



Our 2026 Self-Review Summary

Each year City First Aid reviews how well we look after learner wellbeing and safety under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

This summary covers 1 October 2025 to 5 October 2026. It draws on anonymous learner feedback, the information learners give us on the in-class roll, tutor observations, stakeholder feedback and our complaints and incident records.

We reviewed Outcomes 1 to 4 of the Code. Outcomes 5 to 7 (student accommodation) and 8 to 12 (international learners) do not apply to us because we do not provide student accommodation and are not a signatory for international learners.

How we rated ourselves

We rate each outcome as Well Implemented, Implemented, Developing or Early.

Code outcome	Rating	What tells us
1. A learner wellbeing and safety system	Implemented	We ask about learner needs at booking, at the start of class and in feedback. Tutors have completed in-house trauma-awareness training, and our support options and complaints process are in learner materials and on our website. Learner feedback, incidents and tutor observations are reviewed each month at our operations meetings and used to update practice, policies and tutor development.
2. Learner voice	Implemented	Half of our learners completed our feedback form this year and others left a Google review. Changes made because of learner feedback include making demonstrations a choice in every class and revising our opening acknowledgement.

3. Safe, inclusive, supportive and accessible learning environments	Well Implemented	99% of learners who gave feedback rated feeling welcome, safe and included 4 or 5 out of 5. 98% said they had enough chances to practise.
4. Learners are safe and well	Well Implemented	Learners can tell us about support or access needs before and during training, and tutors respond in class and escalate concerns when needed. One critical incident this year was followed through to resolution and led to a policy change. More than a third of learners arrived with low confidence, and 97% of those who gave feedback left more confident.

What we're doing well

- Learners feel safe and included. 99% rated feeling welcome, safe and included 4 or 5 out of 5, and 94% gave the top score.
- Learners leave more confident. 37% rated their confidence low when they arrived, and 97% of those who gave feedback said they left more confident.
- We act on what learners tell us. After earlier feedback about being called on to demonstrate in front of others, taking part became a choice in every class, and this year no learner raised it. When a learner told us our opening acknowledgement did not reflect all South Island iwi, we changed it to acknowledge the mana whenua and kaitiaki of the land.
- We respond when something goes wrong, and we change our practice as a result.

Where we're still growing

- Online learning. 17% of learners on blended courses told us they had a technical issue with the online part of their course.
- Written procedures. We are finishing our written incident reporting procedure and form so that our response never depends on who is in the room.
- Representation. We are looking at how well our training equipment reflects the people our learners may one day help.
- Hearing from more learners. Half of our learners completed our feedback form and others left a Google review. That is a limitation of this review, so lifting participation is a priority for next year.

Complaints and Incidents

For the period 1 October 2025 to 5 October 2026.

Measure	Number	Nature	Outcome
Formal complaints received	0	No formal complaints were received during this review period, so we had no formal complaints-process experience to evaluate	
Incidents	1	Inappropriate conduct between learners at a public course	Followed through to resolution with everyone involved. We changed our attendance policy for public courses as a result.

What we're doing next

Action	By when
Finish and put into use our written incident reporting procedure and form	March 2027
Reduce technical issues in our online learning	March 2027
Lift the number of learners who give us feedback	July 2027

Want to know more?

This is our published self-review report, written at summary level. Supporting evidence and detailed review records are held by City First Aid and can be provided on request.

Email info@cityfirstaid.co.nz or phone 0800 277 222.

Thank you to every learner who took the time to tell us how we did. Your feedback is how we know what to keep and what to change.

Ka mua, ka muri. We look back so we can move forward.

This review was approved by the Directors of City First Aid Training Ltd on 5 October 2026. Our next review will be published by October 2027.

Thank you | Ngā mihi
City First Aid