

## **Eastwest College 2024 Self-Review Attestation Summary**

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

October 2024

The pastoral care of our learners is a priority at Eastwest College of Intercultural Studies (Eastwest). Our staff and faculty are dedicated to providing learning environments that are enriching, life-giving, and secure for all our learners. We are a signatory to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, comprised of the outcomes which set clear expectations for learner safety and well-being in tertiary education. The wide scope of the code includes the following comprehensive structure:

#### **Organizational Structures**

- Outcome 1: A learner well-being and safety system
- Outcome 2: Learner voice

#### **Wellbeing and Safety Practices**

- Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments
- Outcome 4: Learners are safe and well

#### **Student Accommodation**

- Outcome 5: A positive, supportive, and inclusive environment in student accommodation
- Outcome 6: Accommodation, administrative practices, and contracts
- Outcome 7: Student accommodation facilities and services

#### **International Tertiary Learners**

- Outcome 8: Responding to the distinct well-being and safety needs of international tertiary learners
- Outcome 9: Prospective international tertiary learners are well informed
- Outcome 10: Offer, enrolment, contracts, insurance and visa
- Outcome 11: International learners receive appropriate orientations, information and advice
- Outcome 12: Safety and appropriate supervision of international tertiary learners

#### **Summary**

Eastwest is a faith-based, not for profit provider which is dedicated to prioritizing our learners' well-being and safety. Our goal is to support learners in all areas of life, which is accomplished through daily interaction with them both formally and informally through their studies and community life. Our Faculty and Pastoral Care Team invite learner voice to help inform decisions made relating to academics and student life. Part of our Kaupapa is to provide a communal cross-cultural environment where learners are challenged and encouraged to grow in their understanding of one another's cultures through dialog and celebration. We are committed to providing safe, inclusive, and comfortable

accommodation to meet the needs of all learners. Supporting International Students throughout their time at Eastwest is also a priority for us.

Our 2024 self-review process shows evidence of compliance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 and has included:

- Considering the gap analysis and action plan from our 2023 self-review
- Receiving feedback from our learners on our pastoral care processes through surveys and Student Council feedback
- Reviewing the evidence of pastoral care that was cited for the 2023 attestation of the Code
- Finding new sources of evidence to prove our compliance for 2024
- Reviewing (and modifying where necessary) our Strategic Goals and Strategic Plans for Pastoral Care developed in 2022
- Drafting an action plan highlighting areas to focus on for development for ongoing good practice and/or compliance
- Reviewing our grievance procedures, and promoting them to both staff, faculty, and students

Regarding our Complaints documentation, while learners have expressed concerns about various issues which have been considered, we have no history of formal complaints being lodged. Our grievance procedure can be found at: <https://eastwest.ac.nz/student-wellbeing/>. Students also receive information on the grievance procedure during orientation and throughout the year.

Considering our current systems and processes, our overall self-assessment against the code is the WELL IMPLEMENTED stage. There are ways we will continue to strengthen and improve our systems, and these will be considered through our Action Plan for the coming year.

<b>Code Outcome Reference:</b>	<b>Detail:</b>	<b>Self-Review Rating:</b>
<b>Outcome 1:</b>	<b>A learner wellbeing and safety system</b>	<b>Well implemented</b>
<b>Outcome 2:</b>	<b>Learner voice</b>	<b>Well implemented</b>
<b>Outcome 3:</b>	<b>Safe, inclusive, supportive, and accessible physical and digital learning environments</b>	<b>Well implemented</b>
<b>Outcome 4:</b>	<b>Learners are safe and well</b>	<b>Well implemented</b>
<b>Outcome 5</b>	<b>A positive, supportive and inclusive environment in student accommodation</b>	<b>Well implemented</b>
<b>Outcome 6</b>	<b>Accommodation administrative practices and contracts</b>	<b>Well implemented</b>
<b>Outcome 7</b>	<b>Student accommodation facilities and services</b>	<b>Well implemented</b>
<b>Outcome 8</b>	<b>Responding to the distinct wellbeing and safety needs of international tertiary learners</b>	<b>Implemented</b>
<b>Outcome 9</b>	<b>Prospective international tertiary learners are well informed</b>	<b>Well implemented</b>

<b>Outcome 10</b>	<b>Offer, enrolment, contracts, insurance and visa</b>	<b>Well implemented</b>
<b>Outcome 11</b>	<b>International learners receive appropriate orientations, information and advice</b>	<b>Well implemented</b>
<b>Outcome 12</b>	<b>Safety and appropriate supervision of international tertiary learners</b>	<b>Well implemented</b>