



**BUILDERS**  
**ACADEMY** <sup>®</sup> (NZ)

Builders Academy New Zealand (9436)

The Educational (Pastoral Care of Tertiary  
and International Learners) Code of  
Practice 2021 self-review summary 2024

## Stage of implementation for each outcome

### Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	Rating
<b>Outcome 1:</b> A learner wellbeing and safety system	Well implemented / Implemented / <b>Developing</b> / Early stages
<b>Outcome 2:</b> Learner voice	Well implemented / Implemented / <b>Developing</b> / Early stages

### Wellbeing and safety practices for all tertiary providers

	Rating
<b>Outcome 3:</b> Safe, inclusive, supportive, and accessible physical and digital learning environments	Well implemented / Implemented / <b>Developing</b> / Early stages
<b>Outcome 4:</b> Learners are safe and well	Well implemented / Implemented / <b>Developing</b> / Early stages

## Summary of performance under each outcome

### Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	<b>Summary of performance based on gathered information</b> (i.e. how effectively is your organisation doing what it needs to be doing?)	<b>How do you know?</b> (i.e. note supporting evidence with analysis to make sense of what it means)
<b>Outcome 1:</b> A learner wellbeing and safety system	<p>For Work based learning, the Health and Safety at Work Act 2015 is the primary driver for a safe learning environment. The workplace learning environment for apprentices is controlled by their employer or the principal contractor for the site upon which they work.</p> <p>Builders Academy NZ is process of rebuilding its QMS to clearly identify the roles and responsibilities of all parties involved in the apprenticeship journey ensuring that there is a strategic and transparent approach to apprentice wellbeing and safety.</p> <p>Builders Academy NZ has:</p> <ul style="list-style-type: none"> <li>partnered with Master Builders NZ to gain industry input and collaborate on new initiatives to support apprentices</li> <li>sought feedback in input from both employers and apprentices through a survey conducted mid-year. This survey will continue to serve as the main mechanism for gaining feedback.</li> </ul> <p>Builders Academy is dedicated to honouring Te Tiriti o Waitangi and meeting the needs of its diverse learners, including Māori, Pacific and people with</p>	Investment Plan  Learner Success Plan  Disability Action Plan

disabilities. This commitment includes fostering talent development and economic sustainability through collaborative relationships and culturally informed practices.

Our student centred (tikanga Māori) approach to education has the following benefits:

- **Culturally Inclusive Curriculum:** Our training programmes incorporate cultural perspectives and values, particularly those of Māori and Pacific communities, to create a more inclusive learning environment. This is inspired by the successful Tikanga Māori approach at UP Education provider, NZMA Trades.
- **Support Services:** We provide additional support services for disabled learners, ensuring they have equal opportunities to succeed in the construction industry.
- **Community Partnerships:** By partnering with organisations that serve traditionally underserved learners, we develop programmes that address their unique challenges and support their educational and career aspirations.

*Identified improvements*

Complete QMS compliance mapping document to ensure the Code is covered through business processes

	<p>Complete and implement Quality Compliance Review (QCR) procedures to measure the effectiveness of the implementation of the Code</p>	
<p><b>Outcome 2:</b> Learner voice</p>	<p><b>Maintaining a learner-centric approach at Builders Academy</b></p> <p>At Builders Academy, our commitment to being a learner-centric business is unwavering. We ensure the learner's voice is integral to our decision-making through a variety of engagement and evaluative activities.</p> <p>Recognising the value of diverse perspectives, we collaborate with learners and their communities to continually develop, review, and improve our practices. We have implemented formal and informal processes to actively listen to and engage with our learners, creating numerous feedback opportunities that guide our decisions.</p> <p><b>Learner surveys</b></p> <p>Our surveys provide Builders Academy with ongoing feedback, enabling robust learner advocacy.</p> <p>Workplace Apprenticeship Educators (WAEs) conduct informal one-on-one site visits approximately every 6 to 7 weeks. These visits help build authentic relationships and provide opportunities to discuss progress, concerns, and support needs. Reports and specific support needs are logged in the student management system for monitoring and action.</p>	<p>Builders Academy Apprentice Survey</p> <p>Builders Academy Apprentice Complaint Process and Toolkit</p> <p>Builders Academy Apprentice Journey Guide</p>

### **Voicing concerns and complaints**

Builders Academy has established processes to ensure learners can raise concerns informally with staff and formally escalate them to management when necessary. These processes are clearly outlined in the Apprentice Journey Guide provided at enrolment. For apprentices across New Zealand, we have made it easy to escalate concerns using a QR code that links to an online complaints form. Our response processes are grounded in natural justice principles and the Education Code of Practice. We also survey learners about their experience with the complaints process to identify areas for improvement.

In 2023, Builders Academy did not receive any complaints. However, there was one incident that has been categorised as a critical incident. This incident occurred in a campus workshop. It was recorded and reported to WorkSafe as per Builders Academy H&S policy and procedures. All learnings have been incorporated into the wider UP Education Critical Incidents policy and procedures.

### **Periodic apprentice and employer surveys**

Starting June 2024, Builders Academy is conducting biannual surveys inviting all learners and their employers to provide anonymous feedback on their apprenticeship experience. These surveys include both open-ended and multiple-choice questions, allowing for comprehensive and quantitative analysis.

	<p>Demographic data is collected to gain insights into the needs of our diverse learner communities.</p> <p><b>Graduate and employer surveys</b></p> <p>Graduate feedback is crucial for programme review and design. Three months after programme completion, graduates are invited to participate in a survey evaluating the training's effectiveness and relevance to their career paths and employer skill requirements. This feedback, including destination data and self-ratings on confidence and skill application, informs our programme improvements.</p> <p><i>Identified improvement</i></p> <p>Strengthening apprentice survey to include more quantitative and qualitative feedback on outcome 3 and 4 to ensure we have more data on the effectiveness of the Code Implementation</p>	
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### Wellbeing and safety practices for all tertiary providers

	<b>Summary of performance based on gathered information</b> (i.e. how effectively is your organisation doing what it needs to be doing?)	<b>How do you know?</b> (i.e. note supporting evidence with analysis to make sense of what it means)
<p><b>Outcome 3:</b> Safe, inclusive, supportive, and accessible physical and digital learning environments</p>	<p>For Work based learning, the Health and Safety at Work Act 2015 is the primary driver for a safe learning environment. The workplace learning environment for apprentices is controlled by their employer or the principal contractor for the site upon which they work.</p>	<p>Power BI reporting for monitoring</p> <p>Learner Success Plan</p> <p>Disability Action Plan</p> <p>Regular visits by Workplace Apprenticeship Educators – 6 weekly cycle.</p>

Builders Academy carries out its responsibility under the Health and Safety at Work Act 2015 whilst on site.

Builders Academy also follows the TEC Code of good practice for apprenticeships:

<https://www.tec.govt.nz/teo/working-with-teos/kis/new-zealand-apprenticeships/code-of-good-practice-for-new-zealand-apprenticeships/>

**Barrier-free Access**

We actively promote diversity and inclusivity within the construction industry. Our initiatives encourage underrepresented groups, including women, Māori, Pacific, and individuals from diverse backgrounds, to pursue construction education and training. Targeted recruitment and support initiatives help attract and retain these students. Through industry sponsorship, we provide scholarships, grants, and mentoring programs to support their success.

*Learner success strategies*

- Understanding learner needs, at enrolment and through journey as needs arise/emerge
- Accessibility and accommodations
- Utilising technology
- Mentorship and support
- Professional development for staff
- Continuous evaluation and improvement

*Monitoring and evaluation systems*

- Academic monitoring reporting systems: With stronger identification and monitoring, we aim to

96% of apprentices agree/strongly agree that their Workplace Apprenticeship Educator provides them with the support and guidance they need.

83% of apprentices agreed that there are sufficient channels for seeking assistance from their Workplace Apprenticeship Educator when needed.



	<p>reduce the qualification completion parity gap for learners with disabilities.</p> <ul style="list-style-type: none"> <li>• Learner voice evaluations: Measure apprentices' responses to their educational experience, including support received, relationships with Workplace Educators, learning environment, and overall expectations.</li> <li>• Staff evaluations: Assess how equipped staff feel to support learner outcomes and provide necessary resources and training</li> </ul>	
<p><b>Outcome 4:</b> Learners are safe and well</p>	<p>Primary responsibility for the safety and wellness of apprentices falls under the Health and Safety at Work Act 2015. This is the responsibility of the employer.</p> <p>Builders Academy carries out its responsibility under the Health and Safety at Work Act 2015 whilst on site.</p> <p>Builders Academy also follows the TEC Code of good practice for apprenticeships:  <a href="https://www.tec.govt.nz/teo/working-with-teos/kis/new-zealand-apprenticeships/code-of-good-practice-for-new-zealand-apprenticeships/">https://www.tec.govt.nz/teo/working-with-teos/kis/new-zealand-apprenticeships/code-of-good-practice-for-new-zealand-apprenticeships/</a></p>	<p>Regular visits by Workplace Apprenticeship Educators – 6 weekly cycle.</p>

