

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

ELA Self-Review Summary Report – November 2023

<p>OUTCOME 1: A LEARNER WELLBEING AND SAFETY SYSTEM.</p> <p><i>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.</i></p>	<p>ELA has developed strategic goals and plans for supporting the safety and wellbeing of our learners. These are reviewed and refined regularly. Practices relating to student wellbeing and safety, including those related to review and improvements, are detailed in internal documents.</p>	<p>There will be greater student involvement in reviews to ensure their voices are represented through 2024</p>
<p>OUTCOME 2: LEARNER VOICE</p> <p><i>Providers understand and respond to diverse learner voices and wellbeing and safety needs in a way that upholds their mana and autonomy.</i></p>	<p>ELA uses a range of appropriate channels to proactively engage with, listen to, and respond to our learners.</p>	<p>ELA will update procedural documents to include clearer reference to 13.d iii. and iv in 2024</p>
<p>OUTCOME 3: SAFE, INCLUSIVE, SUPPORTIVE, AND ACCESSIBLE PHYSICAL AND DIGITAL LEARNING ENVIRONMENTS</p> <p><i>Providers must foster learning environments that are safe and designed to support positive learning experiences of diverse learner groups.</i></p>	<p>ELA has a Code of Conduct for staff and a student-designed Code of Conduct for students. These Codes outline the academy's expectations of safe, inclusive, and fair learning communities and are linked to ELA's safety and wellbeing goals and strategies. Learners are supported through a variety of mechanisms, including but not limited to student huis, workshops, tutorials, study centre and social events, and academic clinics.</p>	<p>Through 2024, ELA will expand professional development for staff with reference to 17(1) a.</p>



<p>OUTCOME 4: LEARNERS ARE SAFE AND WELL</p> <p><i>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.</i></p>	<p>ELA has clear and documented practices both for learners and ELA to proactively identify, manage and respond to student needs, including student’s physical and mental health and wellbeing.</p>	<p>In 2024, ELA will provide more opportunities relating to 21 (c) and refine the capture of information relating to 22 (1) h.</p>
<p>OUTCOME 8: RESPONDING TO THE DISTINCT WELL-BEING AND SAFETY NEEDS OF INTERNATIONAL TERTIARY LEARNERS</p> <p><i>Signatories must ensure that practices under this code respond effectively to the distinct wellbeing and safety needs of their diverse international tertiary learners.</i></p>	<p>ELA’s wellbeing and safety goals and strategies were developed with student input in 2022 and reviewed regularly since then.</p>	<p>In 2024, these goals and strategies will be reviewed to ensure their relevance for current students.</p>
<p>OUTCOME 9: PROSPECTIVE INTERNATIONAL TERTIARY LEARNERS ARE WELL INFORMED</p> <p><i>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.</i></p>	<p>ELA engages with students, their agents and university partners through a variety of channels, weekly webinars, Q&A via our website, fairs, seminars, and in-person visits to university partners and counselling. There are a range of documented quality assurance practices in place to ensure students receive current, accurate and complete information.</p>	<p>Further refinement of practices relating to 38 (d) to be undertaken in 2024</p>

<p>OUTCOME 10: OFFER, ENROLMENT, CONTRACTS, INSURANCE AND VISA</p> <p><i>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.</i></p>	<p>ELA provides prospective students with accurate information relating to ELA, courses, programmes, staffing, facilities, services, and conditions of enrolment.</p>	<p>Additional information as stipulated under 42 (b-d) to be provided to prospective students from 2024</p>
<p>OUTCOME 11: INTERNATIONAL LEARNERS RECEIVE APPROPRIATE ORIENTATIONS, INFORMATION AND ADVICE</p> <p><i>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.</i></p>	<p>ELA’s comprehensive orientation programmes includes online pre-departure live sessions, welcome packs, handbooks, live in-person sessions, workshops on student safety and living in New Zealand.</p>	<p>Through 2024, ELA will further review and refine our orientation and onboarding processes</p>

Next review: Q4 2024.

