



PEETO – The Multi-Cultural Learning Centre

MoE Number: 8960

Code of Practice Self-review Summary Report – 2024

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

Introduction

At PEETO, The Multicultural Learning Center, we take great pride in creating a nurturing, inclusive, and secure learning environment for all our students. We are committed to upholding the standards of safety and well-being, as outlined in The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. This commitment is a key part of our strategic goals, ensuring we meet the code's standards and principles.

We prioritize student safety and well-being by following a strict review process. This process involves constantly assessing our efforts and gathering feedback from students and others involved. We also analyze various types of data, including student feedback and concerns. This summary report demonstrates our dedication to transparency and accountability.

We are proud to share this report, which shows how we are meeting NZQA's expectations and improving student safety and well-being. The report provides insights into our progress, highlights our performance, identifies gaps, and outlines our action plans. It also includes an overview of complaints we've addressed, reinforcing our commitment to a safe and supportive learning environment.

Stage of implementation for each outcome

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

Summary of performance under each outcome

Outcome	Summary of performance	Evidence and analysis
<p>Outcome 1: A learner wellbeing and safety system</p>	<p>PEETO prioritizes the safety and well-being of learners. This focus is part of the long-term and yearly plans. ‘</p> <p>PEETO works with stakeholders and learners, getting feedback to address different needs, and has updated policies to ensure a safe learning environment. Regular reviews, check-ins, and bilingual communication show this commitment to enhancing learner well-being and safety.</p> <p>The Te Tiriti Strategic Plan focuses on cultural inclusivity, and PEETO maintains transparency by sharing well-being and health and safety goals on their website. PEETO's overall approach includes defined processes, ongoing professional development, learner empowerment, and strong community engagement. This ensures a high-quality, culturally responsive, and safe educational environment, especially for refugees, migrants, and international learners.</p>	<p>PEETO shows its dedication to learner safety and well-being through several key actions. They integrate student wellness into their strategic and annual plans, revise policies to create a secure learning environment, and develop a Te Tiriti Strategic Plan to ensure cultural inclusivity. The commitment is clear in their integration of student wellness into Key Performance Indicators (KPIs) and their transparency in self-review documents.</p> <p>PEETO has faced challenges, such as the Covid-19 pandemic, with a comprehensive management plan that prioritizes learner welfare. PEETO use regular reviews, check-ins, and bilingual communication channels to enhance student well-being and safety. By sharing well-being and health and safety goals on their website, PEETO maintains transparency with the community.</p> <p>However, there are areas where PEETO can improve. This includes continuously monitoring well-being and safety practices, enhance support plans for international students, provide ongoing staff training, and review critical incident and emergency plans. This mindset of continuous improvement is vital to meeting evolving needs and expectations through regular reviews, feedback integration, and proactive planning.</p> <p>PEETO's holistic approach includes defined processes, ongoing professional development, learner empowerment, and strong community engagement. This ensures a high-quality, culturally responsive, and safe educational environment, especially for refugees, migrants, and international learners.</p>
<p>Outcome 2: Learner voice</p>	<p>PEETO focuses on creating a culture that values and involves every learner, especially those from migrant communities. PEETO gives</p>	<p>PEETO focuses on including all students and getting their feedback. They make sure students are represented and engage with them and</p>

	<p>students a voice through face-to-face meetings, group discussions, and various feedback methods to understand their needs. Open-door policies and stakeholder engagement help improve motivation, learner-teacher relationships, participation, self-esteem, and effectiveness.</p> <p>PEETO is committed to handling complaints efficiently, educating students about the process, and adapting to the complexity of complaints with cultural sensitivity.</p> <p>PEETO keeps records, reports complaints openly, and provides guidance on what to do next. Additionally, PEETO follows the Dispute Resolution Scheme rules for both domestic and international students, maintaining fair dispute resolution principles.</p>	<p>their communities to keep learners satisfied and create a sense of belonging.</p> <p>PEETO has policies that stress the importance of hearing from students of different backgrounds. The student representative system and course evaluations show high student satisfaction, with representatives highlighting program flexibility and support for teachers.</p> <p>PEETO consults with students and communities to develop programs and aims to include ethnic and cultural representation on the Board. Feedback leads to actions that foster a fair and just culture.</p> <p>In Student Voice meetings, PEETO gathers valuable insights and suggestions from students, resulting in positive feedback. They take action to address areas for improvement and enhance the student experience.</p> <p>Concerns and complaints from students are carefully recorded and addressed, with easy-to-access processes for students, including classroom displays, notice boards, student handbooks, and informational leaflets on dispute resolution.</p>
<p>Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments</p>	<p>PEETO focuses on including all students and getting their feedback. They make sure students are represented and engage with them and their communities to keep learners satisfied and create a sense of belonging.</p> <p>PEETO has policies that stress the importance of hearing from students of different backgrounds. The student representative system and course evaluations show high student satisfaction, with representatives highlighting program flexibility and support for teachers.</p> <p>PEETO consults with students and communities to develop programs and aims to include ethnic and cultural representation on the Board. Feedback leads to actions that foster a fair and just culture.</p>	<p>PEETO is dedicated to cultural acceptance, safety, and diversity through strategic planning, community engagement, learner support, and strong health and safety measures. This aligns with PEETO's mission and values, creating a nurturing learning environment.</p> <p>PEETO values and celebrates cultural diversity, promoting inclusivity and positive connections among learners from various backgrounds. By collaborating with community groups, PEETO helps students integrate into New Zealand's culture and society.</p> <p>PEETO maintains a strong health and safety management process, ensuring a secure environment for all students. This commitment is</p>

	<p>In Student Voice meetings, PEETO gathers valuable insights and suggestions from students, resulting in positive feedback. They take action to address areas for improvement and enhance the student experience. Concerns and complaints from students are carefully recorded and addressed, with easy-to-access processes for students, including classroom displays, notice boards, student handbooks, and informational leaflets on dispute resolution.</p>	<p>evident in regular reviews, strengthened feedback mechanisms, proactive risk management, and increased community engagement.</p> <p>While PEETO is successful in creating safe, inclusive, and supportive learning environments, continuous improvement is essential. Regular reviews, feedback integration, and proactive planning ensure that PEETO meets the evolving needs and expectations of learners.</p>
<p>Outcome 4: Learners are safe and well</p>	<p>At PEETO, student well-being and safety are top priorities. This is clear from the thorough orientation process.</p> <p>Assessments address basic needs, guiding students to essential services and monitoring safety and health. While on-site food services are absent, kitchens are available and nearby food options are easy to find.</p> <p>Clear communication and support are valued, offering various ways for students to voice concerns. Partnerships with healthcare providers and resettlement organizations ensure health and counselling services are accessible.</p> <p>A strong reporting system lets students report any issues, with good record-keeping to back it up. PEETO is committed to creating a safe and supportive environment for all students.</p>	<p>PEETO is dedicated to ensuring student well-being and safety through support services and initiatives as part of Outcome 4.</p> <p>The Student Handbook provides essential guidance, and community connections offer access to multilingual staff. Health awareness is part of the learning environment, but there is room for improvement. Policies support communication with parents, especially for under-18 students.</p> <p>While PEETO is effective in implementing Outcome 4 processes, continuous improvement is a priority. Actions include regularly reviewing and updating the orientation process, expanding health awareness initiatives, improving communication with learners, assessing emergency preparedness, and involving learners in promoting well-being. PEETO is committed to maintaining a safe and supportive learning environment</p>
<p>Outcome 5: A positive, supportive and inclusive environment in student accommodation</p>	<p>PEETO follows Outcome 5 and the 2021 Education Code of Practice for Tertiary and International Learners. Although there is no on-campus housing, PEETO partners with certified homestay agencies to create a supportive community.</p> <p>These agencies provide emergency support and respond quickly to student concerns. They ensure housing safety with police checks, reference checks, and interviews.</p> <p>For students under 18, specific rules are in place. These include age-appropriate housing, proper supervision, hosting agreements, and ongoing</p>	<p>PEETO is committed to providing safe and supportive housing for international students. This aligns with Outcome 5 of the 2021 Education Code of Practice for Tertiary and International Learners. PEETO carefully selects housing through interviews, background checks, and ongoing monitoring to ensure a positive and inclusive environment.</p> <p>PEETO uses a trusted homestay agency, which has clear responsibilities to provide accurate information, support services, and a sense of community for residents. This agency works closely with PEETO to offer safe homestay options, using vetting and police checks.</p>

	<p>monitoring. PEETO is committed to the safety and well-being of all students.</p>	<p>Continuous feedback from students and parents ensures satisfaction, and parental approval is required for students under 18.</p> <p>PEETO aims to improve by regularly reviewing house rules and initiatives, maintaining open communication with residents for feedback, and continually enhancing the inclusivity and supportiveness of their accommodations, ensuring ongoing compliance with the Code of Practice."</p>
<p>Outcome 6: Accommodation administrative practices and contracts</p>	<p>PEETO does not offer on-campus housing but arranges homestays through a compliant agency. PEETO meets the basic code requirements of Outcome 6 by maintaining clear administrative procedures and expectations for accommodation arrangements.</p> <p>For students under 18, PEETO prohibits independent housing and has dedicated staff to handle accommodation and pastoral care issues. Comprehensive records of caregivers are kept, and any significant issues are promptly reported as per the 2021 Code of Practice.</p> <p>PEETO ensures safety through on-site assessments, caregiver checks, regular student interviews, and housing inspections. Police vetting is conducted for adults in these homes. ‘</p> <p>For students 18 and older in PEETO-arranged accommodations, housing conditions are safe and comply with legal requirements. Students are informed about their rights and responsibilities as tenants in New Zealand.</p>	<p>PEETO has been effective in maintaining clear, responsive, and transparent administrative practices as required by Outcome 6.</p> <p>We have clear guidelines and follow all regulatory requirements, prioritizing the safety and well-being of students. Our proactive approach, which includes police vetting and routine assessments, shows our dedication to providing safe accommodations that support students' well-being and academic success.</p> <p>While PEETO is doing well in these areas, we recognize the need for continuous improvement. To enhance the accommodation experience, we plan to regularly gather feedback from residents, simplify accommodation contracts, increase residents' awareness of their rights and responsibilities, and explore new initiatives to improve safety and well-being practices at our accommodation facilities.</p> <p>PEETO is committed to continually improving student accommodations to ensure we remain a safe, transparent, and responsive part of the overall student experience</p>
<p>Outcome 7: Student accommodation facilities and services</p>	<p>PEETO ensures to provide and secure and supportive homestays with 24/7 emergency help to quickly resolve any issues. The selection, monitoring, and approval of accommodations are rigorous. Regular quality checks and caregiver support are provided.</p> <p>Assessment results are tracked, and quarterly student interviews ensure compliance. PEETO manages homestay payments and defines student</p>	<p>PEETO is dedicated to meeting the code requirements of Outcome 7. This ensures the safety, well-being, and success of international students in homestays. Regular monitoring and proactive support help create a positive living environment.</p> <p>Clear responsibilities and expectations are set. To improve, PEETO plans to review and update practices to stay in line with regulations</p>

	<p>behavior expectations. Issues must be reported, and a clear withdrawal process is followed.</p> <p>Transparent roles for agents, homestay providers, and students are established. PEETO focuses on safety and well-being with constant monitoring and regular student interviews.</p> <p>Appropriate behavior, clear communication, and financial accountability are promoted to create a positive living and learning environment.</p>	<p>and best practices. Regular training and support for homestay caregivers will be provided. Open communication with students and caregivers is encouraged. Areas for improvement are identified to maintain high safety and well-being standards.</p> <p>PEETO is effectively committed to the safety and well-being of international students. The proactive monitoring, clear guidelines, and support systems ensure a positive living environment. Continuous improvement plans, regular training, and open communication show PEETO's dedication to enhancing the accommodation experience.</p>
<p>Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners</p>	<p>PEETO is dedicated to meeting the unique needs of international students as required by Outcome 8 of the Code of Practice.</p> <p>Practices include staff training in cross-cultural awareness, identifying at-risk students, and providing age-appropriate support.</p> <p>PEETO is also prepared to handle unexpected issues, especially related to mental health. Significant progress has been made, and PEETO plans to develop more policies for mental health and work with local services and professionals when needed</p>	<p>PEETO is committed to cross-cultural training and integrating Te Tiriti principles into its policies. Despite having few international students recently, PEETO has shown readiness and proactive support measures through self-review.</p> <p>Over 60% of students reported progress in every skill, and more than 100% saw progress in personal goals.</p> <p>PEETO effectively addresses the unique challenges faced by international students through dedicated training and policy integration. The high percentage of students reporting skill and personal goal progress demonstrates the success of PEETO's supportive measures. This readiness and proactive approach ensure international learners receive the necessary support to thrive.</p> <p>PEETO's plan to continue investing staff cultural sensitivity training, ensuring readiness for a potential increase in international student numbers.</p> <p>Periodic reviews and updates to readiness measures will help stay aligned with evolving international student requirements, and clear communication channels will be established for student assistance. PEETO is committed to enhancing support for international students.</p>

<p>Outcome 9: Prospective international tertiary learners are well informed</p>	<p>PEETO has created a Marketing Code to make sure prospective international students get clear and complete information about educational programs and services.</p> <p>Marketing materials have been updated, and feedback is considered to meet requirements.</p> <p>The International Agent Appointment and Monitoring Policy has been improved. This includes reference checks, written contracts, monitoring activities, and clear processes to address any issues, like suspending or ending contracts.</p> <p>PEETO is committed to honesty and following the rules strictly.</p>	<p>PEETO has created structured procedures to ensure clear and accurate information for prospective international students, meeting minimum code requirements, especially clause 37 (1)(c). PEETO offers a variety of information formats and helps students find more information if needed. The international marketing team supports this process.</p> <p>Agent management includes five key stages to keep agents informed and compliant with PEETO's standards. These processes are documented, and periodic audits and assessments are planned to ensure ongoing compliance and improvements. This includes translating essential information and sharing success stories to attract potential students. Overall, student experiences have been mostly positive.</p> <p>PEETO plans to enhance regular communication and training with agents. Regular assessment and improvement of these processes ensure prospective international students are well-informed and that education agents are effectively managed and monitored.</p> <p>PEETO's structured procedures and proactive approach ensure prospective international students receive clear and accurate information. The comprehensive agent management process, including audits and training, upholds high standards. Positive student experiences and continuous improvements demonstrate PEETO's commitment to transparency and effective management.</p>
<p>Outcome 10: Offer, enrolment, contracts, insurance, and visa</p>	<p>PEETO follows Outcome 10 of the Code of Practice to ensure international students get a quality education and fair treatment. Educational instruction meets the rules and considers each student's needs, English skills, academic abilities, and goals. Comprehensive and clear information is provided to prospective international students.</p> <p>International students must sign a fair enrolment contract with clearly explained terms and conditions. PEETO maintains a fair process based on</p>	<p>PEETO ensures the well-being and fair treatment of international students by strictly following Outcome 10 of the Code of Practice. Educational instruction is tailored to each student's needs and provides comprehensive, accurate, and timely information to prospective students. Enrolment contracts are fair and transparent. The disciplinary process is based on natural justice principles to ensure fairness. PEETO emphasizes insurance requirements, correct immigration status, and protecting student fees.</p>

	<p>natural justice for addressing student behaviour issues, allowing students to appeal disciplinary decisions. Insurance requirements for students studying two weeks or more are in place, covering various aspects and ensuring correct immigration status.</p> <p>To protect students' fees, PEETO keeps the money in a secure Public Trust Account and explains fair refund policies for different situations. PEETO is dedicated to providing a positive and secure learning experience for international students.</p>	<p>PEETO prioritizes clear and simple communication, with staff available to help throughout the process. Self-review shows robust processes are in place, but PEETO is committed to continuous improvement. Plans include monitoring and updating information accuracy, reviewing and updating disciplinary procedures, ensuring staff know the Code's requirements, and periodically reviewing and updating insurance information.</p> <p>PEETO is dedicated to meeting Outcome 10 requirements by tailoring education to student needs and maintaining fair processes. Clear communication and staff support ensure students are well-informed and treated fairly. Continuous improvement plans, including monitoring and updating processes, demonstrate PEETO's commitment to enhancing the international student experience.</p>
<p>Outcome 11: International learners receive appropriate orientations, information and advice</p>	<p>PEETO meets Outcome 11 by offering a well-organized orientation program for international students.</p> <p>The program is inclusive and culturally sensitive. It is based on the principles of the Treaty of Waitangi. The orientation aligns with PEETO's strategic goals and prioritizes student well-being.</p> <p>Students who have participated have given positive feedback, showing the program provides valuable information and support.</p>	<p>PEETO provides good orientation and support to international students and is committed to this goal. The orientation program is accurate, age-appropriate, and culturally sensitive, including health and safety measures and communication with parents. The small program size allows for tailored orientations, fostering a sense of belonging. Orientation surveys show over 95% satisfaction.</p> <p>PEETO has strong health and safety management, including a Wellness, Health, and Safety Committee, and activities like accident reporting, and mental health training. The orientation program integrates Treaty of Waitangi principles, showing a commitment to cultural diversity.</p> <p>Learner Success Plans align with government priorities, enhancing success through monitoring and reporting. To improve, PEETO will review the orientation program annually, gather feedback from international students, update the program for regulatory and cultural competency changes, increase staff involvement in international learner support, and enhance the use of Te Reo Māori and tikanga Māori in the learning environment.</p>

		<p>PEETO's orientation and support for international students are thorough and culturally sensitive. High satisfaction rates and strong health and safety measures demonstrate effectiveness. Continuous improvement plans ensure PEETO stays aligned with regulations and enhances cultural competency</p>
<p>Outcome 12: Safety and appropriate supervision of international tertiary learners</p>	<p>PEETO enrolls a few under-18 international students but has strong policies to meet code requirements for their care. These policies ensure students are looked after by a parent, guardian, or caregiver.</p> <p>PEETO keeps in touch with parents, guardians, or caregivers to ensure students' well-being and academic progress. There are clear accommodation policies and procedures from initial enrolment to regular interviews with students and caregivers to ensure safety.</p> <p>Ongoing communication with parents or guardians provides updates on academic progress and addresses any issues</p>	<p>The self-review shows that PEETO's policies for under-18 international students are well-documented and meet minimum code requirements. PEETO maintains regular communication with parents or guardians and involves them in the enrolment process. This proactive approach ensures the well-being of under-18 students.</p> <p>PEETO has measures in place for different stages of the students' journey, including before enrolment, upon arrival, and for accommodation. These measures include communication, parental/guardian involvement, caregiver appointments, and regular interviews to ensure safety and support. PEETO uses a trusted Code Compliant Homestay Agency to provide accurate information and support for students in accommodation.</p> <p>To improve, PEETO plans to continuously monitor and review policies and procedures, run simulations or test cases, conduct staff training, and stay updated on changes in regulations and best practices for the care and supervision of under-18 international students.</p> <p>Analysis: PEETO's well-documented policies and regular communication with parents demonstrate a strong commitment to the well-being of under-18 students. The comprehensive measures at different stages and the use of a trusted homestay agency ensure safety and support. Continuous monitoring and staff training plans show PEETO's dedication to improving their processes and staying compliant with regulations.</p>

Gap Analysis and Summary of Action Plan

Outcome	Action/s to be taken	Owner	Due date	Plan for monitoring implementation	Measures of success
Outcome 1: A learner wellbeing and safety system	Complete the 2024 Self-review with Attestation.	Managing Director	1 Nov 2024	Complete the 2024 Self-review	Self-review report with Action Plan is completed and published. Self-review attestation is provided to NZQA
	Review code capability development matrix for ongoing staff training.	Compliance Manager	6 th February 2025	Staff Professional Development	Enhanced skills and knowledge of code
	Review of critical incident and emergency plans with relevant agencies, including New Zealand police	Compliance Manager	20 th February 2025	Policy reviewed and tested.	Preparedness for incidents and emergencies
Outcome 2: Learner voice	Report of Complaints shared with learners and NZQA	Academic Manager	1 Nov 2024	Complete the 2023- 2024 Complaints Report as part of the Self-review	Student satisfaction Code compliance
	All Admin and Marketing Staff Training- in Dispute Resolution Scheme rules for domestic and international learners and ensure compliance with those rules in a dispute to which it is party.	Compliance Manager	20 th March 2024	Staff Professional Development Attend required DRS training / code training covering DRS	Code compliance
	Follow the Student Voice- Student Diversity Union (SDU) Policy and Pastoral Care Policy	Academic Manager	20 th February 2025	Follow the learner voice action plan	Regular meetings and learner voice from diverse communities Promotion of learner voice with family and communities Promotion of diversity and inclusion in school Pastoral care is provided to learners
Outcome 3:	Establish a cross-cultural event calendar that	Student Services Manager and	27 th Jan 2025	Calendar created and populated.	Student feedback and satisfaction

Safe, inclusive, supportive, and accessible physical and digital learning environments	acknowledges and celebrates diversity.	School Coordinator			
	Follow the Student Voice- Student Diversity Union (SDU) Policy	Student Services Manager and School Coordinator	29 th June 2025	Engagement with diverse community groups and whanau to enrich the learning environment	Stakeholder feedback and satisfaction
	Rewview Critical Incident Policy and Procedures	Compliance Manager	29 th June 2025	Continue proactive risk management and health and safety initiatives to adapt to changing circumstances effectively	Stakeholder feedback and satisfaction
Outcome 4: Learners are safe and well	Gather feedback from learners about usefulness of the information provided in the orientation.	Student Services Manager and School Coordinator	20 th April 2025	Regular termly surveys or feedback SDU meetings	Student feedback and satisfaction
	Hosting events where learners can share healthy recipes, or meals, from their culture or background.	Student Services Manager and School Coordinator	Before every term finish	Through Diversity Calendar Events	Student feedback and satisfaction
	Highlight how learners can report health and safety concerns in orientation sessions and the student handbook	Academic Manager	Termly	Review communication channels and methods for sharing health and mental health concerns. Conduct check-ins after one month of enrolment to assess ongoing support needs. Ensure methods for raising concerns about learners themselves or others are accessible and culturally appropriate	Student feedback and satisfaction
Outcome 5: A positive, supportive, and inclusive environment in student accommodation	Critical Incident and Emergency Procedures	Compliance Manager	27 th January 2025	Ensure that critical incident and emergency procedures are well-documented, regularly reviewed, and responsive to the safety and well-being of residents	Clear processes for reporting and responding to concerns is included.

	Regular Evaluation and Feedback	Student Services Manager and School Coordinator	20th April 2025	Develop and implement welfare management plans for residents assessed as being at risk	This feedback should inform adjustments to house rules, initiatives, and support services.
	Welfare Management Plans	Marketing Manager	27th June 2025	Through Professional Development Sessions	This includes understanding their roles, responding to incidents, and promoting resident well-being
Outcome 6: Accommodation administrative practices and contracts	Improve its communication of refund policies.	Marketing Manager	27th January 2025	To ensure that residents (or their parents/legal guardians if under 18) fully understand their rights and obligations	This information should be included in the student accommodation contract, house rules, website, and other relevant documentation.
	Distribution of House Rules and Information	Compliance Manager	27th January 2025	Ensure that prospective residents receive a copy of the house rules, information about the complaints process, and details about the Dispute Resolution Scheme before they sign the accommodation contract	Residents understand the rules and expectations upfront
	Complaints Log Accessibility	Compliance Manager	20th April 2025	Residents should be informed of how to access this log, and it should include detailed records of complaints, actions taken, and resolutions.	Trends, patterns, or areas of concern identified in the log should be addressed proactively.
Outcome 7: Student accommodation facilities and services	Transparent Communication Channels	Marketing Manager	20th April 2025	This can include regular meetings, forums, or digital platforms for discussing concerns, sharing best practices, and addressing any issues that arise	Encourage open and transparent communication channels between students, caregivers, and the institution. Open communication for resolving problems and maintaining a supportive living and learning environment.
	Compliance Monitoring with the Code of Practice	Compliance Manager	20th April 2025	Establish a compliance monitoring process that ensures adherence to the Code of Practice, particularly Outcome 7	Regular audits and assessments conducted to verify that all requirements are met, and corrective

					actions taken promptly if any gaps or non-compliance issues are identified.
	Review of Emergency Response Plan	Marketing Manager	27th January 2025	This plan should include clear protocols for handling various emergency situations, such as medical emergencies, natural disasters, or any incidents that may compromise student safety	Development of a comprehensive emergency response plan for homestay accommodations. Regular training and drills for homestay carers and students can ensure preparedness.
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	Age-Appropriate Support	Academic Manager	20th April 2025	Ensure that the type and amount of pastoral care support provided is tailored to the age of the learner	Recognizing the vulnerability of international learners, especially those younger than 18, PEETO should offer specific guidance and resources to ensure their successful transition and adjustment to the new cultural and educational environment.
	Addressing Unexpected Issues	Student Services Manager and School Coordinator	27th June 2025	Develop a more comprehensive plan for addressing unexpected issues, particularly those related to the mental health of international students	Collaborating with local mental health services and professionals to provide specialized support when required. PEETO should factor in the resources needed for managing issues that may not be "extreme" but are still significant.
	Regular Review and Updates	Academic Manager	27th June 2025	Establish a system for regular review and updates of readiness measures for international students. Ensures the institution remains aligned with changing international student needs and industry best practices	This should include cross-cultural training, proactive identification of at-risk learners, age-appropriate support, and addressing unexpected issues.

Outcome 9: Prospective international tertiary learners are well informed	Monitoring Agent Performance for Renewal	Marketing Manager	29th January 2025	PEETO should conduct more rigorous and systematic performance evaluations before renewing agency agreements.	These reviews should consider student feedback and the agent's adherence to PEETO standards.
	Periodic Audits and Process Reviews	Marketing Manager	20th April 2025	Ensure continuous improvement and compliance with regulations and best practices. PEETO should implement periodic audits or assessments of their processes	These reviews should encompass policies, practices, and agent performance. Feedback from students, agents, and stakeholders should be incorporated into the review process.
	Systematic Policy Review and Updates	Marketing Manager	20th April 2025	Processes need to remain updated in response to changes in regulations and feedback. PEETO should systematically review and update its policies and practices to align with changes in regulations and the feedback from students, agents, and stakeholders	This should be done regularly to ensure consistency and compliance.
Outcome 10: Offer, enrolment, contracts, insurance and visa	Periodic Review of Insurance Information	Compliance Manager	27th January 2025	PEETO should periodically review and update their insurance information to reflect any changes in policies or regulations	Learners make well-informed decisions about their insurance needs.
	Monitoring of Visa Compliance	Marketing Manager	27th January 2025	Implement robust mechanisms to monitor the immigration status of international learners	Regular checks to ensure learners maintain the necessary visa conditions, report breaches, and promptly notify Immigration New Zealand of any terminations of enrolment.
	Regular Review of Refund Policies	Compliance Manager	20th April 2025	Follow fair and reasonable refund policies, periodically review these policies to ensure they are compliant with the latest regulations and	Ensure that these policies are communicated clearly to learners for various situations, such as failure to obtain a study visa, voluntary

				considerate of students' circumstances	withdrawal, program termination, or school closure.
Outcome 11: International learners receive appropriate orientations, information and advice	Strengthening Staff Involvement	Student Services Manager and School Coordinator	27th January 2025	Strengthen the involvement of designated staff responsible for international learner support	Ensure ongoing and proactive communication with students, addressing their needs and concerns effectively.
	Integration of Te Reo Māori and Tikanga Māori	Student Services Manager and School Coordinator	20th April 2025	As part of the institution's commitment to honoring Te Tiriti partnership obligations, PEETO can enhance the integration of Te Reo Māori and Tikanga Māori within the learning environment	This may involve incorporating elements of Māori language and culture into various aspects of student life and education.
	Post-Enrolment Feedback	Student Services Manager and School Coordinator	27th June 2025	Improve the system for gathering feedback from international students once they have enrolled in their programs	This feedback will provide valuable insights into the impact of the orientation program on their overall experience and academic success.
Outcome 12: Safety and appropriate supervision of international tertiary learners	Regular Interviews and Monitoring	Marketing Manager	27th January 2025	PEETO should develop a plan for regular interviews and monitoring of under-18 students' well-being and safety.	This should encompass communication with both students and caregivers to identify and address any issues that may arise during the course of their study. These regular interactions will ensure that students are safe and well.
	Enrolment Communication Plan	Compliance Manager	20th April 2025	Formal communication plan in place to outline how it will communicate with parents, legal guardians, or caregivers before and during the enrolment process	This plan should specify the type and frequency of information to be shared with parents, including academic progress, safety measures, and any changes to placement.
	Written Agreement with Residential Caregivers	Marketing Manager	20th April 2025	Maintain a comprehensive written agreement with residential caregivers that clearly outlines the roles and responsibilities of all parties involved in the care of under-18 students	This agreement should specify expectations, communication protocols, support requirements, and other relevant information, ensuring everyone involved understands their obligations.

Complaints and grievances

Compliant signifies an expression of discontent with any procedure, result, or service provided by the school. Grievance denotes a perceived or actual injustice that serves as the basis for complaint.

We revisited our policy on complaints and grievances, and involved our SMT, students, and Board. The school shall ensure that a fair and transparent process is applied to all issues relating to student complaints and grievances. The school will endeavour to resolve such issues internally, to the best of its ability. All students enrolled at those who are considering enrolment and believe they have received inaccurate information or have been subjected to inappropriate or unjust treatment in their interactions with the school, have the right to utilize the complaints procedure as outlined. The grievance and complaint resolution process consists of four structured steps:

Step 1 – Internal process (Informal): Discuss the issue with a staff member, who will attempt to resolve it informally. A proposed solution will be provided, and input from other parties involved may be considered.

Step 2 – Internal process (Formal): If not satisfied, initiate a formal complaint by submitting it in writing to the Student Services Manager/School Coordinator within 5 working days and is escalated to the General Manager. This requires completing a Formal Complaints Form and may involve group complaints.

Step 3 – Internal process (Appeals Committee): If the outcome is unsatisfactory, student can appeal based on specific reasons within 5 working days. Forms for appeals can be obtained from school staff.

Step 4 – External process (External Agencies): If dissatisfied with the school's actions and compliance with the Code, students can escalate the matter to external agencies, such as the New Zealand Qualifications Authority (NZQA) or iStudent Complaints, without incurring any charges.

The provided complaints and appeals procedure effectively address key areas of concern, including both formal and informal complaints and feedback. It offers clear and easily locatable guidelines for students to navigate, ensuring a straightforward process. The procedure emphasizes prompt and efficient response to concerns and complaints, with clear communication to inform the learner about the progress of their complaint. It accommodates complaints of varying complexity and sensitivity, adhering to the principles of natural justice. While not explicitly stated, the procedure allows for cultural responsiveness through the presence of a cultural advisor. Additionally, the process includes documentation and forms for recording and reporting complaints data, ensuring transparency and accountability to key stakeholders. We are working with our learners through Student Diversity Union, promoting their voice and deescalating any issues or concerns they have in becoming formal complaints. In the year 2023, there were 8 complaints that escalated to Step 2, and it was effectively resolved to the student's contentment. Likewise, in the year 2024, one student complaint was satisfactorily addressed, along with the resolution of an additional 4 concerns.

Critical incidents

We have revised our critical incidents policy, and a critical incident is defined as a major incident with the potential for damage to people, operations, reputation, and requiring a strategic response. It can involve large-scale impact on the school, critical services being impacted, and necessitates complete campus evacuations or lockdowns. Critical incidents have a significant impact on school operations, reputation, finances, and often receive media exposure at a national or international level. This definition categorizes such incidents as Level 2 in the Critical Incident Management Framework. The response to critical incidents is managed by the Critical Event Management Team (CEMT), indicating that they are exceptional situations requiring a structured and strategic approach.

In 2023 and 2024, we haven't had any critical incidents.

Data on complaints and critical incidents

2023

Received date	Ref Number	Raised by	Concern /Complaint / Incident	Subject	Current status	Action taken/outcome
9/03/2023	C23/01	Student	Concern	Pastoral	Closed	Issue resolved and students satisfied.
22/03/2023	C23/02	Student	Concern	Academic	Closed	Academic improvement plan instigated by teacher.
5/04/2023	C23/04	Student	Concern	Academic	Closed	New academic plan implemented for class.
24/04/2023	C23/05	Student	Concern	Academic	Closed	Issue resolved in consultation with the teacher.
19/06/2023	I23/01	Teacher	Incident	Culture	Closed	Teacher resolved issue in class.
7/08/2023	I23/02	Teacher	Complaint	Pastoral	Closed	Behavioural improvement plan instigated by principal in meeting with student.
10/08/2023	C23/06	Student	Concern	Academic	Closed	Issue resolved and students satisfied.
5/09/2023	C23/08	Student	Concern	Pastoral	Closed	Issue resolved and students satisfied.

2024

Received date	Ref Number	Raised by	Concern /Complaint / Incident	Subject	Current status	Action taken/outcome
22/02/2024	C24/01	Student	Concern	Academic	Closed	Issue resolved and students satisfied.
22/07/2024	C24/02	Student	Concern	Academic	Closed	Issue resolved and students satisfied.
14/08/2024	C24/03	Student	Concern	Academic	Closed	Student explained of study process, and was satisfied with the resolution
28/08/2024	C24/04	Student	Concern	Student services	Closed	Issue resolved and students satisfied.
15/08/2024	C24/05	Student	Complaint	Academic	Closed	Study plan agreed between teacher and student, Academic Manager solved the issue to students satisfaction.

Conclusion

In closing, PEETO, The Multicultural Learning Center, has made significant progress in ensuring the safety and well-being of our diverse student community. This self-review summary shows our dedication to transparency and continuous improvement, aligning our practices with The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Throughout the self-review process, we have carefully assessed our performance across twelve critical outcomes. Guided by feedback from our students, staff, and stakeholders, we have identified areas for improvement to safeguard our students' well-being and security.

The action plans for each outcome represent our strategic response to address gaps and enhance our practices. From refining critical incident and emergency plans to improving communication channels and providing age-appropriate support for international learners, our commitment to excellence is evident. Here are some of the improvements we have made to the services;

- We have developed a new SMS [LTSS] and it was implemented from January 2024
- All student enrolments and academic records are managed via both LTSS and hard copies
- Staff working hours are tracked via a key code system, replacing the previous sign-in /out logs
- Parking stickers were distributed and spaces secured to support students commute to campus
- As in previous years regular surveys and feedback are collected from students and staff
- Celebration of more cultural days and activities
- Cafeteria facilities were renovated and added

Our approach includes proactive measures like ongoing staff training and continuous communication. We have taken steps to create a safer, more inclusive environment that celebrates diversity, making learners from various backgrounds feel welcome and supported.

This report also highlights our focus on communication. We share complaint reports with learners and NZQA, provide dispute resolution training for staff, and engage with our Student Diversity Union (SDU) to foster student voices and address concerns.

As we move forward, our commitment remains strong. We will continue to monitor, adapt, and refine our policies, practices, and processes, keeping up with the evolving landscape of international education. We are dedicated to maintaining a secure and supportive learning environment and will work diligently towards this goal.

PEETO extends sincere appreciation to all learners, staff, and stakeholders for their valuable contributions during this self-review process. Together, we will shape a safer, more inclusive, and supportive learning environment for our global student community