zero recorded critical incidents for 1 July 2025 to 30 June 2026. The critical incident classification and recording arrangements should be checked against NZCB's current incident policy before publication.

No formal student complaints or critical incidents were recorded for the reporting period. A zero count does not by itself demonstrate that all concerns were absent or that all support processes were effective. NZCB will continue to encourage learners to raise concerns, make reporting pathways clear, and review its recordkeeping and response systems.

Complaints, grievances and independent support

NZCB's Student Rights: How to Make a Complaint and How to Access Support sets out a staged internal process. At Step 1, students are encouraged to discuss a concern with their teacher. At Step 2, if unresolved, students may approach administration staff, who collect relevant information and documentation and refer the matter to the Operational Manager for review and a decision. The CEO may be consulted if the matter remains unresolved. At Step 3, students who remain dissatisfied may contact NZQA. Financial or contractual disputes may be referred to the independent dispute resolution service, Study Complaints. NZCB should confirm that its current student-facing contact details and external referral information are up to date before publication.

The policy also explains that international students may raise concerns about education providers and their agents. Learners should be informed of the process during orientation and

have access to the written procedure. The current Code is the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Incident reporting, critical incident response and continuous improvement

NZCB's Incident Reporting and Response Policy (version 1.8, approved by the Principal, effective 1 November 2025) applies across the College to students, staff, contractors and visitors. It distinguishes incidents, near-misses, critical incidents and events requiring statutory notification. The policy therefore applied during part of this annual review period; this report does not imply that version 1.8 was in force before its effective date.

The policy prioritises immediate safety, first aid and emergency services where necessary; prompt notification to the Incident Response Coordinator, Principal and other responsible staff; documentation in the Incident Register; proportionate investigation and root-cause analysis; and corrective actions and follow-up support. Serious events are escalated for regulatory notification where required, including to WorkSafe New Zealand in the case of notifiable events. Student support, privacy, culturally responsive communication and appropriate contact with family/whānau are addressed in the response process.

The policy also provides an incident report form, a critical incident response flowchart, family/whānau communication guidance, training and awareness provisions, and ongoing incident and near-miss monitoring. NZCB confirmed that no critical incidents were recorded during 1 July 2025–30 June 2026. The annual figure does not establish whether minor incidents or near-misses occurred; those categories should be separately reconciled with the Incident Register where available.

Evidence source: NZCB QMS – Incident Reporting and Response Policy, version 1.8 (effective 1 November 2025), particularly pp. 1–3, 8–18, 24–33.

5. Evaluation and opportunities for improvement

The self-review identifies strengths in orientation, individual support and staff accessibility. Areas for continued improvement include more systematic early identification of support needs, documented follow-up, learner awareness of complaints processes, and routine review of wellbeing and safety records. The College will assess the effectiveness of these activities using available feedback and internal records rather than relying solely on the absence of formal complaints.

6. Quality improvement actions for 2026–2027

Priority action	How progress will be reviewed	Target
Strengthen early identification of learners	Support records, learner feedback, progress and	30 June 2027

requiring academic or wellbeing support; provide timely individual follow-up.	retention trends.	
Maintain clear orientation, handbook information and accessible complaints and emergency reporting pathways.	Periodic review of information, communication and learner feedback.	30 June 2027
Review complaint and critical incident recording, response and escalation procedures, including definitions and staff responsibilities.	Policy and register review; documented improvement actions.	30 June 2027
Promote access to Student Job Search and EBSCO resources where relevant to learner needs.	Learner feedback and available utilisation information.	30 June 2027

7. Accountability and publication

NZCB is responsible for maintaining appropriate learner wellbeing and safety systems, undertaking regular self-review, and acting on identified improvements. This summary is intended for public access by learners, staff and the wider community. Learners may request further information about support and complaints processes directly from NZCB.

This summary is based on the information available for the stated review period. It does not replace NZCB's full internal self-review, underlying evidence, or applicable Code policies and procedures.

Draft for Principal/management review and approval before website publication.