

Code of Practice

International College of Auckland adheres to and is governed by The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. This Code outlines the minimum standards for the advice and care that education providers must offer, ensuring that students are respected, welcomed, and supported in their learning and wellbeing. Copies of the Code can be accessed on the NZQA website.

<https://www2.nzqa.govt.nz/tertiary/the-code/>

USEFUL VIDEOS

[Overview - Know the Code \(youtube.com\)](#)

[Know the Code - for international learners \(youtube.com\)](#)

[Know the code - for International Learners: Enrolments & Contracts \(youtube.com\)](#)

Self-Review Executive Summary

We have thoroughly reviewed all pertinent sections of the Code and remain committed to complying with the current Code of Practice. As a tertiary education provider for international students, we are confident in our ability to meet the Code's required outcomes. The Code's outcomes outline the expected impacts.

- a) A learner wellbeing and safety system.
 - b) Learner support and Learner feedback system
 - c) Safe, inclusive, and accessible physical and digital learning environments.
 - d) Learners are safe and wellbeing
 - e) Responding to the distinct wellbeing and safety needs of international tertiary learners.
 - f) Prospective international tertiary learners are well informed.
 - g) Offer, enrolment, contracts, insurance and visa.
 - h) International learners receive appropriate orientations, information and advice.
 - i) Safety and appropriate supervision of international tertiary learners.
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1. We have finalized the NZQA attestation, in April 2024, confirming that we have fulfilled the Code's requirements. Notable improvements in implementation include:
 2. The complaint definition was established. We noted there were no complaints during 2023 to date. Any issues were resolved at a pastoral care level.
 3. The critical incident definition was established the critical incidents during 2023 were weather related – Auckland January flooding and Cyclone Gabriel. Both instances caused the campuses to close and relevant support was provided to the students as required and provided online sessions during those period.
 4. Qualitative data gathered through focus group discussion or individual interviews with students and staff to explore their experiences, Challenges and suggestions for improvements and implemented in 2024
 5. Ongoing and evaluation efforts to assess the effectiveness of pastoral care initiatives and interventions this includes data on programme outcomes, student progress and satisfaction level several initiatives have been introduced to strengthen student welfare and academic success.
 6. ICA is highly confident in the self-assessment of staff members cultural competency level and their ability to engage with and support students from diverse cultural backgrounds.

7. Implement daily complaint process if student required and contact student support team
8. The course surveys from 2023 to 2024 have been reviewed and some arrears of support services surveys to be improved to receive appropriate feedback
9. Ensure all Code of Practice videos are available on the new website which is still under development.
10. Safety workshops and cultural events are to be organised and held from various Safety Organisations eg. Police, Marae.

- a) Definition of Complaint: A formal complaint must be submitted in writing using the Complaints Form and directed to the Academic Director. All written complaints will receive a written acknowledgment within five working days, along with an estimated timeline for resolving the issue.
- b) Definition of critical incident – A sudden or unexpected traumatic incident involving a student or students that significantly impacts the institution, its staff, its student body, and/or the broader community.

The Provider has a responsibility to be prepared for and to respond quickly, effectively to any critical incident involving a learner.