

2024 Crown Institute of Studies Self-Review

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

	Rating
<p>Outcome 1: A learner wellbeing and safety system</p> <p>Crown Institute of Studies (CIS) has a strategic, transparent and responsive systems for supporting learner wellbeing and safety, which will be achieved through relevant goals, plans and practices.</p>	<p>Well Implemented</p> <p>CIS involves learners and stakeholders when developing learner wellbeing and safety goals and plans and publishes the self-reviews, making them accessible to learners and stakeholders.</p> <p>CIS takes a planned approach to learner safety and wellbeing and has practices for learner wellbeing and safety.</p> <p>CIS is proactive in addressing any concerns or improvements and aims to enhance learner wellbeing and safety systems by reviewing and changing practices based on feedback from learners and internal and external stakeholders.</p>
<p>Outcome 2: Learner voice</p> <p>CIS understands and responds to diverse learner voices and wellbeing and safety needs in a way that upholds their mana and autonomy.</p>	<p>Well Implemented</p> <p>CIS has practices for building and maintaining relationships with diverse learner groups and their communities.</p> <p>CIS endeavours to partner and work with learners to create an environment that empowers learners to have their say and raise concerns, and works with learners and their communities to develop, review and improve strategic goals, plans and practices for learner wellbeing and safety.</p> <p>CIS ensures learner voice is heard and responded to when making decisions and making changes to the organisation</p> <p>Complaints framework and processes, both internally and externally (with NZQA and with the relevant Disputes Resolution Schemes), are clear and accessible to learners.</p> <p>CIS effectively responds to and processes complaints.</p> <p>Between 2021 and 2025, there have been no complaints or critical Incident records filed relating to Crown Institute of Studies.</p>

Wellbeing and safety practices for all tertiary providers

	Rating
<p>Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments</p> <p>CIS fosters learning environments that are safe and designed to support positive learning experiences of diverse learner groups.</p>	<p>Well implemented</p> <p>CIS supports learners to prepare for and adjust to tertiary education and fosters culturally safe and inclusive learning environments, where learners can raise issues affecting their wellbeing and ability to learn.</p> <p>CIS has tools and processes to recognise, reduce and respond to discrimination, racism, bullying, harassment, and abuse, and creates opportunities for learners to form networks, and connect to their identity and culture.</p> <p>CIS monitors learner achievement and engagement and supports learners with any issues that affect their ability to study.</p> <p>CIS offers advice to learners on future pathways, both study and career opportunities.</p> <p>CIS ensures physical and digital learning environments, services and facilities are accessible and appropriate for learners.</p>

<p>Outcome 4: Learners are safe and well</p> <p>CIS supports learners to manage their physical and mental health through information and advice and identify and respond to learners who need additional support.</p>	<p>Well implemented</p> <p>CIS supports learners to identify and manage their basic needs, including accommodation, food and clothing, as well as how to maintain a healthy lifestyle.</p> <p>CIS provides opportunities for learners to improve their physical and mental health and encourages learners to raise any health and safety concerns they have for themselves, and/or their peers.</p> <p>CIS endeavours to accommodate disabled learners with their learning needs and to proactively identify, monitor and respond to learners at risk and learner wellbeing and safety concerns.</p> <p>CIS has clear, appropriate pathways for learners at risk to access services when they need it.</p>

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

	Rating
<p>Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners</p> <p>CIS ensures that practices under the Code address the distinct wellbeing and safety needs of their diverse international tertiary learners.</p>	<p>Well implemented</p> <p>CIS provides staff with ongoing training and resources about understanding the welfare issues of diverse learner groups and provides cross-cultural training for staff to develop their competency and understanding of other cultures.</p> <p>CIS endeavours to proactively identify learners at risk and to assist them to access services and support when they need it.</p>
<p>Outcome 9: Prospective international tertiary learners are well informed</p> <p>CIS ensures that prospective international tertiary learners receive clear, accessible, accurate and sufficient information, and make informed choices about the study and services CIS provides before they begin their study.</p>	<p>Well implemented</p> <p>CIS understands the information needs of international students and develops all its' marketing and promotion materials accordingly. Information provided to learners includes but is not limited to:</p> <ul style="list-style-type: none"> • External quality assurance evaluations • Educational instruction • Staffing • Facilities and equipment • The Dispute Resolution Scheme • Potential learning outcomes, including pathways for further study, employment, and/or residency. • Estimated study and living costs, including accommodation and transport. <p>CIS manages and monitors agents and provides them with accurate, up-to-date promotional materials and training when required.</p> <p>CIS supports the agents to meet their responsibilities as agreed in the contract with them by making sure they understand the expectations of CIS and their obligations under the Code.</p>

<p>Outcome 10: Offer, enrolment, contracts, insurance and visa</p> <p>CIS has practices for enabling learners to make well-informed enrolment decisions in relation to the educational outcomes being sought by the learner and ensuring that all relevant parties are clear about their interests and obligations prior to entering into the enrolment contract.</p>	<p>Well Implemented</p> <p>CIS has good systems and documentation in place to manage the offer, enrolment, contract, insurance for each new international tertiary learner and ensures learners have the appropriate visa.</p> <p>CIS informs international tertiary learners and their families (if the learner is under 18/where relevant) on their likely educational outcomes, rights and responsibilities as an international tertiary learner organisation prior to entering the enrolment contract.</p> <p>The information includes but is not limited to:</p> <ul style="list-style-type: none"> • Recent results of evaluations by education quality assurance agencies. • Any potential compliance notices. • Education provided and its outcome. • Refund conditions. • Staffing, facilities and equipment. • Services and supports for tertiary learners. • Insurance and Visa requirements • Dispute Resolution Scheme Rules. • Full costs of educational instruction. • Students’ Rights and obligations • Beginning and end dates of enrolment. • Conditions for terminating the contract of enrolment. • Disciplinary actions and the process for termination of enrolment. • Immigration matters • Student fee protection and managing withdrawal and closure
<p>Outcome 11: International learners receive appropriate orientations, information and advice</p> <p>CIS ensures that international tertiary learners have the opportunity to participate in well-designed and age-appropriate orientation programmes and continue to receive relevant information and advice to support achievement, wellbeing and safety.</p>	<p>Implemented</p> <p>CIS ensures information provided to learners is accurate, age-appropriate, and up-to-date and presented in a way that meets the ongoing needs of diverse learners.</p> <p>CIS provides information relating to:</p> <ul style="list-style-type: none"> • names and contact details of designated staff members. • health and safety of international tertiary learners. • termination of enrolment. • students’ legal rights and obligations. • learner’s rights and entitlements. • institutional policies, services, support, and facilities. • adjusting to a different cultural environment. • working in New Zealand. <p>CIS ensures that parents, legal guardians, and/or residential caregivers of tertiary learners under 18 have access to orientation information or the programme provided.</p>

<p>Outcome 12: Safety and appropriate supervision of international tertiary learners</p> <p>CIS ensures that international tertiary learners are safe and appropriately supervised in their accommodation and effectively communicate with the parents or legal guardian of learners under 18 years.</p>	<p>Implemented</p> <p>CIS ensures that international tertiary learners are safe and well while living and studying in New Zealand by:</p> <ul style="list-style-type: none"> • offering safe and appropriate accommodation options. • appropriate supervision of international tertiary learners. • Maintaining effective communication with parents/legal guardians of international learners under 18. • Designating staff members to monitor international learners under 18. • Transferring of care, for international tertiary learners who are in the care of a residential caregiver. <p>Accommodation for international tertiary learners under 18 years- olds</p> <ul style="list-style-type: none"> • The international tertiary learner’s accommodation is safe, is unacceptable condition, and meets all regulatory and legislative requirements. • Safety checks are completed and up to date. • Written agreements with the residential caregivers are in place.