ABC College Self-Review Report 2026 (October 2026)

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

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

Outcome 1: A Learner Wellbeing and Safety System

Well implemented.

ABC College maintains a comprehensive and institution-wide approach to learner wellbeing and safety. Strategic planning and operational practices are regularly reviewed by senior management to ensure they remain effective, relevant, and aligned with legislative and sector requirements. The college continually monitors updates from government agencies and education sector bodies and incorporates any new guidance into policies and procedures.

Health and Safety plans, emergency management procedures, evacuation processes, and wellbeing frameworks are regularly assessed and updated. Staff receive appropriate training and guidance to ensure they can effectively support learners, respond to emergencies, and refer students to relevant support services when required.

Outcome 2: Learner Voice

Well implemented.

ABC College actively seeks, values, and responds to learner feedback through a range of formal and informal channels. Student feedback, surveys, meetings, and daily interactions provide valuable opportunities for learners to express their views and concerns.

Feedback received is reviewed and, where appropriate, contributes to continuous improvements in student services, learning environments, and support systems.

Wellbeing and safety practices for all tertiary providers

Outcome 3: Safe, Inclusive, Supportive and Accessible Physical and Digital Learning Environments

Well implemented.

ABC College provides learning environments that are safe, welcoming, and designed to support positive outcomes for all learners. Physical facilities and digital platforms are maintained to ensure accessibility, security, and effective engagement with learning.

As a provider serving a culturally diverse student body, the college recognises the importance of fostering an inclusive environment that respects different backgrounds, cultures, and experiences. Policies and procedures are designed to support equity, encourage participation, and promote a positive educational experience for every learner.

Outcome 4: Learners Are Safe and Well

Well implemented.

ABC College is committed to supporting the physical, emotional, and mental wellbeing of its learners. Students are provided with information, guidance, and access to support services that assist them in maintaining their wellbeing and successfully engaging in their studies.

Through regular contact with students, pastoral care initiatives, and referral pathways, ABC College works to ensure that learners feel safe, supported, and able to access assistance whenever required.

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

Outcomes 5–7: Additional Wellbeing and Safety Practices in Tertiary Student Accommodation

Well implemented.

ABC College recognises that suitable accommodation plays an important role in student wellbeing and success. The college works closely with accommodation providers to ensure learners have access to safe, supportive, and inclusive living environments. Information about accommodation options is provided transparently, enabling students to make informed decisions before arrival. Learners are encouraged to seek assistance if accommodation-related concerns arise, and college staff are available to provide guidance and support where necessary.

Outcome 8: Responding to the Distinct Wellbeing and Safety Needs of International Learners

Well implemented.

ABC College understands that international learners may face unique challenges while studying abroad. The college provides tailored pastoral care, support services, and information to assist students with their academic, social, cultural, and personal adjustment.

Staff maintain regular contact with learners and work proactively to identify any emerging wellbeing concerns.

Outcome 9: Prospective International Learners Are Well Informed

Well implemented.

ABC College ensures that prospective international learners receive clear, accurate, and accessible information before making decisions about their studies. Information regarding programmes, fees, accommodation options, support services, insurance requirements, and student life is readily available through multiple communication channels.

Outcome 10: Offer, Enrolment, Contracts, Insurance and Visa

Well implemented.

ABC College has effective systems and processes that support learners throughout the enrolment journey. Information relating to enrolment conditions, fees, learner obligations, insurance requirements, and visa responsibilities is communicated clearly before enrolment is finalised. The college ensures that students understand their rights and responsibilities and that all required documentation is completed accurately. Appropriate insurance is verified for international learners, and staff provide guidance regarding compliance with visa and immigration requirements.

Outcome 11: International Learners Receive Appropriate Orientation, Information and Advice

Well implemented.

ABC College delivers comprehensive orientation programmes that assist international learners in transitioning successfully into their studies and life in New Zealand. Orientation covers academic expectations, learner support services, health and safety information, student rights and responsibilities, and community resources. The college regularly communicates important updates and ensures students know where to access assistance when required.

Outcome 12: Safety and Appropriate Supervision of International Learners

Well implemented.

ABC College maintains appropriate systems to ensure the safety and wellbeing of all international learners. The college works closely with accommodation providers, caregivers, parents, and legal guardians where appropriate to ensure students are adequately supported. Regular communication and monitoring help maintain safe study and living arrangements and contribute to positive learner outcomes.