



Annual Self Review Report Snapshot

Our commitment to the code

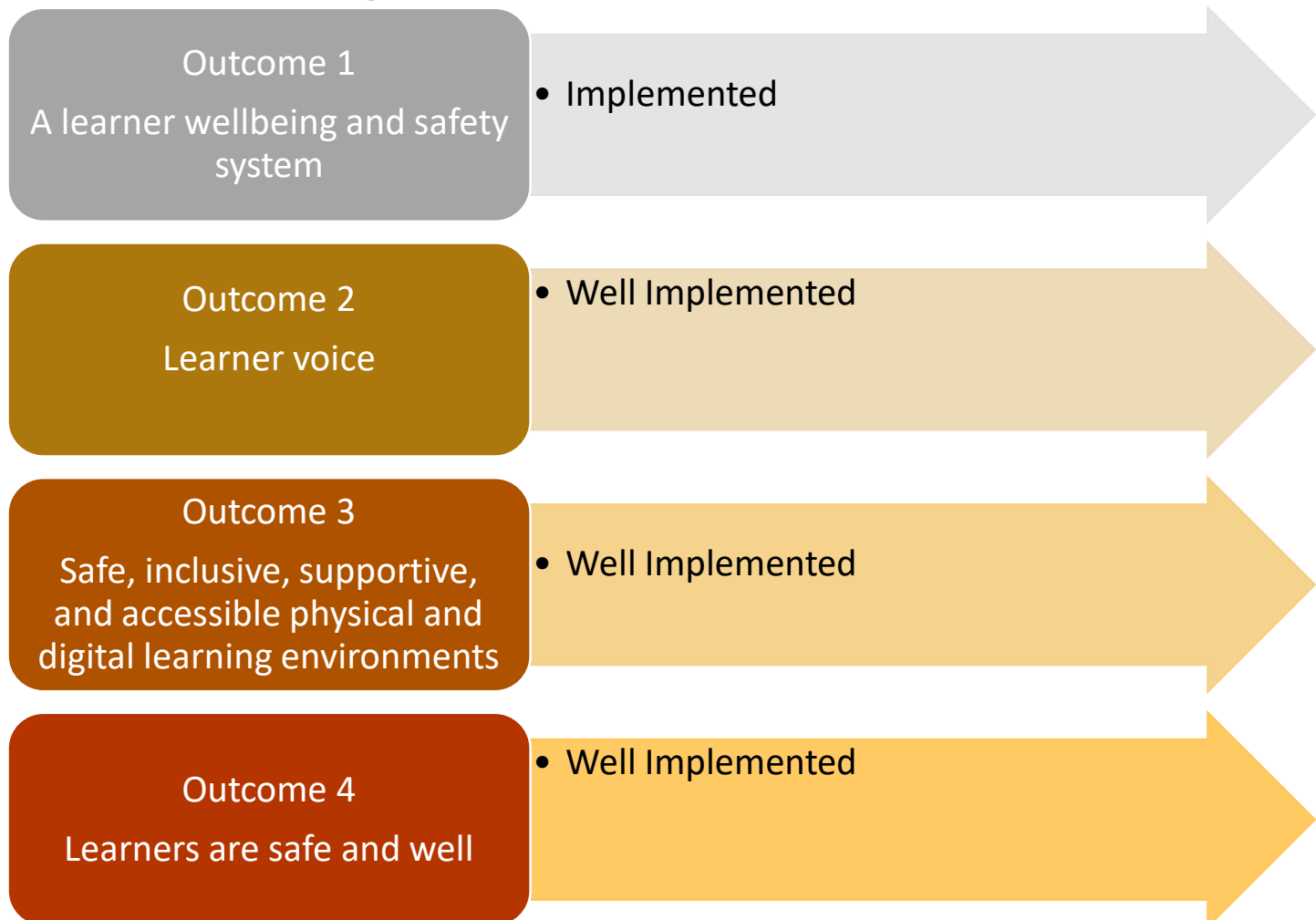
The Code sets out the requirements that Lifeskills must meet for the wellbeing and safety of our learners.

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, Lifeskills 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. We are a signatory for International students but did not have any enrolled in 2025.

2025 Self-Review Rating





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1889 learners were enrolled at Lifeskills in 2025. This is a mixture of youth and adult learners across 5 geographical areas – Christchurch, Tauranga, Papakura (Auckland), Mangere (Auckland) and Henderson (Auckland).

Examples to support self-rating:

Outcome 1 – A learner wellbeing and safety system

- 0 formal student complaints were received in 2025. All informal complaints were resolved.
- Campus Kaitiaki roles were introduced in our Papakura and Henderson campuses. This is a security role, with a focus on managing our rangatahi on campus.
- We have a strong integration between our Education, and Support and Employment divisions of the business, so can access specialist learner support in crisis or risk situations.
- All staff are police vetted and are required to abide by a staff Code of Conduct.
- Our staff led Te Taumata guide the organisation in regard to Te Tiriti o Waitangi implementation.

Outcome 2 – Learner voice

- 3 surveys are conducted for each learner – First Impression, Midway and End of Programme. Survey response rates for 2025 were 73%. This has remained consistent with 2024.
- Suggestions from learners that have been implemented include – watercoolers, new microwaves, more social events, whanau events, improvements made to Wi-Fi, additional orientations to accommodate late starting learners, workshop upgrades, and more industry engagement such as guest speakers to help pathway learners into jobs.
- We have run alumni and whanau events, youth activation events and a Job Fair in 2025.

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

- Our Disability Reference Group has been working on our Disability Action Plan. Teaching and support staff have taken part in Neuro-diversity training, and we have concluded 2025 by running a focus group with representatives from our disabled learner cohort.
- We have offered digital technology programmes community education programmes in conjunction with GameTan.
- Each campus has monthly Health and Safety meetings, support by our Procurement and Facilities Lead and a member of our Senior Leadership Team, to address any safety concerns and risks.
- More than 70 drop in teaching observations were conducted in 2025, to observe what is happening in classes in real time.

Outcome 4 – Learners are safe and well

- 81.77% of students report feelings safe and well at Lifeskills in 2025. This is a slight reduction from 2024 which was 83%.
- We had 2 critical incidents this year. One outside campus and one on campus. Increased risk measures were implemented at campus in both instances.