



Self-Review Attestation Summary (Pastoral Care of Tertiary and International Learners Code of Practice 2021)

October 2024

Pathways College of Bible & Mission is committed to providing a learning environment that is safe, secure and enjoyable for all students and staff. We are proactive in ensuring policies and practices reflect the outworking of our pastoral care mission statement:

Our desire is to provide care for all our students that embraces the concept of Te Whare Tapa Whā by engaging with students physically (taha tinana), socially (taha whānau), emotionally (taha hinengaro) and spiritually (taha wairua). Our mission is to demonstrate respect and care for each student within an environment that is safe for them to learn and where they feel valued, encouraged, included, strengthened, empowered and above all – have a sense of belonging.

Tertiary providers are required annually to conduct a self-review against the requirements of the Code of Practice. This summary of the self-review outlines Pathways College's assessment of the implementation of the Pastoral Care Code of Practice as per the attestation submitted to NZQA on 29th October 2024. The Code of Practice can be accessed through these links:

<https://www2.nzqa.govt.nz/assets/Tertiary/The-Code/pastoral-care-code-of-practice-2021-english.pdf>

<https://www2.nzqa.govt.nz/assets/Tertiary/The-Code/pastoral-care-code-of-practice-2021-maori.pdf>

Outcomes 1-4 speak to learner wellbeing and safety systems, the inclusion of learner voice, ensuring safe and inclusive physical and digital learning environments and processes to ensure learner safety.

Outcomes 5-7 relate specifically to student accommodation. Students studying at Pathways College live and study for 26 weeks of the year within their own community in New Zealand. However, for six one-week blocks, spread throughout the year, students attend block courses which are residential in nature. Consequently, we ensure that all the necessary requirements for the wellbeing and care of students apply when students are at block courses.

Outcomes 8-12 relate to the wellbeing of international students specifically, the information made available to those learners, the enrolment and orientation process as well as processes to ensure international students are kept safe and that there is adequate supervision of these learners. We have one international student in 2024, however,

Pathways College recognises that the distinct wellbeing and safety needs of international tertiary learners are well met through sound policies, processes and behaviours that provide an exceptional, enjoyable and productive experience for these learners. For students from countries outside New Zealand, pastoral and spiritual support help can be arranged with spiritual leaders in the appropriate language.

Student Wellbeing

All staff members have an open-door policy in regard to student access to them for assistance in all aspects of learning and spiritual development. Online learners may text, phone or email staff members and can expect a prompt response. Pathways College staff guide students with advice regarding fees-free eligibility, student allowances, loans and student services. Assistance is available through specialist agencies for such matters as hearing disability, physical disability or counselling. Contact with these is the prerogative of the student but advice may be gained through perusing available listings or seeking help through Pathways College staff. Students meet their mentors regularly for support and encouragement. Adjunct faculty and staff accept the privilege and responsibility of praying for all students. Support is also available for students through their placement organisation and the local church they attend. Pastoral care is embedded in the student experience and students are well supported by mentors in their ministry placements, adjunct faculty and the pastoral care team made up of Pathways staff members.

In conducting the self-review of the Code of Practice, we have reviewed policies, practices, procedures and taken into account the student evaluations gathered from courses and student voice through regular discussions and surveys of students and stakeholders. The 2024 self-review process has been focused on ensuring compliance with the Code of Practice and has included:

- Completion of a gap analysis;
- Review of policies and procedures;
- Review of student evaluations and surveys;
- Ensuring our evidence of pastoral care practice and mentoring aligns with the outcomes of the Code;
- Developing a manual which outlines how Pathways College meets the requirements of Outcomes 1 – 12.

Pathways College's self-assessment against the code is that we sit at the WELL-IMPLEMENTED stage. We recognise that our current systems and processes ensure overall compliance with the Code. We have identified some areas in Outcome 1 where we would like to strengthen and enhance our processes and practices so that we are open and transparent in providing information to our learners through our strategic goals and plans which will be available in accessible formats on a range of platforms.

The result of this self-review indicates that Pathways College has a comprehensive, whole organisation approach to ensuring student wellbeing and safety is paramount in our policies, processes and everyday behaviours and culture.

Code Outcome Reference	Detail	Self-review rating
Outcome 1	A learner wellbeing and safety system	Implemented
Outcome 2	Learner voice	Well-implemented
Outcome 3	Safe, inclusive, supportive and accessible physical and digital learning environments	Well-implemented
Outcome 4	Learners are safe and well	Well-implemented
Outcomes 5 - 7	Student accommodation	Not applicable
Outcome 8	Responding to the distinct wellbeing and safety needs of international tertiary learners	Well-implemented
Outcome 9	Prospective international tertiary learners are well informed	Well-implemented
Outcome 10	Offer, enrolment, contracts, insurance and visa	Well-implemented
Outcome 11	International learners receive appropriate orientations, information and advice	Well-implemented
Outcome 12	Safety and appropriate supervision of international tertiary learners	Well-implemented

Complaints and grievance procedures

There are defined procedures for student appeal, complaint, discipline, withdrawal and dismissal. All such procedures are published in the Student Handbook. During the review period there were no critical incidents or serious complaints to report, hence there is no data available.

Continuum of Implementation for the Code

<p>Early stages of implementation Implementation of the Code has not yet started or requires significant work</p> <ul style="list-style-type: none"> • No or limited understanding of Code outcomes and requirements across the organisation • No or limited perspectives sought. Practices to reflect learner voice non-existent or underway • No or limited consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code • No or limited practices in place to monitor against all Code outcomes and requirements • No or limited reporting processes from self-review 	<p>Developing implementation Implementation of the Code is underway, yet requires further work</p> <ul style="list-style-type: none"> • Some understanding of Code outcomes and requirements across the organisation • Some perspectives sought, including adequate practices, to reflect learner voice • Some consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code • Some practices in place to monitor against all Code outcomes and requirements • Adequate reporting processes from self-review 	<p>Implemented The Code is implemented</p> <ul style="list-style-type: none"> • Sufficient understanding of Code outcomes and requirements across the organisation • Multiple perspectives sought, including sound practices, to reflect student voice • Good consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code • Relevant practices in place to monitor against all Code outcomes and requirements • Effective reporting processes from self-review 	<p>Well-implemented The Code is well-implemented</p> <ul style="list-style-type: none"> • Thorough understanding of Code outcomes and requirements across the organisation • Diverse range of multiple perspectives sought, including robust practices, to reflect learner voice • Full consideration of Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, protection, and participation) when implementing the Code • Well-established practices in place to monitor against all Code outcomes and requirements • Highly effective reporting processes from self-review
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