

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

CCEL Self-Review Report – October 2023

CCEL is committed to ensuring our students' well-being, health, and safety by implementing the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 across all aspects of the organisation.

It should be noted that, as an English language college, the majority of CCEL's students are international. We occasionally accept domestic students. All actions and planning concern international and domestic students, onshore and offshore, over and under the age of 18. There may be additional procedures for students under the age of 18.

A summary of review findings follows:

Outcome 1: A learner wellbeing and safety system	CCEL maintains a strategic and transparent learner wellbeing and safety system that responds to the diverse needs of our learners.	CCEL has an internal document that details specific actions and responsibilities related to the Code. CCEL is committed to ongoing reviews of our processes to ensure they prioritise student wellbeing and safety. These reviews are conducted at regular intervals to keep our approach up-to-date and effective.
Outcome 2: Learner voice	CCEL understands and responds to diverse learner voices and wellbeing and safety needs in a way that upholds their mana and autonomy.	CCEL works with students on any planned changes to ensure their voices are heard and considered.
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environment	CCEL fosters learning environments (physical and digital) that are safe, designed to support positive learning experiences of diverse learner groups and prioritising their participation and engagement	CCEL regularly engages with students and their communities, fostering inclusivity, transparency, and safety. CCEL has strict protocols in place to ensure that no issues concerning students' well-being are overlooked.
Outcome 4: Learners are safe and well	CCEL supports learners (domestic and international, online and face-to-face) to manage their physical and mental health through information and advice, and identify and respond to learners who need additional support.	Outcomes 4, 8 and 11 are reviewed together as almost 100% of CCEL's learners are international students. For incoming students, CCEL has very extensive learner safety support systems and processes in place, and orientation is a crucial component of that. During induction, all new staff are exposed to the Code and the high degree of care that CCEL pays to student safety and well-being.
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	CCEL responds to the distinct wellbeing and safety needs of diverse international tertiary learners.	
Outcome 11: International learners receive appropriate orientations, information and advice	CCEL provides well-designed and age appropriate orientation and ongoing information and advice to support achievement, wellbeing and safety.	

<p>Outcome 9: Prospective international tertiary learners are well informed</p>	<p>CCEL provides prospective international tertiary learners with clear, accessible, accurate and sufficient information, so that they can make informed choices about the study and services a signatory provides before they begin their study.</p>	<p>Outcomes 9 and 10 are reviewed together because they both relate to enquiry and enrolment (onboarding) processes. CCEL aims to provide transparency, so that all relevant parties are clear about their interests and obligations before entering into an enrolment contract. CCEL's systems for engaging with learners during the enrolment process are designed to serve the best interests of students and their families. These processes are regularly reviewed and monitored for compliance.</p>
<p>Outcome 10: Offer, enrolment, contracts, insurance and visa</p>	<p>CCEL learners make well-informed enrolment decisions about the educational outcomes they want and all relevant parties are clear about their interests and obligations prior to entering into the enrolment contract.</p>	
<p>Outcome 12: Safety and appropriate supervision of international tertiary learners</p>	<p>CCEL ensures that international tertiary learners are safe and appropriately supervised in their accommodation and effectively communicate with parents or legal guardians of learners under 18 years</p>	<p>CCEL has strengthened its homestay base in the last year as a result of Covid-19, by re-enrolling returning hosts and recruiting new ones. Policies and processes have been reviewed over the last year to ensure they are appropriate for the Covid context. New housing staff have become familiar with the systems, particularly those pertaining to students under the age of 18.</p>