

Code Outcome (Domestic & International)	Summary Goals	Implementation of the Code	Detailed Comments and Self-Evaluation	Evidence Sources	Action Plan
Outcome 1: A Learner Wellbeing and Safety System	1.1 Work proactively with our learners and stakeholders in the development and review of our learner wellbeing and safety strategic goals and strategic plans	Implemented	New Strategic Plan, Te Kurawai Matua (2025-2030), developed and approved by Te Kaunihera. Strategic plan developed through consultation process with staff, students, and stakeholders, and now being socialised. Strategic Plan developed in relation with the Code of Practice. Includes redesign of Regional delivery mode through Hui Amorangi network (Te Takawai) with development of student support systems within each Hui Amorangi and across the network.	Meeting minutes - Te Kaunihera; Senior Leadership Team; Waka Mātauranga; AMEN; House of Bishops; faculty; and all staff.	<ol style="list-style-type: none"> 1. Be more explicit about the Code in strategic planning 2. Better communication around the Code to all stakeholders 3. Too many handbooks - needs to be reviewed 4. Student representatives and student gatherings, we should try to gather more data/feedback from these. We should educate representatives around the Code and encourage them so that they feel comfortable to use this when providing feedback 5. Make stronger connections in our various groups, link them back to the Code, record it, and integrate it into our broader systems. 6. Upload the Code onto Moodle so all students have access to this 7. Upload attestation to website 8. Upload summary report to website prior to attestation 9. Ensure Moodle is up to date and consistent 10. Better communication in the Chapel and Dining Hall 11. Review Handbooks 12. Mandate one PD session of safety and wellbeing for staff 13. Make policy more widely available, especially at Wānanga session 14. Review step-by-step emergency response plan
	1.2 Review the effectiveness of our learner wellbeing and safety practices	Well-Implemented	Meetings between students and Operations Manager, Dean, Manukura, lecturers to gather any feedback and concerns regarding wellbeing and safety. Rolling review of policies with staff and student	Student feedback forms, meeting minutes, Dean student files, college wānanga	<ol style="list-style-type: none"> 15. Follow up on compliance around register and where this needs to be held 16. Improve on recording stakeholder engagement 17. Annual survey - to be updated to include specific Code questions about safety and wellbeing 18. Course evaluations - updated to include specific Code questions about safety and wellbeing 19. Low survey responses - explore alternative evaluation options with different forms of feedback

			input. Annual self-review of programmes including learner well-being. Student reps on faculty and TK, regular focus groups with students. Appointment of Manu Kōkiri for NZDipCS.		20. Staff need to evaluate their sense of safety and wellbeing 21. Need to be more explicit about Te Tiriti in our current practices
	1.3 Current practices ensure that we are meeting our Code publication requirements for this outcome	Well-Implemented	We have just completed an EER and awaiting final report to be published on website, along with our Code of Practice self-review and formal complaints and critical incidents.	Code of Practice Self-attestation and self-review, along with EER report uploaded to website	
	1.4 Gather and communicate relevant information across our organisation to accurately identify emerging concerns about learners' wellbeing and safety or behaviour and quickly connect them to appropriate support services	Well-Implemented	Deans to keep in touch with students from their Tikanga to identify any concerns at an early stage, to ensure the student received appropriate support. Chaplain provides support for students and their wellbeing. Lecturers also look out for any concerns in the classroom. From 2025, the Te Takawai network will provide an employed student support person in each Hui Amorangi and address any regional student concerns.	Student Files (kept by Deans); Chaplain's files; Manutaki Amorangi minutes; Te Takawai meeting minutes; student handbooks (residential and regional); Moodle; college policies	

			Regular meetings of Manutaki Amorangi, student support, and regional registrars.		
	1.5 Provide our staff with ongoing training and resources tailored to their roles in the organisation in relation to the topics required by this process	Well-Implemented	Staff receive Professional Development sessions throughout the year to enhance their skills. Mental health first aid training planned for all staff in 2025.	Minutes taken during these meetings with attendees recorded.	
	1.6 Assist learners and respond in emergency situations in our learning and/or residential communities	Well-Implemented	Critical incidents plan in place. Staff training and systems review (H&S). Emergency contacts on site (Manukura, Operations Manager, Deans) and emergency numbers given to Regional students such as Mental Health helplines, Police and Ambulance services.	Student Manuals and College website	
	1.7 Record and report information on critical incidents and emergencies at our organisation to	Well-Implemented	Incident and Emergency Form, Complaints Process Form - any incidents are discussed at SLT meetings.	Incident and Emergency Form; Complaints Process Form	

	the relevant stakeholders		Manutaki Akoranga holds complaints register.	(Both on SharePoint and Moodle - all staff and students have access to this); SLT meeting minutes	
	1.8 Take a whole-of-provider approach to maintain a strategic and transparent learner wellbeing and safety system that responds to the diverse needs of our learners	Well-Implemented	Orientation at Hoani Tapu, and Te Takawai, gives in depth training for students on the Code of Practice, and student support personnel and systems clearly identified. Ongoing relationships with students through Deans as well as Te Takawai support ensures dynamic response to learner wellbeing and needs	Orientation at Hoani Tapu and Te Takawai. Updated Student Manuals (onsite and regional); ongoing relationships with students through Deans and Te Takawai support network	
	1.9 Access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome	Well-Implemented	Student representatives hold meetings to discuss any Health & Safety feedback or concerns; focus group meetings with Manutaki Akoranga; monthly wānanga; as well as regular Tikanga Deans meetings. Information is shared with relevant staff member, Senior	Student files (kept by Deans); SLT minutes; Te Takawai minutes; student focus groups	

			Leadership Team, and Te Takawai meetings		
	1.10 Our organisation upholds the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome	Implemented	Current policies and practices align and comply with the requirements of the Code.	Te Kurawai Matua Strategic Plan (2025-2030) and stakeholder socialisation	
	1.11 Our current practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans	Implemented	Current policies and practices align and comply with the requirements of the Code.	Te Kurawai Matua Strategic Plan (2025-2030) and stakeholder socialisation	
Outcome 2: Learner Voice	2.1 Current practices facilitate engagement with and development of the diverse range of learner voices across our organisation	Well-Implemented	Student representatives from all Tikangas to hold meetings with fellow students to discuss any issues or concerns. Student reps on TK, Academic Board, and H&S committee. Student survey evaluations of the individual courses for every semester, and an annual survey of students is undertaken;	Notes and minutes from meetings. Student survey evaluations from 2023-2024.	<ol style="list-style-type: none"> 1. Better recording of informal conversations into policies 2. Sharper communications 3. Flowchart of Complaints Policy around the College 4. Complaints Policy and Flowchart on College website 5. Wānanga session on complaints – with who the key staff people are 6. Provide reports with summary on College website 7. New Chaplain will oversee this and lead awareness training for all staff 8. Record outcomes of KEQ better 9. Re-invigorate Common Life Group 10. Re-think how people engage, levels of engagement are

			Manutaki Akoranga has begun student focus groups		currently low 11. Building a whare hui to gather 12. Be more explicit in our language
	2.2 Work with learners to effectively respond to and process complaints	Well-Implemented	Complaints Policy Flowchart and Form to be sent to Manukura or Operations Manager	Complaints Policy Flowchart and Form on SharePoint and website for all students and staff. Complaint flowchart are printed in A3 and posted on the main office noticeboard for all students to sight.	
	2.3 Current practices ensure that our complaints process is easily accessible to learners	Well-Implemented	Complaints Policy is available on Moodle and SharePoint for all students and staff; H&S app ensure fast response to comms; student wānanga	Complaints policy available on Moodle, SharePoint and College website;	
	2.4 Current practices ensure we record, report and publicise information on complaints and complaints	Well-Implemented	Formal complaints and critical incident register is uploaded on website	Website; Formal Complaints and Critical Incident Register; SLT minutes	

	procedures at our organisation				
	2.5 Current practices ensure we are familiar and compliant with the relevant DRS	Well-Implemented	Information on, and link to, the Dispute Resolution Scheme is available on website, Moodle, and revised Student Manuals. Updated complaints process and policies including Independent Complaints Officer	Website, Moodle, Student Manuals; and St John's Complaint Process	
	2.6 Understand and respond to diverse learner voices and wellbeing and safety needs in a way that upholds their mana and autonomy	Well-Implemented	Deans provide culturally sensitive and appropriate support for students in each Tikanga. Support from Chaplain, Deans, Te Takawai student support persons, and faculty uphold the mission (Te Oranga Ake o Te Iwi, o Te Ao) and values (Kia tapu koutou) of the College.	Strategic Vision, Dean's student files; Chaplain's files, Te Takawai minutes, faculty minutes	
	2.7 Access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome	Well-Implemented	Regular student rep meetings held to record any feedback or concerns from students; Deans meet one on one with students	Dean's student files; feedback shared with Manukura, Operations Manager etc. SLT meeting minutes	

	<p>2.8 Our organisation upholds the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome</p>	<p>Well-Implemented</p>	<p>Current policies and practices align and comply with the requirements of the Code.</p>	<p>Te Kurawai Matua Strategic Plan (2025-2030) and stakeholder socialisation</p>	
	<p>2.9 Current practices from this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans</p>	<p>Well-Implemented</p>	<p>Current policies and practices align and comply with the requirements of the Code.</p>	<p>Te Kurawai Matua Strategic Plan (2025-2030) and stakeholder socialisation</p>	
<p>Outcome 3: Safe, Inclusive, Supportive and Accessible Physical and Digital Learning Environments</p>	<p>3.1 Our learner wellbeing and safety practices maintain safe and inclusive communities for all learners</p>	<p>Well-Implemented</p>	<p>College Strategic Plan, Vision (Te Kurawai Matua), Mission (Te Oranga Ake o Te Iwi, o Te Ao) and values (Kia tapu koutou) underpins our approach. Our practices are made explicit at Orientation (residential and regional in Te Takawai network), as well as student handbooks. Wānanga sessions on code of conduct; development of disability disclosure practices, disability log and action tracker. Three</p>	<p>Te Kurawai Matua Strategic Plan (2025-2030); Orientation; student handbooks; Moodle; Tikanga Deans</p>	<ol style="list-style-type: none"> 1. Explicitly state that the College is a space where we can make mistakes, change our views, hold diverse theologies - in a policy (academic policy but also general policy) 2. Common Room refurbishment 3. Appoint a Chaplain (completed) 4. Review and develop IT use policy, particularly around social media use, bullying and harrassment 5. Review and develop Privacy Policy 6. Improve our visual representation of the 3 Tikanga, beyond photos and tapa around the College 7. Intentional use of the 3 Tikanga language 8. Better 3 Tikanga pedagogies in new programmes 9. Whare hui 10. Policies 11. Inclusiveness in classrooms 12. Improve classroom spaces 13. Improve relationship between TML and TK, especially around

			Tikanga ensure cultural appropriate practices.		deciding who can do what 14. Have a Health & Safety evaluation for all staff and students
	3.2 Our learner wellbeing and safety practices support learner participation and engagement for all learners	Implemented	Formation is designed for students to embody these practices, especially engagement with three Tikanga perspectives. Curriculum has a specific focus on mātauranga Māori and Moana knowledges. Strong student support systems for residential learners (through Deans, chaplain, and formation) and regional learners (student support in Te Takawai network).		
	3.3 Our learner wellbeing and safety practices maintain healthy, safe and accessible physical and digital spaces and facilities for all learners	Implemented	Current renewal of classroom and student spaces. Classrooms being upgraded with new technology to better facilitate Hyflex learning. Plans to repurpose spaces onsite to create more student spaces, and development of a Fale. From 2025, Regional students learn through Hui Amorangi and Tikanga Māori sites	SLT meeting minutes; Operations Manager and Manukura on physical spaces; Manutaki Akoranga on redesign of classrooms and Moodle; student reps;	

			as part of Te Takawai network. Currently working with consultants on renewal of Moodle to align with Vision of the College and better express College vision and values.	and student focus groups	
	3.4 We foster learning environments that are safe and designed to support positive learning experiences of diverse learner groups	Implemented	Classes are taught in Hyflex mode and student safety and wellbeing is explicitly expressed in classes. The Moodle Online is the main system of teaching/learning delivery at the College. All relevant policies are uploaded to the site and important announcements are announced. Te Takawai is designed to ensure wellbeing and safety for regional students to flourish in the context of Māori tikanga.	SJC Moodle Online; Te Takawai student support network; Tikanga Deans	
	3.5 We access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome	Implemented	Feedback from students' evaluations are used to review the course outline for the courses at the College.	Course critique undertaken by course coordinators/lecturers. Student course evaluations.	

	3.4 Our organisation upholds the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome	Implemented	Hoani Tapu is constituted as three Tikanga college which celebrates and employs multiple languages SJC encourages both its staff and students to study Te Reo and a number of the staff had completed courses on Te Reo or intend to take up Te Reo in the future.	Staff development plan for Te Reo language learning.	
	3.5 Our current practices align with our organisational learner wellbeing and safety strategic goals and strategic plans	Implemented			
Outcome 4: Learners are Safe and Well	4.1 We enable all learners and prospective learners to identify and manage their basic needs through accurate, timely and tailored information	Implemented	Residential students access academic support through Tikanga Deans, and lecturers. Plans in place to employ student support person onsite from 2025, and a student support person will be available in all Hui Amorangi as part of Te Takawai network. Pasifika students access academic support from the Tokoni (Eseta) weekly to check any specific needs on any	Commonlife activities on campus. Tokoni records on support provided to Pasifika students.	Streamline plan to communicate the needs of students easily; Keep updating disability policy Improve disability access in buildings Address safety in annual evaluations Update scholarship information so physical and mental health are more of a feature - part of 2025 Te Toi Amorangi Update our communications so we are more explicit about physical wellbeing - part of 2025 Te Toi Amorangi Change evaluations to make more specific connections with outcome

			aspect of their courses. The Pasifika community at the college also provide support for its students through community meetings with others on campus.		
	4.2 We assist our learners to manage their physical and mental health and access to support when needed	Well-Implemented	Students disclose learning needs at enrolment and throughout their study. Chaplain available to support students throughout learning journey; Tokanga Deans; Te Takawai student support; from 2025, employment of wellness trainer. Provision of healthy daily lunch onsite at no costs. Students are made aware of Mental Health and counselling contact details at the beginning of their studies. At Orientation, students are informed of support systems and how to access them.	Mental health and emergency services / contact details given to students in Student Manual at the beginning of their studies. Deans to record any concerns on student file	
	4.3 Our proactive monitoring and wellbeing and safety practices identify and respond to the	Well-Implemented	Regular housing inspections, regular Dean and student one to one meetings, feedback from students to ensure	Housing inspection logs Dean student files with meeting notes.	

	support needs of individual learners		any wellbeing and safety concerns are raised.		
	4.4 We support learners to manage their physical and mental health through information and advice	Well-Implemented	Students are made aware of Mental Health and counselling contact details at the beginning of their studies. They will also be informed that the College is a safe space and that they will be supported by all staff whenever they need. The Dean should hold regular meetings with each student to see how the student is doing and whether there are any concerns with the student's health. Significant focus for 2025 as part of employment of new student support staff residential and regional (Te Takawai).	Mental health and emergency services / contact details given to students in Student Manual at the beginning of their studies. Deans to record any concerns on student file	
	4.5 Our current practices identify and respond to learners who need additional support	Implemented	Students should note in the application form if they have any pre-existing health conditions - this will allow the staff to offer appropriate support to the student during their studies. If a student is	Application Form and Student Files	

			struggling throughout their studies, they should consult the Dean or any of the emergency health services contact numbers.		
	4.6 We access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome	Well-Implemented	Student representative meetings held (both on accommodation and College life / studies).	Notes and minutes from meetings.	
	4.7 Our organisation upholds the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome	Implemented	Current policies and practices align and comply with the requirements of the Code.	Te Kurawai Matua Strategic Plan (2025-2030) and stakeholder socialisation	
	4.8 Our current practices align with our organisational learner wellbeing and safety strategic goals and strategic plans	Implemented	Current policies and practices align and comply with the requirements of the Code.	Te Kurawai Matua Strategic Plan (2025-2030) and stakeholder socialisation	

<p>Outcome 5: A Positive, Supportive and Inclusive Environment in Student Accommodation</p>	<p>5.1 Develop and provide the information and promotional activities required by this process</p>	<p>Well-Implemented</p>	<p>Keep our College policies, social media, Occupancy Agreement, Student Manual up to date. Regular updates via email from the Manukura and the Deans. Common Life activities, Wānanga throughout the year, open door policy. Scholarship acceptance packs prior to starting studies will contain this information also.</p>	<p>Student Manual Moodle Orientation week Wānanga Manukura Wānanga Community Emails</p>	<ol style="list-style-type: none"> 1. Better communications at lunch and community meals 2. Update Occupancy and Covenant Agreement 3. More explicit to help student awareness 4. Provide more professional development for staff 5. Administration and accommodation staff meet more regularly with the Manukura 6. Housing evaluations for students 7. Make explicit tenancy arrangements and make explicit their entitlements at the wānanga 8. Better resident buy-in at the beginning of the year 9. Put house rules on Moodle 10. Develop policy on inclusion 11. Students have a meeting once a semester 12. Ensure to state that the College is a safe space where we can make mistakes, change our views, hold diverse theologies - in a policy (Academic and General Policy) 13. Common Room refurbishment 14. Gym equipment 15. Conflict resolution skills at Wānanga 16. Establish formal avenues for communication - MOU with SJCTB and Trinity and TML 17. Regular meetings between Operations Manager and TML with student representatives included
	<p>5.2 Ensure appropriate training, resources, placement, oversight and wellbeing support for accommodation staff</p>	<p>Well-Implemented</p>	<p>Staff to report to the Manukura and Te Kaunihera. Meet regularly with Operations Manager. Operations Manager has regular contact with TPS</p>	<p>Professional Development throughout the year Feedback meeting with Operations Manager to raise any concerns</p>	
	<p>5.3 Ensure that each member of our accommodation staff is suitable for employment in our student accommodation</p>	<p>Implemented</p>	<p>Police vetting of staff and students, job descriptions, annual performance reviews, personnel files</p>	<p>Police vetting documents, job description on SharePoint, annual performance review to be kept on file by Manukura, accreditation</p>	

	5.4 Proactive monitoring and responsive wellbeing and safety practices identify and meet the support needs of individual residents, especially those at risk	Well-Implemented	Housing inspections occur throughout the year. Students can contact Operations Manager directly with any concerns. Student Cloister representatives to let Harish know of any raised concerns or issues. Deans are also available to students for any support.	Housing inspection logs Operations Manager on site during the day Emergency contacts given in Student Manual for 24/7 support Dean meetings	
	5.5 Work with our residents in the development, improvement and communication of our house rules and other initiatives to promote and encourage a safe and inclusive community	Implemented	Wānanga on the Code of Conduct, Rules and Responsibilities included in the Student Manual.	Student Covenant Occupancy Agreement Student Handbook Maintenance log managed by Operations Manager	
	5.6 Ensure that our student accommodation promotes and fosters a supportive and inclusive community which supports the wellbeing and safety of residents	Well-Implemented	3 Tikanga meals, Wānanga on the Code of Conduct, Common Life group, spaces for children, critical safety assessment for each event, spiritual direction/supervision for each student and staff member, Non-smoking campus, Health & Safety student representative,	Dean student files, Manukura one-on-one conversations, Moodle, community meals, Occupancy and Covenant Agreement	

			maintenance log book, campus security, regular maintenance checks.		
	5.7 Access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome	Well-Implemented	Student cloister representatives, one-to-one meetings with Operations Manager to raise any concerns	Operations Manager maintenance / Health & Safety logbook	
	5.8 Our student accommodation upholds the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome	Well-Implemented	Student cloister representatives, one-to-one meetings with Operations Manager to raise any concerns	Orientation Wānanga Student Manual	
	5.9 Our student accommodation practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans	Implemented	Current policies and practices align and comply with the requirements of the Code.	Inspections, regular maintenance staff, Complaints Log, student can directly contact the Operations Manager, See Accommodation Monitoring	

				Report by NZQA 2024.	
Outcome 6: Accommodation Administrative Practices and Contracts	6.1 Current practices ensure that our student accommodation providers disclose the requisite information on their websites and have a human resource strategy that meets the requirements of this process	Implemented	College makes it clear that there is a strong relationship between TPS and the College	TPS vans and staff on-site throughout the week to help with any maintenance issues	<ol style="list-style-type: none"> 1. Have information on the website outlining this relationship 2. Graham Bottom to come and talk about the relationship at wānanga 3. Need to review and reword policies so they are more explicit 4. Housing evaluations for students 5. Reinstate policy reviews and include students in the review process
	6.2 Ensure that student accommodation contracts with residents are clear, accessible, and concise, and provide the information required by this process	Implemented	Te Kaunihera to review policies, Orientation Wānanga to explain these details to new students, the accommodation rules and responsibilities should be shown to students with Enrolment Pack, Occupancy Agreement is agreed by the Manukura before acceptance	Regular Dean review (kept in student files) Occupancy Agreement	
	6.3 Ensure that student accommodation contracts used with residents are regularly reviewed	Implemented	Dean to review this and let Programme Administrator / Operations Manager aware of any extensions so that this can be	Occupancy Agreement	

	with learners and updated to remain fit for purpose		recorded and sent to the Manukura.		
	6.4 Current practices ensure that our student accommodation providers keep a complaints log and make it available to residents	Well-Implemented	Maintenance log to be kept by Operations Manager, Complaints and Incident Log TPS coming up with a new 'ticket' system for recording housing complaints and incidents	Operations Manager has a Complaints and Incident log on file for all student concerns.	
	6.5 Ensure that our student accommodation contracts and practices are transparent, reasonable and responsive to the wellbeing and safety needs of residents	Implemented	Informal processes for dealing with accommodation issues. Out of hours contact directory given to students at the beginning of the year. Policies and procedures for emergency situations.	Occupancy Agreement states these rules and responsibilities. Student Manual Covenant Agreement	
	6.6 Access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome	Well-Implemented	Students to let Operations Manager know if any issues or concerns.	Student rep - Operations Manager feedback meetings (every 2 months), OM keeps log of this on file 24-hour support	

	6.7 Student accommodation upholds the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome	Well-Implemented	Students to let Operations Manager know if any issues or concerns.	Student Manual Occupancy Agreement	
	6.8 Our student accommodation practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans	Developing Implementation	Undergoing review with a view to embed this content in the long term strategic vision of the College		
Outcome 7: Student Accommodation Facilities and Services	7.1 Our current practices ensure that our student accommodation facilities and services are maintained to a standard sufficient to support residents' wellbeing and safety and educational success?	Implemented	Regular accommodation inspections are done to ensure the housing standards are met by the College. TPS (Total Property Services) comply with Auckland City Council laws regarding housing regulations.	Inspection Notes	<ol style="list-style-type: none"> 1. Annual housing evaluation 2. Houses are dilapidated - plan with Trust Board to be developed 3. More explicit communications around what the standards are and what they can expect 4. Housing representative 5. Portfolios for student representatives 6. Operations Manager to hold feedback session once a term to gather concerns or issues
	7.2 We access and use learner voice to understand the impact of our learner wellbeing	Well-Implemented	We ask that student reps bring up any housing issues or concerns from their meetings with the other students. There are	Minutes taken during these meetings with attendees recorded	

	and safety practices for this outcome		also 2 students who are in the Health and Safety forum. There is also a representative in Te Kaunihera. There is a representative from each Tikanga too.		
	7.3 Our student accommodation upholds the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome	Implemented	Housing inspections occur to make sure these principles are met. Students are to get in touch with the Operations Manager to discuss any housing feedback or issues.	Operations Manager notes	
	7.4 Our student accommodation practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans	Implemented	The College meets all legislation regarding housing. We have forums that the students can use to reach out to the Manukura directly, and we are encouraging the students to use these forums more. These are undergoing review so as to embed this content into the long-term strategic vision of the College.	Feedback forums	

<p>Outcome 8: Responding to the Distinct Wellbeing and Safety Needs of International Tertiary Learners</p>	<p>8.1 Our practices under this Code respond to the distinct wellbeing and safety needs of our diverse international tertiary learners</p>	<p>Well-Implemented</p>	<p>Tikanga Pasefika Deans collect new students from the airport and attend to individual needs according to language, however this is an informal process. Staff assist with individual students to ensure all practical needs are met such as bus cards, phone, insurance, registering at a medical practice. The student representatives also organise a buddy system for incoming students. During the Wānanga, extra time is spent on discussing the Code. The students also have access to paid health providers for medical issues (White Cross Lunn Ave.) and have access to paid counselling services (this list is available for students in the Student Manual). There is onsite emergency contacts (Manukura, Operations Manager, Dean) for any issues. International students also receive insurance cover</p>	<p>Records kept on student files Contacts for medical services in the student Manual Dean keeps notes from all meetings with students</p>	<ol style="list-style-type: none"> 1. Formalise these systems 2. Possibility of student liaison employed part-time 3. Difficulties in evaluation responses from international students <p>- explore alternative ways of attaining evaluative information</p>
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			<p>(Southern Cross). The Tikanga Pasefika Dean ensures a safe space for international students.</p>		
	<p>8.2 We access and integrate international tertiary learner voice into decisions around the planning and provision of our learner support services</p>	<p>Implemented</p>	<p>International student representatives are available to all students. There is an individual study programme and support services which is identified by the student and their sending Bishop (on the Application Form). This is further refined by the Dean/student meetings that are held at the beginning of the student's studies and the Dean will ensure to keep regular contact with the student throughout the year. The end-of-year reports also provide indicators for the student's individual</p>	<p>Application Form and Student Files End-of-year reports</p>	

			needs. The appointment of the Academic Registrar also means that students have direct access to support for learning.		
	8.3 Our organisation upholds the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome	Implemented	The 3 Tikanga space contributes to this. Te Reo is also available to students and we have 2 prizes for the Te Reo papers. A regular Wānanga is also held.	Meeting notes from Wānanga	
Outcome 9: Prospective International Tertiary Learners are Well Informed	9.1 Our marketing and promotion material provides clear, sufficient and accurate information	Implemented	Students know their programme before they come to the College - they are in conversation with their Officeholder prior to applying. Acceptance and enrolment packs are sent out to students via email.	Scholarship application forms contain all the information related to types of programs available, scholarship entitlements, and requirements are updated each year. Forms are available to sending	<ol style="list-style-type: none"> 1. Make clear what is to be expected academically and the support that is available to all students 2. Set up separate international student survey

				bishops and in the college website.	
	9.2 We manage and monitor our education agents	Well-Implemented	3 Tikanga Education bodies has their respective Tikanga Dean as member.	3 Tikanga Education bodies has their respective Tikanga Dean as member. Archbishop of Polynesia works with required agencies College works with Immigration NZ for ongoing visa support	
	9.3 Current practices ensure that prospective international tertiary learners can make informed choices about study and services we provide	Well-Implemented	Conversations with Deans, Manukura, Officeholders, Ministry Educators	Direct contact with the College is encouraged	
	9.4 We access and use learner voice to understand the impact of our	Well-Implemented	Students have access to members of the leadership team and	Deans' student files	

	learner wellbeing and safety practices for this outcome		collectively through student body		
	9.5 Our organisation upholds the principles of Te Tiriti o Waitangi throughout our learner wellbeing and safety practices for this outcome	Well-Implemented	Current policies and practices align and comply with the requirements of the Code.	Renewed vision and strategy document for 2025-2030 (Te Kaurawai Mate) Oranga Ake	
	9.6 Our current practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans	Well-Implemented	Current policies and practices align and comply with the requirements of the Code.	Renewed vision and strategy document for 2025-2030 (Te Kaurawai Mate) Oranga Ake	
Outcome 10: Offer, Enrolment, Contracts, Insurance and Visas	10.1 Our current practices ensure the educational instruction offered to international tertiary learners is appropriate for their a) expectations, b) English language proficiency, c) academic ability, d) desired educational outcome	Well-Implemented	Dean Polynesia (and sometimes the Tokoni and Academic Registrar) engages international students from Pasifika countries both informal and formal talanoa of Saint John's Theological College expectations. Every Pasifika student are required to sit the IELTS with a minimum of 6 bands in all 4 components. This is also	Dean Polynesia files & records. IELTS results. International Student Tracking Form. Pasifika international students previous academic records and transcripts.	<ol style="list-style-type: none"> 1. Review scholarship application process. Might include some assessment (i.e. a piece of work) around critical thinking and constructing an argument 2. Learning support plan for all students from point of scholarship acceptance 3. More emphasis on selection and interview by College (as per review) 4. Need to be more explicit in our policies around rules for deferral 5. Review scholarship application process 6. Covenant needs reviewed and updated 7. Evaluation for international students 6 months into study 8. Review of policy around termination of scholarships 9. Need to establish international survey related to this outcome

			<p>a requirement by the Immigration New Zealand. All Pasifika students' previous qualifications and transcripts are provided to ensure they meet the minimum academic requirements for the Diploma in CS Level 5. We have a tracking system in place to monitor our international students attendance and to ensure they meet the 20 hours learning on campus.</p>		
	<p>10.2 Our current practices ensure that international tertiary learners receive, as a minimum, the information outlined in this process before entering a contract</p>	<p>Well-Implemented</p>	<p>The application documents for Residential Scholarship detail the information required to be fulfilled by our Pasifika students. Once they agree to the terms and conditions then they will sign the contract. The same is required for our student accommodation contract. Liaise with Archbishop and Ministry Educator.</p>	<p>Application Forms</p>	

	10.3 Our practices ensure that this information is accurate, timely and tailored to the needs of prospective international tertiary learners	Well-Implemented	Liaise with Archbishop and Ministry Educator to design learning needs and communicate with College and Tikanga Pasefika Dean. Course tailored to needs of the learners.	Application Form/Pack. Tikanga Dean student files Meeting log / minutes Academic Registrar one-on-one emails	
	10.4 Ensure that our contracts of enrolment are fair and reasonable and contain the information and terms required by this process	Well-Implemented	Digitised enrolment forms and systems, electronic registration forms and information packs. If any issues. They can contact Ministry Educator or Academic Registrar for support.	Weekly enrolment meetings during enrolment period. Dean student log	
	10.5 Our current practices ensure terminations of enrolments and disciplinary actions are in accordance with the principles of natural justice	Implemented	Current policies and practices align and comply with the requirements of the Code.		
	10.6 Our current practices ensure that each of our international tertiary learners has the appropriate insurance to study in New Zealand	Well-Implemented	Current policies and practices align and comply with the requirements of the Code. Every student is covered by Southern Cross. College covers the cost of this travel insurance.	Accounts Administrator and Dean will have this on the student files.	

	10.7 Our current practices ensure that each of our international tertiary learners' fees are protected and that our refund policies are fair and reasonable	Well-Implemented	Current policies and practices align and comply with the requirements of the Code. College is not TEC funded and covers all student fees and costs as per their scholarship agreement.	Policies available to all students on College website and Moodle. Scholarship Agreement	
	10.8 Our current practices enable international tertiary learners to make well-informed enrolment decisions and to understand their enrolment contract prior to entering into it	Well-Implemented	Current policies and practices align and comply with the requirements of the Code.	Communication between student, Archbishop, Ministry Educator and Tikanga Dean.	
	10.9 We access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome	Well-Implemented	Current policies and practices align and comply with the requirements of the Code.	Dean meeting with students Student survey Focus groups going forward	
	10.10 Our organisation upholds the principles of Te Tiriti o Waitangi throughout our learner wellbeing	Well-Implemented	Current policies and practices align and comply with the requirements of the Code.	Renewed vision and strategy document for 2025-2030 (Te Kaurawai Mate) Oranga Ake	

	and safety practices for this outcome				
	10.11 Our current practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans	Well-Implemented	Current policies and practices align and comply with the requirements of the Code.	Renewed vision and strategy document for 2025-2030 (Te Kaurawai Mate) Oranga Ake	
Outcome 11: International Learners Receive Appropriate Orientations, Information and Advice	11.1 We ensure that our orientation programmes and ongoing advice to international tertiary learners support their achievement, wellbeing and safety	Well-Implemented	Tikanga Pasefika Deans collect new students from the airport and attend to individual needs according to language, however this is an informal process. Staff assist with individual students to ensure all practical needs are met such as bus cards, phone, insurance, registering at a medical practice. The student representatives also organise a buddy system for incoming students. During the Wānanga, extra time is spent on discussing the Code. The students also have access to paid health providers for medical	Meetings with Dean and Admin staff during orientation week	<ol style="list-style-type: none"> 1. Establish an orientation survey / evaluation 2. Learning support plan 3. Evaluation processes need to be reviewed

			<p>issues (White Cross Lunn Ave.) and have access to paid counselling services (this list is available for students in the Student Manual). There is onsite emergency contacts (Manukura, Operations Manager, Dean) for any issues. International students also receive insurance cover (Southern Cross). The Tikanga Pasefika Dean ensures a safe space for international students. Orientation session are also conducted at the beginning of the year.</p>		
	<p>11.2 We access and use learner voice to understand the impact of our learner wellbeing and safety practices for this outcome</p>	<p>Well-Implemented</p>	<p>We gather feedback from current and previous students to see if there are any changes that can be made to orientations for international students</p>	<p>Feedback forms to be gathered by Manukura, Operations Manager and Deans One-on-one meetings with Tikanga Dean Student surveys</p>	
	<p>11.3 Our organisation upholds the principles of Te Tiriti</p>	<p>Well-Implemented</p>	<p>Current policies and practices align and comply with the</p>	<p>Oranga Ake</p>	

	o Waitangi throughout our learner wellbeing and safety practices for this outcome		requirements of the Code.		
	1.4 Our current practices for this outcome align with our organisational learner wellbeing and safety strategic goals and strategic plans	Well-Implemented	Current policies and practices align and comply with the requirements of the Code.	Oranga Ake	