

Compliance to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 Framework



The following Framework details New Zealand Tertiary College's ("NZTC") compliance to the relevant Outcomes of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 ("the Code").

Notes:

1. International students studying in New Zealand with New Zealand Tertiary College (NZTC) are all at least 18 years old. This self-review report will therefore focus only on parts of the code that apply to international students over 18 years of age.
2. The College prefers to use the term 'Educational Partner' instead of agent and will use this term throughout this report.
3. All policies, processes, student handbooks, prospectuses and the website are reviewed annually or, in cases of required updates or where regulations have changed, as and when required. The QMS stipulates the annual cycle of review and it is carried out under the supervision of the relevant member of the Steering Committee. This, therefore, applies to all future plans for adherence to Code outcomes and will not be specifically stated under each outcome below.
4. RITO is the name of the College's Student Management System.
5. Zoom is video conferencing software that is primarily used by NZTC.
6. The NZTC Student Learning Environment is known as *NZTC Online*.

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Not applicable

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Part 3 Organisational structures to support a whole-of-provider approach to 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.

Process 1: Strategic goals and plans	Process 2: Self-Review of learner wellbeing and safety practice	Process 3: Publication requirements	Process 4: Responsive wellbeing and safety systems
Student Support Policy	Pastoral Support Communication Process	Undergraduate Student handbooks	Introduction emails to students from Pastoral Support
Learner Success Frameworks 2022-23	Course surveys	NZTC website	Staff induction on Code issues and the referral process to Pastoral Support
Harassment and Discrimination Policy	End of stage surveys	Postgraduate Student Handbook	Emergency Management Process – Adverse Event
Health and Safety Policy	Biennial student surveys	HW Student Handbook	Emergency Management Process – Depression
Māori Student Support Policy	Advisory Committee & ITE Working Group Policy	Offers of Place – Domestic Students	Emergency Management Process – Pandemic
Pasifika Student Support Policy	Code of Practice Staff Awareness Policy	Offers of Place – International Students	Critical Incident Response process – Death of Student
Offshore Delivery of Programs Policy	Health and Safety Process	Offers of Place – Offshore Students	The Pastoral Support section on NZTC Online provides information available to all students about: General student wellbeing, physical, mental and emotional wellbeing.
Program Board Policy	Māori Student Support Process	Field Practice Handbook	Pastoral Support Communication Process
Student Entry and Acceptance Policy	Pasifika Student Support Process	Māori Strategy 2023-2025	Pastoral Support Referral Process
Student Field Practice Health and Safety Policy	Orientation Process	Pasifika Strategy 2023-2025	Ngā wāhanga akoranga: Te Reo Māori me ōna tikanga (The Māori language and its protocols) professional development program.
Māori Strategy 2023-2025	Graduates survey	Risk Management Framework	Code of Practice Staff Awareness Policy
Pasifika Strategy 2023-2025	Learners provide feedback: <ul style="list-style-type: none"> When submitting each Assessment and Block Course online To Pastoral Support Through the Complaint Process Student Feedback Process Compliments and Complaints Policy Learner voice and feedback is shared 	<ul style="list-style-type: none"> Complaint Register is managed Registrar Academic Feedback is reviewed by Academic Dean Academic regulations Schedule 1 – General Regulations Academic regulations Schedule 2 – Program Specific Regulations ITE Academic regulations Schedule 3 - Program	Harassment Support Process

	with Chief Executive weekly (Student Services manager weekly report) or when a complaint is escalated to Registrar	Specific Regulations – ECE Academic regulations Schedule 4 – Program Specific Regulations – HW Academic regulations Schedule 5 – Teaching and Learning Hours and Attendance Regulations The Pastoral Support section on NZTC Online provides information available to all students about: General student wellbeing, physical, mental and emotional wellbeing.	
Risk Management Framework	Compliments and Complaints Process	Compliments and Complaints Process	Harassment and Discrimination Policy
Advisory Committee and ITE working group policy			Critical incident reports (Pastoral Support)
Advisory Committee terms of reference			Students are informed of the Privacy policy in their offer of place. NZTC Staff are informed of the Confidentiality Policy.
ITE working group terms of reference			
			Students are informed of support available at application time (interviews), during A001 orientation, via Pastoral Support Courtesy calls and emessages, during International orientation and during Kōrero Talanoa
			Academic Update monthly report Assessment extension forms Assessment Extension Request Process Student Withdrawal and Refund Policy (Domestic ECE) Student Withdrawal and Refund Policy (Domestic HW) Student Withdrawal and Refund Policy (International)

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.

Process 1: Learner voice	Process 2: Learner complaints	Process 3: Compliance with Dispute Resolution Scheme
Applicants Interviews	Pastoral Support	Compliments and Complaints Process
Enrolment process	International student Orientations	Program Board Process

A001 (including Discussion forums)	Kōrero Talanoa	
International student Orientations	Complaint process	
Kōrero Talanoa	Student handbooks (section complaint process)	
Learner feedback with each course	Compliments and Complaints Process	
Pastoral Support	Appeal process	
Complaint process	Complaints and Outcome Register	
Appeal processes	Academic Board	
Student handbooks (section appeal process)	Program Board	
Pastoral Support Communication Process (Courtesy calls)		
Program Board Process		
Program – Academic Board referral process		

Part 3:

COMPLIANT	<ul style="list-style-type: none"> • We have the required practices in place • We have sufficient evidence on which to make judgements about the effectiveness of our practices
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Note: We have evidence that a Strategic plan is in place (through policies, processes and information available to students). However, the strategic plan is not presented as one sole document

Part 4 Wellbeing and safety practices for all tertiary providers

Outcome 3: Physical and Digital Learning Environments

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

Process 1: Safe and inclusive communities	Process 2: Supporting learner participation and engagement	Process 3: Physical and digital learning spaces and facilities
International student Orientations	NZTC Online <ul style="list-style-type: none"> • Access to eMessaging • Access to chat • Discussion forums for each course 	NZTC Online
Kōrero Talanoa	Course surveys and feedback	Student support contracts
Applicant Interview, Health follow up	International student Orientations	End of stage surveys
Harassment and Discrimination Policy	Kōrero Talanoa	Biennial student surveys
Pastoral Support referral process	Interview	Advisory Committee & ITE Working Group Policy
Pastoral Support section on NZTC Online	Academic progress report	Māori Student Support Process
Discussion forums	Pastoral Support	Pasifika Student Support Process
Ngā wāhanga akoranga: Te Reo Māori me ōna tikanga (The Māori language and its protocols)	Pastoral Support Communication Process (Courtesy calls)	Pastoral support
Field Practice Process	Tutorials	Online and campus library
Student Support Contracts <ul style="list-style-type: none"> • Academic Student Support Contract • Field Practice Student Support Contract • Professional Student Support in Practice Contract • Student Wellbeing Contract 	Pastoral Support referral process	Change of Centre and AT process
Assessment process	Assessment process	Field Practice Handbook
Zoom interview process	Student Support Contracts	IT operational Support Policy
Diverse need entry policy	NZTC Website	Library Collection Policy

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.

Process 1: Information for learners about assistance to meet their basic needs	Process 2: Promoting physical and mental health awareness	Process 3: Proactive monitoring and responsive wellbeing and safety practices
Pastoral Support section on NZTC Online	Pastoral Support section on NZTC Online	Enrolment processes (Domestic and International)
Pastoral Support	Pastoral Support	Offer of place

	Pastoral Support referral process	Pastoral Support
Orientation	Māori Student Support Process	Pastoral Support referral process
	Pasifika Student Support Process	Domestic Violence Process
	Student Support Policy	Emergency Management Process - Depression
		Harassment and discrimination Policy
		Rito
		Incident Reports
		Pastoral Support Communication Process

Part 4:

COMPLIANT	<ul style="list-style-type: none"> • We have the required practices in place • We have sufficient evidence on which to make judgements about the effectiveness of our practices
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Part 6 Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international students

Outcome 8: Responding to the distinct wellbeing and safety needs of international students

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

Process: <i>Signatories must engage with diverse international tertiary learners to understand their wellbeing and safety needs under the outcomes of Parts 3, 4 and 5 of this code.</i>
Pastoral Support section on NZTC Online
Pastoral Support
Pastoral Support Communication Process (Courtesy calls)
Orientation
Emergency Phone process
Emergency Management Process – Adverse Event
Emergency Management Process – Depression
Emergency Management Process – Pandemic
Harassment and Discrimination Policy
Introduction emails to students from Pastoral Support
Staff induction on Code issues and the referral process to Pastoral Support
Critical Incident Response process – Death of Student
Code of Practice Staff Awareness Policy
Complaint Process
Student Feedback Process
Compliments and Complaints Policy

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.

Process 1: Marketing and promotion	Process 2: Management and monitoring education agents
NZTC website	Educational Partner Agreement Deactivation and Termination Process
NZTC Global Website	Educational Partner Appointment Process
NZTC Prospectus	Educational Partner Policy
Course details forms	Support for Educational Partner Process
Career guides	Change of Educational Partner Process
Marketing material including print advertising	Key Educational Partnership Certificate
Educational Partner Policy and Associated Processes	Investigation for Complaints regarding Educational Partner Process
International Student Enrolment Process	Educational Partner Review Process
International Student Enrolment Process (Offshore)	Educational Partner Selection Process

International Student Support Process	Educational Partnership Agreement
Guidelines for Offshore Delivery	Educational Partnership Application Form
Key Educational Partnership Agreement	Educational Partnership Cover Letter
Offer of place	Key Educational Partnership Agreement
Homestay agreement	Educational Partner training

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.

Process 1: Offer of education instruction	Process 2: information to be provided before entering contract	Process 3: Contract of enrolment	Process 4: Disciplinary action
NZTC website	International Student Enrolment Process	Offer of place	Program Board Policy
Offer of place	Student Interview Process	Student Withdrawal and Refund Policy (Domestic ECE, Domestic HW and International)	Program Board Process
NZTCapply (with terms and conditions)	NZTCapply (with terms and conditions)		Student Handbook
Career guides	Career guides		Field Practice Handbook
International Student Enrolment Process	Support for Educational Partner Process		Regulations
Student Interview Process	International Student Enrolment Process (Offshore)		Teaching Council of Aotearoa New Zealand's <i>Our Code Our Standards</i>
Support for Educational Partner Process	ITE Entry and Enrolment Process		
Orientation Process	Educational Partners training		
ITE Entry and Enrolment Process	Offer of place		
International Student Enrolment Process (Offshore)	NZTC website		

Process 5: Insurance	Process 6: Immigration matters	Process 7: Student fee protection and managing withdrawal and closure
International Student Enrolment Process	Immigration New Zealand	ITE Entry and Enrolment Process

Offer of place	Agents/Educational Partners	Student Withdrawal and Refund Policy (Domestic ECE, Domestic HW and International)
Orientation process	Withdrawal (College Initiated) from Study Process	Withdrawal (College Initiated) from Study Process
	Withdrawal (Student Initiated) from Study Process	Withdrawal (Student Initiated) from Study Process
	International Student Enrolment Process	Offer of place
	Offer of place	International Student Enrolment Process
		Re-enrolment Process

Outcome 11: 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.

Process: Provision of information
Orientation Process
Orientation Pastoral Support PPT presentation
Orientation International PPT presentation
International Student Enrolment Process
Applicant Interview Process
Student Withdrawal and Refund Policy (Domestic ECE, Domestic HW and International)
Pastoral Support Communication Process
Student handbooks
Regulations
Pastoral Support section on NZTC Online
Supporting our Students diagrams (NZ and Offshore)
NZTC Website

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.

Process 6: Accommodation for international tertiary learners 18 and over
Homestay agreement
Homestay fee schedule and guidelines
Pastoral Support Communication Process
Pastoral Support
Orientation
Pastoral Support section on NZTC Online
Student Management System (Rito) Enrolment/ Homestay Rito notes

Part 6:

COMPLIANT	<ul style="list-style-type: none">• We have the required practices in place• We have sufficient evidence on which to make judgements about the effectiveness of our practices
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Part 8 Code administrator

Reporting and publishing obligations

Annual Gap analyses and Code of Practice report and attestation are completed each year.

Reporting breach of code

Complaint Process
Student Feedback Process
Compliments and Complaints Policy

Responding to a complaint

Complaint Process
Student Feedback Process
Compliments and Complaints Policy

Monitoring, investigating, and receiving and sharing information

Complaint Process
Compliments and Complaints Policy

Working with Dispute Resolution Scheme operator(s)

Complaint Process
Compliments and Complaints Policy

Part 8:

COMPLIANT	<ul style="list-style-type: none">• We have the required practices in place• We have sufficient evidence on which to make judgements about the effectiveness of our practices
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