

Southern Lakes English College

Self-Review Report 2023: The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

Southern Lakes English College (SLEC) is committed to implementing the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 to ensure our students are safe, healthy and well. SLEC undertakes an annual self-review and attestation in order to review our practices in implementing the Code.

The following is SLEC's self-review of the 2023 year.

Outcomes	Clause	SLEC Response
Outcome 1: A learner and wellbeing 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	SLEC has overarching wellbeing and safety practices that address the diverse needs of their learners including: <ul style="list-style-type: none"> • Wellbeing and Safety Information • International Student Handbook • Annual Programme Evaluation Reviews • Tutor evaluations • Exit surveys • Staff training • Emergency procedures
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	SLEC values feedback from learners, and uses a variety of methods to ensure the student voice is heard and responded to: <ul style="list-style-type: none"> • Student surveys • Learning action plans • Small classes with regular student feedback • Regular contact with teachers • Complaints and appeals process • Orientation • International Student Handbook • Staff training • International Education Appeal Authority contact details available in student handbook and on website
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	SLEC engages closely and regularly with its learners to ensure there is a safe, inclusive, supportive and accessible learning environment for learners to flourish. Examples of services, practices and information designed to support positive learning experiences for diverse learner groups: <ul style="list-style-type: none"> • International Student Pastoral Care Officer • Student Support Services • Counsellors • Health Nurse

		<ul style="list-style-type: none"> • Student Hub • Orientations • Student Charter • International Student Handbook • Health and Safety Information
<p>Outcome 4: Learners are safe and well</p>	<p>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</p>	<p>SLEC learners experience a student-centred environment which provides practices, services and systems for supporting their physical and mental health through the provision of information and advice. Learners needing additional support are responded to.</p> <p>Students can access information and services through:</p> <ul style="list-style-type: none"> • International Student Pastoral Care Officer • Student Support Services • Counsellors • Health Nurse • Student Hub • International Student Handbook • Website • Social Media, SLEC App • Information about GP services • Orientations • Wellbeing and Safety Information • Emergency procedures • Cafes and breakfasts
<p>Outcome 5: A positive, supportive and inclusive environment in student accommodation</p>	<p>Providers must ensure that student accommodation promotes and fosters a supportive and inclusive community which supports the wellbeing and safety of residents</p>	<p>We ensure that our accommodation fosters a supportive and inclusive community for our students. Information is provided to students about pastoral support, learning support, cultural practices, health and safety, and emergency procedures so that they know how to access services and who to approach when required. For example:</p> <ul style="list-style-type: none"> • International Accommodation Brochure • International House Rules • International Student Handbook • Orientations • Student Support Services • Student Code of Conduct • Culturally Significant Days • Health and Safety information • Emergency Procedures • Experienced and qualified accommodation staff • Job Descriptions • House Rules

<p>Outcome 6: Accommodation administrative practices and contracts</p>	<p>Providers must ensure that student accommodation contracts and practices are transparent, reasonable, and responsive to the wellbeing and safety needs of residents</p>	<p>SLEC's accommodation practices are transparent, reasonable and responsive to the wellbeing and safety needs of residents. Examples follow:</p> <ul style="list-style-type: none"> • International Student Accommodation Contract • House Rules • Bond and Refunds Information • Complaints and Appeals Register • Job Descriptions • Health and Safety Information
<p>Outcome 7: Student accommodation facilities and services</p>	<p>Providers must ensure that student accommodation facilities and services are maintained to a standard sufficient to support residents' wellbeing and safety and educational success</p>	<p>SLEC responds effectively to the diverse needs of residents and makes adjustments when necessary. Where students are experiencing difficulties, staff offer support through the broad range of support services available.</p> <p>The accommodation provided is comfortable, fully furnished with communal areas for activities.</p> <p>Examples follow:</p> <ul style="list-style-type: none"> • Accommodation Welcome Brochure • Accommodation Team Leader and Job Description • House Rules • Student Support Services • Health and Safety Information • Offer of Place • Arrival Guide • Links to local networks
<p>Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners</p>	<p>Signatories must ensure that practices under this code respond effectively to the distinct wellbeing and safety needs of their international tertiary learners</p>	<p>SLEC has a sound safety system to ensure its learners are safe and well. SLEC undertakes a variety of methods to understand and respond to the wellbeing and safety needs of its international tertiary learners. Examples are:</p> <ul style="list-style-type: none"> • International Pastoral Care Officer • Learning action plans • Small classes with regular student feedback • Regular contact with teachers • Student Support Services staff and services <p>Please also refer to examples provided under Outcomes 1, 2, 3 and 4.</p>
<p>Outcome 9: Prospective international students are well informed</p>	<p>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</p>	<p>Prospective international students are provided with specific, clear, accurate information from SLEC so they can make well informed decisions prior to commencing enrolment and study. Examples include:</p> <ul style="list-style-type: none"> • International Student Handbook • SLEC Prospectus • Website

	<p>provides before they begin their study</p>	<ul style="list-style-type: none"> • Information in documentation that SLEC was a Category 1 in 2023 and Government accredited PTE education provider owned by SIT/Te Pūkenga • Social Media • Offer of Place • Accommodation House Rules • Arrival Guide • Complaints and appeals information • Agents are provided with current information regarding SLEC • Face to face visits and regular training ensure that agents are well-informed
<p>Outcome 10: Offer, enrolment, contracts, insurance and visa</p>	<p>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 parties are clear about their interests and obligations prior to entering into the enrolment contract</p>	<p>SLEC’s enrolment process is thorough and includes assessment and validation of students’ likelihood of success before an offer is made. Information is provided to the students to ensure they have clear, accurate information prior to entering into a contract with SLEC. Examples include:</p> <ul style="list-style-type: none"> • SLEC Prospectus • Application form • International Student Handbook • Website • Offer of Place • Facilities, fees, equipment, services, support, complaint procedures, staffing, Code information included in Welcome Pack and Orientation • Comprehensive insurance for all international students which matches Code requirements • Refund policy included in Offer of Place • Refund Policy • Student Visa sighted and on file • Enrolment Contract
<p>Outcome 11: International learners receive appropriate orientations, information and advice</p>	<p>Signatories must ensure that international 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</p>	<p>All international students take part in thorough, well-designed orientations. The Offer of Place and Information sheet sent to each international student show information on their international orientation. As part of orientation, information is presented to students regarding:</p> <ul style="list-style-type: none"> • Management Team • Pastoral Care Team • Student Support Services and Staff • Immigration NZ • Road Safety information • IRD • SIT Employment Liaison

		<ul style="list-style-type: none"> • Accommodation information • Course information • Cultural information • Health and Safety Information • Enrolment information including withdrawals and refunds
Outcome 12: Safety and appropriate supervision of international tertiary learners	Signatories ensure that international learners are safe and appropriately supervised in their accommodation and effectively communicate with the parents or legal guardian of learners under 18 years	NA