Alphacrucis College New Zealand: 2024 Code Self-Review Executive Summary

Introduction

This self-review evaluation report provides a high-level assessment of Alphacrucis College New Zealand's performance in fostering learner wellbeing and safety, guided by *The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*. The Code ensures that tertiary and international learners enrolled with New Zealand education providers are safe, supported, and empowered to succeed. It outlines the obligations of education providers in promoting learner wellbeing, fostering inclusive environments, and delivering comprehensive support systems.

This evaluation reflects a comprehensive analysis of key performance indicators, stakeholder feedback, and institutional processes aimed at continuous improvement. Alphacrucis College demonstrates its commitment to student wellbeing through responsive strategies, data-driven decision-making, and meaningful engagement with stakeholders.

The report is structured around the following outcomes:

- **Outcome 1**: Organizational Structures for Learner Wellbeing and Safety
- **Outcome 2**: Learner Voice
- **Outcome 3**: Safe, Inclusive, and Supportive Learning Environments
- **Outcome 4**: Learners are Safe and Well
- **Outcomes 5 – 7**: *Non-applicable*
- **Outcome 8**: Responding to the Distinct Wellbeing and Safety Needs of International Students
- **Outcome 9**: Prospective International Learners are Well Informed
- **Outcome 10**: Offers, Enrolment, Contracts, Insurance, and Visa Processes
- **Outcome 11**: Orientation and Information for International Learners
- **Outcome 12**: Safety and Supervision of International Learners

Through this self-review process, Alphacrucis College reaffirms its commitment to upholding the standards of the Code of Practice and maintaining a secure, inclusive, and supportive learning environment for all students.

Outcome 1: Organizational Structures for Learner Wellbeing and Safety

Alphacrucis College demonstrates high performance in its learner wellbeing and safety systems through strong stakeholder engagement, proactive learner participation, and data-driven decision-making. Collaborative reviews and continuous improvements ensure practices evolve with emerging needs. Staff training and adherence to codes enhance effectiveness,

while robust information systems enable strategic adjustments, resulting in improved wellbeing outcomes for learners.

How do we know? Alphacrucis College regularly reviews and updates its wellbeing and safety structures through internal audits, staff-student feedback loops, and ongoing alignment with national and institutional compliance frameworks. Our governance systems provide strategic oversight, ensuring that resources for wellbeing initiatives are adequate and targeted effectively.

Outcome 2: Learner Voice

The college's system actively includes diverse learner voices in decision-making through inclusive feedback mechanisms and culturally responsive practices. Aligning with Te Tiriti o Waitangi, the organization fosters partnerships with Māori stakeholders and prioritizes continuous staff training in cultural competency. The system remains transparent, with regular evaluations and improvements ensuring learner autonomy and alignment with strategic goals.

How do we know? Learner feedback is consistently gathered through surveys, student representative meetings, and open forums. These inputs drive institutional decision-making, and action plans are developed and implemented to ensure student concerns are addressed. Active dialogue between students and faculty ensures that the learner voice remains central to institutional planning.

Outcome 3: Safe, Inclusive, and Supportive Learning Environments

Both physical and digital learning environments at Alphacrucis College are inclusive and supportive. Clear communication, continuous monitoring, and proactive engagement strategies enhance accessibility. Feedback systems such as surveys and student representative meetings inform ongoing improvements, fostering a community-centered environment grounded in Te Tiriti o Waitangi principles.

How do we know? Regular feedback mechanisms, including student satisfaction surveys and environmental audits, confirm that Alphacrucis College offers a learning environment that is both safe and inclusive. Compliance with external regulatory bodies further ensures that we meet national standards for inclusivity and safety.

Outcome 4: Learners Are Safe and Well

The college's processes ensure learner safety and wellbeing, providing timely information and access to essential services like housing and healthcare. The institution's proactive monitoring and rapid response systems swiftly address concerns, keeping learners safe and supported. Feedback from students reflects satisfaction with the available support systems, highlighting continuous improvements driven by self-review.

How do we know? Health and safety protocols are regularly reviewed, and student wellbeing is tracked through pastoral care services. Incident management and reporting processes, alongside student feedback, affirm that learners feel supported and secure in their academic and personal environments.

Outcome 8: Responding to the Distinct Wellbeing and Safety Needs of International Learners

Alphacrucis College addresses the unique needs of international learners through tailored services such as cultural integration programs, orientation sessions, and proactive monitoring. Compliance with the International Student Code of Practice ensures that all necessary protections are in place. Feedback from international students highlights satisfaction with health services, cultural initiatives, and support mechanisms.

How do we know? Dedicated staff maintain close contact with international students, ensuring their distinct needs are addressed promptly. Culturally specific support services and orientation programs receive regular feedback from international learners, which is used to enhance service delivery and meet their wellbeing requirements.

Outcome 9: Prospective International Learners Are Well Informed

The college ensures prospective international learners are well-informed through comprehensive and accessible information across various platforms. Tailored communication channels and close collaboration with international agents allow prospective students to make informed decisions about study options, visa processes, and living conditions.

How do we know? Feedback from prospective students and enrolment trends indicate that international learners are well informed through pre-enrolment communication channels, marketing materials, and personalized support services. Information accuracy and clarity are regularly reviewed to ensure prospective learners have the resources they need to make informed decisions.

Outcome 10: Offers, Enrolment, Contracts, Insurance, and Visa Processes

Alphacrucis College manages offer letters, enrolment, contracts, insurance, and visas efficiently, ensuring clarity and thoroughness in each process. Continuous feedback highlights high satisfaction with these systems, emphasizing the institution's proactive communication and support for international learners.

How do we know? Enrolment processes, including visa and insurance support, are subject to regular internal review and student feedback. Data from administrative processes confirms compliance with legal requirements, and student satisfaction with these processes is consistently monitored.

Outcome 11: Orientation and Information for International Learners

International learners receive comprehensive orientation and personalized advice that prepare them for their academic journey. Resources such as peer support programs and personalized advising create a supportive environment, facilitating their success and well-being.

How do we know? Post-orientation surveys reveal a high level of satisfaction with the orientation programs provided to international learners. Orientation content is regularly

updated to address the evolving needs of students, ensuring that the information delivered is culturally relevant and supportive.

Outcome 12: Safety and Supervision of International Learners

Alphacrucis College ensures the safety and appropriate supervision of international students through rigorous safety policies, regular training, and effective communication. Learners report high confidence in the institution's commitment to their safety, contributing to their positive and secure learning experience.

The self-review underscores Alphacrucis College's dedication to upholding the highest standards of learner safety, wellbeing, and engagement, ensuring an inclusive, supportive, and secure environment for all students, both domestic and international.

How do we know? Regular check-ins, ongoing supervision, and pastoral care ensure that international learners feel safe and supported. Feedback from international students, combined with compliance checks, shows that safety protocols are being followed effectively and that learners have confidence in the support systems available to them.

SUMMARY OF COMPLAINTS AND SERIOUS INCIDENTS REPORTED:

FORMAL COMPLAINTS – None Reported.

Conclusion

Through this self-review process, Alphacrucis College New Zealand affirms its commitment to upholding the standards set out in *The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*. By fostering a safe, supportive, and inclusive environment for all learners—both domestic and international—Alphacrucis ensures that students are not only safe but are empowered to thrive academically and personally. Continuous monitoring, student engagement, and institutional reflection are central to this ongoing commitment.

Outcome self-review.

Outcome	Code	**Self-Review**
Outcome 1	A learner wellbeing and safety system	**Well implemented**
Outcome 2	Learner voice	**Well implemented**
Outcome 3	Safe, inclusive, supportive and accessible physical and digital learning environments	**Implemented**
Outcome 4	Learners are safe and well	**Well implemented**
Outcomes for providers offering student accommodation	Outcome 5 - 7	*Non applicable*
Outcome 8	Responding to the distinct wellbeing and safety needs of international tertiary learners	**Well implemented**
Outcome 9	Prospective international tertiary learners are well informed	**Well implemented**

Outcome 10	Offer, enrolment, contracts, insurance, and visa	**Well implemented**
Outcome 11	International learners receive appropriate orientations, information and advice	**Well implemented**
Outcome 12	Safety and appropriate supervision of international tertiary learners	**Well implemented**
. Based on your ratings listed above, please rate your organisations overall implementation	-	**Well implemented**

Appendix 1: Continuum of implementation for the Code

End of report.