Techtorium

Pastoral Care of Tertiary and International Learners
Code of Practice 2021 Self Review

Stage of implementation for each outcome

Indicate the stage of implementation that most reflects your organisation's current level of understanding and practice for each outcome, based on the continuum provided in Appendix 1.

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	Rating
Outcome 1: A learner wellbeing and safety system	Well implemented / Implemented / Developing / Early stages
Outcome 2: Learner voice	Well implemented / Implemented / Developing / Early stages

Wellbeing and safety practices for all tertiary providers

	Rating
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Well implemented / Implemented / Developing / Early stages
Outcome 4: Learners are safe and well	Well implemented / Implemented / Developing / Early stages

Additional wellbeing and safety practices in tertiary student accommodation (in relation to domestic and international tertiary learners) Techtorium does not provide student accommodation, Outcome 5-7 is thus not applicable.

	Rating
Outcome 5: A positive, supportive and inclusive environment in student accommodation	Well implemented / Implemented / Developing / Early stages
Outcome 6: Accommodation administrative practices and contracts	Well implemented / Implemented / Developing / Early stages
Outcome 7: Student accommodation facilities and services	Well implemented / Implemented / Developing / Early stages

Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners

	Rating
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	<mark>Well implemented</mark> / Implemented / Developing / Early stages
Outcome 9: Prospective international tertiary learners are well informed	<mark>Well implemented</mark> / Implemented / Developing / Early stages
Outcome 10: Offer, enrolment, contracts, insurance, and visa	<mark>Well implemented</mark> / Implemented / Developing / Early stages
Outcome 11: International learners receive appropriate orientations, information and advice	<mark>Well implemented</mark> / Implemented / Developing / Early stages
Outcome 12: Safety and appropriate supervision of international tertiary learners	<mark>Well implemented</mark> / Implemented / Developing / Early stages

Summary of performance under each outcome

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	Summary of performance based on gathered information (i.e. how effective is your organisation doing what it needs to be doing?)	How do you know? (i.e. note supporting evidence with analysis to make sense of what it means)
Outcome 1: A learner wellbeing and safety system	Safety and wellbeing are being managed with weekly support measures in place with multiple Support services for a range of agencies are printed in the student handbook for student reference. PowerBi Dashboard is used to report on outcomes based on priority groups alongside CADGES, attendance, and achievements. This allows for ongoing monitoring of attendance being an indicator for any support services required. Cultural diversity is celebrated in many forms, including student events such as Māori student group events and Māori and Pacific Language week events. Mana Māori sessions are available to staff weekly to provide them opportunities to learn more about the culture and equip staff with tools to include this in their everyday practice. Māori Tikanga sessions have also been presented during staff learning and development weeks. Empowerment trainer sessions provide opportunities for Trainers to embed safe practices when engaging with students and the wider staff team.	• Students are accessing the student hardship grant for support with financial assistance with transport needs and or home necessities (food hampers). • Students are referred to external support services for counselling – however, several students do take up this offer. • Next of Kin are notified when there are matters that may have a negative impact on the student's success. Next of Kin are often relieved and thankful for being included in these discussions. • One of our Student Roadmaps have been been created to guide students on their wellbeing decision making. These roadmaps provide clear direction and pathways to successfully complete their qualification, with Techtorium's help and support. • CADGES – learners' statistics are monitored live by the PowerBI dashboard with regards to Achievement and Attendance. Student Engagement team and Student Service team are creating plans and organising meetings with students to support their welling and safety.

	All student policies and procedures are reviewed annually to ensure they're relevant and up to date. Student Rep meetings are held, and the meeting agenda is updated to ensure CoP is being met and minutes are kept up to date. A Student Risk Register is maintained to monitor all high-risk students. A Remedial Action Plan (RAP) is created to support the student through their studies. These plans are tailored to suit the individual needs of the student and are made in agreement with all necessary parties involved. Monitoring of plans is shared with the wider team in weekly student support meetings. CADGES and the student's individual needs are taken into consideration when creating support plans. Techtorium has an effective and robust learner complaints process. Our dedicated Student Engagement and Development Teamwork with learners and their support people to effectively respond to all student concerns. We will look to be more transparent about our complaints process and policy on the student noticeboard and/or website.	• The Risk Register meeting minutes notes are updated weekly after the student support meeting which outlines any updates and actions required. The policies are reviewed and updated regularly to solidify the students' wellbeing and safety system in Techtorium: o Attendance and Punctuality policy o Academic Schedule policy o Assessment Marking policy o Setting classroom culture policy o RAPs policy o Student Handbook • Written communication to students is sent out for all formal meetings and meeting minutes are summarised • Complaints Register
Outcome 2: Learner voice	Student voice groups are established and meet regularly, providing an opportunity for support, feedback, and discussions about student life. Diversity groups presented: o Student Rep o Māori	• Regular student group meetings provide opportunities for the student voice to be heard and responded to. Minutes of these meetings are shared with students on the student notice board (digital) • Student group activities done throughout the term are highlighted and celebrated during end of term student assemblies.

	o Pasifika o Disability advocates o Women o Rainbow o International Student Rep meetings are held fortnightly where any concerns or feedback can be raised. Minutes of meetings are made available to the staff and posted on the student noticeboard where notices are updated. End-of-Term surveys and Orientation surveys are administered to every class where students can provide feedback on their term experience. Posters are placed on every level and on student noticeboards (digital) informing students with contact details of who and how they're able to provide feedback of their student journey or how access support services.	• Class Student Rep Meetings minutes are published on the student notice board and accessible to everyone. • We are welcome to hear from the students by holding EOT survey. In the survey, the students are anonymous and freely raise their opinions about their experiences, the assessments, further study, and career paths. • Orientation survey provides an opportunity for students to share their experience on first day of day Orientation. • The survey outcomes are collected, analysed, and reviewed by the Governance and Senior management team. The process is for Techtorium to hear and absorb students' voices and create corresponding strategic plans to improve and build a better learning environment. • The student noticeboard is a transparent communication platform, which includes staff, student representatives, upcoming events, general rules, AAA, learning hours requirement, classroom allocation, academic material, orientation information, etc. This provides transparent information for students to access. There is also a student voice tab, which we encourage our students to talk to us for more understanding of students' thoughts and finding out improvement opportunities. The historical meeting mins can be directly found on this platform as well. • Student voice contact details are advertised throughout the premises on every level of the campus building (accessible for students) to enable student to easily approach us and let us know their thoughts or seek support.

		For learner's complaints refer to: • Student Complaints policy • Remedial Action Plan policy • Student Meeting policy

Wellbeing and safety practices for all tertiary providers

	Summary of performance based on gathered information (i.e. how effective is your organisation doing what it needs to be doing?)	**How do you know?** (i.e. note supporting evidence with analysis to make sense of what it means)
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Techtorium aims to provide a safe, inclusive, supportive environment for all our learners. Regular health and safety checks are conducted for the entire premises every month. Student Rep feedback from meetings is used to make improvements to the environment and changes are documented this includes feedback regarding kitchen facilities and more power access. This feedback has been actioned and improvements made have been welcomed. The student Māori and staff working group feedback promotes Māori inclusiveness in Techtorium's physical and digital environments. Room names on doors were added in Māori as an action as part of the feedback from these groups. Plans are in progress where students work together to continually improve the student shared hub spaces. Celebration of Language weeks and International shared lunches create a warm and inclusive space outside of the scheduled classes. During all Orientations, cultural greetings are used during the official welcome by the staff. This provides an example	• The Student Handbook, health and safety expectations, welfare support, and other support services are made available to students on the student notice board. They are important safety guides for students and accountabilities for Techtorium. • Incident Log Report is updated monthly and made available to all staff • Student Rep Meetings Feedback is used to gauge whether students enjoy the activities provided and are encouraged to provide improvement feedback. • Student's events are updated in the Term Events Activities Calendar, which is part of the student Noticeboard. • Student group meetings are minutes • Student Groups are held throughout the term. Some groups represented are Student Representatives, Māori, Pasifika, International Student Group, Rainbow, women, Career Changer, and Disability Advocates. • Powerbi Dashboards are created for Student Service, Student Engagement and Academic team individually, to assess and monitor students' performance from different perspectives. It includes, Attendance and Achievement), Risk Register, follow-up actions required, etc.

	of the diversity of cultures celebrated and included at Techtorium. Mana Māori sessions are made available to staff every week to support the use of te reo and understanding of Tikanga Māori. To support learners a variety of meetings and workshops are held with individual learners throughout their studies. (These include but not limited to Time Management, Anxiety, mental health, CV workshops, employment interviews, communication) These workshops empower students with tools to better manage life in general: Key life success practices. The Enrolment Interviews, Orientation, and activities support learners to be well prepared and well informed for study. Weekly trainer meetings and student support meetings provide appropriate oversight of learner achievement and engagement where support plans are agreed for safety and success of students Students have ongoing access to the Student Engagement and Development team and their trainer via TEAMS, email, or phone. Posters with email contact are also available around the institute and contact details are also available on the Student Noticeboard.	• Orientation and all orientation activities support students to be better prepared for study. During the orientation and enrolment process, the students will be introduced by HOD, and have one on one chats with their trainers or delegated Head of Departments. These interview notes to support a student are confidentially stored in the Student Appraisal form (digital). During the conversation, we ask students how to support and help them with their studying, i,e. bus fare, transport problems, financial difficulties, etc, and we provide corresponding help, provide financial hardship for their traffic fare, food/fruit support, etc. • Over the student's first two weeks, SED connects with Trainers to monitor new student's progress and intervene if there are identified challenges • Student achievement and engagement are well monitored in weekly meetings and recorded in the Risk Register • Students do contact the SED team on a regular basis. Usually via Teams chat, sometimes via email or they will just walk into the office.

	Students receive pathway advice on further studies and career development. Industry Pathways are introduced to students at the start of their studies during Orientation. Throughout the year - CV workshops, guest speakers, and employment sessions are organised. Opportunities to become Student Ambassadors and possible work experiences are also made available and students can apply for different positions as they become available. Toward the end of their studies, trainers conduct progression briefings to discuss pathway preferences for the following year.	• CV Workshops are held regularly by Industry Pathway and Student Engagement delivering the latest employment trend and knowledge to the students. Helping them to create their CV professionally, making them outstanding in their employment pathway and securing a job successfully after graduation. • Employment workshops are also delivered to prepare students for a prepared and safe transition from study to employment. • Student Progression Meetings
Outcome 4: Learners are safe and well	Support services are listed in the student handbook for easy student access. Available digitally on the student notice board The Student Engagement and Development Team is accessible to all students. Digital information is located on the Student Noticeboard and printed material is available onsite. Student hardship cases are managed by the SED team. Based on the individual need a range of services and support is provided to students including but not limited to; AT HOP cards and top-ups made available, loans of devices and WIFI access, food hampers sent home, clothing, gift cards and referral to relevant support services. Techtorium also make available at no cost sanitary products in all female bathrooms.	• Student Noticeboard • Any notes regarding students, no matter academic, engagement, health, and safety, we recorded them in the SED student file and Selma. • Voucher register • Student support meetings are held regularly. • Events calendar/Workshop presentation notes

Student workshops for mental health such as Anxiety are available. Student attendance is also highly encouraged to attend time management and cv workshops.	- Food is accessible on all floors. A vending machine is located on level 3 - Operations look to review food options in the vending machine annually.
Students have requested more physical activities outdoors, so plans are in place to do so in terms where better weather permits.	
Student food is freely available onsite such as apples, noodles, and porridge. A vending machine is also available to students with items at affordable prices and a variety of options.	
Shared pot lunches are also held regularly during term time.	
Language weeks are celebrated throughout the year sharing key practices from that specific nation. The weeks also include shared lunches where students and staff can introduce and highlight different types of cultural food.	- SED contact via student noticeboard - Student Voice Posters - Student group meeting minutes
The SED team can support and refer students who need assistance in connecting with medical, mental health, and culturally responsive services.	
For any student needing to report health and safety concerns on behalf of their peers, there are several of ways to do so. Student voice posters are available around the site with contact details. Student groups and one on one student meetings can also be used to discuss any concerns of others.	- Emergency practices are covered in Orientation. - Safety drills completed on site
In case of emergencies, the student is advised how to respond to different scenarios during Orientation, and fire	

| | safety drills practices onsite. Information is also provided in the student handbook and discussed during specific student workshops.

Techtorium proactively monitors and has responsive well-being and safety practices in place.

All students during the time of enrolment are expected to provide their Next of Kin (NOK) details regardless of their age. Our current practice is to include the NOK in all communications where matters may affect the student.

In serious situations, i.e. harm, the students' NOK is notified immediately and if necessary, relevant emergency services. | |
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Additional wellbeing and safety practices in tertiary student accommodation (in relation to domestic and international tertiary learners)

	Summary of performance based on gathered information (i.e. how effective is your organisation doing what it needs to be doing?)	How do you know? (i.e. note supporting evidence with analysis to make sense of what it means)
Outcome 5: A positive, supportive and inclusive environment in student accommodation	NA	NA
Outcome 6: Accommodation of administrative practices and contracts	Though Techtorium doesn't provide student accommodation to international tertiary learners, our Director of Operations is the direct contact person who is notified and contacted by the international student.	Information is published on the student notice board. NA
Outcome 7: Student accommodation facilities and services	NA	NA

Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners

	Summary of performance based on gathered information (i.e. how effectively is your organisation doing what it needs to be doing?)	How do you know? (i.e. note supporting evidence with analysis to make sense of what it means)
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	International student group meetings are held each term for students to provide feedback and address any concerns they may have. During these meetings we monitor NOK details and any changes to the living situation. Students have access to the student handbook as well as 24-hour contact with Techtorium. Learners are aware of the support services available, and many forums are available and made known to learners should they need assistance.	• Student group meeting minutes are taken. • Teams channel and student noticeboard updates
Outcome 9: Prospective international tertiary learners are well informed	Our student target is focused mainly on our domestic market. Techtorium does not actively run any campaigns through digital or direct channels to attract international students to study with Techtorium. For those who decide to study with Techtorium, we still provide all the information required to ensure the student is making a well-informed decision about studying with Techtorium. Students can find the key information required to help make an informed decision. The information that is provided is based on information that immigration New Zealand and Education New Zealand inform are necessary for international students. To improve on the information for students, we will be providing a written version for international students that can be found on	• We provide information for prospective students to decide about their studies and all information regarding living, working, and studying in New Zealand is available before applying, which can be found here https://techtorium.ac.nz/new-zealand-courses/ • We provide information to students on items such as Immigration, working in NZ, health services, ACC, Driving in NZ, banking information, IRD information, cost of living in NZ, EER information, public transport, accommodation etc. • Techtorium has currently 5 international students, of which 4 out of 5 completed high school in New Zealand and were based in New Zealand prior to joining Techtorium, allowing for Techtorium to help

	https://techtorium.ac.nz/new-zealand-courses/ , when they first arrive at Techtorium to ensure there is always a referring document, this will be made available in physical and digital copies.	• smoothly progress the students from high school to tertiary studies with the support of the school and families. • Techtorium has received 50 international applications through 2022, in which only 4 of those have been accepted, as we ensure students are making informed decisions.
Outcome 10: Offer, enrolment, contracts, insurance and visa	The Admissions Team supports the applicant by providing enrolment advice and assisting the applicant to complete the enrolment process with the relevant documentation. Insurance evidence is collected and tracked to ensure the learner has the appropriate cover.	• Techtorium website – Information from the website for International and referenced. • Interview Notes Form – completed and used again during Orientation one-to-one meetings. By the trainer and SED to support the learner. Also uploaded into SELMA. • Enrolment Policies: - Enrolment Policy and Procedure/Entry Level Criteria Policy • Evidence of all enrolment documentation including contracts and insurance details collected prior to their enrolment. • Insurance Tracking spreadsheet is recorded to ensure learners have appropriate cover. This is monitored throughout the duration of their studies.
Outcome 11: International learners receive appropriate orientations, information and advice	All applicants are invited to attend an interview prior to enrolment. Interviews can be held either onsite (or online if unable to attend in person) to discuss study options and provide information for enrolment requirements. Interviews are led by a dedicated Admissions team who conduct interviews in a way that encourages authentic conversations with applicants. Topics of discussion can be but are not limited to; interests and hobbies, study and career goals, any learner needs to be identified, and their current skills and qualifications. Course advise, services &	• Interview Notes Form – completed and used again during Orientation one-to-one meetings. By the trainer and SED to support the learner. Also uploaded into SELMA. • Student Interview PowerPoint Tool – used to ensure consistency and quality of the information in every meeting. This is reviewed annually or when change requires an update. • Need to Know before you Start booklet – information – offers them additional information to

	support, fees, visa criteria, insurance, and other relevant information is provided during this time. Applicants are also able to ask questions and seek clarification. Study options are discussed depending on suitability and career aspirations, as well as details of documentation required to complete a successful enrolment. Applicants have access to the website, interviews, soft/hard copy resources i.e., Need to Know before you Start booklet, and other resources to enable them to make confident decisions about their studies.	take home and refer to assist with preparation e.g., device specification, student support, term dates and fee options.
Outcome 12: Safety and appropriate supervision of international tertiary learners	Techtorium currently does not enrol international learners under the age of 18 years.	Techtorium does not provide accommodation services to students. The Director of Operations is the direct contact person if international students have any safety issues.

Findings from a gap analysis of compliance with key required processes

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	Identified gaps in compliance with key required processes
Outcome 1: A learner wellbeing and safety system	- More varied workshops to provide wellbeing support for students - More staff learning and development workshops to ensure staff are aware of the various matters that can impact the student's success (treaty of Waitangi, bullying, alcohol, suicide prevention, mental health, threatening or inappropriate behaviour, emergency situations etc) - More information is provided digitally and physically on campus to support students with basic needs and external support agencies they can access. - More physical activities for students outdoors
Outcome 2: Learner voice	NA

Wellbeing and safety practices for all tertiary providers

	Identified gaps in compliance with key required processes
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	- Confirm a Safety and wellbeing goal and strategic plan - Ongoing staff training to ensure Safety and wellbeing goal and strategic plan is reviewed regularly that include digital safety. - Wellbeing support for students with disabilities/conditions that impact their study on campus – currently do not have a means of engaging with their studies from home (as they may not be able to study on site as per schedule) without disadvantaging them. - Improve the current student hub space to make it more student-friendly - Remedial Action Plans to support students with disabilities – especially when they cannot attend study on campus as per schedule
Outcome 4: Learners are safe and well	A policy and procedure strategic plan confirmed.

Additional wellbeing and safety practices in tertiary student accommodation (in relation to domestic and international tertiary learners)

	Identified gaps in compliance with key required processes
Outcome 5: A positive, supportive and inclusive environment in student accommodation	N/A
Outcome 6: Accommodation of administrative practices and contracts	N/A
Outcome 7: Student accommodation facilities and services	N/A

Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners

	Identified gaps in compliance with key required processes
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	• More Staff and cultural training around bullying and harassment
Outcome 9: Prospective international tertiary learners are well informed	• Need to have a written handbook version for international learners which is provided to all students at any given time for reference • Interview and/or survey current and past international learners on the information they did not know about Techtorium, their experience more – implement a schedule
Outcome 10: Offer, enrolment, contracts, insurance and visa	• Refund and withdrawal process made available to students prior to enrolment • Require a written document that outlines the enrolment requirement for international learners. • Student Handbook is readily available to the learner including the Cancellation, Withdrawal & Refunds Policy prior to enrolment.
Outcome 11: International learners receive appropriate orientations, information and advice	• International learners group section added to Orientation
Outcome 12: Safety and appropriate supervision of international tertiary learners	NA

Summary of the action plan

Include information on how actions will be monitored for implementation and success.

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
Outcome 1: A learner wellbeing and safety system	• Wellbeing and Strategic goals to be formalised (including processes)	Marina	Jan 2023	• Draft plan • Consult with staff • Consult with students • Publish the plan on the website	• Strategic goal is published on the website • Reviewed annually • Reported on by term
	• Safety policy and procedure to be reviewed and enhanced	Marina	Jan 2023	• Draft plan • Consult with staff • Consult with students • Publish the plan on the website	• Policy is published on the website • Reviewed annually • Reported on by Term
	• Agenda item added to student group meetings to review safety and wellbeing goals and plans	Marina	Jan 2023	• Agenda items set for student group meetings (Safety and well-being plan review and feedback) • Meeting minutes to reflect the discussions	• Minutes will reflect ongoing review and feedback from students
	• Ongoing staff workshops to ensure Safety and Wellbeing goals and practices are across all members of the staff	Sonjah		• Plan annual L&D plans • Clear learning outcomes for each session monitored and achievement feeds into staff appraisals • Attendance and outcomes are part of ongoing staff appraisals	• Improved knowledge and practice across the business • Improved student feedback
		Marina			Published plans and processes

	• Publish on the website (and link in student notice board) the wellbeing strategic goals, plans, processes	Sonjah		• Plans and processes created • Plans and processes consulted with staff and student groups • Plans and processes published • Plans and process included in L&D for staff and orientation for students	Consultation and review with staff and students recorded
	Staff Training on safety and wellbeing plans and processes for student safety and wellbeing (Tiriti o Waitangi, obligations of the code, welfare issues of diverse groups, racism, discrimination, bullying, sexual violence prevention, culture of disclosure and reporting, privacy, referrals to support services, identifying and reporting incidents/concerning behaviour, safe health and mental health, suicide/self-harm, drugs and alcohol, healthy lifestyle, emergency situations and listing trained staff)		March 2023	The L&D schedule is created and delivered to meet this goal	Improved practice Student surveys will inform ongoing improvements Student feedback in student groups should reflect best practice Improved engagement through improved and proactive staff practice
Outcome 2: Learner voice	• Review needs for students to nominate how their NOK is contacted (18 years +) currently Techtorium has the autonomy to do this	SED	Jan 2023 Jan 2023	• Discuss the matter with GSM • Process updated to reflect the decision • Draft policy	NOK contact practice is clear to all staff and students Staff and students have clear guidelines

	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
	• Policy and procedure to be reviewed and enhanced for student safety and wellbeing • Plan for homesick international students	SED Marina	Jan 2023	• Information check • Published on the website	Digital document uploaded to Student Noticeboard

Wellbeing and safety practices for all tertiary providers

	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	• Student hub to be improved – quiet space, or "chill out" space for all students. • Continue to receive feedback from students in student group meetings. Add to Agenda • Publish support services on the website and student notice board. • Printed support services available • Creation of groups leading health activities	Marina Marina Marina, John & Alice Marina	Jan 2023 Jan 2023 Jan 2023 Jan 2023	• Maori student group have been allowed to work on this project • This space can be reviewed, and suggestions considered each term • Add agenda items to student group meetings • Information collated to be published • Collect printed support service information available for students on campus • Create a walking group to start with	• Student Hub space is used by students • Students provide feedback on how to improve this space Digital space is safe for all students Students understand there are multiple avenues to give feedback on the safety of digital spaces The information collated to be published Students have daily access to printed support services on campus

	including Health clubs etc • Implement a system for ensuring students' personal details are updated each term • Emergency contact is made available to students on the website			• Draft a procedure • Train the procedure • Printed in the student handbook • Posted on the website	Health groups are available to join no matter what level of health the student feels they are in Staff ensure the procedure is followed and scheduled Students can easily find the emergency contact for Techtorium
Outcome 4: Learners are safe and well	• Review food options to include a range of healthy options	Operations	Jan 2023	• Review current options for the vending machine	Students have access to healthy and affordable food options
	• Review the need for students to nominate how their NOK is contacted (18 years +) currently Techtorium has the autonomy to do this	SED	Jan 2023	• Discuss the matter with GSM • Process updated to reflect the decision	• NOK contact practice is clear to all staff and students
	• Policy and procedure to be reviewed for student safety and wellbeing	SED	Jan 2023	• Draft policy	Staff and students have clear guidelines to support best practice
	• Create a policy for disruptive and concerning student behaviour	SED	Jan 2023	• Draft policy • Consult on policy with staff and students Publish policy after it is approved	Staff and students have clear guidelines to support best practice

	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
Outcome 5: A positive, supportive and inclusive environment in student accommodation					
Outcome 6: Accommodation of administrative practices and contracts	N/A	N/A	N/A	N/A	N/A
Outcome 7: Student accommodation facilities and services					

Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners

	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	NA	NA	NA	NA	NA
Outcome 9: Prospective international tertiary learners are well informed	• Create a written handbook version of enrolment information for international learners • Implement focus groups for international learners	John Marketing	Nov 2022	• Marketing to collate information and create a handbook. This can be reviewed each term by the admissions to ensure information is relevant and any changes are updated. Interview and/or survey current and past international learners on the information they didn't know about Techtorium, their experience more – implement a schedule	• Learners receive up-to-date accessible and timely information to support their decision-making to study at Techtorium available • Both hard and soft copies are made available. • Student feedback should reflect best practice
Outcome 10: Offer, enrolment, contracts, insurance and visa	• Student Handbook and Cancellation, Withdrawal & Refunds Policy reviewed and made available prior to enrolment	Alice	Dec 2022	• Student Handbook and policies to be approved by GSM. • Admissions Team upskilled in CoP requirements and documentation. • Collaborate with marketing as to how students can best access the handbook – via online/hard copy – to accommodate any changes	• Well-informed learners are successfully enrolled with complete documentation • Reviewed annually

	• International Checklist with student signature document for auditing purposes			and updates which may occur throughout the year. • Create a sign-off document to be added to the student file	• Enhance learner knowledge and understanding of enrolment requirements and support services
Outcome 11: International learners receive appropriate orientations, information and advice	• International Group section added to the Orientation program • Interview PowerPoint – additional slide with an international focus	Student Services Alice		• Additional slide added for international learners to discuss international learner requirements including insurance. Connect with Marketing to create additional slide	• Learners are confident in knowing their rights and obligations
Outcome 12: Safety and appropriate supervision of international tertiary learners	NA	NA	NA	NA	NA