



Self-Review Report 30 October 2024

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

Le Cordon Bleu New Zealand Institute Limited Partnership (MoE 6666)

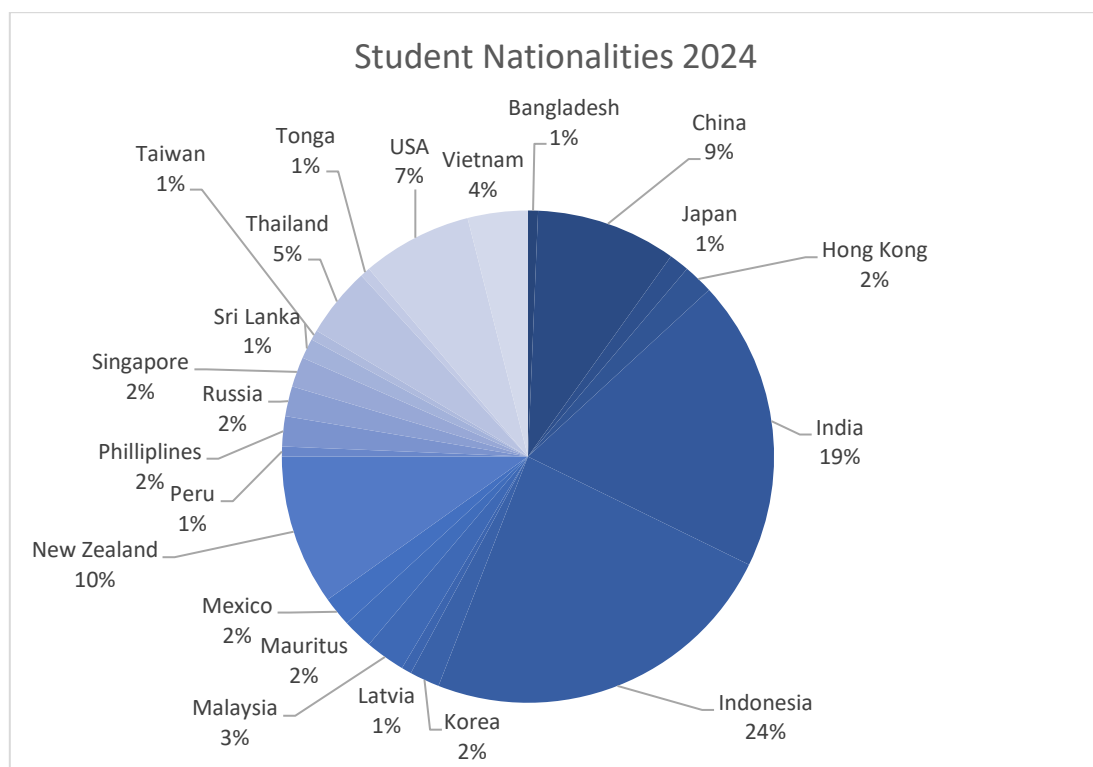
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Background

A self-review of Le Cordons Bleu (LCBNZ) performance against the Code has been undertaken and a gap analysis completed. Attestation submitted to NZQA 30 October 2024.

LCBNZ currently has 15 domestic students enrolled in NZQA-approved programmes, showing a significant increase from the 7 local students enrolled in 2023. The school has placed a strong emphasis on marketing to domestic learners, particularly as the lack of post-study work rights continues to impact international enrolments at the Cookery Levels 2 to 5. Additionally, a new domestic fee structure has been introduced to further encourage local student participation.



Currently, out of 153 students during 2024, 138 are international learners with 13 being under 18. A total of 46% of the students at school are female and 30% of all learners are 25 or over. The student age range spans from 16 to 57 years old, with a mean age of 24.7, a median of 22, and a mode of 19.

Details

In relation to Outcomes 1 to 4—covering learner wellbeing and safety systems, fostering learner voice, creating safe, inclusive, supportive, and accessible physical and digital learning environments, and ensuring the overall safety and wellbeing of learners. LCBNZ has robust systems and processes firmly in place. These measures are designed to support learners holistically, ensuring they feel heard and valued within the institution.

LCBNZ prioritises student welfare by implementing comprehensive procedures, policies and flowcharts, offering accessible support services, and maintaining an inclusive campus culture. The physical and digital learning environments are continuously assessed and optimized to be accessible and accommodating to all learners, ensuring that students of diverse backgrounds and abilities can thrive.

By actively engaging with students to capture their feedback and concerns, LCBNZ ensures that the learner voice is integrated into decision-making processes, further promoting a safe, supportive, and dynamic learning environment.

LCBNZ does not provide student accommodation however, all under 18 students must stay with a host family or with a designated caregiver. Many of our over 18 students arrange private accommodation. The school has MOU agreements with New Zealand Homestay (NZHS) and Host Families NZ (HFNZ) for under 18 students, also with Massey University Halls for other students' accommodation if they require it. Sections 5 to 7 seven of the gap analysis is completed with the evidential information for these entities.

LCBNZ has historically had a high proportion of international learners, with 97% of students being international prior to the COVID-19 pandemic. Currently, international students still make up 87% of our student body, a testament to our strong global appeal since 2012. As a result, outcomes 8 to 12, are focused on meeting the distinct wellbeing and safety needs of international tertiary learners are well established and effectively implemented. LCBNZ ensures that prospective international students are thoroughly informed from the outset, covering essential processes such as offers, enrolment, contracts, insurance, and visas. Once enrolled, international learners receive orientations that provide critical information and advice to support their transition into both academic life and living in New Zealand.

The safety and wellbeing of our international students remain a top priority. LCBNZ provides appropriate supervision, ongoing support, and accessible resources to ensure they are safe, well-informed, and supported throughout their educational journey. This comprehensive approach underscores our commitment to creating a secure and welcoming environment for our international learners.

Evidence

LCBNZ has evidence to support compliance with the relevant areas of the Code through a comprehensive set of policies, procedures, and flowcharts tailored to specific outcomes. These documents are regularly reviewed to ensure their effectiveness. Targeted surveys are conducted with learners, and a detailed support spreadsheet is maintained, along with records of all relevant communications. Students identified as at risk are discussed during team meetings to ensure appropriate support is provided. Data collected from these initiatives is analysed and used to enhance the implementation of the Code. This information is communicated back to students through “Student Voice Posters,” which highlight key findings. Additionally, student calendars feature upcoming events and pastoral care workshops designed for all new learners. These workshops cover essential areas of wellbeing, including mentorship and counselling services, living in New Zealand, personal safety, accessing medical help, and employment opportunities.

In a new initiative for 2024, the UniCare insurance provider participated in pastoral sessions, explaining their insurance policies and addressing any questions students may have. Pastoral care reports are compiled and discussed during team meetings, ensuring that all staff are aligned in their support efforts. Documents, including emergency procedures, the Disability Plan, Mental Health Policy, and the Critical Incident Plan, are also maintained.

Furthermore, LCBNZ's Student Management Systems (SMS) monitor and review learners' academic achievements and graduates' pathways. Relevant contracts, such as those with HFNZ & NZHS, are kept up to date, alongside official documents and certificates issued by government agencies, including building warrants of fitness and code compliance certificates. This comprehensive approach ensures that LCBNZ remains committed to the highest standards of learner wellbeing and support.

During 2024 the school has worked on the integration of Treaty of Waitangi values and Māori world view. Staff training has been undertaken around the treaty and ways in which as a school we hold similar values for and with our learners. Treaty values have been included in the school's mission and vision statements and in our strategy.

LCBNZ continues to run the ‘Welcome to Wellington Cultural event’ at the start of each study period. LCBNZ already has a school orientation process and runs Pastoral Care workshops 6 times a year for all learners. This ensures that all elements of the Code of Practice can be adhered to, and relevant information provided to our students in different formats. However, it was thought to heighten our efforts of Manaakitanga a student event out of school would aid in to familiarize new international students to New Zealand culture, domestic students, and staff from the school and get to know their fellow new international learners.

The event commences with a Mihi Whakatau and Waiata, during which the students responded with their own rendition of a Waiata. Following this, participants embark on the

Hidden Māori Treasures walking tour, which includes significant sites such as the Waka House, the statue of Kupe, and the City to Sea Bridge. The tour continues to the archaeological remains of a Whareponga at the Pā site, accompanied by storytelling about the people who once lived there and their journey to Wellington. After, lunch is enjoyed at the Wharewaka in Karaka Café on the Wellington Waterfront, learners eat traditional hāngi alongside an indigenous herbal beverage. Prior to the event, an information session is conducted for learners to introduce them to Māori culture and etiquette within the Wharewaka. This session included an explanation of what a hāngi is and how it is prepared and cooked, also allowed time for students to practice their Waiata. It also provided an opportunity for students to ask questions and feel comfortable with the plans for the day.

To ensure ongoing improvement, student feedback was collected regarding this event, which will continue into 2025.

In mid-2024, LCBNZ received a prestigious nomination for Oceania's Best Training Institution 2024. This recognition is a testament to the school's unwavering commitment to excellence in culinary education and its dedication to fostering a supportive learning environment for students from diverse backgrounds.

In conclusion

Successful areas of growth since 2023 Gap Analysis

- Strategic goals and strategic plans for supporting the wellbeing and safety of their learners, furthermore on staff PPR KPI's.
- Sound relationship building and strategic direction to contribute to an education system that honours Te Tiriti o Waitangi and supports Māori–Crown relations, PD Staff session.
- Staff increased understanding of the privacy and safe handling of personal information, student health and wellbeing- PD session
- Effective active student rep group- student voice, involvement in physical aspects of the school and new staff employment
- Engaging with Māori and involving Māori in the design of physical and digital environments where appropriate. New Masters qual application.
- Added the Dispute Resolution Scheme to LCB Me and LCBNZ website and added date of notification to INZ of student termination to SMS.

These themes will be ongoing themes during 2025. Full details of all the Code related systems, processes in place at the school can be found in Consistency Reviews, EER and in the Code gap analysis and action plan.

LCBNZ is deeply committed to supporting its students both emotionally and academically throughout their learning journey. While the institution prides itself on providing comprehensive support, it remains dedicated to continually exploring new ways to enhance the overall learner experience.

2024 Complaints and critical incidents data

LCBNZ reviews complaint and critical incident practices every year to identify and make improvements. No improvements have been needed 2024.

In the context of the procedures the following definitions apply:

- Complaint – Notification received in writing of a situation where the complainant considers that they have been directly or significantly adversely impacted; requires a formal process of resolution.
- Critical Incident - Any event which has a stressful impact sufficient enough to overwhelm the usually effective coping skills of either an individual or a group. Critical incidences are typically sudden, powerful events which are outside the range of normal human experience.

Compliant and appeals process is in student handbooks, student boards and located on the LCBNZ website. Documents are clear and easy to follow.

During 2024 there was one complaint of a financial nature which went through the internal procedure then to Study Complaints Ngā Amuamu Taura and the adjudicator at Fair Way.

There were no critical incidents during 2024.

Policy and operational changes identified from the self-review

None