



# RELA Self-Review Summary Report –2024\*

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

*\*A comprehensive summarised review available. Please contact the [school](#) for this*

Self-evaluation is essential to our work at RELA (Rotorua English Language Academy). It not only keeps us aligned with market trends but also drives our commitment to enhancing our standards and work environment.

As a full member of English New Zealand, RELA adheres to the organization’s membership guidelines. The English New Zealand Standards provide a robust foundation for maintaining a high-quality English language learning environment for non-native speakers. Coupled with our dedication to student well-being, health, and safety—ensured through the implementation of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 across all areas of our organization—we effectively meet the needs of our students, agents, staff, and other key stakeholders.

Below is a summary of our annual self-review of the Code.

<p><b>Outcome 1: Learner wellbeing and safety system</b> <i>RELA takes a whole-of-provider approach to wellbeing and safety, focused on the differing needs of our learners.</i></p> <p><b>Outcome 2: Learner Voice</b> <i>RELA regards learner voices as an important feedback source with which to identify any ongoing or additional requirements for the wellbeing and safety needs of students and their individual autonomy.</i></p> <p><b>Outcome 3: Physical (and digital) Learning Environments</b> <i>RELA aims to provide a safe and supportive environment that will enhance the learning experience of all our students.</i></p> <p><b>Outcome 4: Learners are safe and well</b> <i>RELA takes the mental and physical health of its students as an extremely important area of focus, as without these health matters being addressed, learners will fail to make the best of their opportunity to learn and develop during their time at the school.</i></p>	<p>RELA reviews outcomes 1-4 each year, aiming to complete the summary during May. All key staff are involved in reflecting on positive changes and areas that may be of concern. The review document lists major evidence and key indicators that relate to the particular outcome/s and or process subheading, with summary notes that feed back into ongoing improvements.</p>
---	---

<p><b>Outcome 8: Wellbeing and safety needs</b>  <i>RELA has specific practices that are responsive and reflexive to the wellbeing and safety needs of its learners and will ensure the particular needs of its students are supported to the best of the school's ability.</i></p> <p><b>Outcome 9: Learners are well informed</b>  <i>Information to prospective learners is designed to be as clear and accurate as possible before their arrival and RELA will market and promote the school with this aim in the forefront.</i></p> <p><b>Outcome 10: Offers, enrolments, contracts and insurance</b>  <i>RELA policies and practices surrounding contractual and financial matters aims to ensure all relevant parties have precise information that makes the decision-making process straightforward and easily done.</i></p> <p><b>Outcome 11: Orientations, Information and Advice</b>  <i>RELA has designed its orientation programme to cater for all ages and the particular wellbeing and safety needs they may have.</i></p> <p><b>Outcome 12: Safety &amp; Supervision</b>  <i>With regard to under-18 learners who wish to study at RELA, accommodation and safety matters are highly monitored and supervised and any necessary communications to parents/guardians are effective and transparent.</i></p>	<p>RELA reviews outcomes 8-12 throughout the year, aiming to complete its summary in September. As with outcomes 1-4, all key staff have input into the review process and are expected to comment and be aware of any salient changes and adjustments that arise as a result.</p>
--	--

## Reporting of Complaints and Critical Incidents

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.

In 2024 (to date), there have been no such complaints categorized as 'high' in nature received. More information on all complaints received can be requested from the school by emailing [english@rela.co.nz](mailto:english@rela.co.nz)

To date there have been no critical incidents to report.