

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

Self-review Summary Report 2026: Sexual Wellbeing Aotearoa

External Published Report

This report is available in downloadable format on our [website](#)

A full summary of our performance is available on request.

Introduction

This report gives an overview of the organisational structures in place at Sexual Wellbeing Aotearoa to support a whole-of-provider approach to learner wellbeing and safety.

We are pleased to report our self-assessment of how effective we are at supporting the pastoral care needs of our learners for the following outcomes:

Learner Wellbeing and Safety Systems

- *Self-rating: Well-implemented*

Engagement and Learner Voice

- *Self-rating: Well-Implemented*

Accessibility and Inclusion

- *Self-rating: Well-implemented*

Learner Safety and Wellbeing

- *Self-rating: Well-implemented*

Key Outcomes

Outcome 1: Learner wellbeing and safety system

Strengthened learner communication and support systems

Updated our extreme-weather response process so learners and staff know who to contact before travelling to a course if there is a national or regional alert.

Introduced online follow-up check-ins to support learner engagement while they complete workplace-based training.

Improved assessment and quality assurance processes

Updated the Terms and conditions to reflect the April 2026 changes to the Student Fee Protection Rules.

Supplemented end-of-course evaluations with an additional survey focused on the final in-clinic assessment experience.

Outcome 2: Engagement and Learner Voice

Learner communication and feedback channels

Improved instructions for cultural reflections to promote greater depth and more detailed consideration of client context.

Provided learners with copies of final assessment reports for transparency and to support ongoing learning.

Feedback acted upon to improve delivery

Reviewed the PowerPoint presentation and reduced the number of slides in response to learner evaluation feedback.

Elicited feedback from the practical onsite assessment that will be shared with assessors to improve the assessment experience.

Outcome 3: Accessibility and Inclusion

Strengthened guidance for culturally safe practice

Provided assessors with clearer guidance on the types of evidence that demonstrate culturally safe practice during client interactions.

Clarified for learners and assessors that cultural safety is broader than supporting Māori clients and includes recognising and responding to each client's cultural, social, and personal context.

Improved inclusive learning practices

Revised the process for identifying learners who may have learning support needs.

Facilitated more courses in smaller communities to increase access for rural learners.

Evidence of clearer assessment expectations

Provided more exemplars for assessors to clearly outline the type and level of evidence expected of assessment write-up reports.

Outcome 4: Learner Safety and Wellbeing

Responsive processes

Responded swiftly to learner enquiries related to personal circumstances affecting course completion to support completions, including granting of extensions where appropriate.

Learner satisfaction

Collected feedback on course content and delivery after every workshop and at the end of the workplace training.

Collated learner satisfaction annually, with the latest results showing a 99% satisfaction rate across our courses, including consistently high ratings for facilitator expertise.

Summary and Continuous Improvement Actions

Sexual Wellbeing Aotearoa demonstrated a well-implemented, learner-centred approach to wellbeing, safety, engagement, accessibility and inclusion.

Learner support improved through clearer process for managing extreme weather events, online follow-ups and flexible responses to personal circumstances.

Assessment quality improved through added evaluation, clearer cultural guidance, assessment reports and assessor exemplars.

Learner voice shaped delivery through streamlined presentations and onsite assessment feedback.

Feedback showed strong confidence in content, delivery and facilitator expertise, with 99% satisfaction.

Continuous improvement will focus on embedding these changes, monitoring their impact and continuing to use learner feedback to refine support, assessment and delivery.