

## Code of Practice 2020 Summary of Outcome Evaluations (Self-Assessment)

### *International - Education (Pastoral Care of International Students) Code of Practice*

Overall rating by Outcome for 2020 following self-assessment: **Excellent**

Based on an extensive self-review process for 2020 and the 2019 improvement plan, Unitec has made significant improvements in striving for excellence. Comparison with the 2019 Summary report illustrates that a lot of work has gone into a number of different outcome areas to move ratings from **good to excellent**.

Unitec is confident in a number of different areas that performance is very strong, processes are effective, there are few to no gaps and where there are gaps the impact on students is minimal. There are some outcome areas that have retained their “good” rating and have made significant improvements to outcomes; improvement plans for these areas will take place in the last quarter of 2020.

### *Domestic- Education (Pastoral Care of Domestic Students) Interim Code of Practice*

Overall rating by Outcome for 2020 following self-assessment: **Good**

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

We have evaluated our overall institute compliance with the Education (Pastoral Care of Domestic Students) Code of Practice (the Code) as “Good” because we have examined our team practices and know we very effectively care for our students using practices outlined in the Code. However, we have identified some gaps that have impact on students. Therefore, the recommendation is for teams to continue to meet together regularly to:

- check we continue to maintain these effective practices, particularly in light of any further feedback or self-assessment (e.g. pending Student NPS Survey results), and
- manage the gaps and progress the improvement actions planned

**We aim to lift our overall rating to ‘Excellent’ by October 2021.**

29 Sept 2020 Attestation Sign-off