

**Life Care Consultants Ltd - Self-review Report 2024**  
**Learner Wellbeing and Safety**

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

**Organizational Details**

**Tertiary Education Organization (TEO):** Life Care Consultants Ltd

**MoE number:** 8380

**Domestic Learners:** 1<sup>st</sup> October 2023 to 30<sup>th</sup> September 2024 **Total:** 24,630

**Code Contact:** Kevin Ludwig, Financial Controller

**Review Completed By:** Brad Smith, Quality Manager C Cushla Howie, National Operations Manager

**Contact Details:** [info@lifecare.co.nz](mailto:info@lifecare.co.nz) 0800 493 559

## Introduction

This report summarizes Life Care Consultant's performance against the requirements of the Code of Practice on Outcomes 1 to 4.

LifeCare was founded 30 years ago with one clear purpose: to make a real difference in people's lives. We began by delivering First Aid training to organizations of all sizes across New Zealand, driven by a belief that effective training can save lives and strengthen communities.

From the outset, our pioneering approach focused on delivering high-quality, engaging training with maximum efficiency. We consistently achieved in a single day what others required two days to complete—without compromising quality. The results spoke for themselves: participants valued the practical, relevant content, managers appreciated the streamlined delivery, and feedback frequently highlighted our training as the best they had experienced.

## Our Learner Voices

- *A great session and all the participants were buzzing with how we could use this information in the everyday workplace. well done and thanks Carolein.*
- *Phil was great ! Very passionate about first aid and sharing real life accounts to link our knowledge to.*
- *Arna was an amazing tutor. She's a huge asset to your team. She made the day fly by and really helped me to understand everything. She was great. 10/10 course. Will be back when I'm due for my next one :)*
- *Just an overall awesome training session, would recommend Life care consultants Lower Hutt for sure!*
- *Ka pai rawe Atu*
- *Loved how interactive it was.*
- *Ratu was fantastic. He was very knowledgeable and had great advice. I'm sure we all feel so much more confident from our mornings learning.*
- *Steffan engaged with every person on the course. Training was well paced. All questions were answered gladly*

## Stage of Implementation for Each Outcome

	Code Requirement	Stage of Implementation
<b>Outcome 1</b>	A learner wellbeing and safety system	<i>Implemented</i>
<b>Outcome 2</b>	Learner voice	<i>Implemented</i>
<b>Outcome 3</b>	Safe, inclusive, supportive, and accessible physical and digital learning environments	<i>Well implemented</i>
<b>Outcome 4</b>	Learners are safe and well	<i>Implemented</i>

### Outcome 1 A learner wellbeing and safety system

At Life Care Consultants our goal is to make sure every learner feels safe, respected, and supported while completing their training. Even though we deliver short courses and do not offer accommodation, we take well-being and safety seriously in every aspect of our work.

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)
<p>Design and deliver training in a way that supports learners' physical, mental, and emotional wellbeing. Our trainers create a positive, encouraging learning environment where learners feel comfortable to participate, ask questions, and take breaks when needed. We also check in with learners during the course to make sure they are coping well and offer extra help or adjustments if required. We deliver using a mix of visual, auditory and kinesthetic styles to reach all learners.</p> <p>Honor Te Tiriti o Waitangi by including Māori perspectives and practices in our teaching and relationships. All classes are opened with a Pepeha, allowing our team to establish an identity and to open opportunity for those in the class to feel safe to share in their whakapapa.</p> <p>Keep training spaces safe through planning, clear safety briefings, and respond to any concerns. LifeCare Consultants provides clean, spacious, and comfortable learning environments for all students. Public course venues include access to drinking water, morning and afternoon tea, bathrooms, and break areas. For onsite courses, it is the customer's responsibility to provide a suitable training space. At the start of each course,</p>	<p>We observe behavior in our students that re-enforces that our students feel safe and supported, they actively participate in discussions, many ask questions and offer up their own experiences. Attendance remains consistent in our classes, with students rarely stepping out during class time.</p> <p>Our trainers proactively identify hazards on our sites, and venues undergo safety and wellbeing assessments before courses begin, with alternative arrangements made when necessary. We provide appropriate safety briefings, and ensure a prompt response system for any issues that arise.</p> <p>We gather information through post-course surveys, Google reviews, and direct feedback given during or after classes. We also conduct post-course account management reviews to assess how well our training met expectations and identify opportunities to make it even better.</p> <p>Our training is updated in a timely fashion with information from key associations such as AECTP and NZ Resuscitation Council. Along with annual reviews of training materials. Our pass rates reflect a high level of engagement, and our surveys and Google reviews are consistently positive.</p>

<p>we cover health and safety information, such as the location of fire exits.</p> <p>We are committed to continuous improvement, using feedback and review to guide our actions. This includes feedback from learners, stakeholders, and our own internal reviews.</p>				
<p><b>Identified gaps in compliance with key required processes</b></p> <p>Given that we are a business to business supplier we are looking to expand our stakeholder input, with a view to gathering more feedback from employers or industry partners on how well training outcomes are translating into workplace competence and safety.</p> <p>We can also see the potential for improvement through Involving an external reviewer or peer organisation to assess and benchmark our wellbeing and safety practices.</p>				
Action	Owner	Due date	Plan for monitoring implementation	Measure of Success
<p>Establish Follow-up Schedule</p> <p>Contact employers at 1–3 months after training to gather feedback on real-world application and any further training needs.</p> <p>Include this follow-up in your account management process so it becomes routine.</p>	Sales	Qtrly	<p>Track employer response rates and aim for a set participation target (e.g., 50% of employer clients provide feedback within the first 12 months).</p> <p>Monitor recurring themes in feedback, especially relating to skills application, workplace safety incidents, or requests for additional training.</p>	<p>% of employers reporting improved workplace safety and competence post-training.</p> <p>Number of repeat bookings from employers citing positive outcomes.</p>

## Outcome 2 Learner voice

Life Care Consultants works on providing an opportunity for the students voice to be heard, implementing changed based on the needs of our student and stakeholders.

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)
<p>Life Care Consultants delivers first aid courses that are interactive and recognise the knowledge each learner brings. Every group has its own mix of insights, skills, and past experiences, and we encourage learners to share these with others.</p> <p>We value the learner's voice and create many opportunities for individuals to share their ideas and experiences. Our trainers use their real-life examples to</p>	<p>Life Care Consultants collects feedback from course participants through post course surveys. With consolidated student feedback consistently rating the overall course above 9/10 for every region. Any negative reviews are reported to the Quality Manager for follow up.</p> <p>All of Leadership and middle management receive a quarterly Customer Voice Report which feeds into change within the organization.</p>

<p>help learners connect the training to their own situations, making it easier for everyone to contribute and learn from each other.</p> <p>Our trainers are respectful, approachable, and professional. They are skilled at managing large groups while still making sure each learner has the chance to participate either in the group setting or in one-on-one conversations.</p> <p>Along with the provision of the complaints and appeals procedure provided at the start of each training, our team are approachable and proactive in resolving issues before they become complaints or need escalation. They feedback issues through their regional management team.</p>			<p>Life Care has a formal complaints process. Complaints are recorded and followed up, through the Quality Manager, National Operations Manager and reported to the Leadership Team for review.</p>	
<p><b>Identified gaps in compliance with key required processes</b></p> <p>To have a more immediate impact on customer concerns, our customer voice report should be produced more often than quarterly. The key improvement is clarifying that you want to increase the reporting frequency (from quarterly to monthly, bi-monthly, etc.) to act on feedback more quickly.</p>				
<b>Action</b>	<b>Owner</b>	<b>Due date</b>	<b>Plan for monitoring implementation</b>	<b>Measure of Success</b>
Standardise the report template so data from surveys, reviews, complaints, and compliments can be quickly collated.	Marketing	Monthly	Keep a log of issues raised in each report and their resolution status (open, in progress, closed).	Reduction in average time from customer concern being raised to resolved.

### Outcome 3 Safe, inclusive, supportive, and accessible physical and digital learning environments

Life Care Consultants trainers are expected to create safe, inclusive, supportive, and accessible physical and digital learning environments for all students.

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)
<p>Life Care Consultants provides a safe, inclusive, and supportive learning environment for all learners, including Māori, Pasifika, and those with disabilities. Our short courses, mainly in first aid, are designed to be accessible and positive for everyone.</p> <p>We uphold cultural needs, prevent discrimination or harassment, and foster a sense of connection through whanaungatanga at the start of each training day.</p>	<p>Our learners reflect strong diversity, with over 16 ethnic groups, a mix of gendered and non-gendered participants, ages ranging from 20 to over 60, and even a support dog joining one class.</p> <p>We have not received any formal incident reports or complaints from our learners or trainers for this self-review period.</p> <p>Health and safety is included in all the introductions by trainers.</p>

Support needs are identified for disability, learning, health, and wellbeing and taken into consideration.				
<b>Identified gaps in compliance with key required processes</b> We continue to have an opportunity to incorporate te reo Māori or Pasifika languages more consistently in course materials, signage, and digital platforms, as part of our continuous improvement.				
Action	Owner	Due date	Plan for monitoring implementation	Measure of Success
Review all course content, signage, and digital touchpoints to identify where te reo Māori and Pasifika languages can be incorporated.	Combined Quality and Marketing	Part of the current upgrade process	Gather informal feedback from learners and trainers on how the inclusion is received and understood.	Increase in positive learner feedback related to cultural inclusion in surveys. Check testimonials

#### Outcome 4 Learners are safe and well

Life Care Consultants knows that safe and healthy learners, learn best! We are working toward creating a physically and mentally healthy environment to enable this.

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)
<p>First Aid training content and procedures can be emotionally triggering for some participants, so our trainers are equipped to provide appropriate warnings and instructional support to help learners navigate challenging material.</p> <p>All trainers complete cultural competency training as part of their professional development to ensure inclusive delivery.</p> <p>To maintain learner wellbeing throughout the course, we provide regular breaks and access to refreshments including water, tea, and coffee, along with morning tea featuring healthy fruit options. All classes have access to outdoor areas and trainers encourage participants to access this during break times.</p> <p>We collect attendee information to ensure we can access additional support services when needed, as participants have previously required assistance</p>	<p>Our trainers are equipped to provide appropriate warnings and instructional support to help learners navigate any challenging material they may encounter during First Aid training. We have anecdotal examples from the Life Care team about working with participants to ensure that they can discreetly leave during training so as to not be triggered by a topic.</p> <p>Our breaktime snacks are often mentioned by our participants in their written feedback, along with our stakeholder feedback that indicates they appreciate our consideration of their wider health.</p> <p>We have examples of our team following up on participants who have become unwell through our attendee information to ensure that they have recovered and are supported from issues that have occurred during class.</p>

for fainting and other health issues that may arise during class sessions.				
<b>Identified gaps in compliance with key required processes</b> We have identified the need to continuously build on our cultural capability within the team, we need to move beyond one-off cultural competency training and include regular refreshers or scenario-based workshops for trainers.				
Action	Owner	Due date	Plan for monitoring implementation	Measure of Success
Map out a 12–24 month training schedule that includes regular refreshers, scenario-based workshops/online training.	Operations - HR	March 2025	Maintain a training attendance log for all cultural capability sessions, noting participation rates.	% of trainers completing annual cultural capability refreshers.