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## 2023 Self Review – The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

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## Overview

As a signatory *to The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021* (*The Code*). Talent International Institute (TII) is required to ensure that it operates in accordance with *The Code* when engaging with prospective students, educational agents, service providers and external agencies.

This self-review summarises our alignment to *The Code* and identifies areas where we can continue to refine our delivery.

The report meets an annual compliance requirement for signatories to *The Code*.

## Executive Summary

TII's records demonstrate a high level of compliance with nearly all outcomes of *The Code* in 2023. There are three action points, identified in the self-assessment that we will implement in 2023 that will refine our processes and or information. We are pleased to note that we did not find any evidence of Non or Low Compliance.

### Actions taken in respect of the 2022 Code Review

### Action 1        Homestay Documentation

In 2023, we updated documentation related to the student accommodation contract including adding this to the TII's student homestay application form and agreement.

In addition, our TII's homestay host family agreement was updated to list current staff members and contact details.

| Actions Resolved | | |
|---|---|---|
| **Action Taken** | **Staff member(s) responsible** | **Timeline for action needed / Ongoing self-review system** |
| Updated TII's student homestay application form and Agreement to give the information specified in Outcome 6, Process 2, part 1, 2 and 3. | V Rawle | Completed in January 2023. |
| Updated TII's homestay host family agreement to give contact information for current staff members. | V Rawle | Updated January 2023 and again October 2023 with new staff appointments. |

Action 2          Health, Safety and Wellbeing Meetings.

During 2023, the Health, Wellness and Safety Committee met regularly to review progress on several safety and wellbeing matters.

| Actions Resolved | | |
|---|---|---|
| **Action Taken** | **Staff member(s) responsible** | **Timeline for action needed / Ongoing self-review system** |
| Meetings took place in November 2022, February 2023, May 2023, and August 2023. | Stewart Brougham | Meetings and minutes / outcomes and actions points available. |

TII would like to see greater student participation in the Wellness, Health, and Safety meetings. In 2024 we would look to place a higher-level language student onto the Committee to strengthen *Student Voice* and *Student wellness related matters including homestay. (See 2024 Self Review.)*

Action 3          Student Handbook

The Student Handbook provides students with a significant amount of information that is consistent with Code requirements.  We have provided details of how to make a complaint both Internally and Externally and have included flyers and notices on student common areas around the process. We have also placed the NZQA, "How to Make a Complaint" 1 page flyer in each classroom.

| Action going forward | | |
|---|---|---|
| **Action Taken** | **Staff member(s) responsible** | **Timeline for action needed / Ongoing self-review system** |
| Contact Information on Internal and External Complaints Process Flyers in each Classroom | V Rawle<br>C Fox | Student Handbook available to all students. Flyer placed in each classroom Jan 2023 and checked quarterly. |

All items detailed in the 2022 Code Review have now been enacted and closed off.

## Recommendations made in respect of the 2023 Code Review

Overall, TII are satisfied with progress towards the implementation of the Code of Practice 2021. We are pleased to note that several documents have been refined and processes checked to see they meet.

A review of the Website under Part 6, Outcome 9 identified a need to refine our website. The focus would be to improve the design, navigation, visibility of goals around Wellness and an ability to track visitor informatics using Google Analytics.

### Recommendation 1    Upgrade of TII Website

| Action going forward | | |
|---|---|---|
| **Action Recommended** | **Staff member(s) responsible** | **Timeline for action needed / Ongoing self-review system** |
| Website Upgrade<br><br>The current website does not provide necessary analytics and does not allow the formatting of new approved courses in a style and design consistent with our brand.<br><br>A review and overhaul of the website has been approved and will include opportunities to increase visibility around Strategic Goals on Wellness. | Julian Becker | TII are currently in discussions with a web developer around a site redesign. A Concept Plan is in place.<br>Our current website will stay live until migration to the new website. There is no change in domain name or pointing.<br><br>The new site will provide greater visibility around wellness goals and objectives, access to a range of policies and easier navigation to programme and student support resources. |

Recommendation 2    Communication between TII. Students in homestays and parents as applicable

| Action going forward. | | |
|---|---|---|
| **Action Recommended** | **Staff member(s) responsible** | **Timeline for action needed / Ongoing self-review system** |
| Pressure test communication flows between homestay families, students, and where necessary parents and TII.<br><br>Part 5, Outcome 5, Process 4 | Carolyn Elliot<br>Stewart Brougham | Jan – March 2024<br>Ensure that students, homestay and TII have verifiable communication flow and that any issues are addressed.<br>Validate use of forms<br>QA processes |

Recommendation 3    Homestay Management

TII have undertaken a full review of processes associated with homestay management and have also engaged the services of an external homestay company to assist with the projected 2024 flow of students requiring homestays. This expectation reflects work undertaken in 2023 around new programme development and a general improvement in the flow of international students to New Zealand.

| Action going forward. | | |
|---|---|---|
| **Action Recommended** | **Staff member(s) responsible** | **Timeline for action needed / Ongoing self-review system** |
| Check that student enquiries in homestay requests and associated placement are robust. | Carolyn Elliot<br>Stewart Brougham | Jan – March 2024<br>Ensure that student homestay requests and placement are based on gathered information and student needs. |
| Confirm that contracts and monitoring meet requirements. | Carolyn Elliot<br>Stewart Brougham | Jan to March 2024<br>Feedback from students and homestays on existing processes |

# Overview of 2023 Attestation

The following report gives an overview of TII's documents and procedures that relate to each section of *The Code*.

## Part 1 and Part 2 of *The Code*.

Part 1 and Part 2 of The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 provide the scope, intent, details of its legislative function and details important definitions used in *The Code* document. As such they provide context and advice, however, have no Outcome statements or reporting requirements and no action is required on an annual basis by way of attestation.

## Part 3 to Part 8

The following self-review details Talent International Institutes (TII) review of Part 3 to 8 of *The Code*. As a tertiary provider:

Part 3 to 6 of *The Code* apply. Part 7 is not applicable as it relates to school-based provision and Part 8 relates to the operation of *The Code* Administrator, whilst noting the content of Sections 86 to 89 inclusive.

## Legend (Refer, NZQA Sample Attestation 2023, "Self-Review Toolkit")

A common legend will be used to indicate compliance within the self-review process. The legend reflects the wording used in the sample Code Implementation document released by NZQA. Using a consistent legend will aid understanding and transfer of information to the attestation document.

*Well Implemented* – *No action(s) required.*

*Implemented* – *No action required but consolidation of systems ongoing.*

*Developing Implementation* – *Adequate reporting, implementation requires further work.*

*Early stages of Implementation* – *Implementation has not started or requires significant work.*

| Part 3 Organisational structures to support a whole-of-provider approach to learner wellbeing and safety. (All requirements relate to domestic and international tertiary learners and are signatory requirements where they relate to international tertiary learners) | | |
|---|---|---|
| Outcome 1: *A learner wellbeing and safety system* | *Quality of Compliance* | *Evidence* |
| Process 1: Strategic goals and strategic plans | Implemented | New strategic objective and goals published in handbook covering learner wellbeing. There are specific goals and objectives for Wellness, approved by ELT. Our website is undergoing a significant rebuild and the wellness goals will be published on the site as part of the redesign. (See Recommendation 1) |
| Process 2: Self-review of learner wellbeing and safety practices | Implemented | Our Wellness Health and Safety Meetings meet regularly and review wellbeing and safety. |
| Process 3: Publication requirements | Implemented | Our student handbook contains information related to wider strategic Goals and Objectives. Further details on wellness should be added. We discuss wellness issues with students and this feedback has informed the development of the goals and objectives put in place this year. See Recommendation 1 |
| Process 4: Responsive wellbeing and safety systems | Implemented | Staff have attended Code of Practice training offered by NZQA online. Teachers maintain a risk register for students and not any issues or concerns in our SMS. (Wisenet) TII's Emergency Management Plans and protocols, including those listed in the critical incident and emergency management document help comply with this process. |

| Outcome 2:<br>Learner Voice | *Quality of Compliance* | *Evidence* |
|---|---|---|
| Process 1:<br>Learner voice | Implemented | Our Health, Safety and Wellbeing Committee meetings have worked well this year and contributed to meeting this outcome. Minutes are available. Our Principal meets with students every second month to allow students ***a voice*** to senior management and our student feedback forms are used every 6 weeks to allow students to comment on teaching delivery and wider services.<br><br>Student feedback forms are reviewed by teachers and the Principal with teachers providing additional written reflective feedback so that they demonstrate an understanding of and a consideration of student comments and suggestions.<br><br>Relevant information regarding maintaining a culture where the learner voice is respected is also covered in the Annual Code of Practice training and has featured in several NZQA 101 Code workshops.<br><br>Where necessary we have used senior staff with language skills to act as translators to aid understanding of issues raised by students through the process. The principle being student voice does not equate to the need to speak English rather an open mechanism to give student an opportunity to raise compliments, observations, or concerns. |

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| Process 2:<br>Learner complaints | Implemented | ***There was one formal complaint from a student in 2023.***<br><br>*The complainant was attending a non-credit bearing, non NZQA programme. It is provided here out of an abundance of transparency. The matter was investigated by the CEO and a resolution found. As a result of the complaint, further training was undertaken with a staff member regarding their engagement with a student.*<br><br>The following policies and document support *Process 2*.<br><br><ul><li>**Resolution of Learner Complaints Policy (p84),**</li><li>**Assessment Policy (p8)** which details our academic appeals process for learners.</li></ul><br>Guidance is also provided in our **Student Handbook** - regarding how to deal with concerns / conflicts (e.g., financial, academic, sexual harassment) and external support bodies. Avenues for financial disputes are also listed. Details of how to make a complaint to NZQA are contained in the handbook and displayed in every teaching room and in student common areas.<br><br>**TII student appeal form –** students can use this form to appeal attendance records, termination, intention to terminate, warning letter or results.<br><br>Students have various avenues available for making complaints and suggestions, including speaking to staff, suggestions boxes on campus, or by emailing staff or TII via the info@tii.ac email account. |
| Process 3:<br>Compliance with the Dispute Resolution Scheme | Implemented | ***No formal complaints or disputes in 2023 viz DRS***<br><br>Staff training completed in 2023 on the function of the DRS. In addition, the relevant complaint procedures are in the Student Handbook (p15) and posted on various social spaces on campus. The application form is available in TII main student areas.<br><br>Key staff are familiar with the DRS scheme rules and able to comply with the processes necessary to manage a complaint appropriately. |

| Part 4 Wellbeing and safety practices for all tertiary providers | | |
|---|---|---|
| **Outcome 3:** *Safe, inclusive, supportive, and accessible physical and digital learning environments* | *Quality of Compliance* | *Evidence* |
| Process 1: Safe and inclusive communities | Well Implemented | Our annual Code of Practice training includes strategies for identifying and dealing with abuse of various kinds. Staff attended a range of Code Workshops facilitated by NZQA and ITENZ.<br><br>Health, Safety and Wellbeing meetings contribute to compliance with this process.<br><br>TII celebrates its cultural inclusivity as a key value and attribute. We make specific reference to cultural, gender and faith-based inclusivity during orientation and uphold this principle in our delivery of services.<br><br>Students are made aware of a range of external support services during orientation and a list of common external services are provided in the **Student Handbook**. Additional flyers and posters can be found in classrooms or in social spaces. |
| Process 2: Supporting learner participation and engagement | Well Implemented | Student participation and engagement is assessed by teachers via 6-weekly progress tests help meet requirement for monitoring student progress. Weekly feedback reports by staff have the option to flag students who may be "At Risk" so that proactive intervention can take place. Students also participate in several social events.<br><br>In 2023, one of our students was awarded a Christchurch City Council award for her support and advocacy.<br><br>Posters are also placed in each teaching room and in common areas discussing factors that could indicate an "At Risk" student. |

| Process 3:<br>Physical and digital spaces and facilities | Well implemented | TII always prioritises student needs when considering the design of spaces. Our building is equipped with high-speed Wi-Fi, free for student use. Student concerns related to heating, lighting, food needs are considered where applicable. We have a well-equipped building for student use. Students can, in consultation with the teacher, adjust room layout to suit student and staff needs in terms of teaching pedagogy.<br><br>We do not have Māori students at present, however, note that their needs may require us to adjust our physical room arrangements to suit their needs where this accommodated within the wider needs of the student population.<br><br>Students have access to PC's and can bring BYO devices on premise.<br><br>Rooms are equipped with touch screen large TVs capable of linking to laptops to facilitate teaching.<br><br>Students can remain post study to use facilities up until, 6:00pm. |
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| Outcome 4:<br>*Learners are safe and well.* | *Quality of Compliance* | *Evidence* |
|---|---|---|
| Process 1:<br>Information for learners about assistance to meet their basic needs | Well Implemented | Student handbooks and brochures are available at reception comply well with this process. Students speak to teachers and support staff regarding their individual needs. This includes questions related to housing, insurance, transportation, parking, food, social clubs, events, and medical and welfare needs.<br><br>We discuss issues related to tenancy with students wishing to rent accommodation to help safeguard their interests. We have also discussed with international students, local ethnic support, and community clubs they could join i.e., Canterbury Kerala Association, the Canterbury Chinese Student Association, or local Philippine Community groups. |
| Process 2:<br>Promoting physical and mental health awareness | Implemented | The student handbook and brochures available at reception comply well with this process. A specific Mental Wellness booklet is available and referenced in the Student Handbook.<br><br>Several staff have been trained this year via St Johns on their Mental Health 101 course allowing them to support staff and students with information related to mental health.<br><br>We encourage students to eat responsibly, exercise including use of the TII Gym and to balance study, work and an active and engaged social life. We are currently discussing with external providers access to resources on good mental health and wellness indicators. |

| Process 3:<br>Proactive monitoring and responsive wellbeing and safety practices | Well Implemented | The application form and annual Code of Practice training comply with this process well.<br><br>Alternative contact details for over 18s are included in the enrolment form along with guidance on when such an approach would be made, generally, in an emergency.<br><br>Where students disclose pre-existing or emerging health issues, the teachers or support staff will meet with the student to understand the issue and assess how TII can offer support where possible. If necessary, we can direct students to external services or in complex cases seek advice from health professionals, LIAs, or HR specialists before responding.<br><br>Students have access to Student Suggestion boxes or through their 6-week evaluations to raise complements or concerns or via their student Reps meeting with the Principal.<br><br>Students who are identified by staff as being "At Risk" are recorded on our SMS (Wisenet) and regular discussions take place with appropriate staff to support and manage student and staff welfare needs.<br><br>We have, during COVID, allowed students to study remotely (on request) while isolated; so, they are part of the student community and issues associated with isolation and disengagement could be minimised.<br><br>We have, at our discretion, offered students with health issues extension credits to study free at the school where their initial study programme was compromised by significant health issues. |
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| Part 5 | | |
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| **Additional wellbeing and safety practices in tertiary student accommodation (in relation to domestic and international tertiary learners)** | | |
| Outcome 5: *A positive, supportive, and inclusive environment in student accommodation* | *Quality of compliance* | *Evidence* |
| Process 1: Information and promotional activities | Not applicable this year - no homestay students in 2023.<br><br>The information supplied in the evidence column shows that TII has the necessary policies and procedures in place to comply with this outcome when needed.<br><br>Provisional Implemented | TII provides information to prospective students about homestay options within Christchurch. This information is set out in the **TII Application Form, Homestay Forms**, and a range of related documentation. (See Below) |
| Process 2: Accommodation staff | | The following documents supply the relevant information. These documents were updated in 2023 as an outcome of the 2022 Code Review.<br><br>- **Home visit checklist**<br>- **Homestay welcome pack**<br>- **Student homestay application form and agreement**<br><br>Even though staff are not being asked to provide Homestay Accommodation, we continue to upskill homestay responsible staff with Code training 101 to keep them abreast of student needs and obligations. Staff also keep updated with the active Christchurch Educated members BBS with details of homestays, events, and queries.<br><br>We anticipate that in 2024 with the release of new programmes, our Homestay services will be selected and that we can deploy staff to support students in an effective and supportive way.<br><br>Students have a phone number for our Support staff, and they can phone this on a 24/7 basis. Staff are trained on the need for escalation of any serious incident. |

| Process 3: Accommodation staff must be fit and proper persons | ==Provisional Implemented== | Homestay welcome pack- this ensures compliance with this process. The Homestay welcome pack also sets out expected house rules and expected behaviour (*See Process 5*). |
|---|---|---|
| | | Staff involved in Homestay are police vetted and clearances held on file. Further staff will have to be Police Checked. |
| | | TII have an agreement in place with an established and well-respected Homestay provider to support placements in association and under the management of TII. |
| Process 4: Proactive monitoring of residents' wellbeing and safety and responsive wellbeing and safety practices | ==Developing Implementation== "Until we have active homestay management needs, we cannot confirm that out processes could cover the complexities and nuance of needs". | The following documentation ensures compliance with this process:<br><br>• ***Residential Caregiver application form***<br>• ***Under 18 international student designated caregiver agreement***<br>• **Under 18 international student enrolment approval form**<br><br>We will undertake further training on Process 4 to ensure future communication flows between homestay providers, students, parents / guardians, and others are effective and appropriate. Whilst we have discussed such issues within the organisation, this Process needs to be validated in an operational environment. |
| Process 5: A safe and inclusive residential community | ==Implemented== | ***Procedure for under 18 enrolments"*- outlines all the documents that need to be completed for an under 18 enrolments.*<br><u>Relevant forms:</u><br><br>• **Student Homestay Evaluation (survey)**<br>• **Homestay Host Feedback Survey**<br>• **Homestay checklist**<br>• **Homestay welcome pack**<br>• **Residential Caregiver application form**<br><br>Our quarterly Safety and Wellbeing meetings seek input from students regarding any concerns (including those relating to accommodation). Also, input is invited from homestay parents. |
| | | The following documents meet compliance with this process:<br><br>• **Home visit checklist**<br>• **Under 18 international student designated caregiver**<br>• **Residential caregiver application form**<br>• **Homestay host family agreement** |

| Outcome 6: Accommodation administrative practices and contracts | Quality of Compliance | Evidence |
|---|---|---|
| Process 1: General Principles | Not applicable this year - no homestay students in 2023 <br><br> Provisional Implemented | TII's existing policies and procedures meet *The Code* requirements. In 2023, we reviewed and revised our relevant documents including: <br><br> • **Residential caregiver application form** <br> • **Homestay host family agreement** <br> • **Homestay welcome document** <br><br> We have also included the duties of responsibilities for welfare and wellness into core Job Descriptions of select staff. <br><br> Support staff have attended several Code Workshops in 2023 to maintain their currency in this area. |
| Process 2: Student accommodation contracts | Not applicable this year - no homestay students in 2023 <br><br> Provisional Implemented | TII's homestay host family agreement updated to reflect Process 2 (parts 1-3). Updated to show current staff members and contact details. <br><br> Aside from the above point, the following documents meet Code requirements for this process. <br><br> • **Residential caregiver application form** <br> • **Homestay host family agreement** <br> • **Homestay welcome document** |

| Outcome 7: Student accommodation facilities and services | *Quality of compliance* | *Evidence* |
|---|---|---|
| Process 1 Providers must ensure that student accommodation facilities and services are maintained to a standard sufficient to support residents' wellbeing and safety and educational success. | Not applicable this year - no homestay students in 2023<br><br>==Provisional Implemented== | ***The following forms ensure compliance with this outcome.***<br><br>• **Home visit checklist**<br>• **Student homestay application form and agreement**<br>• **Homestay host family application form**<br>• **Homestay host family agreement**<br>• **Homestay welcome pack**<br><br>TII support staff visited several homestays arranged privately by students over 18. We provided advice and guidance to both parties on key issues and gave them a range of resources they could use. We also referred them to online resources. |

| Part 6 |
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| Additional wellbeing and safety practices in tertiary providers enrolling international learners. |

| Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners | *Quality of compliance* | *Evidence* |
| --- | --- | --- |
| Process 1: Signatories must engage with diverse international tertiary learners to understand their wellbeing and safety needs under the Outcomes of Parts 3, 4 and 5 of this code. | Well Implemented | **Quarterly Safety and Wellbeing meetings.** Input from students has been received, however language barriers with ESOL students and cultural dynamics means that you may not get full and frank feedback from students.<br><br>Further work will be undertaken in 2024 as our student cohort grown is scope of delivery to engage further with students around this outcome.<br><br>Our **Health, Wellness and Safety Committee** has allowed us to make improvements in our services and we will continue to use this Committee alongside our Wellness Goals and Student Voice to triangulate and monitor wellbeing and safety practices for international students.<br><br>We anticipate in 2024 that further engagement into this area will be necessary. |

| Outcome 9: Prospective international tertiary learners are well informed | Quality of Compliance | Evidence |
|---|---|---|
| Process 1: Marketing and promotion | Implemented | The following documentation provides the required information to students and collects the feedback necessary to ensure compliance with this process.<br><br>• **Student Application Form**<br>• **Enrolment survey**<br>• **First week questionnaire**<br>• **Student and Programme Handbook**<br>• **Marketing Flyers**<br>• **TII website**<br><br>The TII website is currently planned for a major rebuild in late 2023 or early 2024. Student handbooks were also updated in 2023 and a series of further reviews in documentation to align with our QMS will be undertaken in 2024. **Refer Recommended Action Point 1** |
| Process 2: Managing and monitoring education agents | Implemented | The following policies and documentation are compliant with Process 2. Several Marketing and Agent Management policies were updated in 2023 in line with QMS review requirements and to ensure alignment with the Pastoral Care of Tertiary and International Learners.<br><br>Policy: recruitment agents: Management and Monitoring (in our QMS).<br>• **Education Agent Reference Check form**<br>• **TII Agent application form**<br>• **Agent agreement template**<br>• **agent performance review form**<br>• **Agent Survey**<br>• **Completed agent surveys show students are happy with their agents**.<br>In August 2023, TII appointed a Marketing Director to head our recruitment and conversion processes. He is currently reviewing. |

| Outcome 10:<br>*Offer, enrolment, contracts, insurance, and visa* | *Quality of compliance* | *Evidence* |
|---|---|---|
| Process 1:<br>Offer of educational instruction | Well Implemented | The following documentation and policies (in addition to our placement tests which ensures the correct level of instruction), ensures compliance with this process.<br><br>• **Offer of Place and associated conditions**<br>• **Conditional Offer of Place with conditions**<br><br>Internal QA checks and approvals are in place to manage technical offers or conditional offers so that such conditions are fair, reasonable, and consistent with Programme Regulations in place for various programmes. |
| Process 2:<br>Information to be provided before entering contract | Implemented | The **Student Handbook** and application forms comply with this process. A summary of the new code has been added to the **Student Handbook** to improve compliance further.<br><br>Prospective students can access details on our EER via our website. **Offers of Place** detail Programme Titles, duration and where applicable NZQF Levels and credit values.<br><br>Refund conditions are detailed in the **Offers** and reiterated in the **Student Handbook** and **Programme Handbook**. ( P18), including reference to conditions set out in Clause 46, (Process 7)<br><br>TII is not covered by any conditions set out in Process 2 (b)<br><br>We will continue to refine our information to students on course related costs and in particular costs associated with books. At present, we are giving indicative costs for those as they vary and change regularly depending on availability and publisher / stockist.<br><br>Students receive comprehensive details related to the offer. Where the applicant is under 18, this information must be read, and a corresponding application signed by the parent or legal guardian. |

| | | |
|---|---|---|
| Process 3:<br>Contract of enrolment | Implemented | The student Application Form (Over and Under 18 version) plus the Offer of Place detail key elements of Process 3.<br><br>We could be clearer around elements (d) and (e) and further refinement of the Offer Letter will be undertaken.<br><br>We are comfortable that the Offer of Place represents affair and reasonable agreement between the parties. |
| Process 4:<br>Disciplinary action | Implemented | Details of situations upon which disciplinary action could be taken are listed in our QMS, Cheating and Academic Appeals Process, and detailed in both the Student Handbook and the Programme Handbook.<br><br>In addition, students can refer to the **Learner Discipline Policy** (P46). |
| Process 5:<br>Insurance | Well Implemented | The Application Form provides details of the requirement for insurance, and this is confirmed in all Offers of Place. Our Student Officers track visa and insurance renewal dates and provide updates to students as required.<br><br>In 2023, we took steps to monitor one student who had his policy renewal declined for age related reasons and assisted him to find a new provider and with another we sought clarification from the student that their self-selected policy met the minimum requirements set out in *The Code*. |
| Process 6:<br>Immigration matters | Well Implemented | Students' alignment with Process 6 is managed via our Academic achievement and attendance policy, supported by feedback from staff related to any academic misconduct or early departure from a given programme. In 2023, we secured staff access to Staff have access to INZ VisaView and we check and validate visa status as part of the enrolment process.<br><br>Staff have been trained to check and notify the Principal of any situations emerging where a student should be reported to INZ.<br><br>- ***Students are required to give their visa information on the application form.***<br>- ***Wisenet System***<br>- ***Academic achievement and attendance policy***<br><br>We notify INZ of student departures that are not consistent with their Visa conditions. |

| Process 7: Student fee protection and managing withdrawal and closure | Well Implemented | Details can be found in our QMS under Cancellations, Withdrawal and Transfers for international students' Policy. Details are also listed in:<br><br>• **Student Handbook**<br>• **Application Forms**<br>• **Refund Policy**<br><br>TII maintain and active dialogue with Public Trust to ensure that student fees >$500 are loaded into the corresponding Student Trust Accounts and funds are drawn down as set out in the Public Trust Payment Schedule.<br><br>Details of withdrawal and closure are detailed in our QMS and in our *Student Handbook* available to all students (P19)<br><br>TII maintain a good relationship with the local Public Trust Office who have helped train staff during the year as part of our PD programme. |
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| Outcome 11: International learners receive appropriate orientations, information, and advice. | Quality of compliance | Evidence |
|---|---|---|
| Process 1: Provision of information | <mark>Implemented</mark> | The following documentation complies with this Outcome. Completed documentation is available for 2023.<br><br>• **Orientation checklist (Updated 2023)**<br>• **TII websites (Under review)**<br>• **Student handbook (Updated 2023)**<br>• **Procedure for Under 18 enrolments.**<br>• **TII Application Form (Updated 2023)**<br>• **Under 18 International Student Enrolment Approval Form**<br>• **Under 18 International Student Enrolment Parental Consent or Designated Caregiver (Indemnity Form)**<br>• **Blanket Consent Form**<br>• **Parent Handing Over document**<br><br>Considerable care and attention is given to supporting students to understand their duties, obligations and provide age-related orientation. While we are meeting the requirements of *The Code* we will continue to review information shared and available for students and in particular information sent to parents or legal guardians in terms of their ability to understand content and context in English. |

| Outcome 12: Safety and appropriate supervision of international tertiary learners | Quality of compliance | Evidence |
|---|---|---|
| Process 1: International tertiary learners under 18 years. | Implemented | **The following documentation ensures compliance with this process.**<br><br>Homestay Welcome Pack<br><br>• **Home visit checklist**<br>• **Procedure for under 18 enrolments**<br>• **Homestay host family agreement**<br>• **Under 18 International Student Enrolment Parental Consent of Designated Caregiver (Indemnity Form)**<br>• **Under 18 International student Enrolment approval form**<br>• **Application form**<br>• **Blanket Consent Form**<br>• **Under 18 International Student Designated Caregiver Agreement**<br>• **Parent handing over letter**<br><br>In 2023, we had a small number of applicants under 18 and care was taken to ensure that their Parents signed the appropriate contract of enrolment, were kept abreast of progress, and were involved in key decision making. During the study programme no accommodation conduct issues arose. |
| Process 2: International tertiary learners under 10 years. | N/A | TII only enrolls international students under 10 who live with their parents (enrolment records available) |
| Process 3: Decisions requiring written agreement of parent or legal guardian. | Implemented | Our enrolment process details steps that must be taken. This includes that students or guardians if under 18 must complete and sign the application form details decisions affecting the student. |

| Process 4:<br>Accommodation for international tertiary learners under 18 years. | Implemented | The following documentation and procedures ensure compliance with the process.<br><br>• **Home Visit Checklist**<br>• **Procedure for under 18 enrolments**<br>• **Residential caregiver application form**<br>• **Homestay host family agreement**<br>• **Homestay welcome pack**<br>• **Homestay family evaluations**<br>• **Homestay host feedback survey**<br>• **Safety and wellbeing meetings**<br>• **Under 18 international student enrolment parental consent of designated caregiver**<br>• **Under 18 international student residential caregiver agreement**<br><br>In 2023, we had under 18yo students. They were verified as staying with *family* and Process 4 was not applicable.<br><br>Staff did, however, review processes and undertake refresher training via NZQA Code 101 workshops. |
| Process 5:<br>Safety checks and appropriate checks for learners under 18 years. | Implemented | The following documentation and procedures ensure compliance with the process.<br><br>• **Under 18 International Student residential Caregiver Agreement**<br>• **Homestay host family application form**<br>• **Homestay host family agreement**<br><br>In 2023, we had under 18 students. They were staying with family and Process 5 was not applicable. Staff did, however, review processes and undertake refresher training via NZQA Code 101 workshops. |

| Process 6:<br>Accommodation for international tertiary learners 18 or over. | <mark>Implemented</mark> | The following documentation and procedures ensure compliance with the process.<br><br>• **Home visit checklist**<br>• **Host family evaluation form**<br>• **Safety and Wellbeing meetings**<br><br>In 2023, we were not asked to provide accommodation services. Staff did, however, review processes and undertake refresher training via NZQA Code workshops.<br><br>We did, however, offer to meet with some homestays that were arranged by the student privately to ensure they were appropriate and to provide guidance to both the students and the family of key responsibilities and obligations. |

| Part 7 |
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| Wellbeing and Safety practices for **Schools** enrolling international learners. |

| Outcome 13: *Marketing and Promotion* | *Quality of compliance* | *Evidence* |
|---|---|---|
| Process 1: General | Not Applicable | Part 7 refers to school-based providers |

| Outcome 14: Managing and Monitoring Educational Agents | Quality of compliance | Evidence |
|---|---|---|
| Process 1: General | Not Applicable | |

| Outcome 15: *Offer, Enrollment, Contracts, and Insurance* | *Quality of compliance* | *Evidence* |
|---|---|---|
| Process 1: Offer of Educational Instruction | Not Applicable | |
| Process 2: Information to be provided before entering contract | Not Applicable | |
| Process 3: Contract of Enrolment | Not Applicable | |
| Process 4: Disciplinary Action | Not Applicable | |
| Process 5: Insurance | Not Applicable | |
| Process 6: Decisions requiring written agreement of parent or legal guardian. | Not Applicable | |

| Outcome 16: *Immigration Matters* | *Quality of compliance* | *Evidence* |
|---|---|---|
| Process 1: Offer of Educational Instruction | Not Applicable | |

| Outcome 17: *Orientation* | *Quality of compliance* | *Evidence* |
|---|---|---|
| Process 1: Offer of Educational Instruction | Not Applicable | |

| Outcome 18: *Safety and Wellbeing* | *Quality of compliance* | *Evidence* |
|---|---|---|
| Process 1: General | Not Applicable | |
| Process 2: International Schol Learners Under 18 | Not Applicable | |
| Process 3: International School Learners under 10 | Not Applicable | |
| Process 4: International School Learners at risk or with additional learning needs | Not Applicable | |
| Process 5: Accommodation | Not Applicable | |
| Process 6: Safety Checks and Appropriate Checks | Not Applicable | |

| Outcome 19: *Learner Support, Advice, and Services* | *Quality of compliance* | *Evidence* |
|---|---|---|
| Process 1: General | Not Applicable | |

| Outcome 20: *Managing withdrawal and Closure* | *Quality of compliance* | *Evidence* |
|---|---|---|
| Process 1: General | Not Applicable | |

| Outcome 21: *Dealing with Complaints* | *Quality of compliance* | *Evidence* |
|---|---|---|
| Process 1: General | Not Applicable | |

| Outcome 22: *Compliance with International Learner Contract Dispute Resolution.* | *Quality of compliance* | *Evidence* |
|---|---|---|
| Process 1: General | Not Applicable | |

| Part 8 |
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| Code Administrator |

| Section 86 to 93 | *Quality of compliance* | *Evidence* |
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| Not Applicable, signatories to note, otherwise no action required in 2023. | | |

## Conclusion

Talent International Institute continues to provide well developed systems and support for domestic and international students. The implementation of the new Code and the review of systems shows that:

- The 2022 action points were resolved, and
- 3 recommendations were made for the 2023 period as detailed on pages 8 and 9.

Several staff were involved in the self-review including the CEO, Marketing Director, Principal, Assistant Admissions and Student Support Manager and the Student Co-Ordinator. Triangulation of staff feedback was used to validate current delivery and follow-up discussions were used to develop recommendations.

None of the recommendations indicate major risk. The website redevelopment is necessary to accommodate several new programmes approved in late 2022 and 2023. The other two recommendations relate to management and communications between homestay families and TII / Students. In 2023 we did not offer homestays to our international students who elected to stay with family or sourced their own accommodation privately.

We maintained an overview and support for students on request and we have taken the opportunity to review documentation related to homestay management, as well as secure an experienced external homestay company to assist us in placement during 2024. It would be prudent to seek to test and validate our documentation and processes as we begin to offer homestay placements in 2024, hence the two recommendations.

The Code Self Review 2023 recommendations will be discussed at ELT and subject to sign off, the attestation will be completed online by the CEO before the due submission deadline 1st November 2023.