



Policies for People Booklet

*Tailored for NZQA Audit Compliance
School of Business – Private Training
Establishment*

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1. Introduction

This booklet outlines the policies that govern how people are treated, supported, and empowered within our PTE. It reflects our commitment to NZQA's quality assurance framework and the Code of Practice for the Pastoral Care of Learners.

2. NZQA Alignment Overview

Our policies are designed to meet the following NZQA expectations:

NZQA Focus Area	Policy Alignment
Learner Wellbeing	Sections 6, 9
Educational Performance	Sections 5, 12
Governance & Management	Sections 4, 13
Compliance with Legislation	Sections 7, 8
Treaty of Waitangi Obligations	Section 4
Self-Assessment & Continuous Improvement	Section 12

3. Code of Conduct

Aligned with NZQA's expectations for ethical behaviour:

- All staff and learners must act with integrity and professionalism
- Breaches are investigated and documented
- Staff sign a Code of Conduct agreement upon induction

4. Equity, Inclusion & Te Tiriti o Waitangi

- We uphold Te Tiriti o Waitangi through bicultural practices and Māori learner support
- Equity policies ensure fair access to education regardless of background
- Cultural competency training is provided to staff annually

5. Staff Recruitment, Qualification & Development

- All teaching staff hold NZQA-approved qualifications relevant to their subject area
- Recruitment follows documented procedures and includes qualification verification
- Ongoing professional development is tracked and reviewed annually

6. Learner Support & Pastoral Care

Compliant with the **Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021**:

- Learners receive orientation, academic support, and wellbeing services
- At-risk learners are identified and supported through intervention plans
- Support services are regularly evaluated through learner feedback

7. Health, Safety & Wellbeing

- Policies comply with the **Health and Safety at Work Act 2015**
- Risk assessments and emergency procedures are documented and reviewed
- Mental health initiatives are integrated into learner support systems

8. Privacy & Data Protection

- Data handling complies with the **Privacy Act 2020**
- Consent is obtained for all data collection and use
- Learner records are securely stored and access is restricted

9. Harassment, Bullying & Discrimination

- Zero tolerance policy in place
- Complaints are handled according to documented procedures
- All incidents are logged and reviewed by senior management

10. Grievance & Complaints Resolution

- Learners and staff can raise concerns without fear of retaliation
- Complaints are resolved within 10 working days where possible
- Records are maintained for NZQA audit purposes

11. Professional Boundaries & Ethical Conduct

- Staff maintain professional boundaries with learners
- Conflicts of interest are declared and managed
- Ethical teaching and assessment practices are monitored

12. Continuous Improvement & Self-Assessment

- Annual self-assessment reports are produced in line with NZQA guidelines
- Learner and staff feedback informs policy updates
- Internal audits are conducted to ensure compliance and effectiveness

13. Policy Review & Accountability

- Policies are reviewed annually or upon legislative change
- The Quality Assurance Manager oversees compliance
- All staff are trained on policy updates and changes