

Code of Pastoral Care Self-Review 2025



TEO information Cornerstone Education LTD

TEO Name			Cornerstone Education Ltd (Trading as Business Management Programmes and Aspire2 Health and Wellbeing).	MoE Number	8365
Code Contact	Name		Tony Boyce	Job Title	General Manager
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Current enrolments	Domestic learners	Total #	1243	18 y/o or older	1239
				Under 18 y/o	4
	International Learners	Total #	NA	18 y/o or older	NA
				Under 18 y/o	NA
Report Author(s)	Tony Boyce				

Stage of implementation for each outcome 2025

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

Summary of performance under each outcome

Outcome 1

Outcome	Summary of performance based on gathered information (i.e. how effectively is your organisation doing what it needs to be doing?)	How do you know? (i.e. note supporting evidence with analysis to make sense of what it means)
Outcome 1: A learner wellbeing and safety system	Cornerstone Education Ltd continues to be effective in outcome 1 through our Quality Management System QMS with policies and procedures that support learners learning, health and safety and wellbeing. The Student Information Hub in Canvas contains our strategic goals, policies and procedures in a central easy to access location and format for learners. Learners are encouraged to view the resources that support their learning. Our strategic goals, policies and procedures are available publicly on our website in an accessible format for the general public and in our Student Information Hub. Reviews of policies and procedures ensure they are current, meet the needs of learners and all stakeholders and comply with the requirements of the code of practice and current legislation. Our QMS also allows us to make changes in a timely manner.	First Impressions survey data shows that 86% of learners who responded have viewed the online Student Information Hub confirming learners are viewing wellbeing and support resources. Our First Impressions data shows 88% of learners who responded found the information on our website helpful. First Impressions data shows 92% of learners were satisfied with their onboarding and enrolment experience. Showing that our systems for guiding learners into study Our policies and procedures are accessible, learner focussed, support learner wellbeing and align with our practices. A comprehensive review of all surveys was conducted to ensure that the feedback collected provides data that enables us to identify areas we are doing well for our learners and opportunities for improvement to

	First Impressions ask key questions around our policies and procedures pages published in the Student Information Hub to ensure learners are aware they are available. Programme reviews and course reviews are conducted annually. Opportunities for improvement are actioned and monitored. Training for 2025 included the Achieve Disability courses to better support our learners with disabilities. Academic watch and learner engagement are an ongoing, all of provider processes to monitor engagement with the online learning and identify learners requiring learner support. We have implemented a number of learner success projects including: Academic Watch App— an online application which identifies learners at risk, i.e. disability, low engagement, low grades and provide support to these learners where needed.	enhance the learner journey and meet our requirements under the code. Our Programme Reviews provide a summarised overview for all programmes activities enabling us to draw conclusions on the data and trends. Data analysed includes academic achievement and completions and survey data enabling improvements based on learner feedback. 2025 Programme Reviews will be completed and finalised by March 2026. Staff completed disability awareness and support training specific to our disability learners through Achieve. The implementation of the academic watch app will allow us to further identify, support and monitor learners who require additional support and provide data reports enabling analysis for continuous improvement.
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	Orientation Course –this short compulsory course is designed to guide learners through Canvas and the essentials of starting their online studies. Pasifika Learners – focused engagement with our Pasifika learners has commenced to identify what learning requirements they may need to help support them and enhance inclusion.	
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Outcome 2

Outcome	Summary of performance based on gathered information (i.e. how effectively is your organisation doing what it needs to be doing?)	How do you know? (i.e. note supporting evidence with analysis to make sense of what it means).
Outcome 2: Learner voice	Cornerstone Education Ltd continues to be effective for outcome 2. Learners are encouraged to contact their tutors to discuss any queries they may have with their study or contact the Learner Support Coordinator or Learner Coach. A range of methods are available for contact including through the online learning platform Canvas, email or phone. Discussion forums and video tutorials are available for learners first assessments to provide learners with the opportunity to ask their tutor a question or to look up answers to previous questions other learners have asked.	Learners at Cornerstone Education Ltd are expressing their learner voice through their learner journey. Learners are participating in the “Introduce yourself” discussions in Canvas. All enrolled learners are given the opportunity to complete the first impressions survey within the first four weeks of their programme. Feedback from the assessment tutorials confirms supporting learner learning and assessment activities.

	Discussion forums allow learners to introduce themselves and share ideas online with their peers within their cohorts to encourage a sense of community online. Online workshops are being conducted for our Pasifika learners and we have now included our Māori learners. These sessions are an opportunity for these priority group learners to voice their needs for academic achievement. We have questions about ethnicity and disability in our surveys to ensure we are capturing feedback specific to our priority groups. First Impressions are embedded within the modules. Graduates are sent invitations to surveys approximately 3 months after they complete their programmes of study. We analyse the survey response data for continuous improvements opportunities and address any actions required. Survey outcome summaries are then published in Student Information Hub so our learners know we are listening and are making changes for continuous improvement.	The number of Pasifika and Māori learners attending these sessions is increasing. 87% of First Impressions Survey respondents have replied that they are satisfied or very satisfied with their experience on the programme so far.
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	Complaints received go onto a register that includes information on the complaint, the nature of the complaint, demographic data such as age, ethnicity, disability, and priority group data etc to enable analyses and find improvements. The resolution and outcome are also documented. Any formal complaints that we receive are investigated and we aim to resolve them within 15-20 days. Website links to the Disputes Resolution Scheme are included in our Student Information Hub.	We have received no formal complaints in 2025. Concerns raised are often resolved during conversations with the learner.
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Outcome 3

Outcome	Summary of performance based on gathered information (i.e. how effectively is your organisation doing what it needs to be doing?)	How do you know? (i.e. note supporting evidence with analysis to make sense of what it means)
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Cornerstone Education Ltd continue to be effective in outcome 3. Our digital learning environment is safe, inclusive and supportive. We, provide discussion forums and announcements which foster inclusiveness and participation. Global announcements celebrate language weeks and acknowledging significant days including Te Wiki o Te Reo Māori, Pasifika Language weeks, Diwali, Chinese New Year, and Matariki.	Assessment tutorials have been created for all first assessments within each programme. This supports learners to build confidence in assessment tasks and guides learners as to how assessments are expected to be completed. Learners are well informed on our expectations and code of conduct and know where to find information or seek support if needed. Discussions and

	Learner Engagement is monitored this is undertaken by our tutors and Learner Support Coordinator. Learners who have not logged in are contacted with offers of encouragement and support if they are having challenges accessing the online learning platform Canvas. Invitations to our orientation course are sent out one week prior to their course commencement so learners can find information to prepare them for their studies and support their learning journey.	introductions are contributed to by learners with respect for each other. Learners are provided with assistance with assessment writing, referencing and citations and encouragement to use all the additional learning functions available to them to assist them with their learning journey.
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Outcome 4

Outcome	Summary of performance based on gathered information (i.e. how effectively is your organisation doing what it needs to be doing?)	How do you know? (i.e. note supporting evidence with analysis to make sense of what it means)
Outcome 4: Learners are safe and well	Cornerstone Education Ltd continues to be effective for outcome 4 and has processes in place to ensure learners are safe and well in an online environment. Learner achievement is monitored and we have a system to ensure learners are engaging. All learners who are not engaging are followed up by their tutor, or Learner Support Coordinator. Support is offered by way of understanding the external challenges that are impacting their learning to ensure support available enables learners to progress in their	Cornerstone Education Ltd First Impressions Survey show 80% of learners have agreed that their tutor is accessible and meets their learning needs. We monitor learner attendance by their engagement in Canvas by completing learning check-ins, quizzes, and submission of assessments. Extensions are available for learners who need to have a break from study. Learners can change their study

	studies an example of this is an extension to take the pressure off at that challenging time. Our Academic Watch process enables Cornerstone Education Ltd to have a whole of provider approach to academic watch, and all tutors support staff and management connected to the learner are kept informed. New academic watch app and BI report Learners are guided to external professional help where applicable and further information on a wealth of services is available in the Student Information Hub. Our disability procedure ensures we reach out to all learners who have identified as having a disability during the enrolment process. The intended outcome of this process is to understand their learning barriers which could impact their learning and identify where we can remove or reduce these barriers and support their learning. The process will also allow greater data capture for analysis of the types of disabilities and barriers learners have, the effectiveness of the support provided and areas of improvement.	to part time if they have other commitments. The implementation of these online automated processes has reduced the time spent for learners to complete and allow them to self-manage their needs. Mental Health training for all staff has provided the skills and knowledge to better support our learners and each other. Staff have completed Achieve eLearning lessons to better support our learners with disabilities.
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Learner Complaints

We provide learners with information on how they can raise a concern or complaint on our website, in the Student Information Hub and in the Learner Handbook.

Definition of types of complaints as follows:

Complaint:	Formal notification of any issue adversely affecting one or more individuals that requires investigation, action, and response. Records of all complaints must be maintained on the central complaints file.
Issues of Concern	Issues that have the potential to impair the learner's experience or expose the College to academic risk.
Serious complaint	Issues involving violence, verbal abuse, cultural safety, unsafe conduct or work practice, disclosure of confidential College or personal information, theft, misrepresentation of Cornerstone Education Ltd for personal gain, possession of or being under the influence of non-prescribed drugs or alcohol, or any other act not specifically addressed in this definition but which is of a similar nature.

Formal Complaints:

There were no formal complaints received in 2025.

Critical Incidents

A critical incident is a notifiable event that would activate the establishment of the Emergency Management planning group. And would include one of the following;

- If someone dies as a result of our activities
- If someone is admitted to hospital for immediate treatment because of a serious injury or illness resulting from our activities.
- If someone's health and safety is exposed to a serious or immediate risk because of an unplanned or uncontrolled incident resulting from our activities.

In the event of a Critical incident, it is probable that control of the incident would move to an external agency.

Review of Complaints and Critical Incidents Practices.

The policy and procedures relating to a Complaint or Critical Incident have been reviewed to ensure that the procedures for dealing with either meet the requirements of the code of practice and current practice for Cornerstone Education Ltd.

A link to a copy of the current and reviewed complaints policy is available on both the Aspire2 Health and Wellbeing and Business Management Programmes websites, along with a template form to complete electronically to make a complaint and a flow chart outlining the steps in the complaints process. Learners are also advised that they are able to make a complaint by email.

Continuing Improvements for 2026

Cornerstone Education Ltd is dedicated to continually enhancing its methods to promote learner wellbeing and ensure a positive experience that fosters academic success.

The following areas have been identified for implementation in 2026:

- Continue to review policies and procedures.
- Continue staff training in key areas that include but are not limited to; mental health, dyslexia and other diverse learners, Cultural Awareness, Privacy legislation and other acts applicable to education in New Zealand, Tiriti o Waitangi and Pasifika.
- Look at other avenues for gaining learner feedback other than surveys as responses for these has decreased over recent years.
- Seek further feedback from learner focus and priority groups on our policies and procedure.
- Advance our Māori and Pasifika strategies and strive to embed this across our programmes and into our culture.
- Advance our disability data analysis on our disability learners. To identify trends and opportunity for improvement. Continue to seek feedback from these learners as to how we can better support them in an online environment.
- Continue to promote to learners' health and wellbeing awareness.