

## SELF ASSESSMENT OCTOBER 2023

### Tertiary Evaluation Indicators

Achievement & Outcomes		
How well do students achieve? What is the value of the outcomes for key stakeholders, including students?		
	ACHIEVED	EVIDENCE
Students acquire useful skills and knowledge and develop their cognitive abilities.	All Students completed Evaluation Forms on completion of the Course and 100% said that the subjects were covered in enough detail. The Course is designed that all graduates will have acquired the skills and knowledge required for entry level Real Estate.	39 Students Graduated to the end of October 2023 Graphs completed Student Achievement Data – Completions Appreciation emails, visits and text messages
Students' complete courses and/or gain qualifications.	From January 2023 to end of October 2023 - 104 students enrolled through the website, of these 84 students paid and started the Course. 2 Students who paid withdrew within the withdrawal period and were given a full refund. The net figure was 82 students to the end of October 2023. 44 Students completed the Course in 2023.	Course Evaluation Questionnaire Exit Interviews Student Database and Enrol-pro
Students gain relevant employment and/or engage successfully with further study.	44 Exit Interview forms completed up until the end of October for 2023. show 52% indicated that they already have positions and 47% may consider going into real estate in the future. 1 student, who completed the course indicated they were not intending to go into Real Estate. This was also indicated at the Enrolment stage. The downturn in the market has meant some students have been reluctant to apply for their Licence straight off.	Numbers - Recorded in Student Evaluation Recorded in Exit Interviews
Students apply new skills and knowledge and contribute positively to their local and wider communities.	We have not surveyed stakeholders consistently in 2023 and found this to be an oversight which has been added to our Improvement Plan for 2024. From verbal interactions with Stakeholders there were no negative comments from stakeholders or students. Lacking surveys has not given us information to analyse trends.	Exit interview.

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Students improve their well-being and enhance their abilities and attributes.	Through personalised contact with Tutors, we have encouraged students to improve their confidence and enhance their ability to achieve competency in the course. Consideration of extensions and one on one assistance is given on an individual basis when deemed necessary or appropriate.	Flexibility to allow extra time outside the 30-week course period to cater for individual student situations like illness and travelling to home country. Correspondence, discussion notes and decisions recorded on Students file.
Communities' and iwi bodies of knowledge are created, developed, and advanced.	Awareness of District Planning and Maori Land ownership is covered in the material as relevant to real estate. Welcome to students at the start of all Classes is in Maori and signatures on all correspondence include Maori phrase.	Student Manual Classroom presentations
<b>Programmes match needs</b>		
<b>How well do programme design and delivery, including learning and assessment activities, match the needs of students and other relevant stakeholders?</b>		
	<b>ACHIEVED OR NOT ACHIEVED</b>	<b>EVIDENCE</b>
Programmes maintain relevance to stakeholders and communities.	Not achieved in 2023 as only limited stakeholder feedback was undertaken. It has been identified that a more formal approach with documented evidence will be actioned in 2024. Stakeholders have referred students to TAFE to complete the course. 2 conversations with Commercial stakeholders, indicated they would like more Commercial content in the course. In 2024 we need to capture more of this information and develop a higher level of engagement with Stakeholders. This will build better relationships and clarify the misunderstanding some Stakeholders appear to have regarding different expectations of what a student should know when starting out.	Previous Year Destination data  Ethnic Breakdown - graph in folder.
Programmes are regularly reviewed and updated to meet existing and emerging needs of students and stakeholders.	The current Programme being delivered is version 2 of the 3111 qualifications. Quarterly checks ensure we are delivering the latest version of the NZQA Unit Standard is their website. Identified improvements or in the event of law or best practice changes were discussed and changes actioned after the monthly Academic discussions and actioned through Strategi's RADAR platform. Generally, this would be modifying the Manual or adding relevant information in the form of PDF documents. The Programme is scheduled to be evaluated in December (Annually)	There have been minor updates to all the Manuals to remove duplicate information and simplify some of the language.  Changes have been made and uploaded into RADAR.

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<p>Learning environments are planned and structured for the benefit and needs of students.</p>	<p>Students have access to an individualised study calendar to assist with time management to complete the course. We have been delivering 2 weekly topic-based classes via ZOOM/TEAMS for the tactile learner and those wanting a more in-depth understanding. Students are encouraged to contact their Tutors either in person or via phone, email, and ZOOM/TEAMS if they need assistance or 1 on one support. Tutors mainly work remotely but are available during working hours so that students can utilise their expertise and on request have a one-on-one session or a meeting with TAFE College Tutors.</p>	<p>Onsite facility not patronised by students this year with many saying they prefer to work from home. RADAR Data and templates developed and updated as required. Carparking and Public Transport available if students require to meet in person in Albany Office. Availability of the Tutors for assistance during working hours and weekly via ZOOM/TEAMS in the evenings each week.</p>
<p>Academic standards and integrity are maintained.</p>	<p>Ringa Hora requested 3 x samples of 15500- and 26148-unit standards for External Moderation in June 2023 and these were returned to us in August 2023. Through a structured internal moderation plan, each Unit Standard was moderated more than twice, and the Tutors were moderated at least three times to ensure competency and consistency. There were no conflicting outcomes however suggestions to improve feedback to students were discussed with staff as a result of the moderations.</p> <p>All students have an assessment moderated prior to being awarded their Certificate.</p>	<p>External Moderation report and comments that the assessing of these units was clear and consistent. Internal Moderation and Governance of Moderation.</p> <p>Internal moderation plan</p>
<p>Learning activities and resources are effective in engaging students.</p>	<p>Student engagement with classes hasn't been as expected, with only on average 2- 5 attending each session. How-ever it was decided to continue with them as it provides for students different learning styles and will be reviewed in the Improvement Plan for 2024. Weekly email reminders keep them informed of the Topics to be covered and once a month we ask them what Topic, they would like us to present on. Whereas students engaged more with on-line Tutorials, and through feedback have identified an improvement opportunity to provide these classes in online videos.</p>	<p>Identified in Completion Evaluation and 2-month Post Course Survey</p> <p>A request for these to be recorded has been made and some students have recorded these live.</p>

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Key stakeholders, including students, are clearly identified and engagement is appropriate and ongoing.	<p>Formal engagement with Stakeholders has not been undertake. This now forms part of the Improvement Plan for 2024 and will follow established processes.</p> <p>The 2-month Post course survey was not had any responses in 2023 and so we are redesigning the survey as part our 2024 Improvement Plan.</p>	<p>Evaluation Form – graphs and comments recorded Exit interview form modified to include an update of the students address. Industry Meetings and Discussions with other Institutions like the REA.</p>
Assessment is fair, valid, consistent, and appropriate.	<p>2023 saw us continue with internal moderations following our structured internal moderation plan. Unit Standards will be moderated twice, and the Tutors will be moderated at least three times to ensure competency and consistency. There were no conflicting outcomes however improved feedback to students is always discussed between staff. This is largely because of the moderations when marginal answers are challenged and to ensure no personal bias is reflected in the result and the PC is complied with.</p>	<p>Internal Moderations Discussions at Staff Meetings and with other Tutor. Governance of Moderations</p>
Assessment provides students and teachers with useful feedback on progress.	<p>Students have a study timetable to ensure they can complete their course on time and receive monthly reminders to stay on track through the weekly emails. Marking sheets have been reviewed and encourage positive comments and constructive feedback on each question.</p>	<p>Monthly follow up process and reminders of how they are going Data base is colour coded and centralised for Tutors to send emails out if required.</p>
Learning activities and assessment tasks are purposefully aligned with learning outcomes	<p>All learning assessments have been designed and provided by to ensure they meet the learning outcomes. TAFE College provides learning activities in the way of templates, Best Practice Guides, classes and observations which are monitored against outcomes.</p>	<p>Course is written by TAFE College so minor improvements can be made or updated as required. Orientation completion noted on Students File. Tutor contact with students recorded on personal file. Role plays, observations, Tutorials, Video's and workplace templates.</p>
<b>Student engagement</b>		
<b>How effectively are students supported and involved in their learning?</b>		
	<b>ACHIEVED OR NOT ACHIEVED</b>	<b>EVIDENCE</b>
Student learning goals are well understood.	<p>The understanding motivation and learning goals are gained through the completion of the enrolment form in which they specify what the purpose of completing the course was. In 2023 we haven't been proactive in extracting the data to show trends and this has been noted as part of our Improvement Plan for 2024.</p>	<p>Orientation element included. Completion Evaluation Forms</p>

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<p>Comprehensive and timely study information and advice is provided to assist students pursue their chosen pathways.</p>	<p>NEW learning platform RADAR has been delivered under a Strategi Licence. Access to Website and information like Student Handbook is available to everyone. Enquiries can be made in person or through the website. Prospective students are interviewed at the time of enrolment and fully informed of the time and commitment required to complete the course. Enrolled students receive an introduction letter and an Orientation which includes RADAR access, a study Calendar, where to access the information for their study and how to submit Assessments. A Pre-Study Declaration confirms they have completed this task and understand the commitment required.</p>	<p>Student Handbook Enrolment Interview Process for Obtaining their Licence given to Students. Exit Interview completed. NEW learning platform RADAR has been delivered by TAFE College under Strategi Licence.</p>
<p>Responses to the well-being needs of students are appropriate.</p>	<p>No formal complaints from any Student's received in 2023 Student's health issues identified have been recorded on Students file – in these instances TAFE College has treated each case on its merits and as fairly as possible. Some students were granted an extension or delays in starting their Course and one student withdrew without paying fees due to health reasons</p>	<p>Student emails/issues (personal or health) are documented on Students file. Individualised help through phone calls, Teams or via email is offered as part of Pastoral Care. Students receive a weekly email advising them of Tutor availability and assistance to support them. Remote workplace as well as being in the Office means all Tutors are available for assistance.</p>
<p>The learning environment is inclusive.</p>	<p>Tutors are available for personal contact with students either in person, via email, Teams, or phone-calls during normal office hours and until 7 pm every Wednesday.  Students are actively encouraged to contact their Tutor if they are experiencing any difficulties with the completion of the course through follow up and emails.</p>	<p>Created options and break out rooms for students to use. One on one assistance available for students who request it. Topic based classroom Tutorials. Individualised help through phone calls, Teams or via email.  Class topics and tips for staying on track advertised in weekly email</p>
<p>Policies and procedures minimise barriers to learning.</p>	<p>The barriers to learning are minimised by TAFE's approach distance learning and the availability of tutors during weekdays. Phone calls are encouraged.  The policy of having access to Tutors enables students to foster a relationship or point of contact where they feel comfortable to discuss issues and concerns.</p>	<p>Students marking sheets. Option for students to complete roleplay in person or remotely. Topic based classroom Tutorials. Individualised help through phone calls, Teams or via email. One on one assistance</p>
<p>Students have opportunities to apply knowledge and skills in a variety of contexts.</p>	<p>Students can apply knowledge through written assessments, roleplays and scenarios</p>	<p>Assessments are written with Role Play elements and sometimes verbal explanations with live examples can be had to clarify points. Tutorial interaction Student Evaluations</p>

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Students are supported to establish effective social and academic support networks.	TAFE College students are encouraged to visit our Facebook page call their Tutor and attend classes for peer support.	Facebook –Not used effectively, during this change over period. Classes – Interaction and swapping of personal details Students contact us, in person via email or phone post course which will be documented and captured and shared with the Tutors.
Students are provided with useful and timely feedback on their progress	All Assessments are marked with appropriate feedback and returned to the student within 5 working days	Policy in the Procedures for Tutor's Manual (5 day turn around) Email responses to Students. Monthly Process of keeping in touch with all students. Phone calls and emails within a month of enrolling. Moderation comments (Internal and Governance)
<b>Governance &amp; Management</b>		
<b>How effective are governance and management at supporting educational achievement?</b>		
	<b>ACHIEVED OR NOT ACHIEVED</b>	<b>EVIDENCE</b>
Organisational purpose and direction are clear.	Organisation and purpose have been updated in 2023 to ensure that our organisation and purpose and direction remains relevant and clear as we strive to improve TAFE College's capabilities.	Up dated Student Handbook Mission Statement Updated QMS
Organisational academic leadership is effective.	Governance processes were formalised through an appointment of external support to ensure leadership is effective. These include staff meetings, governance of moderation, an annual compliance audit and ensuring staff qualifications remain relevant.	Internal Moderation – led by Manager. External Moderation as requested by Rina Hora Governance of Moderation
Enough resources are allocated to support learning, teaching and research.	TAFE College has developed additional resources like Videos, Templates and contact classed. TAFE College annually reviews the resources required to promote good learning.	Student Evaluation Forms Stakeholder Feedback (verbal and through recommendations) REINZ updates and newsletters disseminated weekly REA updates and newsletters disseminated to all staff as they are received.
Data analysis is used effectively throughout the organisation	Information is captured from the, end of Course Evaluations, Exit Interviews, and email correspondence from students. Results are graphed to show trends and are analysed to identify improvement opportunities. The analysis and graphs are still being improved on. Getting and recording Stakeholder Feedback needs to be improved on	Graphs have identified trends both positive and negative from captured information from: End of Course Evaluations, Student Feedback Stakeholder Feedback not evident.

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<b>Compliance</b>		
<b>How effectively are important compliance accountabilities managed?</b>		
	<b>ACHIEVED</b>	<b>EVIDENCE</b>
Policies and practices are legal and ethical.	<p>TAFE College receives updates on policies and practices from being members of Industry groups such as EMA, REINZ and the REA.</p> <p>Regular monitoring of the REA Complaints decisions ensure best practices are understood and taught. We receive newsletters from the REA and REINZ, to ensure we are aware of any issues or updates.</p> <p>NZQA send out emails of Rules and Regulation updates.</p> <p>QMS Updated to reflect any changes, by TAFE.</p>	<p>Student Enrolment Process and the QMS. Student Handbook has been updated and is available on our website.</p> <p>Examples include a more detailed Health and Safety Policy and a revision of TAFE College Pandemic Plan.</p> <p>QMS Updates</p>
The TEO has effective compliance management processes.	TAFE College has a Management Plan and devised a Compliance Audit that is completed on a 6-month basis to ensure compliance obligations.	<p>Annual Registration Fee Form</p> <p>Annual Statutory Declaration</p> <p>The Independent Assurance Practitioner's Review Report (IAPR Report) SR120</p>
Relevant legislation, rules and regulations are complied with.	<p>TAFE College has completed all its compliance obligations as per the Compliance Audit.</p> <p>NZQA send out emails of Rules and Regulation updates which are read and complied with.</p>	<p>Enrolment Process to ensure NZ Residency or NZ Citizenship</p> <p>Up dated Student Handbook and QMS</p> <p>Monthly Staff Meetings capture NZQA updates and changes</p> <p>Subscribe to industry newsletters - REINZ and REA</p> <p>Regular checks on REA Decisions.</p>