



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

### November 2025

In 2021, the interim Pastoral Care Code of Practice was introduced. This was finalised in 2022 and all tertiary providers were required to conduct a self-review against the code. The self-review below outlines Carey Baptist College's (Carey) assessment of the implementation of the Pastoral Care Code of Practice (the Code) as at 1 November 2025.

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 and are therefore not applicable. 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.

Carey conducts ongoing detailed self-review of the Code outcomes and sub-outcomes by surveying teaching and support staff, additionally discussing with student representatives at Academic Board and also advisory boards. Student evaluation data (course evaluations and focus groups) are also taken into consideration in the final self-assessment against the outcomes stated in the Code.

The results of this data result in a specific action plan that is overseen and monitored by both the Management Team and the Academic Board. These actions will ensure that Carey continually takes steps to ensuring full compliance with the Code and strengthening aspects of student wellbeing and safety into our policies, processes and everyday behaviours and culture.

Overall, Carey's self-assessment against the code is that we sit at the WELL-IMPLEMENTED stage – meaning that current systems and processes are in place to ensure overall compliance, and that we have identified a range of areas in which we can strengthen what we do in order to more fully ensure learners are well considered, and that we provide a safe, inclusive and responsive learning environment for our learners.

Code Outcome Reference:	Detail:	Self-review rating:
Outcome 1	A learner wellbeing and safety system	Well-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	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

#### KEY FOR SELF REVIEW GRADINGS

##### Appendix 1: Continuum of implementation for the Code

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

No Official Complaints were received for the academic year as at 1 November 2025

Update: Two formal complaints were received as of 16 April 2026. Details outlined as below:

Date lodged:	Theme/Concern	Outcome
December 2025	Alleged lack of specificity of information in one course outline relating to assessments	Course Outlines were externally and internally moderated/assessed and no significant issues identified.
March 2026	Alleged unsupportive learning environment as experience by a student.	Full investigation found no process or staff related issues that required further action. Student Complaints policy recommends timely informal resolution before formal processes and will continue to encourage students to follow the process.