



Te Oranga me
Te Haumaru Ākonga

**Learner Wellbeing
and Safety**

Self-review Toolkit for Tertiary Education Providers

Tool E: self-review report template

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

NZQA

NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!

Tool E: Self-review report template

TEO information

TEO Name	Canterbury International College Limited			MoE number	7558
Code contact	Name	Lauren Schumacher		Job title	General Manager
	Email	lauren.schumacher@nzenglish.ac.nz		Phone number	027 325 5270
Current enrolments	Domestic learners	Total #	0	18 y/o or older	0
				Under 18 y/o	0
	International learners	Total #	0	18 y/o or older	0
				Under 18 y/o	0
Current residents	Domestic learners	Total #	0	18 y/o or older	0
				Under 18 y/o	0
	International learners	Total #	0	18 y/o or older	0
				Under 18 y/o	0
Report author(s)	Lauren Schumacher				
Note:	<p>NZEA is currently in a strategic transition period, having received NZQA approval for a new campus location in Auckland. While current enrollment numbers are at zero due to this transition, the institute is actively processing new enrollments for the upcoming intake at our new Auckland campus. The information provided in this self-review report reflects our operational practices and student support systems as demonstrated during our active enrollment period in early 2024.</p>				

Stage of implementation for each outcome

Indicate the stage of implementation that most reflects your organisation's current level of understanding and practice for each outcome, based on the continuum provided in Appendix 1.

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	Rating
Outcome 1: A learner wellbeing and safety system	Well implemented / Implemented / Developing / Early stages
Outcome 2: Learner voice	Well implemented / Implemented / Developing / Early stages

Wellbeing and safety practices for all tertiary providers

	Rating
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Well implemented / Implemented / Developing / Early stages
Outcome 4: Learners are safe and well	Well implemented / Implemented / Developing / Early stages

Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners

	Rating
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	Well implemented / Implemented / Developing / Early stages
Outcome 9: Prospective international tertiary learners are well informed	Well implemented / Implemented / Developing / Early stages
Outcome 10: Offer, enrolment, contracts, insurance and visa	Well implemented / Implemented / Developing / Early stages
Outcome 11: International learners receive appropriate orientations, information and advice	Well implemented / Implemented / Developing / Early stages
Outcome 12: Safety and appropriate supervision of international tertiary learners	Well implemented / Implemented / Developing / Early stages

Summary of performance under each outcome

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	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)
Outcome 1: A learner wellbeing and safety system	<p>NZEA demonstrates a strong commitment to maintaining a comprehensive learner wellbeing and safety system. The institute has implemented a wide range of policies and procedures that form a robust framework for student welfare and safety.</p> <p>Robust policies and guidelines create a structured framework including:</p> <ul style="list-style-type: none"> ● Assessment and Moderation Policy ● Cheating and Plagiarism Policy ● Concerns and Complaints Policy ● Student Misconduct Policy ● Attendance Policy ● Admission Policy ● Fees, Refund, Withdrawal and Fee Protection Policy ● Health & Safety Policy ● Emergency Procedures ● Risk Management Policy ● Student Support Policy ● Quality Management System 	<ul style="list-style-type: none"> ● External Advisory Group (EAG) provides independent oversight and scrutiny ● Regular policy reviews and updates through QMS ● Staff training and development records ● HRM processes including reference checks and secondary employment declarations ● Student feedback mechanisms ● Documentation of policy implementation ● Regular review cycles (three-year period for QMS)

	<ul style="list-style-type: none"> ● Critical incident guidelines 	
Outcome 2: Learner voice	<p>NZEA effectively engages with and responds to diverse learner voices, ensuring students have multiple channels to provide feedback and participate in decision-making processes.</p> <ul style="list-style-type: none"> ● Strong systems for gathering and responding to student feedback ● Multiple channels for student communication and engagement ● Regular six-weekly student surveys ● Class representative system in place ● Clear complaints procedures with multiple access points 	<ul style="list-style-type: none"> ● Student feedback survey results ● Documentation of response to student input ● Class representative feedback ● Complaints resolution records ● Staff from diverse backgrounds facilitating cultural connections ● Clear documentation of complaint processes ● Regular student engagement activities

Wellbeing and safety practices for all tertiary providers

	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)
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	NZEA provides a safe, inclusive, and supportive learning environment, with particular attention to the needs of international students. The institute also ensures accessibility to digital resources. <ul style="list-style-type: none"> ● Campus provides healthy and safe learning environment ● Digital resources readily available including free computer access ● Free laptop provision for students in need ● Strong focus on cultural inclusion ● Clear policies against discrimination and harassment ● Regular cultural events and activities 	<ul style="list-style-type: none"> ● Campus facilities assessment documentation ● Digital resource availability records ● Student feedback on accessibility ● Cultural event calendar implementation ● Zero incidents of discrimination/harassment ● Regular environmental safety checks
Outcome 4: Learners are safe and well	NZEA effectively supports learners in managing their physical and mental health, providing comprehensive information and support services. <ul style="list-style-type: none"> ● Comprehensive support for basic needs (transport, food, housing, childcare) ● 24/7 emergency contact system 	<ul style="list-style-type: none"> ● Student support service records ● Health and safety documentation ● Student feedback on support services ● Regular welfare checks documentation ● Orientation program completion records

	<ul style="list-style-type: none">● Strong health and wellbeing support systems● Clear emergency procedures● Proactive monitoring of student wellbeing	
--	--	--

Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners

	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)
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	NZEA effectively responds to the unique needs of international students, providing tailored support and information. <ul style="list-style-type: none"> ● Comprehensive support system tailored to international students ● Multilingual staff available for student support ● Cultural events and activities calendar ● Regular engagement with diverse student groups 	<ul style="list-style-type: none"> ● Student feedback through six-weekly surveys ● Staff diversity records ● Cultural event participation records ● Regular student engagement activities documentation
Outcome 9: Prospective international tertiary learners are well informed	NZEA ensures that prospective international students receive clear, accessible, and accurate information about their studies and life in New Zealand. <ul style="list-style-type: none"> ● Regular website content reviews and updates ● Comprehensive marketing material reviews ● Detailed orientation programs ● Clear communication of all required information including costs, accommodation, transport ● Regular monitoring of education agents 	<ul style="list-style-type: none"> ● Website review documentation ● Marketing material review records ● Orientation program completion records ● Agent performance monitoring records ● Student feedback on pre-enrollment information ● Agent training session records ● Reference check documentation for agents

	<ul style="list-style-type: none"> • Thorough agent selection and training processes 	
<p>Outcome 10: Offer, enrolment, contracts, insurance and visa</p>	<p>NZEA maintains robust systems for managing enrollment, contracts, insurance, and visa requirements for international students.</p> <ul style="list-style-type: none"> • Robust enrollment processes • Clear contract documentation • Comprehensive insurance requirements checking • Strong visa status monitoring • Public Trust protection of student fees • Clear refund policies • Regular immigration compliance checks 	<ul style="list-style-type: none"> • Enrollment documentation records • Insurance verification records • Visa status monitoring system • Public Trust documentation • INZ communication records • Student file audits • Contract compliance checks
<p>Outcome 11: International learners receive appropriate orientations, information and advice</p>	<p>NZEA provides comprehensive orientation and ongoing support to international students, ensuring they have access to all necessary information and advice.</p> <ul style="list-style-type: none"> • Well-structured orientation program • Comprehensive student handbook • Regular information updates • Clear communication channels • Support for living, studying, and working in New Zealand • Cultural adjustment support 	<ul style="list-style-type: none"> • Orientation completion records • Student handbook updates • Information session attendance records • Student feedback on orientation • Support service utilization data

<p>Outcome 12: Safety and appropriate supervision of international tertiary learners</p>	<p>NZEA maintains robust systems for ensuring the safety and appropriate supervision of international tertiary learners under 18 years old.</p> <ul style="list-style-type: none"> ● Clear policies for under-18 students ● Regular communication with parents/guardians ● Proactive monitoring by Campus Manager ● Written agreement processes for under-18 decisions ● Six-monthly parent meetings 	<ul style="list-style-type: none"> ● Under-18 student monitoring records ● Parent meeting documentation ● Permission forms and agreements ● Regular check-in records ● Parent communication logs ● Activity permission documentation
---	---	--

Findings from gap analysis of compliance with key required processes

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	Identified gaps in compliance with key required processes
Outcome 1: A learner wellbeing and safety system	Some policies may need updating to reflect the new Auckland campus context
Outcome 2: Learner voice	Need for a more structured class representative training program

Wellbeing and safety practices for all tertiary providers

	Identified gaps in compliance with key required processes
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Emergency response procedures need location-specific updates
Outcome 4: Learners are safe and well	No gaps identified

Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners

	Identified gaps in compliance with key required processes
Outcome 8: Responding to the distinct wellbeing	Cultural event calendar development for new campus

and safety needs of international tertiary learners	
Outcome 9: Prospective international tertiary learners are well informed	Agent training needs updating for new campus
Outcome 10: Offer, enrolment, contracts, insurance and visa	No gaps identified
Outcome 11: International learners receive appropriate orientations, information and advice	Student handbook needs updating for new campus before first enrollments
Outcome 12: Safety and appropriate supervision of international tertiary learners	No gaps identified

Summary of action plan

Include information on how actions will be monitored for implementation and success.

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
Outcome 1: A learner wellbeing and safety system	Review and update all policies to reflect Auckland campus context	General Manager	November 2024	AAG and staff meetings	All policies updated and approved
Outcome 2: Learner voice	Develop and implement class representative training program	General Manager	Before new intake	Updates at staff weekly meetings	Training program documented and piloted

Wellbeing and safety practices for all tertiary providers

	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Update emergency response procedures for Auckland campus	General Manager	October 2024	Updates at staff weekly meetings	Procedures updated

Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners

	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	Develop and implement cultural event calendar for new campus	General Manager	November 2024	Staff weekly meetings	Calendar created and first events scheduled
Outcome 9: Prospective international tertiary learners are well informed	Update agent training materials for new campus	International Manager	October 2024	Weekly progress checks	Updated materials distributed to all agents
Outcome 11: International learners receive appropriate orientations, information and advice	Review and update student handbook for Auckland campus	General Manager	November 2024	Weekly progress checks	Updated handbook approved and printed

Formal complaints and critical incidents data:

Formal Complaints:

A "Formal Complaint" refers to: "A complaint or concern that could not be satisfactorily resolved through normal channels with department staff and/or the General Manager according to the standard Complaints Procedure, and is then escalated in writing to the Directors and/or relevant external organizations as outlined in the Complaints procedure."

There were no formal complaints in 2024.

Critical Incidents:

A "Critical incident" is defined as an unexpected traumatic event affecting one or more students that impacts the institution, its personnel, students, and/or the broader community, requiring urgent response and possibly resulting in temporary institutional closure.

There were no critical incidents in 2024.

