

Self-review Report 2026

Imperial College of New Zealand

TEO information

TEO Name	Imperial College of New Zealand			MoE number	7499
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Current enrolments	Domestic learners	Total #	#0	18 y/o or older	#0
				Under 18 y/o	#0
	International learners	Total #	#93	18 y/o or older	#0
				Under 18 y/o	#0
Report author(s)	Kanwalpreet KAUR, Principal Sai Krishna Reddy Pagala, Student Services Manager Judy Jia, Student Support Officer Ketan Joshi, Marketing and Student Support Officer				

1. PURPOSE OF THE SELF-REVIEW

Imperial College of New Zealand has undertaken this self-review to assess the effectiveness of its policies, procedures, systems and practices for meeting its responsibilities under the **Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021**.

The self-review provides an opportunity for the College to:

- Confirm the systems and practices currently in place;
- Evaluate how these systems support the wellbeing and safety of international learner's;
- Consider learner experience and feedback;
- Review the effectiveness of existing practices;
- Identify opportunities for ongoing improvement; and
- Ensure that pastoral care remains embedded within the College's normal operational and educational practices.

Imperial College recognises that effective pastoral care is an ongoing responsibility.

The College therefore continues to monitor learner wellbeing, safety, engagement and support needs throughout the learner journey.

2. TEO APPROACH TO PASTORAL CARE

Imperial College has established systems and practices designed to provide international learners with a safe, supportive and inclusive learning environment.

The College recognises that international learners may experience particular challenges associated with:

- Adjusting to New Zealand;
- Adapting to a different education system;
- Language and communication;
- Cultural adjustment;
- Accommodation and living arrangements;
- Financial pressures;
- Social integration;
- Health and wellbeing; and
- Understanding New Zealand requirements, expectations and available services.

The College's pastoral care approach is therefore based on:

- Accessible and approachable staff;
- Clear information and orientation;
- Academic and personal support;
- Health and safety processes;
- Attendance and engagement monitoring;
- Communication with learners;
- Appropriate response to concerns;
- Complaints and grievance processes;

- Emergency arrangements; and
- Referral to appropriate external services where required.

These practices are integrated into the day-to-day operation of the College rather than being treated as separate or occasional activities.

3. SELF-REVIEW METHODOLOGY

The self-review considered the College's existing policies, procedures, practices, records and operational arrangements relating to international learner wellbeing and safety.

The review considered:

- Learner support;
- Communication and learner voice;
- Learning environment;
- Health and safety;
- International learner-specific support;
- Pre-enrolment information;
- Admission and enrolment;
- Orientation and induction;
- Ongoing learner engagement;
- Attendance monitoring;
- Complaints and concerns;
- Emergency arrangements; and
- Continuous improvement.

The review also considered how the College demonstrates the implementation and effectiveness of its existing systems.

The College's approach to self-review is based on the principle of:

Identify → Implement → Monitor → Review → Improve

The review confirmed that the College is **continuing established practices**, while also identifying opportunities to strengthen the consistency and centralisation of supporting evidence.

4. SUMMARY OF SELF-REVIEW FINDINGS

Overall, the self-review found that Imperial College has established and implemented systems and practices to support the wellbeing and safety of international learners.

The College's practices are embedded in its normal operations and include learner orientation, accessible staff, academic and pastoral support, health and safety procedures, attendance monitoring, learner communication, complaints processes and individual support where required.

The self-review did not identify a fundamental absence of systems.

Rather, the review identified opportunities to continue, monitor and strengthen existing practices and the evidence demonstrating their effectiveness.

Accordingly, the College's improvement approach is primarily one of continuous improvement and evidence strengthening, rather than introducing entirely new pastoral care systems.

5. SUMMARY OF PERFORMANCE UNDER EACH OUTCOME

Outcome 1 – Learner wellbeing and safety	
Overall assessment: Well Implemented	
Summary of performance based on gathered information	How do you know? – Supporting evidence and analysis
Imperial College has established and implemented systems and practices to support the wellbeing and safety of international learners. Learners have access to teaching, administration and support staff and can raise academic, personal, administrative or wellbeing concerns.	Student Support Policy; Student Handbook; complaints and grievance procedures; health and safety procedures; orientation information; learner communications; staff/learner interactions and support records where applicable.
Learners are provided with information about available support, complaints processes, health and safety requirements and emergency arrangements.	Student information, orientation, enrolment documentation, Student Handbook and emergency information.
Staff respond to individual learner needs and concerns and provide assistance or referral where appropriate.	Individual learner discussions, staff communications, support interactions and referral information where applicable.
The College continues to monitor the effectiveness of its learner support arrangements and identifies opportunities to strengthen documentation and evidence of outcomes.	Management review and ongoing review of learner support practices.

Ongoing practice / continuous improvement

Imperial College will continue to **provide, monitor and review learner wellbeing and safety support**. The College will continue to strengthen the recording and monitoring of significant support interactions, referrals and follow-up where appropriate, while maintaining learner privacy and confidentiality.

Outcome 2 – Learner voice and communication	
Overall assessment: Well Implemented	
Summary of performance based on gathered information	How do you know? – Supporting evidence and analysis
Learners have regular opportunities to communicate with teaching, administration and support staff. Staff maintain an approachable environment where learners can raise concerns and seek assistance.	Learner/staff discussions, communications, academic interactions, informal feedback, individual meetings and complaints/concerns where applicable.
Learner feedback is considered as part of the College's ongoing approach to understanding learner experience and identifying areas for improvement.	Feedback received through learner interactions, discussions and available feedback mechanisms.
The College responds to issues raised by learners and uses feedback and observations to inform ongoing improvements.	Staff discussions, management consideration of concerns and changes made in response to learner needs.
The College will continue to strengthen the systematic recording and analysis of learner feedback to provide further evidence of trends and outcomes.	Self-review of current feedback and monitoring practices.

Ongoing practice / continuous improvement

The College will **continue to seek, listen to and respond to learner feedback** and will continue to strengthen the formal documentation and analysis of feedback to demonstrate how learner voice contributes to continuous improvement.

Outcome 3 – Safe, inclusive and supportive learning environment	
Overall assessment: Well Implemented	
Summary of performance based on gathered information	How do you know? – Supporting evidence and analysis
Imperial College provides a learning environment designed to support learner safety, inclusion, participation and academic success.	College policies, Student Handbook, teaching arrangements, staff accessibility and learner support practices.
Learners receive information about expected behaviour, academic integrity, health and safety, support services and College procedures	Student Handbook, orientation, policies and learner communications.
Learners have access to academic and administrative assistance throughout their studies.	Staff availability, teaching interactions, support arrangements and learner communications.
The College recognises the importance of culturally responsive and inclusive practice and continues to review how this is reflected in learner support and staff practice.	Policies, learner interactions and management review.

Ongoing practice / continuous improvement

The College will **continue to maintain a safe, inclusive and supportive learning environment** and continue to review accessibility, cultural responsiveness and staff capability as part of normal organisational improvement.

Outcome 4 – Health and safety	
Overall assessment: Well Implemented	
Summary of performance based on gathered information	How do you know? – Supporting evidence and analysis
The College has established health and safety procedures covering learner safety, emergency response, evacuation and incident management.	Health and Safety Policy; emergency procedures; evacuation/fire procedures; incident reporting arrangements.
Health and safety information is provided to learners as part of orientation and learner information.	Orientation materials, Student Handbook and health and safety information.
Staff are responsible for responding appropriately to health and safety concerns and escalating significant matters where necessary.	Health and Safety procedures and staff responsibilities.
The College continues to monitor health and safety arrangements and considers opportunities to strengthen documentation of inspections, incidents and corrective actions.	Management review and ongoing health and safety practices.

Continuous improvement action:

Imperial College will **continue to undertake health and safety monitoring, inspections, emergency preparedness and incident follow-up** and will continue to strengthen the central recording of these activities where appropriate.

Outcome 8 – International learner-specific wellbeing and support	
Overall assessment: Well Implemented	
Summary of performance based on gathered information	How do you know? – Supporting evidence and analysis
The College recognises and responds to the specific needs of international learners, including adjustment to New Zealand, the education system, culture and social environment.	Orientation, Student Handbook, learner support processes and staff interactions.
International learners receive information about available support and are encouraged to approach staff when assistance is required.	Orientation, learner communications, support information and individual interactions.
Staff provide appropriate initial support and facilitate referral to external or specialist services when required.	Support communications, referral information and individual support records where applicable.
The College continues to monitor learner wellbeing and recognises the importance of maintaining regular opportunities for learners to discuss concerns.	Staff interactions, learner support and management review.

Continuous improvement action:

The College will **continue to provide international learner-specific support and monitor learner wellbeing throughout the learner journey**. Existing support and check-in practices will continue, with documentation and follow-up strengthened where appropriate.

Outcome 9 – Information to support informed decisions	
Overall assessment: Well Implemented	
Summary of performance based on gathered information	How do you know? – Supporting evidence and analysis
Prospective international learners receive information necessary to make informed decisions about study at Imperial College.	Programme information, entry requirements, fees, enrolment information, Offer of Place documentation, Student Handbook and pre-enrolment communications.
Information provided includes relevant programme, study, financial and learner responsibility information.	Enrolment and programme documentation.
Learners have opportunities to seek clarification before and during enrolment.	Pre-enrolment communication and staff interactions.
The College reviews learner-facing information to maintain accuracy and currency.	Management review of published and enrolment information.

Continuous improvement action:

The College will **continue to provide accurate, timely and accessible information to prospective international learners** and will continue to review learner-facing information to ensure it remains current and appropriate.

Outcome 10 – Enrolment and admission	
Overall assessment: Well Implemented	
Summary of performance based on gathered information	How do you know? – Supporting evidence and analysis
Imperial College has established admission and enrolment processes to assess learner eligibility and collect required information.	Applications, academic entry checks, Offer of Place, enrolment agreements and learner files.
Relevant academic, enrolment and personal information is checked and maintained.	Student records and enrolment documentation.
International learners receive information concerning fees, study requirements, attendance, insurance and visa-related responsibilities.	Enrolment documentation, learner communications and relevant records.
Attendance and engagement are monitored and concerns can be followed up with learners.	Attendance records, staff communications and follow-up processes.
The College continues to review learner files and enrolment processes to maintain consistency and completeness.	Internal review of learner records and enrolment processes.

Continuous improvement action:

The College will **continue to apply its established admission, enrolment, record-keeping and attendance monitoring processes** and continue periodic review of learner files to maintain consistency and compliance.

Outcome 11 – Orientation and induction	
Overall assessment: Well Implemented	
Summary of performance based on gathered information	How do you know? – Supporting evidence and analysis
International learners receive orientation and induction information designed to assist them to understand the College, their programme, learner responsibilities and available support.	Orientation materials, Student Handbook, programme information and induction records
Learners receive information concerning health and safety, emergency arrangements, support contacts and College expectations.	Orientation content and learner documentation.
Orientation assists learners to become familiar with the learning environment and identify where they can obtain assistance.	Orientation activities, staff introductions and learner communications.
The College continues to review orientation content and delivery to ensure that key information remains relevant and is consistently provided.	Management review and learner interactions.

Continuous improvement action:

Imperial College will **continue to provide comprehensive orientation and induction to international learners** and continue reviewing orientation content and learner understanding to ensure it remains effective.

Outcome 12 – Ongoing wellbeing, safety and engagement	
Overall assessment: Well Implemented	
Summary of performance based on gathered information	How do you know? – Supporting evidence and analysis
The College maintains ongoing contact with international learners through teaching, attendance monitoring, academic interactions and student support.	Attendance records, teaching interactions, learner communications and support processes.
Learners can approach staff regarding academic, personal, administrative, safety or wellbeing concerns.	Staff accessibility, individual meetings and learner communications.
Attendance and engagement concerns can be identified and followed up so that appropriate support can be provided.	Attendance monitoring and follow-up communications.
Emergency and health and safety information remains available to learners and staff.	Orientation materials, Student Handbook, emergency procedures and contact information.
The College continues to monitor learner wellbeing and engagement and responds to individual circumstances as required.	Attendance, staff observations, learner communication and support records where applicable.

Continuous improvement action:

The College will **continue to monitor learner attendance, engagement, wellbeing and safety and respond to identified concerns**. Existing follow-up and support processes will continue, with documentation and evidence of outcomes strengthened where appropriate.

6. OVERALL EVALUATION

The self-review demonstrates that Imperial College of New Zealand has **established and implemented a comprehensive range of systems and practices supporting international learner wellbeing and safety**.

The College's approach is integrated into normal educational and operational activities and includes:

- Learner orientation and induction;
- Accessible teaching and support staff;
- Academic support;
- Pastoral and wellbeing support;
- Health and safety systems;
- Emergency arrangements;
- Attendance and engagement monitoring;
- Complaints and grievance processes;
- Learner communication;
- Individual support;
- Referral where required; and
- Ongoing management oversight.

The review confirms that these practices are **ongoing and continue to be implemented**. The opportunities identified through the review are primarily concerned with **strengthening evidence, documentation, monitoring and analysis**, rather than introducing completely new systems.

7. KEY STRENGTHS IDENTIFIED

The self-review identified the following strengths:

7.1 Established pastoral care culture

Pastoral care is integrated into the College's normal operations and learner interactions.

7.2 Accessible staff

Learners have access to staff who can respond to academic, personal, administrative and wellbeing concerns.

7.3 International learner awareness

The College recognises the particular needs of learners adjusting to New Zealand and provides appropriate information and support.

7.4 Established health and safety arrangements

Health and safety, emergency and incident-response arrangements are established and communicated.

7.5 Effective learner information

Learners receive information relating to their programme, responsibilities, safety and available support.

7.6 Ongoing monitoring

Attendance, engagement, learner interactions and individual concerns provide opportunities for early identification and response.

7.7 Responsive support

The College responds to individual learner circumstances and provides or facilitates appropriate support.

8. CONTINUOUS IMPROVEMENT

The College's continuous improvement approach is based on **maintaining established practices while progressively strengthening evidence of their effectiveness**. The following activities will therefore continue during the next review period:

Area	Ongoing approach
Learner wellbeing	Continue existing learner support and welfare practices
Learner feedback	Continue seeking and responding to learner feedback
Staff accessibility	Continue accessible staff support
Health and safety	Continue monitoring, inspections and emergency preparedness
International learner support	Continue culturally responsive and learner-focused support
Orientation	Continue comprehensive orientation and induction
Enrolment	Continue established admission and enrolment checks
Attendance	Continue monitoring and follow-up
Complaints	Continue accessible complaints and grievance processes
Information	Continue reviewing international learner information
Documentation	Continue strengthening consistency of evidence and records
Management review	Continue periodic review of Code implementation and improvement

9. CODE OF PRACTICE EVIDENCE FRAMEWORK

To support ongoing self-review and demonstrate the effectiveness of existing practices, the College will continue to maintain evidence including, where applicable:

- Policies and procedures;
- Student Handbook;
- Orientation materials;
- Enrolment documentation;
- Offer of Place records;
- Student files;
- Attendance records;
- Learner communications;
- Support records;
- Referral records;
- Complaints and grievance records;
- Health and safety records;
- Incident records;
- Emergency preparedness documentation;
- Learner feedback;
- Staff training/briefing records;
- Management meeting records; and
- Continuous improvement records.

The purpose of maintaining this evidence is not simply to demonstrate that an activity occurred, but to enable the College to evaluate **whether the activity is effective and what, if anything, should be improved.**

10. CONTINUOUS IMPROVEMENT ACTIONS 2026–2027

Because the practices identified in this self-review are already part of the College's operations, the following are recorded as **ongoing actions rather than new initiatives**.

Outcome	Ongoing action	Responsibility	Monitoring
Outcome 1	Continue learner wellbeing and safety support and strengthen evidence of significant support and follow-up where appropriate.	Principal/ Student Support	Ongoing
Outcome 2	Continue seeking learner feedback and use feedback to inform improvement.	Principal/ Programme Team	Ongoing
Outcome 3	Continue maintaining a safe, inclusive and supportive learning environment.	Principal/ Staff	Ongoing
Outcome 4	Continue health and safety monitoring, emergency preparedness and incident follow-up.	Principal/ H&S responsible staff	Ongoing
Outcome 8	Continue international learner-specific support, wellbeing monitoring and appropriate referrals.	Student Support/ Principal	Ongoing
Outcome 9	Continue reviewing learner-facing information for accuracy and currency.	Principal/ Administration	Annual
Outcome 10	Continue admission, enrolment, record keeping and attendance monitoring processes.	Administration/ Principal	Ongoing
Outcome 11	Continue orientation and induction and review effectiveness of key information provided.	Administration/ Programme Team	Each intake
Outcome 12	Continue monitoring attendance, engagement, wellbeing and safety and follow up concerns.	Programme Team/ Student Support	Ongoing
Evidence	Continue strengthening central documentation and evidence of effectiveness.	Principal	Quarterly/ ongoing

11. MANAGEMENT MONITORING

The Principal and management team will continue to monitor implementation of the Code through:

- Review of learner concerns;
- Attendance and engagement information;
- Health and safety matters;
- Learner feedback;
- Complaints and grievances;
- Staff observations;
- Learner support requirements;
- Review of relevant records;
- Policy and procedure review; and
- Progress against continuous improvement activities.

Where an issue or emerging trend is identified, the College will determine an appropriate response and monitor the effectiveness of that response.

12. OVERALL SELF-REVIEW CONCLUSION

Imperial College of New Zealand considers that its systems and practices for supporting the wellbeing and safety of international learners are **well established, embedded within normal College operations and continuously implemented.**

The self-review confirms that the College maintains a learner-focused approach through accessible staff, orientation and induction, academic and pastoral support, health and safety systems, attendance and engagement monitoring, learner communication, complaints processes and appropriate individual support.

The College's review has not identified a fundamental gap in its pastoral care framework. Instead, the review has identified opportunities to **continue strengthening the consistency of documentation, monitoring, analysis and evidence of effectiveness.**

These opportunities form part of the College's normal continuous improvement approach and do not replace the existing systems and practices.

Imperial College is committed to continuing to provide a safe, inclusive, supportive and respectful environment for international learners and to ensuring that learner wellbeing and safety remain an integral part of organisational planning, delivery, monitoring and review.

Overall Self-Review Assessment

Imperial College of New Zealand considers that the relevant systems and practices supporting international learner wellbeing and safety are well implemented. The College continues to monitor and review these practices and will progressively strengthen documentation, evidence of effectiveness and continuous improvement as part of its ongoing quality assurance processes.

13. DECLARATION AND APPROVAL

Prepared by:

Kanwalpreet Kaur

Principal

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Self-Review Team:

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Review completed: 28 August 2026

Next scheduled review: 27 August 2027