Workplace
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CODE SELF-REVIEW REPORT 2025

Learner Wellbeing & Safety

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

Publication Statement

This report summarises Workplace First Aid Training Ltd's self-review of performance against the applicable requirements of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 for the 2025 review period.

The report is intended for New Zealand Qualifications Authority review, External Evaluation and Review purposes, learners, staff, stakeholders and public website publication.

Prepared by:
Workplace First Aid Training Ltd

Review Period:
1 January 2025 to 31 December 2025

Website:
www.wpfirstaid.co.nz

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SELF-REVIEW SUMMARY

2025 AT A GLANCE

4,065 Learners Trained Achieving NZQA Unit Standards

0 Formal Complaints Recorded

0 Formal Assessment Appeals Recorded

0 Critical Learner Wellbeing or Safety Incidents Recorded

KEY EVIDENCE CONSIDERED

- Learner Handbook and Training Manual
- Health and Safety procedures and learner guidance
- Student support information
- Appeals and complaints processes
- Workplace First Aid Training Ltd website and learner information resources
- Learner reviews and testimonials
- Internal records relating to complaints, appeals and incidents
- NZQA registration requirements and External Evaluation and Review processes

EXECUTIVE SUMMARY: SCOPE, KEY FINDINGS AND OVERALL JUDGEMENT

This self-review evaluates Workplace First Aid Training Ltd's implementation of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 for the 2025 review period.

The review has been undertaken using the NZQA Self-Review Toolkit for Tertiary Education Providers and focuses on the four outcomes applicable to Workplace First Aid Training Ltd as a domestic Private Training Establishment.

During the 2025 review period, Workplace First Aid Training Ltd provided training to 4,065 learners who achieved NZQA Unit Standards.

The organisation does not enrol international learners and does not provide student accommodation.

Accordingly, Outcomes 5-12 of the Code are not applicable to this review.

OVERALL SELF-REVIEW JUDGEMENT

OVERALL RATING:
WELL IMPLEMENTED

The self-review found that Workplace First Aid Training Ltd continues to demonstrate effective implementation of Outcomes 1-4 of the Code.

Evidence indicates that learner wellbeing and safety considerations are embedded within learner information, training delivery, health and safety practices, tutor support, complaints and appeals processes, learner support pathways and ongoing quality assurance activities.

No formal complaints, appeals, critical incidents or learner wellbeing incidents were recorded during review period.

The organisation maintains systems that are proportionate to its size and delivery model and remains committed to continuous improvement through ongoing review of learner feedback, operational practices and NZQA quality assurance processes.

CONTINUOUS IMPROVEMENT FOCUS

- Formal learner voice collection
- Evidence management and record keeping
- Accessibility and support information
- Annual Code reporting processes

**These improvements are intended to strengthen evidence collection and transparency rather than address any identified non-compliance.*

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TEO INFORMATION:
ORGANISATION PROFILE

The following information is provided in accordance with the NZQA Self-Review Report Template for tertiary education providers.

PROVIDER INFORMATION

TEO Name:	Workplace First Aid Training Ltd
MoE Number / Provider Number:	7199
Provider Type:	NZQA Registered Private Training Establishment
Review Period:	1 January 2025 - 31 December 2025
Head Office:	100 Otaki Street, South Dunedin, Dunedin, 9012
Phone:	03 454 3040
Email:	office@wpfirstaid.co.nz
Website:	www.wpfirstaid.co.nz

LEARNER PROFILE

Domestic Learners:	4,065
International Learners:	Nil
Student Accommodation:	Not Provided
Applicable Outcomes:	Outcomes 1-4

Workplace First Aid Training Ltd delivers training to domestic learners and does not enrol international learners or provide student accommodation.

SCOPE OF REVIEW

- Outcomes 1-4 are applicable to this review
- Outcomes 5-7 (Student Accommodation) are not applicable
- Outcomes 8-12 (International Learners) are not applicable.

EVIDENCE SOURCES USED

- Learner Handbook and Training Manual
- Health and Safety procedures and learner guidance
- Student support information
- Appeals and complaints processes
- Workplace First Aid Training Ltd website and learner information resources
- Learner reviews and testimonials
- Internal records relating to complaints, appeals and incidents
- NZQA registration requirements and External Evaluation and Review processes

All evidence is retained internally and is available for review by NZQA and EER evaluators if required.

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STAGE OF IMPLEMENTATION SUMMARY: RATINGS AGAINST APPLICABLE CODE OUTCOMES

The following ratings reflect Workplace First Aid Training Ltd's current stage of implementation against the applicable outcomes of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

The ratings have been determined through review of organisational policies, learner information, learner support processes, complaints and appeals procedures, learner feedback mechanisms, operational records and quality assurance activities.

OUTCOME ONE: A Learner Wellbeing and Safety System

Learner wellbeing and safety systems are embedded through learner information, health and safety requirements, tutor support, documented processes and ongoing quality assurance activities.

WELL IMPLEMENTED

OUTCOME TWO: Learner Voice

Learners can provide feedback through direct communication, reviews, testimonials, complaints and appeals processes. Opportunities exist to further strengthen formal learner voice collection.

WELL IMPLEMENTED

OUTCOME THREE: Safe, Inclusive, Supportive and Accessible Learning Environments

Evidence demonstrates safe learning environments, accessibility considerations, health and safety processes, culturally responsive practices and clear learner expectations.

WELL IMPLEMENTED

OUTCOME FOUR: Learners Are Safe and Well

Learners have access to support, guidance, complaints and appeals processes, and appropriate tutor assistance, No formal complaints, appeals or critical incidents were recorded during the review period.

WELL IMPLEMENTED

OVERALL ASSESSMENT: ALL APPLICABLE OUTCOMES

WELL IMPLEMENTED

The self-review concludes that all applicable outcomes of the Code are currently operating at a Well Implemented level.

Continuous improvement opportunities have been identified and are recorded within the Action Plan section of this report.

SCOPE STATEMENT

- Outcomes 1-4 Apply to Workplace First Aid Training Ltd
- Outcomes 5-7 (Student Accommodation) are not applicable
- Outcomes 8-12 (International Learners) are not applicable

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OUTCOME ONE:
A Learner Wellbeing and Safety System

Rating: WELL IMPLEMENTED

CODE REQUIREMENT

Providers must understand and respond to learner needs and have systems in place to support learner wellbeing and safety.

SUMMARY OF PERFORMANCE

- Workplace First Aid Training Ltd maintains systems and processes that support learner wellbeing and safety throughout their learner journey.
- Learners receive information regarding course expectations, assessment requirements, reassessment opportunities, learner support, complaints procedures and appeals processes, through the Learner Handbook and Training Manual, course communications and direct engagement with tutors.
- The organisation maintains health and safety processes appropriate to its training delivery model and encourages learners to communicate concerns, questions or support needs at any stage of training.
- Policies, procedures and learner guidance materials are reviewed as a part of ongoing quality assurance activities and External Evaluation and Review processes.

EVIDENCE OF EFFECTIVENESS

- The organisation's learner wellbeing and safety framework is supported through documented processes, learner information and direct tutor engagement.
- Learners have access to multiple channels through which concerns may be raised and support may be requested.
- No formal complaints, appeals, learner wellbeing incidents or critical incidents were recorded during the review period.
- When considered alongside existing systems, learner communications and quality assurance activities, this evidence supports the conclusion that current wellbeing and safety systems are operating effectively.

HOW DO WE KNOW?

Evidence reviewed during the self-review process included:

- Learner Handbook and Training Manual
- Health and Safety procedures
- Student support information
- Complaints procedures
- Appeals procedures
- Learner communications
- Workplace First Aid Training Ltd website information
- Internal organisational records
- External Evaluation and Review processes

CONTINUOUS IMPROVEMENT

The self-review identified opportunities to strengthen evidence collection and reporting consistency.

Improvement actions include:

- Developing an annual Code evidence register
- Strengthening documentation of learner support activities
- Reviewing learner wellbeing information annually
- Continuing to monitor learner communications and feedback

These actions are intended to strengthen evidence collection and transparency rather than address any identified deficiencies in current practice.

OUTCOME ONE CONCLUSION

Based on the evidence reviewed, Workplace First Aid Training Ltd considers Outcome One to be **WELL IMPLEMENTED**. Learner wellbeing and safety systems are documented, communicated and operating effectively, with no evidence of systemic concerns identified during the review period.

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OUTCOME TWO: LEARNER VOICE

Rating: WELL IMPLEMENTED



CODE REQUIREMENT

Providers must work with learners and stakeholders to understand learner needs, gather learner voice and use feedback to inform decisions and continuous improvement.

SUMMARY OF PERFORMANCE

- Workplace First Aid Training Ltd maintains multiple channels through which learners can provide feedback, raise concerns and communicate their experiences.
- Learner voice is currently gathered through post-course review requests, testimonials, direct communication with tutors, direct communication with management and administration staff, repeat client engagement, and formal complaints and appeals processes.
- The organisation's size and delivery model support regular interaction between learners, tutors and management, enabling feedback to be received and acted upon in a timely manner.
- Learners are encouraged to communicate concerns, ask questions and provide feedback throughout the learner journey.
- Formal complaints and appeals procedures provide an additional mechanism through which learners concerns can be raised and addressed if informal communication pathways are not sufficient.

EVIDENCE OF EFFECTIVENESS

- Positive learner feedback, repeat client engagement and ongoing learner interaction provide evidence that learners are willing to communicate their experiences and that existing feedback channels are accessible.
- The absence of formal complaints does not in itself demonstrate effectiveness; however, when considered alongside positive learner feedback, repeat engagement and accessible communication pathways, it supports the conclusion that learners are generally able to raise concerns and provide feedback when required.
- Learners have access to both informal and formal communication channels, reducing barriers to raising concerns.

LEARNER VOICE SOURCES

- Post-course review requests
- Learner testimonials
- Website testimonials and feedback
- Tutor observations and learner discussions
- Repeat client engagement
- Complaints procedures
- Appeals procedures
- Learner communications
- Internal organisational records

No formal complaints were recorded during the 2025 review period. Normal appeals were recorded during the 2025 review period.

CONTINUOUS IMPROVEMENT

The self-review identified opportunities to further strengthen formal learner voice evidence. Improvement actions include:

- Introducing a short optional post-course learner survey
- Recording recurring learner feedback themes annually
- Including compliments, suggestions and operational feedback within annual review records
- Developing a simple learner voice reporting process for future Code reviews

**These actions are intended to strengthen evidence collection and trend analysis rather than address any identified deficiencies in current practice.*

OUTCOME TWO CONCLUSION

Based on the evidence reviewed, Workplace First Aid Training Ltd considers Outcome Two to be WELL IMPLEMENTED. Learners have access to multiple opportunities to provide feedback and raise concerns, and the organisation remains committed to strengthening formal evidence collection to support future review cycles.

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OUTCOME THREE:

Safe, Inclusive, Supportive and Accessible Learning Environments

Rating: WELL IMPLEMENTED

CODE REQUIREMENT

Providers must foster learning environments that are safe, inclusive, supportive and accessible, including both physical and digital learning environments where applicable.

SUMMARY OF PERFORMANCE

- Workplace First Aid Training Ltd provides learning environments that are designed to support learner safety, participation and success.
- Health and safety considerations form an integral part of course delivery. Training sites are checked prior to course commencement and learners are encouraged to notify tutors of any hazards or concerns identified during training.
- The organisation promotes respectful participation and positive learning behaviours through clearly communicated learner expectations. Learners are encouraged to contribute to discussions, respect differing viewpoints and participate constructively throughout training activities.
- The organisation recognises its responsibilities under Te Tiriti o Waitangi and is committed to culturally appropriate and culturally sensitive practices. Learners are encouraged to communicate any cultural, accessibility or individual learning needs that may require consideration during training.
- Information provided through the organisation's website and learner resources supports accessibility by encouraging learners to discuss any individual requirements prior to training wherever possible.

EVIDENCE OF EFFECTIVENESS

- The organisation's commitment to safe and inclusive learning environments is reflected through both documented expectations and day-to-day training delivery practices.
- Learners are provided with opportunities to communicate individual needs and seek support where required.
- The absence of reported incidents relating to learner safety, accessibility or inclusiveness, when considered alongside existing processes and learner engagement, provides evidence that current practices are operating effectively.
- Tutors maintain direct engagement with learners throughout course delivery, enabling concernts to be identified and addressed promptly.

HOW DO WE KNOW?

Evidence reviewed during the self-review process demonstrates that safe, inclusive and accessible learning environments are actively supported through organisational policies, learner information and operational practices.

Evidence considered includes:

- Learner Handbook and Training Manual
- Health and Safety requirements
- Treaty of Waitangi statement
- Participation expectations
- Accessibility and individual needs information
- Website learner information
- Tutor observations
- Learner communications
- Internal organisational records

No incidents relating to unsafe learning environments, discrimination, harassment or accessibility concerns were recorded during the review period.

CONTINUOUS IMPROVEMENT

The self-review identified opportunities to further strengthen evidence supporting accessibility and learning environment monitoring.

Improvement actions include:

- Reviewing website accessibility information annually
- Continuing to encourage learners to identify support requirements before training
- Recording accessibility-related improvements within annual review documentation

These actions are intended to strengthen evidence collection and consistency across future review cycles.

ACCESSIBILITY & INCLUSION

- Individual learner needs recognised
- Support discussions encouraged
- Inclusive participation expectations
- Cultural responsiveness acknowledged

OUTCOME THREE CONCLUSION

Based on the evidence reviewed, Workplace First Aid Training Ltd considers Outcome Three to be WELL IMPLEMENTED. Current learning environments demonstrate appropriate attention to safety, accessibility, inclusiveness and learner participation, with no evidence of systemic concerns identified during the review period.

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OUTCOME FOUR:
Learners Are Safe and Well

Rating: WELL IMPLEMENTED



CODE REQUIREMENT

Providers must support learners to manage their physical and mental wellbeing through appropriate information, guidance, support and response processes.

SUMMARY OF PERFORMANCE

- Workplace First Aid Training Ltd provides learners with access to support, guidance and assistance throughout the learner journey.
- Learners receive information relating to course expectations, assessment requirements, reassessment opportunities, appeals processes, complaints procedures and available support pathways.
- Tutors maintain direct engagement with learners throughout training delivery and are well positioned to identify concerns, provide assistance and refer learners to appropriate support where required.
- The organisation's learner-centred delivery model enables learners to communicate directly with tutors and management staff before, during and after training.
- Student support information is communicated through the Learner Handbook and Training Manual and learners are encouraged to discuss any support requirements with their instructor.

EVIDENCE OF EFFECTIVENESS

Throughout the 2025 review period:

- No formal complaints were recorded
- No formal appeals were recorded
- No learner wellbeing incidents were recorded
- No critical incidents were recorded

Current evidence indicates that learners are able to access support and communicate concerns when required.

The practical and highly interactive nature of first aid training enables tutors to observe learner participation, engagement and competency throughout delivery.

The absence of learner wellbeing incidents, when considered alongside documented support processes and active tutor engagement, supports the conclusion that learners are currently safe and appropriately supported.

HOW DO WE KNOW?

Evidence reviewed during the self-review process included:

- Student support and guidance information
- Learner Handbook and Training Manual
- Appeals procedures
- Complaints procedures
- Tutor observations
- Learner communications
- Assessment and reassessment processes
- Internal organisational records
- NZQA quality assurance requirements

No incidents relating to learner wellbeing requiring formal intervention were recorded during the 2025 review period.

CONTINUOUS IMPROVEMENT

The self-review identified opportunities to further strengthen learner wellbeing evidence and communication.
Improvement actions include:

- Adding a plain-language learner support statement to course confirmation information
- Reviewing learner wellbeing information on the website annually
- Continuing to record nil returns for complaints, appeals and incidents
- Strengthening annual evidence collection and reporting processes

These actions are intended to improve evidence visibility and consistency rather than address any identified non-compliance.

OUTCOME FOUR CONCLUSION

Based on the evidence reviewed, Workplace First Aid Training Ltd considers Outcome Four to be **WELL IMPLEMENTED.**

Learners have access to appropriate information, support and response processes, and no evidence of learner wellbeing concerns requiring formal intervention was identified during the 2025 review period.

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CONTINUOUS IMPROVEMENT ACTION PLAN:

Actions Arising From The 2025 Self-Review



The following actions have been identified through Workplace First Aid Training Ltd's annual self-review process.

The actions are intended to strengthen evidence collection, reporting consistency and continuous improvement processes. They **do not** indicate areas of non-compliance.

	ACTION	OUTCOME	RESPONSIBILITY	TIMEFRAME
1	Implement an optional learner feedback survey	Outcome 2	Management/ Administration	2026
2	Create an annual Code evidence register	Outcomes 1-4	Management	2026
3	Review learner support and accessibility information annually	Outcomes 3-4	Management	Annual
4	Continue recording complaints, appeals and incident outcomes annually	Outcomes 1, 2 and 4	Management	Ongoing

CONTINUOUS IMPROVEMENT STATEMENT

Workplace First Aid Training Ltd recognises that effective self-review requires ongoing reflection and evaluation.

The actions identified through this review are intended to strengthen evidence collection, transparency and reporting processes while maintaining the organisation's existing learner wellbeing and safety systems.

Progress against these actions will be reviewed as part of the next annual Code self-review cycle.

SELF-REVIEW OUTCOME

The organisation is satisfied that the review has identified practical and proportionate actions that will strengthen future review cycles and support continued implementation of the Code.

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OVERALL CONCLUSION:
Final Self-Review Judgement

Workplace First Aid Training Ltd has completed self-review against the applicable requirements of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 for the 2025 review period.

The review has considered evidence relating to learner wellbeing and safety systems, learner voice, safe and inclusive learning environments, learner support processes, complaints and appeals procedures, organizational records, learner information resources and quality assurance activities.

ALL APPLICABLE OUTCOMES ARE:
WELL IMPLEMENTED

The review found that learner wellbeing and safety practices are embedded within organisational systems and day-to-day operations. Learners are provided with information, support, guidance and opportunities to communicate concerns through multiple formal and informal channels.

No formal complaints, appeals, critical incidents or learner wellbeing incidents were recorded during the review period.

The review did not identify any areas of non-compliance with the applicable outcomes of the Code.

KEY CONCLUSIONS

OUTCOME ONE: A Learner Wellbeing and Safety System	WELL IMPLEMENTED	Learner wellbeing and safety systems are documented, communicated and operating effectively.
OUTCOME TWO: Learner Voice	WELL IMPLEMENTED	Learners have access to multiple feedback channels and opportunities to raise concerns.
OUTCOME THREE: Safe, Inclusive, Supportive and Accessible Learning Environments	WELL IMPLEMENTED	Learning environments are supported through health and safety processes, accessibility considerations and learner participation expectations.
OUTCOME FOUR: Learners Are Safe and Well	WELL IMPLEMENTED	Learners have access to support pathways, tutor assistance and response processes appropriate to the organisation's delivery model.

LOOKING AHEAD

The self-review identified several opportunities to strengthen future review cycles, particularly in relation to formal learner feedback collection, evidence management and reporting consistency.

These improvements are intended to strengthen organisational self-review capability and evidence collection rather than address any identified deficiency in learner wellbeing and safety practices.

Workplace First Aid Training Ltd remains committed to continuous improvement and to maintaining systems that support positive learner experiences and outcomes.

MANAGEMENT DECLARATION

This report has been prepared as Workplace First Aid Training Ltd's summary self-review report for the 2025 review period.

The organisation confirms that evidence supporting the findings and conclusions contained within this report is retained internally and is available for review by NZQA and External Evaluation and Review evaluators if required.

Approved by: _____

Position: _____

Date: _____

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EVIDENCE SOURCES

The findings and conclusions contained within this report are based on evidence available to Workplace First Aid Training Ltd at the time of review. Supporting evidence is retained internally and is available for review by the New Zealand Qualifications Authority and External Evaluation and Review evaluators if required.

NZQA RESOURCES

- NZQA Self-Review Toolkit for Tertiary Education Providers
- NZQA Self-Review Report Template
- NZQA Gap Analysis Tool
- NZQA Evaluative Questions Tool
- NZQA Evidence and Action Planning Resources

ORGANISATIONAL DOCUMENTATION

- Learner Handbook and Training Manual
- Health and Safety Requirements and Guidance
- Assessment and Reasseesment Procedures
- Student Support Information
- Appeals Procedures
- Complaints Procedures

LEARNER INFORMATION SOURCES

- Workplace First Aid Training Ltd Website
- Course Information and Booking Communications
- Learner Reviews and Testimonials
- Learner Communications

ORGANISATIONAL RECORDS

- Learner Statistics: 2025
- Complaints Records
- Appeals Records
- Learner Wellbeing Records
- Critical Incident Records
- Internal Review Information

REVIEW SUMMARY

Review Period	1 January 2025 to 31 December 2025
Domestic Learners	4,065
International Learners	Nil
Student Accommodation	Not Applicable
Applicable Outcomes	Outcomes 1 to 4
Overall Rating	**WELL IMPLEMENTED**

PUBLICATION STATEMENT

"This report has been prepared in accordance with the requirements of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

The report is intended for public publication and may be made available to learners, staff, stakeholders, the New Zealand Qualifications Authority and External Evaluation and Review evaluators."

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