



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

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This document devised and reviewed by RELA personnel (2023):

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Reporting of Complaints and Critical Incidents

In March 2023, RELA students were asked what defines a '*complaint of concern*'. The definitions they gave were included in RELA's policy.

Complaints of concern would be:

- **Academic:** those which relate to a student/students not being able to learn or study effectively whether onsite or at their place of accommodation (if arranged by RELA)
- **Pastoral Care:** Any complaint that would affect the physical and /or emotional safety and well-being of the student during their course of study
- **Premises:** Any issue that would seriously affect a student's ability to learn/study or poses a serious risk to their safety and/or well-being

At RELA, complaints of concern are categorised into three levels:

1. 'Low' (green) – able to be quickly resolved (as a rule within 3 working days)
2. 'Medium' (orange) – unable to be resolved as quickly; may need external assistance (e.g. student counsellor, help from police needed)
3. 'High' (red) – unable to be resolved by RELA staff. Needs to be addressed by an external third party (police, lawyer etc) and will be made available to relevant stakeholders.

Since reopening on October 17, 2022, until today (October 19, 2023), there have been no such complaints categorized as 'high' in nature received. The only complaints that have been lodged have been of a minor nature e.g., Students wishing for a new microwave, more sofas and minor, easily resolved homestay issues relating to food or a perceived lack of facilities in the students' room. More information on all complaints received can be requested from the school by emailing english@rela.co.nz

To date there have been no critical incidents to report.



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Date of review	Outcome/Process	Evidence/Indicators	Review outcome/areas to improve
<p>January 2023</p> <p>Outcome 1: Learner wellbeing and safety system</p>	<p>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.</p> <p><i>Process 1: Strategic goals and strategic plans</i></p> <p><i>Process 2: Self-review of learner wellbeing and safety practices</i></p> <p><i>Process 3: Publication requirements</i></p> <p><i>Process 4: Responsive wellbeing and safety systems</i></p>	<ul style="list-style-type: none"> • First week evaluations • 6-weekly evaluations • Counsellors available • Mission statement (as per website) • Regular teacher meetings include student welfare issues • Pre-departure documents • Information pack on induction; includes health and safety booklet as well as student handbook • First Aid certified staff on site • First aid kit situated on site (checked every month) • Defibrillator notice posted • 24/7 emergency number (printed on ID card) • QMS (to be developed through 2023) • Internal self-review calendar • Counselling folder • Homestay evaluations • School notices • Friday assemblies/farewells • Student support staff (calendars) • Pre-departure briefings sent to guardians (from manager) 	<p>New format (first week) evaluation form revised and implemented Jan 2023.</p> <p>Teacher meeting (Jan, 23) discussed importance of listening to students and being interested in their daily lives. How can we provide more opportunities to allow students to talk about their learning paths/associated issues?</p> <p>COP reviews, specifically the key outcomes, will be reviewed over the year in addition to other NZQA KEQs.</p> <p>Health and Safety folder to be updated (ongoing).</p> <p>Student support staff has been certified first aid 03/22 (2-year viability).</p> <p>ISANA wellbeing conference to be attended by manager as it eventuates (and is practicable).</p> <p>Disability Action Plan review 2024</p>



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<p>March 2023</p> <p>Outcome 2: Learner Voice</p>	<p>Providers understand and respond to diverse learner voices and wellbeing and safety needs in a way that upholds their mana and autonomy.</p> <p><i>Process 1: Learner voice</i></p> <p><i>Process 2: Learner complaints</i></p> <p><i>Process 3: Compliance with the Dispute Resolution Scheme</i></p>	<ul style="list-style-type: none"> • Complaints Register • Student first day information pack (including Istudents complaints leaflet) • Complaints process (notices) • Exit questionnaire feedback • First week evaluations interview feedback • First week evaluations • Regular support staff -student informal interactions • 6-weekly evaluations • Homestay interviews conducted by student support staff • ‘Open door’ policy: students with a problem can see staff at any time during school hours • DRS information as seen in RELA website, notices, and all documents sighted by relevant stakeholders 	<p>New Entry/Exit questionnaire replaced induction and exit questionnaires; includes space for feedback comments on all aspects of students’ stay.</p> <p>All issues that come up in formal and/or informal interviews or chats are documented and addressed asap (see evaluation forms, emails to agents, homestays, etc).</p> <p>Complaints are now compiled in Complaints Folder, according to academic, premises or pastoral care concerns. Records of complainant, type of complaint and resolution are noted.</p> <p>Do we need to set up an anonymous ‘suggestion box’ to allow students who may feel written feedback is too personalised to comment? Will review/discuss as necessary.</p>
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<p>May 2023</p> <p>Outcome 3: Physical (and digital) Learning Environments</p>	<p>Providers must foster learning environments that are safe and designed to support positive learning experiences of diverse learner groups.</p> <p><i>Process 1: Safe and inclusive communities</i></p> <p><i>Process 2: Supporting learner participation and engagement</i></p> <p><i>Process 3: Physical and digital spaces and facilities</i></p>	<ul style="list-style-type: none"> • Secure building with lockable offices and classrooms monitored (teachers) • Cultural sensitivity information provided to all teachers/staff • Self-study option available with teacher present; computer room with digital learning options loaded and accessible • Prayer room available (Muslim) • ID card emergency number • School counsellors available • ‘Open door’ policy • Student support staff • Teacher-student interviews (progress testing weeks) • First week evaluations • Student Health booklet • Friday assembly information • Water dispenser • Coffee. Tea, chocolate available 	<p>Questionnaires (first week, 6 weekly and exit) all have specific questions related to premises/building and if students are comfortable inside the premises.</p> <p>Complaints feedback, including review, will cover premises/building as a category (relevant comments to be published via website to all stakeholders – Enrolments page link ‘Complaints Procedure’).</p> <p>Student Health booklet devised during hibernation and is now available in student introductory packs on day of arrival and on main noticeboard.</p> <p>First day induction process now includes vaping and using the stairs etiquette. This was in response to incidents recorded with the younger cohort in previous months disrupting others around the building.</p>
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			<p>'Lockdown plan' to be devised (in case of major incident). Can we get external consultant for this?</p> <p>Additional heightened railings for stairs? Noticed some dangerous behaviour in January intake – Manager to organise builder, etc.</p>
<p>July 2023</p> <p>Outcome 4: Learners are safe and well (pp 24-5)</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><i>Process 1: Information for learners about assistance to meet their basic needs</i></p> <p><i>Process 2: Promoting physical and mental health awareness</i></p> <p><i>Process 3: Proactive monitoring and responsive wellbeing and safety practices</i></p>	<ul style="list-style-type: none"> • First day induction procedure/student pack includes health and safety info • Homestay rules/guidelines • Pre-enrolment medical issues identified and documented • Regular Friday activities • 'Taking care of your health' poster (noticeboard) • Activity operator annual checks • Activities manual • Student support staff • 'Open door' policy • Natural lighting (windows) in most of classrooms • Table tennis table • Student room 	<p>Complaints poster has been amended (to clarify language to learners as much as possible).</p> <p>'Quiet room' set up (March 2023) for ADHD student. This will continue from now on.</p> <p>New 'Student Health' booklet has been devised and is now included in first day induction pack.</p> <p>Activities manager to review activities processes/operators October 23 (student-activity guide ratios?).</p> <p>Additional sofa/chairs to be added in student room due to extra upcoming enrolments.</p> <p>Disability Action Plan review 2024</p>



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<p>August 2023</p> <p>Outcome 8: Wellbeing and safety needs</p>	<p>Signatories must ensure that practices under this code respond effectively to the distinct wellbeing and safety needs of their diverse international tertiary learners.</p>	<ul style="list-style-type: none"> • 6-weekly Homestay evaluations • Homestay oral interview student support manager conducted 6 weekly • Student support staff on site at all times • Cultural sensitivity information provided to all staff • Emergency plan, including classroom posters • Teacher handbook information • First day Induction process; information pack including health and safety and student support messages • Emergency drills regularly carried out • L1 counsellors available • Wellbeing notice 	<p>Building fire emergency drill conducted 16/03/23.</p> <p>External consultant, Linda Thompson, (Rotorua District Council Emergency Management Team/Civil Defence) visit to RELA to review/give advice with regard to RELA’s emergency plan and any other issues which may affect student (and staff) safety in current premises (August 2023). As a result, some changes to emergency plan have been made (classroom poster, staff manuals) and a business continuity plan (BCP) will need to be devised. In addition, FENZ will be visiting to check evacuation procedure for vulnerable/priority persons, and consultant will advise RELA for earthquake preparedness (including ‘Shake out’ earthquake drill in October 2023). Homestays may also need to be better informed in case of major incident (included in BCP).</p>



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<p>September 2023</p> <p>COP 9: Learners 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 provides before they begin their study.</p> <p><i>Process 1: Marketing and promotion</i></p> <p>Each signatory must have marketing and promotion practices, that include:</p> <p>seeking to understand the information needs of prospective international tertiary learners; and developing and information to prospective international tertiary learners and reviewing the information to ensure it is kept up to date; and ensuring that prospective international tertiary learners receive, as a minimum, up-to-date accessible and timely information about the following –</p> <p>(i) the signatory’s quality assurance evaluations; and (ii) the educational instruction, staffing, facilities, and equipment available to international tertiary learners; and (iii) the Dispute</p>	<ul style="list-style-type: none"> • Website, including Enrolment information, current NZQA category status and costs of living in NZ • Agent contract/guidelines • Agent handbook • Agent reference checks/vetting process • Student evaluation (agent feedback) • Agent newsletter • Agent survey • Entry/Exit questionnaire 	<p>Website has been updated/amended during ‘hibernation’ period before school reopening 10/23. Amendments and additions will continue to be made as necessary.</p> <p>Brochure has been updated (May June 2023) and is available in a digital and physical form following that date.</p> <p>Agent contract has been updated (week of 22/05 and 21/08) – has been sent to current active agents and will be sent to others as enrolments are received. Agent field in website now includes fully comprehensive essential documents section for agent application and student enrolment processes.</p> <p>Due to COVID disruption of the industry, RELA is now actively re-establishing its former links with past agents and also welcoming new ones. While the first point of</p>



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	<p>Resolution Scheme; and (iv) potential learning outcomes for international tertiary learners, including pathways for further study, employment, and residency where applicable; and (v) estimated study and living costs for international tertiary learners, including any additional fees or levies that are on top of the basic tuition fee; and (vi) accommodation and transport, or ways to obtain such information</p> <p><i>Process 2: Managing and monitoring education agents</i></p> <p>Signatories must have practices for effectively managing and monitoring the performance and conduct of education agents in relation to learner safety and wellbeing under this code, including –</p> <p>(a) carrying out and recording reference checks on potential education agents to ensure as far as possible that they are not involved in any conduct that is false, misleading, deceptive, or in breach of the law; and (b) entering into written contracts with each of its education agents; and (c) during the term of a</p>		<p>contact may not be a formal one (trade fair or direct meeting, for example), management is confident that all current and future agents will be dedicated to providing a more ‘personalised touch’ and will have an excellent understanding of RELA’s nature and position in the industry after reopening its doors in 2022. To that end, RELA will continue to conduct vetting meetings and formal email or other correspondence before seeking references and background checks (along with the formal application form) for all prospective agents. The school will also refer to EngNZ’s list of suspect agents if necessary.</p> <p>See Agent Monitoring data spreadsheet for student satisfaction re agents. Implemented in 2020. Any negative feedback is followed up by marketing team. As of 20/09/23, no action of significance has been needed.</p>
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	<p>contract, monitoring the activities and performance of its education agents in relation to –</p> <p>(i) their obligations as specified in the contract; and (ii) whether they provide prospective and enrolled international tertiary learners with reliable information and advice about studying, working, and living in New Zealand; and (iii) whether they act with integrity and professionalism in their dealings with prospective and enrolled international tertiary learners; and (iv) whether they have engaged in any activity or conduct that, in the opinion of the signatory, is or may be in breach of the law or that jeopardises the signatory’s compliance with this code; and (d) managing the education agents by –</p> <p>(i) terminating contracts with an agent if there is evidence which, on balance of probabilities, shows that the education agent –</p> <p>a. has been involved in any serious, deliberate, or ongoing conduct that is false, misleading, deceptive, or in breach</p>		
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	<p>of the law; or b. has jeopardised the signatory’s compliance with this code; or (ii) taking appropriate action to address misconduct by act or an omission by an education agent in relation to the other matters described in subclause (c); and e) ensuring that its education agents have access to, and maintain, up-to-date information relevant to their duties as specified in the contracts with the signatory</p>		
<p>October2023</p> <p>Outcome 10: Offers, enrolments, contracts and insurance</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 relevant parties are clear about their interests and obligations prior to entering into the enrolment contract.</p> <p><i>Process 1: Offer of educational instruction</i></p> <p><i>Process 2: Information to be provided before entering contract</i></p> <p><i>Process 3: Contract of enrolment</i></p> <p><i>Process 4: Disciplinary action</i></p>	<ul style="list-style-type: none"> • Website/brochure: terms and conditions section and NZQA category status published • First day enrolment induction process/contract • Student pack • RELA invoice includes most relevant Ts and Cs, (category status, school rules, etc) • Insurance doc sighted and recorded pre-enrolment or on commencement of study • Invoices/receipts • QMS • Passport/visa checks first day (and documenting) 	<p>‘Office Operations’ manual updated April 2023; this includes instructional information with regard to receiving and processing new enrolments and all related documentation necessary. While this document is comprehensive and meant to be accessible to any staff who are dealing with enrolments, some of the (summarised) material has been transferred to the ‘Quality Management System’ document. This will present an overview of the most important details of RELA’s processes and procedures, and who</p>



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	<p><i>Process 5: Insurance</i></p> <p><i>Process 6: Immigration matters</i></p> <p><i>Process 7: Student fee protection and managing withdrawal and closure</i></p>	<ul style="list-style-type: none"> • Emails to students/agents have links to INZ special requirements for international learners (and receipts) • Post enrolment, links sent (as above) • Pre-departure manual includes immigration requirements • Visa/insurance details added to database (checked by Manager and/or Office Assistant regularly) • Immigration process for PTE followed as per INZ/NZQA guidelines • Withdrawal process as per NZQA guidelines • Public trust fee protection scheme • ENZ and NZQA Complaints Processes published and posted digitally and physically on premises • Pre-departure documents • Website: terms and conditions, etc • Enrolment form (as above) 	<p>is responsible to carry them out. See also “Who, What, Where and How” document (as a result of Manager’s absence due to health issue). These documents will be amended according to any new ruling or regulatory change that relate to a PTE’s enrolment practices for international students in future (with relevant staff being apprised as well).</p> <p>Student Handbook and website include COP summary, as well as contractual terms and conditions and DRS rules. All such information is available in pre-departure material (via link) and upon student’s arrival at school in Student Welcome Pack.</p> <p>In general, all student visas are received from international students before arrival. A hard copy of the visa is kept in the students’ individual files and digital records are also kept (except for visitor visas). For students from visa waiver countries studying for less than 3</p>
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			<p>months, passport is checked; if no entry stamp recorded, visa status is checked as soon as practicable via Immigration NZ's 'Visa View' section. (As a matter of record, RELA's manager did relay her dissatisfaction (to Celia Coombes) with the long wait time for some visa conditions to appear in that official site (June 2023), and as of August 2023 the issue appears to be unresolved.) For visa extensions or variations, all paperwork (digital or physical) is recorded by RELA as above and where necessary relayed to the relevant stakeholder.</p> <p>Students studying on a work visa for longer than 13 weeks will be helped to apply for a VOC if they wish to continue their studies at the school</p> <p>RELA has 2 administration staff responsible for checking and recording visa status at present.</p> <p>Public Trust audit conducted (March 2023).</p>
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<p>October 2023</p> <p>Outcome 11: Orientations, Information and Advice</p>	<p>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.</p>	<ul style="list-style-type: none"> • Pre-departure manual includes student manual and other relevant material. • First day induction process • Student information first day pack • Noticeboards • Student Counsellors/Support staff • 6-weekly testing – post test interview • Homestay information and surveys/reviews • Under 18 documents • Student Health resource • Pre-departure Manual (sent upon payment of fees) • Supervised doctor and other health visits if needed • Help with bank accounts and obtaining an IRD number • Job Club support • 24/7 emergency contact number – on iD cards, noticeboards and weekly 	<p>Orientation procedure has been revised and updated during hibernation period, including first day induction process and information pack.</p> <p>FAQ's on website – developed during hibernation.</p> <p>Post test interview devised and implemented 2023 with focus on student achievement to date and plan for future learning.</p> <p>Job Club manual – is being updated to be made available to student job applicants.</p> <p>Road code in other languages available in reception and given to any students at RELA who drive. (August)</p> <p>RELA has joined Rotorua Multi-cultural association (2023) and is now being invited to a lot of community activities where</p>



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		<p>notices – checked regularly that students are aware of this.</p> <ul style="list-style-type: none"> • All invoices and receipts include termination process, school rules, refund policy – also in student handbook and on website • Relevant NZ laws (Driving and Smoking/Drinking) outlined in Student handbook and on website 	<p>students can interact with locals and other visitors.</p> <p>RELA admin meeting to be held end of month - will review processes for well-being and safety including under 18s.</p>
<p>October 2023</p> <p>Outcome 12: Safety & Supervision</p>	<p>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.</p> <p><i>Process 1: International tertiary learners under 18 years</i></p> <p><i>Process 3: Decisions requiring written agreement of parent or legal guardian</i></p> <p><i>Process 4: Accommodation for international tertiary learners under 18 years</i></p>	<ul style="list-style-type: none"> • Homestay Operations Manual • Homestay pack and Manual • Homestay contracts • Student information pack • All Under-18 documentation/processes • Emails to parents of all students aged under 18, school email and 24/7 phone number given to all parents • Language counsellors available as needed • 6 weekly homestay checks • Police vetting for all homestays – not just under 18 • Homestay monitoring visits 	<p>Homestay operations manual and all processes updated pre-reopening.</p> <p>Homestay database restarted from scratch (post hibernation) and all current homestays have now been police vetted, monitored and a home visit completed.</p> <p>6 weekly and end of course reports are sent to all caregivers/agents of students aged under 18. Additional support staff trained to carry out this procedure.</p>



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	<p><i>Process 5: Safety checks and appropriate checks for learners under 18 years</i></p> <p><i>Process 6: Accommodation for international tertiary learners 18 or over</i></p>	<ul style="list-style-type: none">• Special rules for under 18s• Enrolment form and Emergency Situations forms signed by parents• Special policies for under 18s re: transport, homestay, transfer of care etc• Designated Caregiver forms• Any under 18 absenteeism reported and followed up immediately.• Supervised doctor or other medical / health visits if needed• RELA control of passports, and money at parental request• Transport arrangements from Auckland airport	
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