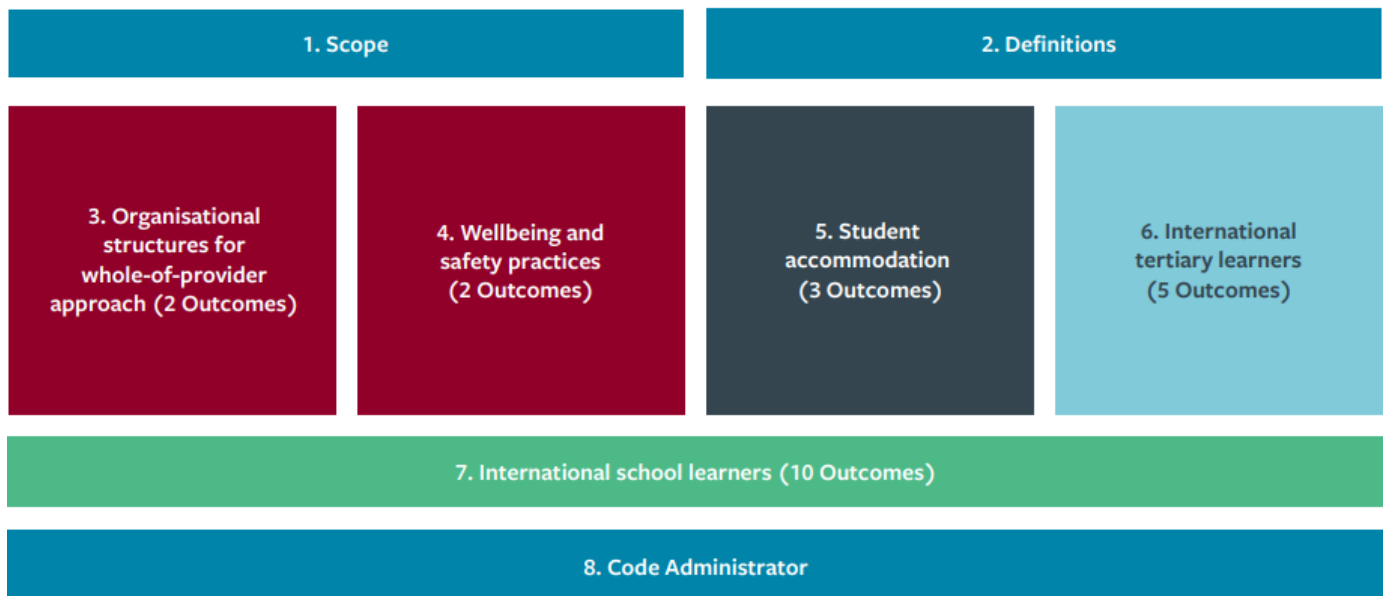


Eastwest College 2023 Self-Review Attestation Summary

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

October 2023

The pastoral care of our learners is a priority at Eastwest College of Intercultural Studies (Eastwest). Our staff and faculty are dedicated to providing learning environments that are enriching, life-giving, and secure for all our learners. We are a signatory to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, comprised of the outcomes below, which set clear expectations for learner safety and well-being in tertiary education. The code is structured as follows:



Summary

Eastwest is a faith-based, not for profit provider which is dedicated to prioritizing our learners' well-being and safety. Our goal is to support learners in all areas of life, which is accomplished through daily interaction with them both formally and informally through their studies and community life. Our Faculty and Pastoral Care Team invite learner voice to help inform decisions made relating to academics and student life. Part of our kaupapa is to provide a communal cross-cultural environment where learners are challenged and encouraged to grow in their understanding of one another's cultures through dialog and celebration. We are committed to providing safe, inclusive, and comfortable accommodation to meet the needs of all learners. Supporting International Students throughout their time at Eastwest is also a priority for us.

Our 2023 self-review process shows evidence of compliance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 and has included:

- Considering the gap analysis and action plan from our 2022 self-review
- Receiving feedback from our learners on our pastoral care processes through surveys and Student Council feedback

- Considering feedback from our 2023 EER
- Reviewing the evidence of pastoral care that was cited for the 2022 attestation of the Code
- Reviewing (and modifying where necessary) our Strategic Goals and Strategic Plans for Pastoral Care developed in 2022
- Drafting an action plan highlighting areas to focus on for development for ongoing good practice and/or compliance

Because the 2023 Code of Practice has accentuated the importance of having a robust grievance procedure, we have given extra focus to this through our self-review. While learners express concerns about various issues, we have no history of formal complaints being lodged. Our grievance procedure can be found at: <https://eastwest.ac.nz/student-wellbeing/>. Students also receive information on the grievance procedure during orientation and throughout the year.

Considering our current systems and processes, our overall self-assessment against the code is the WELL IMPLEMENTED stage. There are always ways we will continue to strengthen and improve our systems, and these will be considered through our Action Plan for the coming year.

Code Outcome Reference:	Detail:	Self-Review Rating:
Outcome 1:	A learner wellbeing and safety system	Well implemented
Outcome 2:	Learner voice	Implemented
Outcome 3:	Safe, inclusive, supportive, and accessible physical and digital learning environments	Well implemented
Outcome 4:	Learners are safe and well	Well implemented
Outcome 5	A positive, supportive and inclusive environment in student accommodation	Well implemented
Outcome 6	Accommodation administrative practices and contracts	Well implemented
Outcome 7	Student accommodation facilities and services	Well implemented
Outcome 8	Responding to the distinct wellbeing and safety needs of international tertiary learners	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