

2024 Self-Review

Outcome 1: A learner wellbeing and safety system

This outcome emphasizes the need for providers to maintain a strategic and transparent system that addresses the diverse wellbeing and safety needs of learners. It requires a whole-of-provider approach to ensure that these needs are met effectively.

Our 2024 review indicates that Air Hawke's Bay is compliant with this outcome and uses the following observations/methods/systems to ensure and monitor how we know this:

- Communication with the students both formally and informally.
- Student representatives voted in by their peers to participate in safety meetings and assist in the development of strategic goals through consultation.
- Regular meetings with students and staff.
- Weekly updates at staff meetings.
- Reporting of concerns encouraged.
- Feedback through surveys and meetings, personal catch-ups and check-ins.
- Whole school safety meetings.
- Monthly [newsletters](#) great source of information
- Concerns documented and actioned.
- Surveys completed.
- Students' willingness to come forward with concerns. Open communication.
- Communication between school, directors, staff, accommodation is continual and regular.
- Dedicated safety officer who documents all critical incidents and emergencies. These are reported weekly at the staff meeting.
- Students are forthcoming with concerns both for themselves and others

Outcome 2: Learner voice

This outcome focuses on understanding and responding to diverse learner voices and their wellbeing and safety needs. It highlights the importance of upholding learners' mana and autonomy through active engagement and responsiveness to their feedback

Our 2024 review indicates that Air Hawke's Bay is compliant with this outcome and uses the following observations/methods/systems to ensure and monitor how we know this:

- Feedback from students who have struggled with challenges.
- Language barriers addressed suggesting alternative communication styles to enhance learning.
- Weekly staff meetings and regular school meetings.
- Students' willingness to come forward with ideas and suggestions.
- Keeping in touch with students to ensure no one falls through the cracks.
- Annual student survey.
- Student rep feedback.
- One-on-one meetings following up with matters on a regular basis

Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments -

This outcome requires providers to foster learning environments that are both physically and digitally safe, inclusive, and supportive. This involves creating conditions that contribute to positive learning experiences for all learners, irrespective of their backgrounds.

Our 2024 review indicates that Air Hawke's Bay is compliant with this outcome and uses the following observations/methods/systems to ensure and monitor how we know this:

- Low number of complaints and critical incidents.
- Inclusive culture.
- Safety / just culture is promoted.
- Bi-annual wellness week and water safety program. Full student and staff participation.
- Newsletter, social media posts showcasing participation through photos and dialogue.
- Students are comfortable with their surroundings.
- Students have their own area free of staff to spend time in on a break and for study.
- Regular meetings and open communication, evident through reports made by present and past staff and students

Outcome 4: Learners are safe and well - This outcome is about supporting learners in managing their physical and mental health. It involves providing timely information, identifying those who need additional support, and responding to their needs effectively.

Our 2024 review indicates that Air Hawkes Bay is compliant with this outcome and uses the following observations/methods/systems to ensure and monitor how we know this:

- Student feedback
- Positive school vibe
- Student awareness.
- Student handbook accessible online alongside other manuals and process documents.
- Touching base with students on a regular basis. Identifying needs. Supporting learning with regular breaks and fun activities.
- Weekly staff meeting and student catch-ups help identify needs. Students and staff are open in communicating concerns.
- Wellness discussions at weekly meetings, survey reporting, feedback from present and past staff and students

Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners - Signatories must ensure that their practices under the code effectively respond to the diverse wellbeing and safety needs of international learners.

Our 2024 review indicates that Air Hawkes Bay is compliant with this outcome and uses the following observations/methods/systems to ensure and monitor how we know this:

- Communication with the students both formally and informally.
- Student representatives voted in by their peers to participate in safety meetings and assist in the development of strategic goals through consultation.
- Regular meetings with students and staff.
- Weekly updates at staff meetings.
- Reporting of concerns encouraged.
- Feedback through surveys and meetings, personal catch-ups and check-ins.
- Concerns documented and actioned.
- Students' willingness to come forward with concerns. Open communication.
- Newsletter is a great source of information.
- We have a dedicated safety officer who documents all critical incidents and emergencies. These are reported weekly at the staff meeting.
- Students are forthcoming with concerns both for themselves and others

- Providing transport and engaging in conversation
- Group discussions to determine concerns
- Celebrating holidays including Diwali and Matariki

Outcome 9: Prospective international tertiary learners are well informed - Signatories must provide clear, accessible, accurate, and sufficient information to prospective international learners, enabling them to make informed choices about their study and the services provided before they begin their studies.

Our 2024 review indicates that Air Hawkes Bay is compliant with this outcome and uses the following observations/methods/systems to ensure and monitor how we know this:

- One on one interview with all prospective students over video call
- Our international agent presents all information about Air Hawkes Bay and has a complex knowledge of our school
- Past international students promote and recommend our school
- 8+ years relationship with international agent who has visited our school on numerous occasions
- Constant and open communication

Outcome 10: Offer, enrolment, contracts, insurance and visa - Signatories must have practices enabling learners to make well-informed enrolment decisions regarding the educational outcomes sought and ensure that all relevant parties understand their interests and obligations prior to entering the enrolment contract.

Our 2024 review indicates that Air Hawkes Bay is compliant with this outcome and uses the following observations/methods/systems to ensure and monitor how we know this:

- One on one interview with all prospective students over video call
- Our international agent presents all information about Air Hawkes Bay
- Past international students promote and recommend our school
- 8+ years relationship with international agent
- Constant and open communication
- English language test
- Academic reporting
- Feedback from international ground course instructors
- Constant and open communication
- Clear and concise documents

- Students arrive knowing what to expect
- Meetings and discussions to decide the best way forward
- NZQA approved insurance purchased for students before departing from home
- Good communication with the insurance broker
- Assistance with claims
- Constant learning regarding immigration requirements
- 99% visa approval
- National industry meetings to keep up to date with local issues and pressure points
- Correct and approved paperwork supplied to all students
- Students deposit into Public Trust assuring that their money is always protected
- Drawdown processes audited on a regular basis with no issues
- Robust administration procedures

Outcome 11: International learners receive appropriate orientations, information and advice

Signatories must ensure that international learners participate in well-designed and age-appropriate orientation programs and continue to receive relevant information and advice that supports their achievement, wellbeing, and safety.

Our 2024 review indicates that Air Hawkes Bay is compliant with this outcome and uses the following observations/methods/systems to ensure and monitor how we know this:

- Detailed and specific orientation on arrival with follow up and repeated processes to ensure information is retained
- Ask questions of the students to ensure comprehension
- Continual education and support
- Orientation system is documented, signed off and repeated if needed



Air Hawke's Bay Ltd

2024 Critical Incidents and Complaints

Critical Incidents – 0

Officially reported complaints – 0

Informal complaints – less than 5

2024 – 2025 Action Plan

Action: Implement an early identification system to capture potential needs of new students

Who: Julie Wakefield

When: January 2025

Measure: Feedback collected and early detection of potential issues

Action: A focus on well-being survey

Who: Julie Wakefield

When: May 2025

Measure: Engagement in survey. Focus on student voice

Action: Monitor self-review outcomes quarterly

Who: Air Hawkes Bay Staff

When: April 2025, August 2025, November 2025

Measure: Constructive dialogue, suggestions, results

Action: Improve Social Media

Who: TBC – Julie Wakefield to delegate

When: Ongoing

Measure: Engagement and feedback

Action: Study Hub

Who: Ground Course Supervisor

When: Ongoing

Measure: Student involvement, exam results