

# Eastwest College of Intercultural Studies Annual Self-Review in Compliance with The Education (Pastoral Care of Tertiary and International Students) Code of Practice 2021



Te Oranga me  
Te Haumarū Ākonga

**Learner Wellbeing  
and Safety**

## Outcome 1: A learner wellbeing and safety system

Providers must take a whole-of-provider approach to maintain a strategic and transparent learner wellbeing and safety system that responds to the diverse needs of their learners.

<b>Stage of implementation for outcome</b>	Well implemented / Implemented / Developing implementation / Early implementation
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### Process: Strategic goals and strategic plans

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do we work proactively with our learners and stakeholders in the development and review of our learner wellbeing and safety strategic goals and strategic plans?	Implemented	Because of the small nature of Eastwest College, we interact face to face daily with our students, which allows us to hear their needs and expectations. Through interaction with the Student Council (Pastoral Care Dean attends their meetings; a SC representative attends Faculty meetings) we also proactively seek to gain and implement learner voice. The learner wellbeing and safety strategic goals and plans have been	Continue to set clear goals for review and development of strategic goals and strategic plans.

		developed and brought to the student body for feedback.	
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### Process: Self-review of learner wellbeing and safety practices

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do we review the effectiveness of our learner wellbeing and safety practices?	Well implemented	The Pastoral Care Team meets fortnightly to discuss this.	

### Process: Publication requirements

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do our current practices ensure that we are meeting our Code publication requirements for this outcome?	Well implemented	Our strategic goals and strategic plans as well as our annual self-review report is available to our learners as well as published on our website.	

### Process: Responsive wellbeing and safety systems

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do we gather and communicate relevant information across our organisation to accurately identify emerging concerns about learners' wellbeing and safety or behaviour and quickly connect them to appropriate support services?	Well implemented	We discuss student wellbeing each week at staff meeting, and fortnightly at PC Team meetings.	
How effectively do we provide our staff with ongoing training and resources tailored to their roles in the organisation in relation to the topics required by this process?	Well implemented	Staff are provided with a professional development fund for ongoing training. Currently several staff and faculty members are taking courses related to their fields, including pastoral care.	
How effectively do we assist learners and respond in emergency situations in our learning and/or residential communities?	Well Implemented	The small nature of our community, Whatsapp messages, a detailed health and safety manual, and well trained staff all help to effectively assist	

		and respond to learners in emergency situations.	
How effectively do we record, and report information on critical incidents and emergencies at our organisation to the relevant stakeholders?	Well implemented	Records are kept and reports are given weekly at Staff Meeting. Critical incidents and emergencies are reported, at quarterly Branch Council meetings with relevant stakeholders at WEC Aotearoa.	

**Overall self-review - Outcome 1: A learner wellbeing and safety system**

<b>KEQ</b>	<b>How effectively?</b>	<b>How do we know?</b>	<b>How can we improve?</b>
How effectively do we take a whole-of-provider approach to maintain a strategic and transparent learner wellbeing and safety system that responds to the diverse needs of our learners?	Well implemented	Weekly staff meetings and regular faculty meetings allow for this. The detailed College Safety Manual provides evidence of the safety systems that are in place. Our weekly care group meetings allow a space for learners diverse needs to be heard and responded to.	
How effectively do we access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome?	Well implemented	Through interaction with the Student Council (Pastoral Care Dean attends their meetings; a representative attends Faculty meetings) we proactively see to gain and implement learner voice. Student Council is represented at each term's forum, providing them a space to discuss various topics related to learner wellbeing and safety practices. A QR Code set up by the SC is available for learners to provide feedback, comments, questions and complaints. At the end of each component, students are asked to provide an evaluation of the course material and lecturer. An annual survey provides learner	Proactively seeking learner voice is an ongoing goal.

		voice related to the Code outcomes.	
How effectively does our organisation uphold the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome?	Well implemented	Point 3 under Community Life in the College Handbook provides a good explanation of this.	
How effectively do our current practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans?	Well implemented	A detailed version of the strategic goals and plans shows this.	

## Outcome 2: Learner voice

Providers understand and respond to diverse learner voices and wellbeing and safety needs in a way that upholds their mana and autonomy.

<b>Stage of implementation for outcome 2</b>	Well implemented / Implemented / Developing implementation / Early implementation
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### Process: Learner voice

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do our current practices facilitate engagement with and development of the diverse range of learner voices across our organisation?	Well implemented	Our Growth Plan system allows our staff to meet one-on-one with members of their Care Group twice per term. This opportunity allows for understanding our students and hearing their voice.	

### Process: Learner complaints

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do we work with learners to effectively respond to, and process complaints?	Well implemented	Our Growth Plan system allows our staff to meet one-on-one with members of their Care Group twice per term, which provides a good opportunity to respond to and process complaints if they are shared. SC responds to suggestions and complaints that come through the QR Code, and passes this	

		information on to the Pastoral Care Dean if necessary. Weekly staff meeting provides for an opportunity for all staff members to discuss complaints if necessary.	
How effectively do our current practices ensure that our complaints process is easily accessible to learners?	Well implemented	Our College Handbook and Website explain the process. It is also presented during orientation. Posters are visible on the public bulletin board giving information of NZQA sites for lodging complaints as well as our own complaints process.	
How effectively do our current practices ensure we record, report, and publicise information on complaints and complaints procedures at our organisation?	Implemented	There is a Complaints Log for Accommodation in which complaints are recorded.	Complaints have not been publicized. There have not been significant complaints raised.

### Process: Compliance with the Dispute Resolution Scheme

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do our current practices ensure we are familiar and compliant with the relevant DRS?	Well implemented	PC staff are familiar with the DRS. It is clearly published in our Student Handbook and Website (grievance procedure)	We have used a forum to review the DRS but we can continue to improve this by reviewing it more with our learners.

### Overall self-review - Outcome 2: Learner voice

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do we understand and respond to diverse learner voices and wellbeing and safety needs in a way that upholds their mana and autonomy?	Well implemented	Our kaupapa is to prepare learners for intercultural work, and therefore, we model this through our programmes offered, our small residential culture, daily meals together, and our systems of Care Groups and Growth Plan. In this way we are not only able to hear our students' voices, but respond quickly to their wellbeing and safety needs. Of course we can always continue to grow in this,	

		and that is what we aim to do.	
How effectively do we access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome?	Well implemented	Our learners are represented at faculty meetings by a SC representative. We do an annual survey based on the Code outcomes. Each component provides an opportunity for feedback at its completion. We do a leavers' survey for all students who graduate. Student wellbeing is a weekly agenda item at staff meetings, during which staff can discuss issues that may have arisen with the students they interact on a daily basis. This helps to inform our understanding of the impact of our practices.	
How effectively does our organisation uphold the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome?	Well implemented	The principles of partnership, protection, and participation promoted by Te Tiriti o Waitangi as well as the goal of building cultural capability are central to Eastwest College. Through the implementation of te reo in worship, prayer, and classes these principles are encouraged. As well, annual celebration and participation in Matariki and te wiki o te reo are effective in this process. The whole kaupapa of Eastwest also promotes the principles as we promote cultural awareness and sensitivity through community life and classes.	
How effectively do our current practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans?	Well implemented	Through practices such as Care Groups, forums, Student Council, health and safety systems and a well qualified pastoral care team, we are on	

		target to meet our strategic goals and plans.	
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**Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments**

Providers must foster learning environments that are safe and designed to support positive learning experiences of diverse learner groups.

<b>Stage of implementation for outcome 3</b>	Well implemented / Implemented / Developing implementation / Early implementation
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**Process: Safe and inclusive communities**

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do our learner wellbeing and safety practices maintain safe and inclusive communities for all learners?	Well implemented	Our health and safety practices are well laid out in the Health and Safety Manuel. Care groups and Growth plan provide opportunity for learners to be heard and included. Daily meals together as a community are inclusive. Class work includes activities that promote inclusivity, such as group projects.	

**Process: Supporting learner participation and engagement**

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do our learner wellbeing and safety practices support learner participation and engagement for all learners?	Well implemented	Learners are given opportunities to participate in all aspects of community life, such as social activities on and off campus, meals, exercise, and worship. Class work includes activities that promote participation, including many in class discussions and small group work.	

**Process: Physical and digital spaces and facilities**

KEQ	How effectively?	How do we know?	How can we improve?
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<p>How effectively do our learner wellbeing and safety practices maintain healthy, safe, and accessible physical and digital spaces and facilities for all learners?</p>	<p>Well implemented</p>	<p>Our campus provides accommodation, classrooms, a library, a chapel, and a dining room which are well maintained and safe. Internet is available for all students. A seminar on internet safety was presented this year.</p>	
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**Overall self-review - Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments**

KEQ	How effectively?	How do we know?	How can we improve?
<p>How effectively do we foster learning environments that are safe and designed to support positive learning experiences of diverse learner groups?</p>	<p>Well implemented</p>	<p>Our kaupapa includes a strong sense of community in which students feel supported and safe. The health and safety system that is in place is set out in a health and safety handbook for students and workers. We have regular forums which also highlight issues related to this outcome. Component outlines show that course work also includes inclusive group activities and focuses on intercultural aspects. There are community events and outings which also promote a supportive environment as well as regular meals together. Daily devotions and worship nights encourage a healthy spiritual and emotional atmosphere.</p>	<p>A suggestion was made recently to improve the décor of our classrooms to reflect our diverse learner group.</p>
<p>How effectively do we access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome?</p>	<p>Well implemented</p>	<p>Student council is the representative group for our learners. A representative attends all faculty meetings, giving feedback from learners' perspective related to courses. A system of feedback is available to students through a QR code whereby they can offer suggestions. Regular forums provide an opportunity for voicing concerns.</p>	<p>We could possibly allow for more opportunity for open questions during forums.</p>

How effectively does our organisation uphold the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome?	Well implemented	Implementing the use of Te reo songs in morning devotions, prayer in te reo, annual Matariki celebration, an annual visit to Marae when possible, and the implementation of Kaiwhakamanawa (encouragers, inspirers, supporters--Whaiapu and Chrissie Simmonds) have been instrumental in upholding the principles of Te Tiriti o Waitangi.	
How effectively do our current practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans?	Well implemented	An extended version of the Strategic goals and plans explains the various ways in which they align with our practices.	

#### Outcome 4: Learners are safe and well

Providers must support learners to manage their physical and mental health through information and advice and identify and respond to learners who need additional support.

<b>Stage of implementation for outcome 4</b>	Well implemented / Implemented / Developing implementation / Early implementation
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#### Process: Information for learners about assistance to meet their basic needs

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do we enable all learners and prospective learners to identify and manage their basic needs through accurate, timely and tailored information?	Well implemented	Prospective learners can find information they need from our website. Communication with staff prior to coming can also be documented in emails. Current students send and receive information through our community WhatsApp chat group. Information regarding academics, Health and Safety, and wellbeing can also be found on Moodle.	

#### Process: Promoting physical and mental health awareness

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do we assist our learners to manage their physical and mental health and to access support when needed?	Well implemented	Our system of care groups and growth plan is effective in accomplishing this process. Learners meet	

		weekly in a small group (3-5) with a staff care group leader. Each learner meets twice per term for a one-on-one meeting with their care group leader. This ensures that staff is aware of issues and needs of each learner.	
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**Process: Proactive monitoring and responsive wellbeing and safety practices**

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do our proactive monitoring and wellbeing and safety practices identify and respond to the support needs of individual learners?	Well implemented	Our system of care groups and growth plan is effective in accomplishing this process. Learners meet weekly in a small group (3-5) with a staff care group leader. Each learner meets twice per term for a one-on-one meeting with their care group leader. This ensures that staff is aware of issues and needs of each learner.	

**Overall self-review - Outcome 4: Learners are safe and well**

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do we support learners to manage their physical and mental health through information and advice?	Well implemented	Our system of care groups and growth plan is effective in accomplishing this process. Learners meet weekly in a small group (3-5) with a staff care group leader. Each learner meets twice per term for a one-on-one meeting with their care group leader. This ensures that staff is aware of issues and needs of each learner.	
How effectively do our current practices identify and respond to learners who need additional support?	Well implemented	Our system of care groups and growth plan is effective in accomplishing this process. Learners meet weekly in a small group (3-5) with a staff care group leader. Each	

		learner meets twice per term for a one-on-one meeting with their care group leader. This ensures that staff is aware of issues and needs of each learner.	
How effectively do we access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome?	Well implemented	Care groups and growth plans are an effective means of obtaining learner voice. As well as the role of Student Council.	
How effectively does our organisation uphold the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome?	Well implemented	The principles of partnership, protection, and participation promoted by Te Tiriti o Waitangi as well as the goal of building cultural capability are central to Eastwest College. Through the implementation of te reo in worship, prayer, and classes these principles are encouraged. As well, annual celebration and participation in Matariki and te wiki o te reo are effective in this process. The whole kaupapa of Eastwest also promotes the principles as we promote cultural awareness and sensitivity through community life and classes.	
How effectively do our current practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans?	Well implemented	A extended version of the Strategic goals and plans explains the various ways in which they align with our practices	

### Outcome 5: A positive, supportive and inclusive environment in student accommodation

Providers must ensure that student accommodation promotes and fosters a supportive and inclusive community which support the wellbeing and safety of residents.

<b>Stage of implementation for outcome 5</b>	Well implemented / Implemented / Developing implementation / Early implementation
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#### Process: Information and promotional activities

KEQ	How effectively?	How do we know?	How can we improve?
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How effectively do we develop and provide the information and promotional activities required by this process?	Well implemented	Eastwest has a strong inclusive community ethos. During orientation, students are introduced to the idea and expectations around living in community. A Community WhatsApp chatgroup is an active way for information and activities to be shared.	
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**Process: Accommodation staff**

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do we ensure appropriate training, resources, placement, oversight and wellbeing support for accommodation staff?	Well implemented	Eastwest does not employ students as accommodation staff as some institutions do. Thus, the responsibility of accommodation staff falls to the College's Pastoral Care Team as well as the Principals, all of whom are well trained, and experienced in Pastoral Care.	

**Process: Accommodation staff must be fit and proper persons**

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do we ensure that each member of our accommodation staff is suitable for employment in our student accommodation?	Well implemented	See above	

**Process: Proactive monitoring of residents' wellbeing and safety and responsive wellbeing and safety practices**

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do our proactive monitoring and responsive wellbeing and safety practices identify and meet the support needs of individual residents, especially those at risk?	Well implemented	Our Care Group and Growth Plan systems are effective in identifying and supporting the needs of residents, especially those at risk, as they provide weekly meetings and accountability for all learners.	

## Process: A safe and inclusive residential community

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do we work with our residents in the development, improvement, and communication of our house rules and other initiatives to promote and encourage a safe and inclusive community?	Well implemented	The Student Council is active in promoting a safe and inclusive community.	

## Overall self-review - Outcome 5: A positive, supportive and inclusive environment in student accommodation

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do we ensure that our student accommodation promotes and fosters a supportive and inclusive community which supports the wellbeing and safety of residents?	Well implemented	Residents are encouraged to meet weekly for a social time with their flatmates.	
How effectively do we access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome?	Well implemented	Students provide feedback in their one-on-one meetings with staff once a term. As well, Student Council provides feedback through their representation at each faculty meeting.	
How effectively does our student accommodation uphold the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome?	Well implemented	The principles of partnership, protection, and participation promoted by Te Tiriti o Waitangi as well as the goal of building cultural capability are central to Eastwest College. The whole kaupapa of Eastwest also promotes the principles as we promote cultural awareness and sensitivity through community life and classes.	
How effectively do our student accommodation practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans?	Well implemented	A copy of the Strategic Goals and Strategic Plans (on Website and posted on Notice Board) is evidence of the alignment of our practices and goals.	

## Outcome 6: Accommodation administrative practices and contracts

Providers must ensure that student accommodation contracts and practices are transparent, reasonable, and responsive to the wellbeing and safety needs of residents.

<b>Stage of implementation for outcome 6</b>	Well implemented / Implemented / Developing implementation / Early implementation
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### Process: General principles

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do our current practices ensure that our student accommodation providers disclose the requisite information on their websites and have a human resource strategy that meets the requirements of this process?	Well implemented	The Website clearly provides the requisite information and staff involved with accommodation are highly qualified and continue ongoing training in their fields.	

### Process: Student accommodation contracts

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do we ensure that student accommodation contracts with residents are clear, accessible, and concise, and provide the information required by this process?	Well implemented	Our accommodation agreement covers all of the required information stated by the Code as tailored for our College.	
How effectively do we ensure that student accommodation contracts used with residents are regularly reviewed with learners and updated to remain fit for purpose?	Well implemented	Staff in charge of accommodation, site management and pastoral care meet to review the agreement on a regular basis. (Minutes of meetings are available)	
How effectively do our current practices ensure that our student accommodation providers keep a complaints log and make it available to residents?	Well implemented	A complaints log is kept on Sharepoint.	

### Overall self-review - Outcome 6: Accommodation administrative practices and contracts

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do we ensure that our student accommodation contracts and practices are transparent, reasonable and responsive to the	Well implemented	The Accommodation Agreement has been proven to be meeting these requirements. It is reviewed regularly.	

wellbeing and safety needs of residents?			
How effectively do we access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome?	Well implemented	An annual survey, forums, student council voice, and regular one-on-one meetings are effective for accessing learner voice. Minutes from these meetings as well as staff meeting confirm this.	
How effectively does our student accommodation uphold the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome?	Well implemented	The principles of partnership, protection, and participation promoted by Te Tiriti o Waitangi are upheld effectively in our accommodation. Learners are provided with safe accommodation and practices, and community is built through the social practices associated with our accommodation, such as regular social times for flatmates.	

### Outcome 7: Student accommodation facilities and services

Providers must ensure that student accommodation facilities and services are maintained to a standard sufficient to support residents' wellbeing and safety and educational success.

<b>Stage of implementation for outcome 7</b>	Well implemented / Implemented / Developing implementation / Early implementation
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### Overall self-review - Outcome 7: Student accommodation facilities and services

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do our current practices ensure that our student accommodation facilities and services are maintained to a standard sufficient to support residents' wellbeing and safety and educational success?	Well implemented	Minutes and records from site management prove this.	
How effectively do we access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome?	Well implemented	Regular forums and an annual survey show that student voice is being accessed. Minutes from meetings with Site Management and Pastoral Care show implementation of learner voice.	

How effectively does our student accommodation uphold the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome?	Well implemented	The principles of partnership, protection, and participation promoted by Te Tiriti o Waitangi are upheld effectively through our wellbeing and safety practices in our accommodation. Accommodation is well maintained as can be proven by records of maintenance and safety practices.	
How effectively do our student accommodation practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans?	Well implemented	Goal #3 of our strategic goals and strategic plans covers includes: <ul style="list-style-type: none"> <li>• Accommodation Agreement</li> <li>• Complaints Log and Maintenance request forms</li> <li>• Safety drills/ Emergency Response Guide</li> <li>• Healthy meals</li> <li>• Regular flat social times</li> </ul>	

### Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners

Signatories must ensure that practices under this code respond effectively to the distinct wellbeing and safety needs of their diverse international tertiary learners.

<b>Stage of implementation for outcome 8</b>	Well implemented / Implemented / Developing implementation / Early implementation
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### Overall self-review - Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do our practices under this Code respond to the distinct wellbeing and safety needs of our diverse international tertiary learners?	Well implemented	A multicultural staff who has worked in multicultural settings helps us to understand the distinct wellbeing and safety needs of our diverse international learners. Our kaupapa is to train students in intercultural studies, so taking time to understand and address the needs of diverse learners is naturally done through building	

		relationships and spending time in groups and one-on-one meetings through Care Groups and Growth Plan.	
How effectively do we access and integrate international tertiary learner voice into decisions around the planning and provision of our learner support services?	Well implemented	Staff members dedicated to International Student Support, an ethnically diversified Student Council, Class evaluations, and surveys allow us to effectively access and integrate learner voice.	
How effectively does our organisation uphold the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome?	Well implemented	The principles of partnership, protection, and participation promoted by Te Tiriti o Waitangi are upheld for this outcome through our Care Groups and Growth plans which allow us to know our students well, as well as a celebration of cultures that takes place throughout the school year. Evidence includes Minutes from meetings, Community WhatsApp, Care Group Component Outlines.	

### Outcome 9: Prospective international tertiary learners are well informed

Signatories ensure that prospective international tertiary learners receive clear, accessible, accurate and sufficient information, and make informed choices about the study and services a signatory provides before they begin their study.

<b>Stage of implementation for outcome 9</b>	Well implemented / Implemented / Developing implementation / Early implementation
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### Process: Marketing and promotion

KEQ	How effectively?	How do we know?	How can we improve?
How effectively does our marketing and promotion material provide clear, sufficient and accurate information?	Well implemented	Our website, prospectus, Facebook provide evidence of this.	

## Process: Managing and monitoring education agents

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do we manage and monitor our education agents?	We do not use agents		

## Overall self-review - Outcome 9: Prospective international tertiary learners are well informed

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do current practices ensure that prospective international tertiary learners can make informed choices about the study and services we provide?	Well implemented	Our website and records of communication with prospective students are evidence of this.	
How effectively do we access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome?	Well implemented	Our annual Leavers' Survey addresses this outcome.	
How effectively does our organisation uphold the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome?	Well implemented	The principles of partnership, protection, and participation promoted by Te Tiriti o Waitangi are considered as we communicate with prospective students. Our website gives evidence of this.	
How effectively do our current practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans?	Well implemented		

## Outcome 10: Offer, enrolment, contracts, insurance and visa

Signatories must have practices for enabling learners to make well-informed enrolment decisions in relation to the educational outcomes being sought by the learner and ensuring that all relevant parties are clear about their interests and obligations prior to entering into the enrolment contract.

<b>Stage of implementation for outcome 10</b>	Well implemented / Implemented / Developing implementation / Early implementation
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## Process: Offer of educational instruction

KEQ	How effectively?	How do we know?	How can we improve?
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How effectively do our current practices ensure the educational instruction offered to international tertiary learners is appropriate for their: <ul style="list-style-type: none"> <li>• expectations</li> <li>• English language proficiency,</li> <li>• academic ability and</li> <li>• desired educational outcomes?</li> </ul>	Well implemented	Our policies, handbook, and website provide evidence of this.	
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**Process: Information to be provided before entering contract**

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do our current practices ensure that international tertiary learners receive, as a minimum, the information outlined in this process before entering a contract?	Well implemented	Our website ensures this.	
How effectively do our current practices ensure that this information is accurate, timely and tailored to the needs of prospective international tertiary learners?	Well implemented	The mobilization team meets regularly to ensure this. Feedback from other staff to the media and mobilization teams allow them to maintain more accurate information.	

**Process: Contract of enrolment**

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do we ensure that our contracts of enrolment are fair and reasonable and contain the information and terms required by this process?	Well implemented	The contract is provided on the website. It is reviewed by administration to ensure it is current, fair and reasonable.	Dates could be set to ensure that the review is done more regularly

**Process: Disciplinary action**

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do our current practices ensure terminations of enrolments and disciplinary actions are in accordance with the principles of natural justice?	Well implemented	Information is provided on our website and College Handbook.	

**Process: Insurance**

KEQ	How effectively?	How do we know?	How can we improve?

How effectively do our current practices ensure that each of our international tertiary learners has the appropriate insurance for study in New Zealand?	Well implemented	This information is included in the contract signed by international students before arrival.	
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**Process: Immigration matters**

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do our current practices ensure that each of our international tertiary learners has the necessary immigration status for study in New Zealand?	Well implemented	Our policies show evidence of this.	

**Process: Student fee protection and managing withdrawal and closure**

KEQ	How effectively?	How do know?	How can we improve?
How effectively do our current practices ensure that our international tertiary learners' fees are protected and that our refund policies are fair and reasonable?	Well implemented	Our policies show evidence of this.	

**Overall self-review - Outcome 10: Offer, enrolment, contracts, insurance and visa**

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do our current practices enable international tertiary learners to make well-informed enrolment decisions and to understand their enrolment contract prior to entering into it?	Well implemented	Our website provides the necessary information.	
How effectively do we access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome?	Well implemented	Regular one-on-one meetings with each student allows for opportunity for feedback for all areas of student life.	
How effectively does our organisation uphold the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome?	Well implemented	The principles of partnership, protection, and participation promoted by Te Tiriti o Waitangi are upheld by our goal of transparent policies regarding each aspect of this outcome.	

How effectively do our current practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans?	Well implemented	Goal #4 is to provide for the wellbeing of our international students, having systems in place to meet their physical, social, spiritual, and mental health needs. Our plan includes a Pastoral Care for International Students Agreement.	
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### Outcome 1 I: International learners receive appropriate orientations, information and advice

Signatories must ensure that international tertiary learners have the opportunity to participate in well-designed and age-appropriate orientation programmes and continue to receive relevant information and advice to support achievement, wellbeing and safety.

<b>Stage of implementation for outcome 1 I</b>	Well implemented / Implemented / Developing implementation / Early implementation
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### Overall self-review - Outcome 1 I: International learners receive appropriate orientations, information and advice

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do we ensure that our orientation programmes and ongoing advice to international tertiary learners support their achievement, wellbeing and safety?	Well implemented	Evidence includes records from orientation programmes held each year. Ongoing advice comes in the form of one-on-one meetings through our Growth Plan system.	
How effectively do we access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome?	Well implemented	Surveys, forums, and one-on-one meetings are some ways that have proven effective for accessing this information and making improvements.	
How effectively does our organisation uphold the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome?	Well implemented	The principles of partnership, protection, and participation promoted by Te Tiriti o Waitangi are upheld through our orientation programme, accessibility to staff and faculty, regular one-on-one meetings for Growth Plan.	
How effectively do our current practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans?	Well implemented	Goal #4 address this outcome. It is to provide for the wellbeing of our international students, having systems in place to meet their physical, social, spiritual, and mental health needs. <b>Our Plan:</b>	

		<p>We will seek to accomplish this goal by ensuring that effective systems are in place, including:</p> <ul style="list-style-type: none"> <li>• Pastoral Care for International Students Agreement</li> <li>• Orientation</li> <li>• Celebrations of our International diversity</li> <li>• Community worship, devotions and prayer</li> <li>• Outings/events</li> <li>• Care groups</li> <li>• “Buddy” system</li> </ul>	
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**Outcome 12: Safety and appropriate supervision of international tertiary learners**

Signatories ensure that international tertiary learners are safe and appropriately supervised in their accommodation and effectively communicate with the parents or legal guardian of learners under 18 years.

<b>Stage of implementation for outcome 12</b>	Well implemented / Implemented / Developing implementation / Early implementation
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**Overall self-review - Outcome 12: Safety and appropriate supervision of international tertiary learners**

KEQ	How effectively?	How do we know?	How can we improve?
How effectively do our current practices ensure that our international tertiary learners under 18 years are safe and appropriately supervised in their accommodation?	We do not have students under 18		
How effectively do we communicate with the parents or legal guardians of our learners under 18 years?	We do not have students under 18		
<p>When we provide or arrange accommodation for learners 18 years or over (that is not subject to Part 5 of the Code):</p> <ul style="list-style-type: none"> <li>- how effectively do our current practices ensure that this accommodation is a safe, acceptable, and lawful living environment?</li> <li>- how effectively do we communicate with the learner and ensure</li> </ul>	Well implemented	All of our international students live onsite. Our current practices follow our health and safety policies. Relevant information regarding accommodation is given to students during orientation, and continues to be communicated throughout the year in the community WhatsApp chat group, and daily notices at	

<p>accommodation issues arising are addressed?</p>		<p>lunch. Forums once per term allow for feedback and learner voice, and often address health and safety issues.</p>	
<p>How effectively do we access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome?</p>	<p>Well implemented</p>	<p>Students are instructed to fill out maintenance forms for any maintenance needed in their accommodation. Instructions about safety measures are provided in each flat. Students provide feedback regarding their wellbeing <u>during</u> their one-on-one meetings with staff twice per term, as well as at forums once per term and a QR code which allows for feedback.</p>	
<p>How effectively does our organisation uphold the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome?</p>	<p>Well implemented</p>	<p>The principles of partnership, protection, and participation promoted by Te Tiriti o Waitangi are central to Eastwest College. Careful measures are taken to provide for the protection of our international students in accommodation as listed above.</p>	
<p>How effectively do our current practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans?</p>	<p>Well implemented</p>	<p>Goal #3 of our strategic goals is set with the following strategic plans:</p> <ul style="list-style-type: none"> <li>• Accommodation Agreement</li> <li>• Complaints Log and Maintenance request forms</li> <li>• Safety drills/ Emergency Response Guide</li> <li>• Healthy meals</li> <li>• Regular flat social times</li> <li>• Site management</li> </ul>	