The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (The Code) outlines our role in making sure students are safe and well. On this page, you can learn about the Code and our strategic goals, cultural commitment, provide feedback or make a complaint.

The Code

The Code is a set of standards that all students can expect when studying in New Zealand and CCEL. It relates to both international and domestic students, under and over 18 years of age. The key areas which are covered are student safety (both physical and mental), diversity and inclusion, wellbeing and support, connection, student voice and honouring Te Tiriti.

CCEL has an ongoing commitment to engaging with students to improve services and support. We have a long history of seeking feedback from our students and are further developing our system of student feedback through class representatives (reps) which will ensure the student voice is heard across all areas of CCEL. We regularly obtain student feedback via surveys and have a strong cross-school team to ensure that student welfare is well-monitored. In line with the Code's guidelines, these key objectives aim to further support students' wellbeing, development, and educational achievement, while empowering our students to manage their own wellbeing.

The New Zealand Qualifications Authority (NZQA) administer the Code of Practice. More information about the Tertiary and International Learners Code of Practice and the Code document in English and Te Reo Māori can be found on **NZQA's webpage.** If you would like to provide some feedback directly to us around the student experience or the Code, click **here** or pop in for a chat.

Cultural Commitment & Framework

Aotearoa/ New Zealand is unique in its special recognition of and partnership with its indigenous Māori people. Under New Zealand law, Te Tiriti o Waitangi provides legal framework for Māori to be recognised as a bicultural partner with the Crown.

CCEL believes that the starting point for understanding one's own cultural identity is through exposure to biculturalism and multiculturalism. This is a core element of CCEL's vision and aspirations. CCEL aspires towards a highly collaborative and student-centric culture, with structures and ways of working that support that aspiration.

Strategic Goals

CCEL's purpose is to transform lives through education. We exist to support students on their journey and help them thrive. The introduction of the **Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021** was welcomed by CCEL and we continue to make a commitment to students to honour the Code by making strategic goals to ensure we support students in and out of the classroom. These goals and how we are performing against the Code will be reviewed annually. CCEL's strategic goals are as follows:

- Build a community which is inclusive, diverse and prioritises student wellbeing
- Value the student voice and ensure that it is represented in all areas of the student experience

- Provide an amazing student experience through social and academic programmes and support
- Prioritise key partnerships to ensure that student experiences, pathways, transitions, and career opportunities are maximised for students
- Create a culture of continuous improvement around the Code

Complaints

CCEL works hard to ensure students are treated fairly and have a wonderful experience. However, if you have a concern about our service and want to raise a complaint, we have a **policy** and process in place to support this. All complaints are treated swiftly and with fairness in mind.

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