Self-Review Report 2023

Pastoral Care of Tertiary and International Learners Code of Practice 2021

TEO information

TEO Name	Auckland City Training School (ACTS) Trading as Equippers College				MoE number	9513
Code contact	Name	Leon Rakete			Job title	College Manager
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Current enrolments	Domestic learners	Total	37		18 y/o or older	36
					Under 18 y/o	1
	International learners	Total	9		18 y/o or older	9
					Under 18 y/o	0

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	Well implemented / Implemented / Developing / Early stages
Outcome 2: Learner voice	Well implemented / Implemented / Developing / Early stages (comment: We have developed some new strategies that we will be implementing in 2024).

Wellbeing and safety practices for all tertiary providers

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

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	<mark>Well implemented</mark> / Implemented / Developing / Early stages
Outcome 9: Prospective international tertiary learners are well informed	<mark>Well implemented</mark> / Implemented / Developing / Early stages
Outcome 10: Offer, enrolment, contracts, insurance and visa	<mark>Well implemented</mark> / Implemented / Developing / Early stages
Outcome 11: International learners receive appropriate orientations, information and advice	<mark>Well implemented</mark> / Implemented / Developing / Early stages

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	College Website has all information needed to inform students about how we care for their wellbeing and safety. College contact details are available on our website for students and families. Equippers College application processes and interviews inform college staff of student needs. Student wellbeing and safety is covered by: Individual Development Surveys, Student Pastoral care reports, Student Mentoring and Counselling services, Student representatives, Student surveys, Mid-Year and end of year informal (one on one) student reviews. Orientation week includes information and training on the complaints processes, and what student support services are available. Formal and Informal Complaint processes is detailed in the Student Handbook, on the college website and shown on the student notice board Health and Safety procedures are laid out in the college Emergency Procedures Booklet (Updated in 2023 Edition)	Staff Meetings minutes, Noho Review Report, Student Representatives meeting reports. Professional Service Reports (Counselling). Enrolment Interview Reports. Student Evaluations. End of semester reports, Evaluation Reports, Code Report with any actions required. All grievance meetings are reported and stored in Students files with clear action plans established, these issues are reported in the weekly staff meeting minutes under Pastoral Care. Orientation Review Report. Student Handbook. Staff Handbook. Operations Planner. Emergency Procedures Booklet. College Website. H&S Reports to staff and to governance.

	and in the organisations policies. There are Health & Safety reporting procedures online. All Staff and Students are police vetted. Noho Marae Experience - addresses training on the Treaty of Waitangi, personal wellbeing (Te Whare Tapa Wha), and community. Emergency Managment booklet – all procedures for all emergencies – including death of a student/missing student	
Outcome 2: Learner voice	Student Representatives are appointed by the student body, so they can report any concerns, issues or feedback to staff in monthly meetings. College culture has an open door/open communication value. Student Course Evaluations, Student end of semester reviews (one-on-one meetings), Graduate surveys, on-going fortnightly mentoring for students where they can express any feedback. There is a policy for Formal and Informal Complaint Process. Policy with how we deal with grievances (available in the Student Handbook, College Website, Student notice board).	Student Representative Reports, Staff Meeting Minutes, Operation report on mentoring, Survey Reports, Graduate Survey Reports, Student Handbook, College Website Pastoral Notes on student files, Academic Meeting reports, Self-evaluation in Staff Meeting Minutes. Staff Training on student privacy and student discipline Student notice board is a space for information to be shared. Student support services coordinator emails each term to see how mentors are getting on with their students. Reply emails from mentors with feedback are discussed in staff meeting and followed up by Student support staff member. Develop a grid for this feedback 2024. Student support services coordinator messages students who have non college staff as mentors each term. Feedback discussed at staff meeting and followed up. Add this to grid in 2024.

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	Environments, systems and processes that support this Outcome are: Orientation week Program, Whanau Night, Noho Marae, College Values, Pacifica Advisor. Harassment Policy, Formal / Informal Complaints process. Student Mentoring. Student Support groups in college as well as the Church community. Student Devotion where they can tell their story (whakapapa) Tutorials, Tutors, and other academic support Student Representatives Shared Services - Health and Safety policy and support, Cyber Safety Staff member visits students on placements to check on workspace and discuss any potential issues.	Orientation Report, Whanau Night Report, Noho Marae Report, Student Care notes, Staff Meeting Minutes. Academic Meeting minutes, Individual learning plans, Student evaluations, Pastoral Care notes, Mentoring Reports, Orientation Week Report. Cyber Safety Agreement, Health and Safety Meeting minutes, Staff Meeting minutes regarding IT, facilities, and health and Safety. Car parking provided onsite for students with physical needs – either permanent or temporary. Updated extension request form and leave forms to online. Duty of Care document sent to lead pastors for students when out on mission's week. Placement documents – details of communication to placement supervisors and visits to students off site each

		term. Documents any supervisor or mentor changes and placement role descriptions. Develop grid for placement visits for 2024. Develop survey in 2024
Outcome 4: Learners are safe and well	Enrolment process student support section captures information on holistic wellbeing - physical (including dietary), mental health, academic. Emergency contact details are placed on an emergency document for easy access by all staff. Staff appointment of Well Being Officer/Student support coordinator to support students with external support services, e.g. Counselling, SPELD. Accommodation for international and out of Auckland students is checked. Orientation week program – provides teaching on physical activity and personal growth. Students fill out Individual Development Surveys to gather information to assist their wellbeing and learning. All students have fortnightly mentoring and access to; student support groups, Egroups, pods, study groups, wider church community, Noho Marae, courses on personal growth - stress, burnout, selfcare (Encounter Weekend, Inner Healing Content) Academic support is available (Internal Tutorial and External	Reports from Orientation week (including student survey), Noho Marae visit, Student reviews and evaluations. Staff training on Child Protection Policies, Mental Health – identifying and responding to mental health issues, Supporting and Handling Student grievances. Student Handbook Pastoral Care notes in student files Academic Committee meeting minutes, student individual learning plans Staff Meeting minutes – self-evaluation section College website Student noticeboard Accommodation check lists on student files. Privacy policy and media release form added to student handbook and referenced on the college agreement for students to sign. Emergency contact list for all students in active file on SharePoint for easy and quick access – updated throughout year through the Individual Development Survey. QR codes around facility for students to use to report any safety issues with the building.

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	Enrolment process student support section captures information on holistic wellbeing - physical (including dietary), mental health, academic. Emergency contact details (both in NZ and in home country) are placed on an emergency document for easy access by all staff. Students are meet on arrival and an arrival process followed which helps with basic needs – phone, transport, bank etc. Student support coordinator visits homes where needed to check the home. Orientation week program provides opportunities for international students to become familiar with culture and includes an afternoon tea where teaching is provided on assimilating into NZ culture. Student handbook provides information on safety in NZ. Academic support –student individual learning plans, tutoring. Other; Noho Marae visit, student mentoring, support groups, wider church community – including an international community.	College website Student enrolment files Student handbook Staff training on mental health, child protection policies, grievances. Reports from orientation week, Noho Marae, Academic meetings, staff meetings. Pastoral care notes in student files. Student individual learning plans Accommodation checklist in student file Arrival check list in student file

| Outcome 9:
Prospective international tertiary learners are well informed	International Students are able to access clear and accurate information regarding study at Equippers College and their needs as international learners via: - College website information - New and improved Student Handbook. - Access to EER Results. Pre-Enrolment includes an interview with the student to ensure they have a good understanding of the programme, what is expected, their needs and our role in supporting them. Student Support Co-ordinator and College Administrator maintain good communication and dialogue to understand student needs.	College Website, College Student handbook, Admission Interview notes,
Outcome 10:
Offer, enrolment, contracts, insurance and visa	Enrolment process checklist covers all requirements from the Act. Student support coordinator and college administrator available to answer questions, pre acceptance interview enables space for questions to be answered. They also check all applications before they are accepted to ensure students comply with policy. Our policies and procedures for accepting and enrolling an international student are detailed in the Student Handbook and the Operations Handbook. Enrolment Guide and Internationals page on the website directs students to relevant information regarding their	EER Report, Attestation Document, ELTS test results are checked, proof of academic ability is translated and filed in student file. Application Forms in Student files, Individual Checklist Report. College Website, Student handbook, EER Report, Code Attestation Document, Admission Interview notes College Website, Student handbook (Dispute Resolution Scheme, student disciplinary process, withdrawal and refund policy). Offer of Place Signed College Agreement. College Website, Student Handbook, Student file, Operations manual, Staff meeting Minutes, Pastoral Care Notes.

	rights and obligations and information on their course of study. And links to the latest EER report. Discipline procedures are detailed in the student handbook and the formal/informal process is accessible on the student notice board, these process and policies are reviewed through the annual attestation. Contacts provided for external support services in the Student Handbook. Insurance expectations are provided in the Student Handbook and on the website. Student Handbook, Orientation Programme, Withdrawal procedures (Operations Handbook) guides us when exiting an international student. This involves contacting immigration and changing the student's status in our Student Management System (WiseNet)	
Outcome 11: International learners receive appropriate orientations, information and advice	Students receive an Offer of place letter, College Website has relevant information, Team Conference, an Orientation programme with the whole student body as well as a specific orientation for International Students to recap important compliance information (this also creates a smaller forum for a more effective Q&A extra information. Students complete a Survey in March to see if the induction and orientation has been effective, this helps inform us on areas we may need to go over again or what issues to address	Records of attendance to Orientation. Completion of the March Student Survey. Staff reflections on Orientation week - minutes in Staff meeting. Student Handbook detailing content addressed in Orientation. International Student Support Staff. International Student Afternoon tea and attendance taken and review document. Emergency contacts for international students includes both NZ contact and contact from home country.

*NB: Outcomes – 5,6,7,12 – 22 not relevant to Equippers College

Actions Table

Outcome	Action	Due Date
Outcome 2	Develop grid to record placement visits/issues/resolutions	March 2024
Outcome 2	Develop grid to record mentor coms/issues/resolutions	March 2024
Outcome 2	Develop survey to give out in term 2 to gage placement satisfaction	March 2024