

Skills Update's commitment to the code

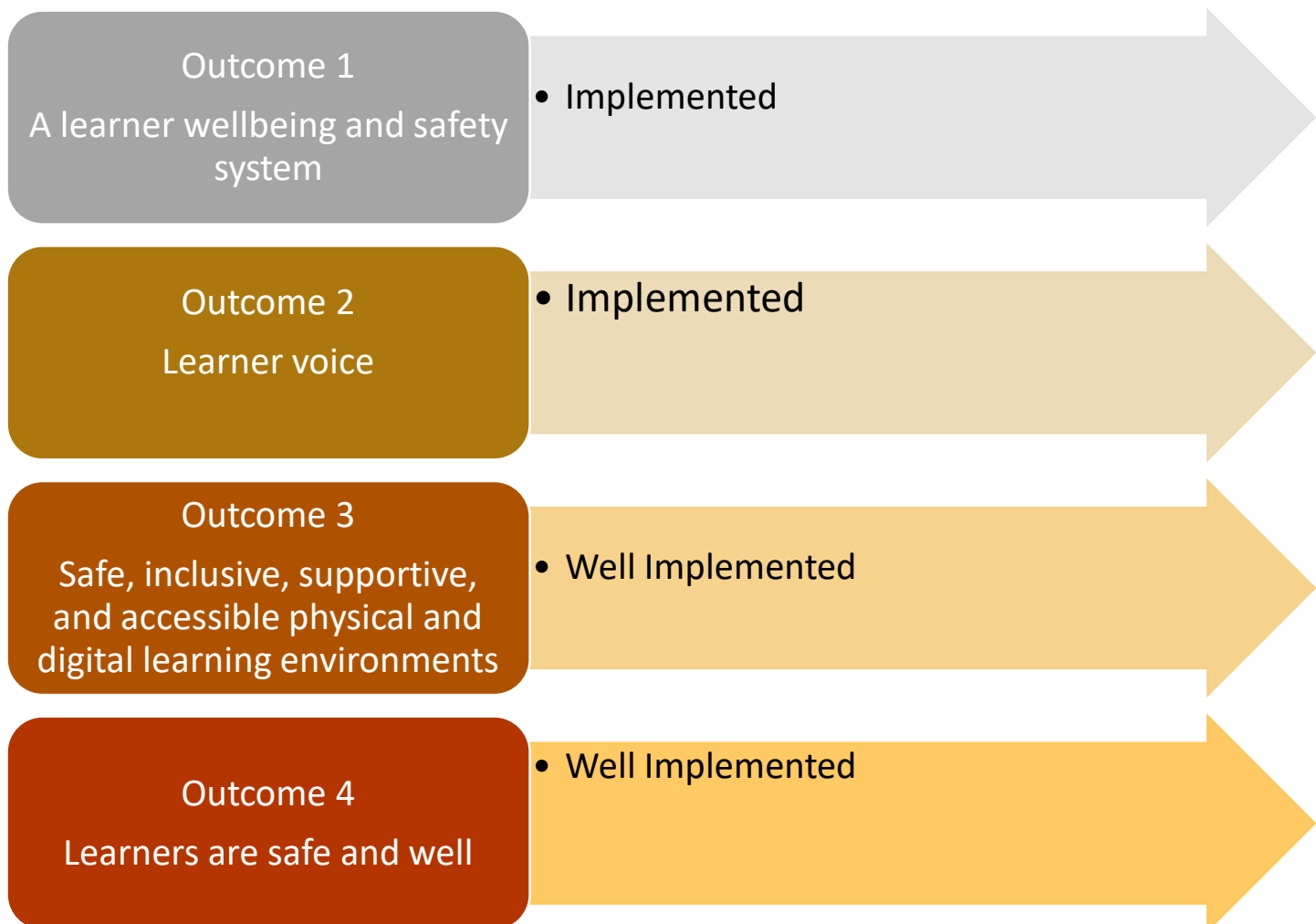
The Code sets out the requirements that SUL must meet for the wellbeing and safety of our learners.

Under the Code, we help you to be:

- Safe (physically and mentally)
- Respected and accepted for who you are
- Supported in your learning and wellbeing
- Connected with your social and cultural networks and
- Able to have a say in decisions about student services.

To ensure transparency and accountability, SUL completes an annual self-review that assesses whether we are meeting the expectations of the Code of Practice and identifies improvements that can be made in the future.

2023 Self-Review Rating



Complaints Snapshot 2022/2023

Introduction

This report provides the statistics to enable Skills Update Limited to monitor matters, track complaints and continually improve our processes. This report is published on the Skills Update website to ensure transparency and confidence in the complaint's procedures.

We also acknowledge those who have supported the students who use the complaints procedures

Complaints Procedures

We want to support you and help you under all circumstances. If you are not happy:

- In the first instance you should always approach your tutor who will be able to discuss your concern through and find a solution
- If you are not satisfied, you can make written complaint to the Programme Leader who is a management team member and is responsible for your programme of study.
- Written complaint can be made to the Campus Manager for any concerns the Programme Leader is not able to assist with.
- If you are unsatisfied with the outcome or are not comfortable with the campus dealing with your complaint, you can make written complaint to the Group Education Manager or the Head of Operations who are members of the Senior Management Team.

COMPLAINTS ANALYSIS

| | Received | Investigated | Resolved | Ongoing |
|----------------|---|--------------|----------|---------|
| Total | 11 | 11 | 9 | 2 |
| Programme area | Hospitality – 4 Construction – 5 Automotive – 1 Horticulture - 1 | | | |
| Gender | Male – 2 Female – 5 Other - 4 | | | |
| Ethnicity | Māori - 1 Pasifika – 0 Other - 10 | | | |