



Te Wānanga o Aotearoa

Ki te hoe!

Pastoral Care of Tertiary and International Learners Code of Practice

2025 Self-Review

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Table of Contents

Code of Practice Overview	3
Kia angitu te Tauira – Tauira Success.....	3
Code of Practice – Ki te hoe!	3
2025 Self Review Assessment	4
Code of Practice Process Leadership	5
Outcome 1: A learner wellbeing and safety system	5
Outcome 2: Learner Voice.....	6
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments ..	9
Outcome 4: Learners are safe and well	11

Code of Practice Overview

Section 534 of the Education and Training Act 2020 provides for the Minister to issue codes of practice for the pastoral care of tertiary and international learners.

A code of practice for the pastoral care of domestic tertiary and international learners was issued and came into effect on 1 January 2022, with the New Zealand Qualifications Authority (NZQA) monitoring beginning from July 2022.

The overall purpose of the Code is for providers to develop a system of supports for the wellbeing and safety of domestic tertiary and international learners, through one set of clear rules and expectations for providers, which can be tailored to their learners' needs.

The Code contains 22 Outcomes with corresponding Processes associated with each Outcome, and includes provision not only for planning and practices, but in some instances an explicit requirement to collect / record evidence to demonstrate compliance with the respective Code Outcomes.

Kia angitu te Tauira – Tauira Success

Te Wānanga o Aotearoa is committed to continuing to meet its obligations to tauira, under Ngā Whakatakanga – Our Mission, which is Kia angitu te tauira - Tauira Success.

Our tauira must be at the heart of everything. They are the vehicle in which we achieve whānau transformation. They come from different backgrounds, but all come to better themselves and their whanau. The role of Te Wānanga o Aotearoa is to facilitate the transformation they seek by providing a Kaupapa Māori experience through high quality relevant education.

The Code of Practice then provides an additional lens through which to consider the tauira journey and experience, and provides an opportunity for Te Wānanga o Aotearoa to consider, reflect and enhance our practices, in alignment with the Code.

Since 2020, Te Wānanga o Aotearoa has worked to reflect on its approach to Tauira experience and care, and has utilised the iterations of the Code to consider where the exercise and practice of Ngā Uara – Te Aroha, Te Whakapono, Ngā Ture, and Kotahitanga – towards our Tauira might be enhanced further, particularly around our authentic use of He Reo Tauira (Tauira Voice).

Code of Practice – Ki te hoe!

As Te Wānanga o Aotearoa does not currently enrol international students or provide student accommodation (with the definition of the Code), Outcomes 1 to 4 (under Parts 3 and 4 of the Code) are of primary focus.

Part 3 requires Organisational structures to support a whole-of-provider approach to learner wellbeing and safety, and includes

- Outcome 1: A learner wellbeing and safety system; and
- Outcome 2: Learner voice.

Part 4 requires Wellbeing and safety practices for all tertiary providers, and includes:

- Outcome 3: Safe, inclusive, supportive and accessible physical and digital learning environments; and
- Outcome 4: Learners are safe and well.

2025 Self Review Assessment

Te Wānanga o Aotearoa (TWoA) regularly reviews *Ki te hoe!* to ensure its meaningful reflection of the progress being made, and completes an annual Code Self-Review Attestation to NZQA.

As part of the 2025 Code Self Review Attestation, we provided the following:

Domestic Learner Count:

Domestic Learners	27,751	18 years or older	682
		Under 18 years	27,069

Stage of implementation:

For each outcome based on a continuum of Well implemented / Implemented / Developing / Early Stages. In line 'Kia angitu te Taura – Taura Success' and our approach to the Code of Practice, TWoA reported in 2024 its stage of implementation as 'Developing' across all relevant outcomes.

Outcome 1: A learner wellbeing and safety system	Developing
Outcome 2: Learner voice	Developing
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Developing
Outcome 4: Learners are safe and well	Developing

Te Wānanga o Aotearoa continues to authentically consider, reflect and enhance its practices, in alignment with the Code, particularly where the exercise of Ngā Uara – Te Aroha, Te Whakapono, Ngā Ture, and Kotahitanga – towards our Taura is demonstrated.

This Report summaries the Key Improvement Activities undertaken in 2025, which have been separately reported / detailed to management and governance.

Code of Practice Process Leadership

Outcome 1: A learner wellbeing and safety system

Providers must take a whole-of-provider approach to maintain a strategic and transparent learner wellbeing and safety system that responds to the diverse needs of their learners.

2025 Key Improvement Activities
<i>Emergency Preparedness and Business Continuity</i>
Te Wānanga o Aotearoa has an overarching Business Continuity Policy and Plan that is regularly updated. In addition to this, there is regular risk based scenario testing to ensure emergency preparedness.

Outcome 2: Learner Voice

Providers understand and respond to diverse learner voices and wellbeing and safety needs in a way that upholds their mana and autonomy.

2025 Key Improvement Activities

Tauira Voice

The Tauira Representative System continued to strengthen in 2025, with 273 registered representatives across the motu—reflecting steady growth since the system’s relaunch in 2022. Representatives play a key role in ensuring that tauira voice is actively heard and incorporated into organisational decision-making, directly supporting the expectations of the Pastoral Care Code of Practice relating to learner voice, wellbeing, and safe learning environments.

A total of 99 representatives completed the end-of-year survey (36% response rate), with 93% expressing a positive attitude toward the role. The majority (84%) were first-time representatives, indicating ongoing success in recruiting new tauira into leadership and feedback roles. Engagement levels increased across all representative activities, including training attendance, gathering class feedback, and participation in campus hui. 92% of respondents reported being active in their role, up from 85% in 2024.

Representatives identified a range of benefits, with collecting and elevating tauira voice remaining the most valued aspect of the role. Respondents also highlighted personal growth, increased confidence, strengthened relationships with classmates and kaimahi, and a deeper understanding of Te Wānanga o Aotearoa. These outcomes reflect the framework’s contribution to building learner capability, belonging, and empowerment—key principles within the Code.

National Tauira Services provided a suite of resources to support representatives, including monthly newsletters, updated handbooks, and online training. Improvements made in 2025—particularly the emphasis on consistent local engagement by Student Support Advisors (SSA)—resulted in a marked reduction in reports of disconnection or lack of contact. Representatives noted that regular communication, clear expectations, and accessible resources strengthened their ability to fulfil their responsibilities.

Hui participation remained strong, with 71% of respondents attending a campus hui. Feedback highlighted recurring challenges with scheduling, communication, and the timeliness of follow-up responses. These insights continue to inform refinements to the Tauira Representative System, including strengthened SSA training, clearer expectations for hui organisation, and revised processes for collecting and publishing hui minutes. These improvements directly support Code requirements for transparent communication, timely feedback, and accessible mechanisms for raising and resolving concerns.

The feedback loop remained a core feature of the system in 2025, with themes from takiwā hui analysed and presented in “You said, we did” summaries. While delays in minute submission affected publication timelines, planned changes for 2026—including shifting responsibility for collation to Manager Takiwā Services—aim to improve consistency and responsiveness.

Overall, the 2025 Tauira Representative System demonstrates a maturing, well-embedded framework that upholds the principles of the Pastoral Care Code by ensuring that tauira voice is actively gathered, valued, and acted upon. Continued investment in training, communication, and consistent practice across takiwā will further strengthen the system’s ability to support safe, inclusive, and learner-centred environments.

Tauira Complaints

Te Wānanga o Aotearoa received a total of 90 complaints in 2025. All have been actioned, resulting in a total of:

- 29 complaints investigated and resolved;
- 5 complaints referred for educational review;
- 5 complaints withdrawn;
- 51 complaints referred for other action.

In 2024, 72 complaints had been reported during the same period.

The external review of the Tauira Complaints process, completed in 2024, was informed by the Aotearoa Best Practice Dispute Resolution Framework and the Capability Maturity Model. The review found that while the current approach performs effectively in several areas, there are opportunities to enhance system quality, reduce operational and procedural risk, and embed a more consistent cycle of continuous improvement to support a better overall tauira experience.

Implementation of the review's recommendations commenced in Q4 2025. Initial activity focused on scoping the automation of key components of the complaints workflow to reduce manual handling, improve traceability, and support more reliable and timely resolution pathways. This work has continued into 2026 as part of a broader programme to strengthen system performance, assurance, and the quality of the experience for tauira engaging with the complaints process.

Tauira Focus Groups

In 2025, Te Wānanga o Aotearoa advanced its commitment to tauira voice through two targeted focus group initiatives:

- Tauira Experience Focus Group examining digital platforms, support services, resources, and campus environments.
- Graduation Attire Focus Group exploring the cultural significance, equity, and accessibility of He Puāwaitanga regalia.

Together, these kaupapa provide a robust evidence base that aligns with the learner-voice expectations of the Pastoral Care Code of Practice and support governance oversight of learner wellbeing, equity, and engagement.

Tauira consistently affirmed the accessibility, responsiveness, and mana-enhancing approach of support kaimahi. Proactive, face-to-face engagement—particularly during early study stages—was identified as a critical enabler of confidence, connection, and help-seeking behaviour. These strengths demonstrate the effectiveness of current pastoral care practices and reinforce the value of relational, culturally grounded support.

Tauira also identified several system-level opportunities for quality improvement, and these insights have informed ongoing discussions. Navigation issues within Te Matakā have led to a planned review of Te Matakā in 2026, focusing on usability, decluttering, and clearer prioritisation of key learner pathways.

Similarly, varied awareness of services and resources—including Te Manu, Te Kōpuretanga scholarships, and support channels—has prompted a review of communications to strengthen visibility, clarity, and consistency of information provided to tauira.

Feedback relating to hauora and wellness—particularly the desire for broader wellbeing initiatives and confidential support channels—has contributed to discussions about introducing Rongoā Māori services from 2026, recognising the importance of culturally grounded, preventative, and holistic wellbeing supports.

Tauira kōrero about shared spaces and inconsistent experiences are informing attention to inclusive practice, Ngā Uara, and consistent modelling of kotahitanga across all kaimahi. These insights highlighted the need for strengthened cultural safety and equitable access to shared environments.

The Graduation Attire Focus Group provided constructive opportunities now included in considerations for future He Puāwaitanga ceremonies. These include equitable access to robes across qualification levels, clearer differentiation between levels, more flexible whānau attendance arrangements, and sustainable robe-hire or ownership options.

Overall, the 2025 focus groups demonstrate that tauira value relational support, cultural integrity, and environments that reflect manaakitanga, equity, and belonging. Their kōrero provides a clear, actionable roadmap for oversight of ongoing quality improvement across digital accessibility, wellbeing support, resource visibility, cultural safety, and graduation experience. Ensuring these insights continue to inform leadership deliberations strengthens organisational alignment with the Pastoral Care Code and upholds the principle that tauira voice remains central to decision-making at all levels.

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

Providers must foster learning environments that are safe and designed to support positive learning experiences of diverse learner groups.

2025 Key Improvement Activities
<i>Te Ata Hāpara Framework</i> Te Ata Hāpara is a data-informed learner-success framework established in 2022 to strengthen equitable outcomes for tauira. The framework focuses on enhancing engagement, retention, and wellbeing through proactive, culturally grounded support that integrates behavioural analytics, automated communications, and relational outreach. This approach also directly supports the expectations of the Pastoral Care Code of Practice by ensuring timely, responsive, and learner-centred support throughout the tauira journey. The framework uses a suite of Salesforce Marketing Cloud automated journeys—Akorau, iAkoranga, Unexplained Absence, and Aromatawai—to identify and re-engage tauira whose learning behaviours indicate potential disengagement. These journeys are complemented by Tauira Journey Representative phone outreach, which provides empathetic, mana-enhancing support and referrals to specialist services where required. Support levels (Kaupae 1–5) are used to tailor interventions, replacing deficit-based language with a strengths-focused, kaupapa Māori approach. Evidence from 2024–2025 demonstrates measurable improvements in learner engagement and retention among tauira who interact with Te Ata Hāpara communications. Tauira who opened automated emails consistently showed higher LMS login activity, improved attendance, and stronger retention rates than the overall cohort. Tauira Experience Survey results reinforce these findings, with many tauira reporting that reminder emails, wellbeing check-ins, and access to counselling services helped them stay engaged and, in some cases, avoid withdrawal. Operationally, the framework has demonstrated significant growth and refinement. Salesforce case volumes increased from 10,717 in 2024 to 29,520 by December 2025, reflecting expanded reach and improved targeting. Call conversion rates increased from 0.2% in 2024 to 6% in 2025 following enhancements to call procedures, scheduling, and the introduction of MS Bookings. These improvements indicate a maturing support system that is increasingly effective at reaching and assisting tauira. The framework provides evidence that programmes and support services are meeting learner needs. The kaupapa is grounded in manaakitanga, whanaungatanga, and culturally responsive practice, ensuring that interventions are relational rather than transactional. Automated journeys provide timely nudges, while Tauira Journey Representatives offer personalised support that responds to academic, wellbeing, and personal circumstances. High email open rates—often exceeding 75%—demonstrate that communications are relevant, accessible, and valued by tauira. Leadership have supported educational achievement through strategic investment in Salesforce, data warehousing, and cross-departmental collaboration. The framework’s design reflects organisational responsiveness to equity, learner success, and the creation of safe, supportive learning environments. Management has demonstrated adaptability by refining workflows, addressing data quality issues, and planning for future enhancements, including the transition to Education Cloud.

Self-assessment is embedded throughout the framework's operations. Dashboards, behavioural analytics, and case-management data are used to refine targeting, adjust workflows, and improve support journeys. The kaupapa also reflects critically on language use, data ethics, and cultural integrity, ensuring that support practices remain mana-enhancing and aligned with te ao Māori. Challenges with legacy systems and inconsistent data have been acknowledged, and future planning includes improved data integration, expanded behavioural triggers, and full automation of assessment-related support through workstreams in Te Pae Tawhiti.

Overall, Te Ata Hāpara demonstrates a mature, reflective, and culturally grounded approach to learner success. It provides evidence of positive impact on engagement, retention, and wellbeing, and is well aligned with organisational expectations for continuous improvement, equity, educational quality, and the delivery of safe, supportive learning environments consistent with the Pastoral Care Code. Moving into 2026, the Te Ata Hāpara framework has been adopted in our National Contact Centre. This provides more consistent resource allocation to support the success of our taura.

Outcome 4: Learners are safe and well

Providers must support learners to manage their physical and mental health through information and advice and identify and respond to learners who need additional support.

2025 Key Improvement Activities

Disability Services – diversity, wellbeing and inclusion

Disability and Inclusion Service Growth

In 2025, Disability Services continued to build on the 2024 Disability and Inclusion Call to Action by improving access to support services and responding to the growing wellbeing and accessibility needs of tauira across Te Wānanga o Aotearoa. This included continued access to counselling, vision support, disability support workers (DSW), learning assessments, adaptive equipment, and culturally responsive wellbeing supports, including the introduction of Rongoā Māori services.

Growth in Disability Service Demand

Demand for Disability Services continued to grow significantly throughout 2025. Following the 87% increase in applications seen across services in 2024, year-to-date applications increased by a further 73% in 2025. Counselling and Vision Support Services remained the highest areas of demand.

The increase in applications reflected:

- greater awareness and visibility of Disability Services;
- increased use of self-referral pathways;
- growing demand for mental health and wellbeing support;
- increased requests for neurodiversity and learning assessments; and
- ongoing accessibility needs across all takiwā.

Emerging Tauira Needs and Wellbeing Trends

Throughout 2025, Disability Services also saw:

- an increase in urgent wellbeing referrals;
- repeat counselling requests for ongoing support;
- increased requests for adaptive equipment and assistive technology;
- growing demand for culturally aligned wellbeing supports; and
- more complex support needs requiring coordinated follow-up and engagement.

These trends continue to show that Disability Services plays an important role not only in accessibility support, but also in supporting tauira wellbeing, inclusion, participation, and learner success.

Key Focus Areas and Service Improvements:

Across 2024–2025, key areas of focus included:

- improving visibility of services through Te Kōpua and self-referral processes;
- strengthening culturally responsive and tauira-centred approaches;
- increasing accessibility and reducing barriers to support;

- supporting neurodiverse and high-needs learners;
- improving responsiveness to urgent wellbeing needs; and
- continuing to grow kaimahi capability through disability inclusion, wellbeing, accessibility, and neurodiversity-informed practice.

Kaimahi Development and Capability Building

Ongoing kaimahi development continued through regular training, guidance, and operational support to help kaimahi respond confidently to increasing tauira needs, strengthen inclusive practice, and further support wellbeing and pastoral care across the organisation.

Disability Administration Review and Data Development

A significant area of development during 2025 was the Disability Administration Review, which focused on strengthening administrative processes, improving visibility of service demand, and supporting more consistent and informed decision-making across Disability Services.

As part of this work, the Power BI Disability Administration Dashboard was developed and continues to be refined collaboratively by the Coordinator Tauira Services and the Subject Matter Expert – Data Systems & Reporting. The dashboard is intended to improve monitoring of application trends, service demand, regional activity, approval timeframes, and workload distribution, supporting more responsive planning and service delivery across Te Wānanga o Aotearoa.

Strategic Insight and Future Direction

The most valuable insight is that Disability Services is no longer solely a transactional accommodation service. It is increasingly:

- a wellbeing service;
- an inclusion service;
- an accessibility service; and
- a critical contributor to tauira retention, participation, and equity outcomes.

The increasing demand for counselling, vision support, neurodiversity assessments, adaptive equipment, and culturally responsive wellbeing supports reflects a growing need for more holistic and integrated tauira support services across Te Wānanga o Aotearoa.

The data also highlights the importance of:

- early intervention and proactive wellbeing support;
- accessible and simplified pathways to services;
- culturally responsive and tauira-centred approaches;
- integrated support for neurodiverse and high-needs learners; and
- responsive systems that reduce barriers and improve equitable access across all takiwā.

Emerging trends also show that tauira are increasingly accessing Disability Services through self-referral and wellbeing pathways, reinforcing the importance of visibility, trust, accessibility, and strong relationships across the organisation.

Looking forward, Disability Services will continue to focus on:

- strengthening inclusive and equitable support practices;
- improving data-informed decision making and service planning;
- enhancing accessibility and responsiveness across service delivery;
- growing kaimahi capability in disability inclusion and wellbeing practice;

and supporting taurira success through integrated, holistic, and culturally responsive approaches

Te Tauihu o ngā Wānanga

Te Wānanga o Aotearoa (TWOA) participates in a shared kaupapa led through Te Tauihu o ngā Wānanga to strengthen mental health and wellbeing supports for ākonga. This mahi is funded through Health New Zealand's Access and Choice programme and aligns with the expectations of the Education (Pastoral Care) Code.

A key driver for this kaupapa is the recognition that a proportion of TWOA ākonga study through Home-Based Learning (HBL) and online programme delivery modes. These learners often experience greater isolation, fewer informal wellbeing touchpoints, and limited access to campus-based supports. TWOA therefore identified a clear need to strengthen and expand wellbeing services for these cohorts.

This framework directly responds to that need by providing accessible, culturally grounded, flexible hauora services that reach ākonga wherever they are located.

Overview of the Service at Te Wānanga o Aotearoa

Under this agreement, TWOA provides a suite of primary mental health and addiction supports designed for ākonga experiencing mild to moderate distress. The service is free, barrier-free, and available to all ākonga, including those studying remotely. Key components include:

- Virtual counselling delivered through the Ignite platform, ensuring equitable access for ākonga in HBL and online te reo Māori programmes.
- Kanohi ki te kanohi therapeutic services, including counselling, kōrero-ā-wairua, mirimiri, and rongoā Māori, delivered through onboarded practitioners.
- Hauora wānanga delivered both on campus and virtually, equipping ākonga with tools to manage stress, recognise distress in others, and strengthen their own wellbeing.
- Navigation and wraparound support, ensuring ākonga can access wider services such as housing assistance, financial support, academic help, sexual harm services, and whānau violence support.
- Referral pathways to specialist mental health and addiction services when ākonga require additional or more intensive support.

This model ensures that TWOA can provide a holistic, culturally anchored continuum of support that complements existing pastoral care structures and reaches ākonga in both physical and digital learning environments.

Alignment with the Pastoral Care Code

The service directly supports TWOA's compliance with Outcome 4, which requires providers to support learners to manage their physical and mental health and to identify and respond to those needing additional support.

Supporting ākonga to manage their wellbeing

Hauora wānanga, rongoā packs, and wellbeing resources provide practical tools and culturally grounded knowledge that help ākonga maintain their own hauora.

Identifying ākonga who need additional support

Staff undertake screening and assessment to identify when ākonga require more intensive or specialist support.

Responding to ākonga who need support

Barrier-free access to counselling, therapeutic services, and navigation ensures timely and culturally appropriate responses.

Embedding ākonga voice

TWoA integrates ākonga feedback into service design, including insights from the 2023 hauora survey, which highlighted strong demand for wairua-based services.

Service Delivery at Te Wānanga o Aotearoa

Through this framework, TWoA contributes to:

- The delivery of virtual counselling for remote and online learners
- The delivery of hauora wānanga across multiple modes
- The development of hauora resources
- The distribution of rongoā packs as part of wellbeing initiative

These activities ensure that TWoA maintains a consistent, high-quality, culturally responsive wellbeing service for its diverse ākonga population.

Considerations for Te Wānanga o Aotearoa

- Equity: The service prioritises Māori, Pacific, disabled, Rainbow, and rural ākonga, aligning with TWoA's strategic commitments.
- Accessibility: Virtual delivery ensures reach across TWoA's geographically dispersed learner base, particularly online and HBL cohorts.
- Cultural integrity: The integration of rongoā, kōrero-ā-wairua, and kaupapa Māori frameworks strengthens cultural safety and relevance.
- Referral pathways: Clear processes ensure ākonga can be connected to specialist services when required.
- Continuous improvement: Monthly reporting and ākonga feedback loops support ongoing refinement of services.