
To	Academic Board	From	Tracy Chapman – Director International Success
Title	2019 Unitec Annual Self-review of the Education (Pastoral care of International students) Code of Practice	Date	23/09/2019

Recommendation/s

That Academic Board receive the completed 2019 Unitec Annual Self-review of the Education (Pastoral care of International students) Code of Practice.

That Academic Board receive all teams were asked to rate their performance against the Code requirements based on NZQA External evaluation and review rubrics 1.

Currently the overall rating is GOOD meaning

- Performance is generally strong
- Effective contributing processes
- Few gaps or weaknesses
- Gaps and weaknesses have some impact but are mostly managed effectively

Purpose

To inform Academic Board that the annual Code of Practice self-review has been completed as per the following:

Why Self-Review

1. Self-review is a specific requirement under the Code: Clause 37 (1) – Each signatory must undertake and document self-reviews (at the frequency specified by the code administrator) of its performance against the required outcomes and processes set out in this code.
2. As a signatory to the code we are required to provide by 1st October 2019 an attestation to NZQA that self-review has taken place.
3. Opportunity to exam current practice and to identify strengths, weaknesses and improvements.

Expected Outcome

That the institute is able to attest to NZQA by the 1st October 2019 that -

1. We have undertaken an annual self-review of how we meet the Code outcomes and processes and have:
 - a. Gathered data about pastoral care of international students
 - b. Reflected on the data (gaps, strengths, weaknesses, opportunities)
 - c. Come to conclusions about our effectiveness
 - d. Reflected on how to make ongoing improvements to pastoral care of international students

2. We have documented the self-review for our own records, including the evidence for our own quality assurance purposes as well as for external evaluation and review.

Process and timeframe

To meet the attestation date of 1st October teams attended self-review sessions for the purpose of reviewing current processes and evidence held on how well Code requirements are met.

1. **Self-review Session 1 – May 2019**
Explanation of process including framework for review.
Outline of requirements by teams as per alignment to specific outcomes in the code
2. **Self-review Session 2 – June 2019**
Review of findings and evidence
 - a. How? – What is the process, how do we deliver this outcome?
 - b. How well? – Does the current process work?
 - c. How do we know? – What feedback and evidence do we have for this process?
3. **Self-review Session 3 – July 2019**
Further analysis of process & evidence as required
Self-evaluation based on NZQA External Evaluation and Review Rubrics 1
4. **Submission preparation – August 2019**
Preparation of review documents for submission to AB & ELT
5. **Submission to AB & ELT – September 2019**
6. **Annual Attestation – October 2019**

Contributors to the Annual Self-review

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| • Director Student Success | • International Business Support Manager |
| • International Student success team lead | • International Business coordinator |
| • Director Marketing & Student Attraction | • Visa Administrator |
| • International Relationship Manager | • Student Events and Communications Manager |
| • Operations Manager Enrolment processing | • Te Puna Waiora Manager |
| • Senior International Advisor | • Language studies Student Advisor team lead |
| • Student Enrolment Manager team lead | • Language studies Student Advisor |

Actions Required

1. Complete a self-review of team processes using:
 - a. Code self-review documents
 - b. Code resources incl. Unitec feedback
 - c. Code amendment information
2. Document & evidence the self-review of records and external evaluation and review
3. Analyse & reflect on findings and evidence
4. Complete Improvement Action Plan for 2019 for any identified areas of risk

Next Steps

Attestation is required by the 1st October, and is made by submitting an attestation form signed by the CEO/Principal/Chair of the Governing Board.

Tertiary organisations will use the [online service](#) to submit the self-review attestation form.

Links

[2019 Self-review attestation form \(PDF, 283KB\)](#)

[2019 Code-Self-review-All-Outcomes](#)

[2019 Self-review-Outcome-Evaluations](#)