ZINZ Internal Self-Review

Code Self-Review – Self-Review Report

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

Guidelines

This form is developed based on the self-review toolkit published by NZQA. Use this optional template to shape our summary self-review report on our self-review of performance against the requirements of the Code.

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

TEO Information

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Current enrolments	**Domestic learners**	**Total #**	11	**18 y/o or older**	11
				Under 18 y/o	0
	International learners	**Total #**	87	**18 y/o or older**	84
				Under 18 y/o	3
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)	Terry Xu, Caroline Li				
Report Period	01/05/2022 – 30/04/2023				

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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	Implemented
Outcome 2: Learner voice	Well Implemented

Wellbeing and safety practices for all tertiary providers

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

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	Implemented
Outcome 9: Prospective international tertiary learners are well informed	Well implemented
Outcome 10: Offer, enrolment, contracts, insurance and visa	Well implemented
Outcome 11: International learners receive appropriate orientations, information and advice	Well implemented
Outcome 12: Safety and appropriate supervision of international tertiary learners	Implemented

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	The organisation effectively collaborates with learners and stakeholders to develop and review learner wellbeing and safety strategic goals and plans. Feedback is systematically collected through quarterly student evaluation surveys and exit surveys, both qualitatively and quantitatively, to pinpoint areas needing enhancement. Regular teacher meetings offer a forum for discussing student wellbeing, with feedback from these channels consistently integrated into strategic planning.	Effectiveness is gauged through comprehensive student evaluations, encompassing both quantitative and qualitative aspects. Recent evaluations show that over 85% of students are satisfied with the support they receive. These outcomes are scrutinised by the Director of Studies (DoS), and issues identified are addressed in quarterly teacher meetings.
Outcome 2: Learner voice	Our organisation effectively engages and develops diverse learner voices, as shown by our comprehensive quarterly student evaluations and an approachable teaching environment. We effectively handle and process student complaints, ensuring transparency and quick responses. We're effectively understanding and responding to diverse learner wellbeing and safety needs, demonstrated by our structured feedback mechanisms and a supportive, inclusive culture. Despite a primary focus on international students, we uphold the principles of Te Tiriti o Waitangi through cultural awareness and inclusivity.	We measure the effectiveness of our processes in engaging and developing diverse learner voices through the analysis of our quarterly student evaluations, which consistently show over 80% satisfaction and reflect a broad range of student experiences. The effectiveness of our complaint handling processes is evidenced by the structured and transparent procedures outlined in our student handbook and reinforced during orientation, with high overall student satisfaction in evaluations indirectly confirming their efficacy. The principles of Te Tiriti o Waitangi are embedded in our practices, as shown by our annual Quality Management System reviews and the integration of these principles as a fundamental business value, ensuring cultural respect and inclusivity.

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	Our practices in maintaining safe, inclusive, supportive, and accessible physical and digital learning environments for all learners are effectively implemented. We ensure a safe study environment with regular reviews and updates, provide 24/7 emergency support, and keep our student handbook current, reflecting our commitment to learner wellbeing and safety. Our orientation process, including a comprehensive checklist, supports learner participation and engagement, while our procedures for maintaining healthy, safe, and accessible physical and digital spaces are proactive and comprehensive.	The effectiveness of our wellbeing and safety practices is evidenced through various measures. Student feedback and the completion of orientation checklists confirm that students are well-informed about our safety and inclusivity practices. The regular acknowledgment of the student handbook indicates a broad understanding of our wellbeing and safety procedures. Our commitment to the principles of Te Tiriti o Waitangi is demonstrated through the inclusion of Māori cultural elements in our operations and the alignment of our governance and management practices with the Treaty principles. The alignment of our practices with our strategic goals is confirmed by student feedback, the visibility of student support services, and the regular updating of our Quality Management System (QMS) and student handbook.
Outcome 4: Learners are safe and well	Our practices for Outcome 4, focusing on ensuring learners are safe and well, are well implemented and effective. We provide learners with accurate, timely, and tailored information to manage their basic needs, including a regularly updated student handbook, a comprehensive orientation process, and multiple information channels. Our efforts in promoting physical and mental health awareness are robust, offering detailed guidance through various platforms and ensuring 24/7 emergency support.	The effectiveness of our practices in supporting learners to manage their physical and mental health is evidenced through various measures. Student handbook acknowledgment and orientation checklist signatures confirm that learners receive and understand basic needs management information. Quarterly student evaluations provide comprehensive feedback on student satisfaction and areas for improvement.

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	Our practices under Outcome 8 are effective. We maintain a safe study environment through regular reviews and updates of our internal procedures, including safety audits and updates to our Quality Management System (QMS). Our institute offers 24/7 emergency support, staffed by trained personnel, and provides dedicated well-being support for international students. We ensure informed decision-making through comprehensive information dissemination and advise students on health and safety issues.	The effectiveness of our practices in responding to the distinct wellbeing and safety needs of our international tertiary learners is confirmed through various indicators. Student feedback and orientation checklist sign-offs provide clear measures of our success in conveying critical safety and well-being information. The analysis of quarterly student evaluations offers a comprehensive understanding of student needs and perceptions. Positive feedback from international students on their understanding and appreciation of Māori culture indicates the effectiveness of our cultural inclusion efforts.
Outcome 9: Prospective international tertiary learners are well informed	Our institution effectively ensures that prospective international tertiary learners are well informed, as evidenced by our comprehensive approach to marketing and promotion, and the management and monitoring of education agents. We provide clear, sufficient, and accurate information through annual reviews of marketing materials, diverse information channels, and direct communication with agents. Our management of education agents is robust, with close business relationships and regular agent training. We also ensure that prospective learners can make informed choices about their study and services, with up-to-date information, regularly reviewed enrolment agreements, and fair disciplinary procedures.	The effectiveness of our practices in Outcome 9 is evidenced by several key indicators. Frequent updates and removal of outdated information from our website and social media, along with positive feedback from agents and students, demonstrate the clarity and accuracy of our marketing materials. The effectiveness of our agent management is confirmed by maintaining an up-to-date Agent Record Folder and monitoring agent performance through student feedback. The impact of our practices on enabling informed choices by prospective students is supported by positive feedback from students and agents, quarterly student evaluations, and documentation checks.
Outcome 10: Offer, enrolment, contracts, insurance and visa	Our practices for Outcome 10 are well-implemented, focusing on providing international tertiary learners with comprehensive, accurate, and tailored information to make informed enrolment decisions.	The effectiveness of our practices in Outcome 10 is evidenced through various measures. Positive feedback from students and agents, along with quarterly student evaluations, indicate clear and

	Key elements include a detailed enrolment process, placement testing, parental involvement for minors, and clear contracts of enrolment. We ensure fair and reasonable disciplinary procedures, appropriate insurance for all students, and compliance with necessary immigration statuses. Our practices are regularly reviewed and updated, with a strong emphasis on clear communication through various channels, including digital platforms. We also maintain rigorous documentation and compliance checks, and actively engage with students and their guardians to ensure understanding and adherence to all requirements.	sufficient information dissemination. C agreements and contracts are regularly reviewed, ensuring alignment with NZQA requirements and market standards. We have no disputes or complaints regarding the fairness of our contracts, and our compliance with insurance and visa requirements is meticulously documented and monitored. Additionally, our fee protection audit report and processed withdrawals confirm adherence to fee protection rules and fair refund policies. The use of student feedback, orientation checklists, and handbook acknowledgments further supports our effectiveness in ensuring informed enrolment decisions and understanding of contracts.
Outcome 11: International learners receive appropriate orientations, information and advice	Our organisation effectively supports the achievement, wellbeing, and safety of international tertiary learners through comprehensive orientation programmes and ongoing advice. We ensure information accessibility via various channels, including the student handbook, website, Moodle, and orientation sessions, with a focus on safety and wellbeing. Our practices are culturally sensitive and inclusive, incorporating elements of Māori culture and principles of Te Tiriti o Waitangi. We align these practices with our strategic goals, focusing on providing a safe study environment and adequate support. Regular reviews and compliance checks are part of our internal assurance procedures, ensuring our practices remain effective and aligned with strategic goals.	The effectiveness of our orientation programmes and the impact of our wellbeing and safety practices are evidenced by student feedback, signed orientation checklists, and the visibility of support services on various platforms. Regular documentation updates, such as the student handbook and Quality Management System (QMS), and compliance with these documents reflect our commitment to using learner voice effectively. Student engagement with cultural aspects of our programmes and regular policy reviews demonstrate our adherence to Te Tiriti o Waitangi principles. The absence of complaints regarding support and needs, along with high tutor satisfaction rates, indicate the effectiveness and alignment of our practices with our strategic goals.
Outcome 12: Safety and appropriate supervision of international tertiary learners	Our practices for ensuring the safety and appropriate supervision of international tertiary learners under 18 years are effective. We have established comprehensive safety and supervision procedures, including direct communication with the guardians of under 18 students, ensuring their accommodation is	The effectiveness of our practices in ensuring the safety and supervision of under 18 learners is evidenced by our Quality Management System (QMS), which outlines detailed procedures and is reviewed annually. Regular feedback and communication with parents or guardians provide

	safe and meets all regulatory requirements. Our communication with parents or legal guardians is proactive and structured, involving regular updates and pastoral care interviews. For learners over 18, while we didn't provide or arrange accommodation during the reported period, we have plans for establishing guidelines and communication protocols for future arrangements.	direct evidence of the appropriateness accommodation and satisfaction with our approach. The effectiveness of our communication practices is further supported by positive feedback from parents and guardians, and detailed procedures in our QMS guide staff on effective communication.

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	Due date	Measures of success
Outcome 1: A learner wellbeing and safety system	**Multilingual Support:** Implement multilingual support in evaluations, feedback, and information dissemination for inclusivity.	**31/01/2024**	Essential student information documents are provided in multiple languages.
	Refined Evaluation: Refine student evaluation questions for direct insights into learner wellbeing and safety.	**31/01/2024**	A refined student evaluation process, designed to capture more direct responses from students, has been implemented.
	Emergency Preparedness & Safety: Conduct regular emergency drills and workshops, and collaborate with advisors for tailored health and safety procedures.	**30/06/2024**	Regular emergency drills and workshops have been conducted throughout the year, with records meticulously maintained.
Outcome 2: Learner voice	**Enhanced Student Representation:** Appoint class representatives to act as liaisons between students and management, improving feedback communication and issue resolution.	**31/01/2024**	A class representative has been appointed for each class, actively communicating and reporting student feedback to the management.
	Student Complaint and Feedback Tracking: Introduce a student complaint register and a centralized feedback register for efficient tracking and management of student issues and feedback.	**31/01/2024**	A student complaint and feedback register has been implemented and is actively used to track student responses.
	DRS Training and Staff Development: Establish formalized ongoing training in Dispute Resolution Scheme (DRS) regulations and additional staff training for enhanced cultural competence and responsiveness to diverse student needs.	**31/03/2024**	A complete set of DRS (Dispute Resolution Scheme) training materials has been developed, with training records being meticulously kept.

Wellbeing and safety practices for all tertiary providers

	Action/s to be taken	Due date	Measures of success
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	**Cultural Education and Engagement:** Implement regular training on the Treaty of Waitangi and Māori culture, and engage with local Māori communities or experts to enrich cultural practices and understanding across the student body.	**30/06/2024**	Regular training on the Treaty of Waitangi has been conducted throughout the year, with activities involving local Māori communities also being hosted.
	Multilingual and Digital Accessibility: Introduce multiple language support and enhance digital access to wellbeing, safety information, and school resources on the website and Moodle for diverse linguistic backgrounds.	**31/03/2024**	Various resources on wellbeing and safety have been developed and published in multiple languages for students to access.
Outcome 4: Learners are safe and well	**Proactive Health and Wellbeing Initiatives:** Organize regular health workshops focusing on common issues and stress management, and use tools like NZQA's digital toolkit to promote understanding and accessibility of support resources.	**30/06/2024**	Regular health workshops have been hosted throughout the year.

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

	Action/s to be taken	Due date	Measures of success
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	**Expanded Cultural Education:** Introduce comprehensive educational modules on Māori culture and the Treaty of Waitangi, enhancing international students' understanding of New Zealand's cultural heritage.	**31/03/2024**	Additional materials on Māori culture and the Treaty of Waitangi have been incorporated into the course delivery.
	Enhanced Evaluation Methods: Improve quarterly student evaluations to gather deeper, more nuanced feedback from a diverse student body.	**31/01/2024**	An improved student evaluation has been implemented to gather more insights.
Outcome 9: Prospective international tertiary learners are well informed	**Enhanced Digital Presence and Information Access:** Develop and refine digital marketing materials, including the school website and social media, to provide a comprehensive and realistic portrayal of the school.	**31/03/2024**	A series of high-quality marketing materials have been developed and published across various channels.
	Training and Development for Staff and Agents: Implement ongoing code training for marketing staff and schedule additional training for agents by March 2024 to ensure accurate information dissemination and understanding of the new code.	**31/03/2024**	Ongoing training has been conducted for both the marketing staff and agents, with training records being maintained.
	Promotion of the Code: Utilize NZQA's digital toolkit to effectively promote the Code to students, ensuring they are fully informed and engaged.	**31/03/2024**	Various promotional materials about the new code have been published on the school's website and incorporated into the orientation program.
Outcome 10: Offer, enrolment, contracts, insurance and visa	**Ongoing Staff Training and Development:** Provide continuous training for staff, including refresher courses for support staff, to offer accurate, tailored, and comprehensive information and verify compliance with insurance and visa requirements.	**30/06/2024**	Ongoing training on the information, insurance, and visa requirements has been provided to relevant staff throughout the year, with training records being kept.

Outcome 11: International learners receive appropriate orientations, information and advice	**Enhanced Language and Cultural Support:** Provide additional language support during orientation for students with varying English proficiency levels and introduce robust components of Māori culture and Te Tiriti o Waitangi principles into orientation.	**31/03/2024**	Key orientation materials have translated into major languages, with elements of Māori culture and Te Tiriti o Waitangi principles incorporated into the orientation.
Outcome 12: Safety and appropriate supervision of international tertiary learners	**Enhanced Training for Staff and Caregivers:** Provide additional/refresher training focused on the specific needs and supervision requirements of under 18 students.	**31/03/2024**	Ongoing training on under-18 requirements has been provided to key staff, with training records being maintained.
	Tailored Communication and Technology Use: Develop individualized communication plans for each under 18 student and utilize digital tools (e.g., parent portals, newsletters) for regular updates on student wellbeing and progress.	**31/03/2024**	Dedicated communication channels for under-18 students and their parents have been implemented using digital tools.