



ATMC NZ CODE OF PRACTICE SELF REVIEW REPORT 2024

Overview.

ATMC NZ self-review processes are grounded in Appreciative Enquiry. Appreciative Enquiry seeks to find what is working well and find ways to replicate that in best practice across the institution. Application of Appreciative Enquiry to underpin the self-review process, results in actions that are pro-active rather than re-active, and ensures the institutional vision is sustainable.

This report is a self-assessment of ATMC NZ's performance under The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, (the Code). The report is structured to address the relevant outcomes, assessing ATMC NZ's policies and procedures against the processes as stated in the Code, and evidence from staff and students that requirements are being met.

OUTCOME 1: A LEARNER WELLBEING AND SAFETY SYSTEM

ATMC NZ regularly assesses and reviews the strategic goals and strategic plans for supporting the wellbeing and safety of their learners across the organisation. The ATMC NZ student council is actively engaged in planning and assessing well-being strategies at ATMC NZ, and regular wellness checks and evaluations are carried out by the student support team.

ATMC NZ lecturers provide dedicated hours each week for pastoral care and weekly reports are done on student well-being. ATMC NZ has several policies to ensure student safety and well-being including but not limited to policies on Health and Safety (P-028), Student 24hr Emergency Phone (P-035), Student Hardship (P-040) and the Student Welfare Policy (P-066).

ATMC NZ provides several avenues where students can access information and contribute to the wellbeing strategy including publication in the student handbook and on all Moodle sites. ATMC NZ also has a student support office where students can access information and contribute to strategies and goals.

ATMC NZ is proactive in identifying emerging concerns about learners’ wellbeing and safety or behaviour and takes all reasonable steps to connect learners quickly to culturally appropriate social, medical, and mental health services. All staff attend Treaty of Waitangi and cultural inclusive teaching workshops at induction, and ATMC NZ has a zero-tolerance policy on bullying and discrimination.

ATMC NZ has a system of early identification of students deemed ‘at risk’ which includes academic success risk as well as health and safety and wellbeing. Lecturers file a weekly report and there is a referral system to student support for students identified as ‘at risk’. ATMC NZ also maintains a critical incidents register, and all staff and student regularly undergo emergency procedure drills.

ATMC NZ produces an annual report that is published and made available to all stakeholders including students. Incorporated in this annual report is this ATMC NZ self-assessment on student well-being.

		Stage of implementation
Outcome 1: A learner wellbeing and safety system		Well implemented
EVIDENCED	ATMC NZ Student Support strategic plan ATMC NZ Health and Safety Policy and Procedure (P-028, S-028) Student Support phone (P-035) ATMC NZ Treaty of Waitangi Policy (P-001) ATMC NZ Continuous improvement policy (P-010)ATMC NZ Self-Assessment Policy (P- 011) ATMC NZ Risk management Policy and Procedure (P-008 S-008) ATMC NZ Critical Incidents Policy and Procedure (P-032, S-032) Critical incidents register Risk Management register ATMC NZ Prevention of harassment and discrimination Policy and Procedure (P-030, S-030) ATMC NZ Equity and Diversity Policy and Procedure (P-031, S-031) Student wellbeing surveys Made available to learners through Moodle sites, at orientation, student handbook.	

OUTCOME 2: LEARNER VOICE

ATMC NZ understands and proactively responds to diverse learner voices and wellbeing across the organisation. The student support team work closely with both the student council and individual students to ensure their voice is heard, and that learners have a way of contributing to all strategic aspects of the organisation that impacts directly on them. Student council provide a student rep who attends staff meetings to provide learner voice in decisions and reports.

The ATMC NZ complaints process is transparent and available to all students through orientation, the student handbook and on all Moodle sites. Students have various ways of making their voice heard and the complaints process is user friendly. Students have the options for a support person at all meetings, and there is also several avenues for students to make complaints anonymously if they wish.

ATMC NZ is also proactive in acting on suggestions from learners and accommodating wishes from learners if there is strong support. Several new initiatives that have been actioned by ATMC NZ were as direct result of feedback from learners. The introduction of a safe room was the most significant of these. Learners with special needs indicated they needed a space they could go to if they felt unsafe or overwhelmed. ATMC NZ then created a room dedicated to this purpose and learner feedback indicates it has been very beneficial.

Outcome 2: Learner voice		Well implemented
EVIDENCED	ATMC NZ Equity and Diversity Policy and Procedure (P-031, S-031) ATMC NZ Students with special needs Procedure (S-031) ATMC NZ Prevention of harassment and discrimination Policy and Procedure (P-030, S-030) Student support workshops Student council ATMC NZ Health and Safety Policy and Procedure (P-028, S-028) ATMC NZ Student Representative Policy and Procedure (P-058) ATMC NZ Student complaints and appeals Policy and Procedure (P-015, S-015) Available in student handbook and through Moodle sites and at reception Anonymous feedback box	

OUTCOME 3: SAFE, INCLUSIVE, SUPPORTIVE, AND ACCESSIBLE PHYSICAL AND DIGITAL LEARNING ENVIRONMENTS

ATMC NZ is dedicated to providing quality education and this includes safe supportive and positive learning environments. Students are encouraged and supported to express their own cultural values and beliefs and to have these acknowledged and respected in all ATMC NZ classrooms.

Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments

Implemented

EVIDENCED	ATMC NZ Equity and diversity Policy (P-031) ATMC NZ Students with special needs Procedure (S-031) ATMC NZ Prevention of harassment and discrimination Policy and Procedure (P-030, S-030) Student support workshops Student council ATMC NZ Student Representative Policy and Procedure (P-058) ATMC NZ Student complaints and appeals Policy and Procedure (P-015, S-015) Available in student handbook and through Moodle sites and at reception Anonymous feedback box
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OUTCOME 4: LEARNERS ARE SAFE AND WELL

ATMC NZ supports learners to manage their physical and mental health through information and advice given via various mechanisms. Student support provide information and advice at orientation, during in class wellness visits, and through the student support office. Learners who require additional support are put on an individual study plan for academic support and/or a student support wellness plan for personal issues. ATMC NZ also has first language speaker for all international students, and this also helps in providing personalized support.

The ATMC NZ Registry department keeps accurate up to date records of contacts for all students, and the student support department carries out phone calls home to parents or next of kin as and when required.

An up to date risk register is kept and any student identified as 'at risk' is referred immediately to the relevant area of assistance. Instances of referrals must be followed up for outcomes and reported on in the departmental self-assessment action log.

Outcome 4: Learners are safe and well**Well implemented**

EVIDENCED	ATMC NZ Equity and diversity Policy (P-031) ATMC NZ Students with special needs Procedure (S-031) ATMC NZ Prevention of harassment and discrimination Policy and Procedure (P-030, S-030) Student support workshops ATMC NZ Te Reo Policy and Procedure (P-019, S019) Mātauranga Māori components imbedded in courses. ATMC NZ Student progression Policy and Procedure (P-024, S-024) Student tracking Student interviews Lecturer meeting times Student services support New Student Pōwhiri/whakatau Available in student handbook and through Moodle sites and at reception Anonymous feedback box
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OUTCOME 8: RESPONDING TO THE DISTINCT WELLBEING AND SAFETY NEEDS OF INTERNATIONAL TERTIARY LEARNERS

All ATMC NZ Policies and Procedures are learner well-being focused. ATMC NZ recognises and acknowledges the diversity and cultural heritage of all ATMC NZ students. ATMC NZ can demonstrate that they fully understand and ensure the wellbeing and safety needs of students under the outcomes of Parts 3, 4 and 5 of this code.

Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners
Well implemented

EVIDENCED	ATMC NZ Policies and Procedures. Student feedback Student support services
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OUTCOME 9: PROSPECTIVE INTERNATIONAL TERTIARY LEARNERS ARE WELL INFORMED

Signatories ensure that prospective international tertiary learners receive clear, accessible, accurate and sufficient information, and make informed choices about the study and services a signatory provides before they begin their study.

All ATMC NZ Marketing staff undergo full induction training and each agent signed up attends a training workshop to ensure they are familiar with ATMC NZ, it’s programs and procedures. All potential agents are fully screened, and reference checked. All promotional materials are reviewed bi-annually to ensure prospective students are receiving up to date accurate information. All agents recruiting on behalf of ATMC NZ are monitored for compliance.

Outcome 9: Prospective international tertiary learners are well informed		Implemented
EVIDENCED	ATMC NZ Marketing & agent training ATMC NZ Enrolment information packs ATMC NZ Orientation surveys ATMC NZ Student wellness surveys Student feedback ATMC NZ Student Welfare Policy and Procedure (p-066), S-066) ATMC NZ Complaints & appeals Policy and procedure (p-015), (S-015). Information provided at orientation, in student handbook, on Moodle class sites and at reception. Information available at student support.	

OUTCOME 10: OFFER, ENROLMENT, CONTRACTS, INSURANCE AND VISA

ATMC NZ has procedures in place to ensure learners are able to make well-informed enrolment decisions and that all relevant parties are clear about their interests and obligations prior to entering into the enrolment contract. The ATMC NZ Admissions department undergoes an annual audit to check all procedures remain compliant to the Code, and ATMC NZ policies and procedures are also reviewed annually to ensure they remain up to date and effective for managing all aspects of enrolment.

ATMC NZ has an arrangement with Orbit Insurance to ensure all ATMC NZ students have insurance cover before they arrive on campus, and the admissions team oversees the

currency of all student insurance policies. ATMC NZ also works with the Public Trust to hold student fees and provide full protection of these under the requirements of the Code.

<p>Outcome10: Offer, enrolment, contracts, insurance, and visa</p>	<p>Well implemented</p>
<p>EVIDENCED</p>	<p>ATMC NZ International student policy (p-027) ATMC NZ Admissions enrolment pack ATMC NZ admissions checks ATMC NZ Annual Admissions audit Student application documents are assessed against ATMC NZ’s programme entry requirements. English Language Proficiency are checked through the English verification websites to ensure legitimacy.</p>

OUTCOME 11: INTERNATIONAL LEARNERS RECEIVE APPROPRIATE ORIENTATIONS, INFORMATION AND ADVICE

All ATMC NZ learners, international and domestic, are required to participate in the orientation programme. The ATMC NZ orientation program takes place over a week and includes completing the enrolment process, introduction to ATMC NZ rules and regulations, information on all aspects of course delivery and information on how to access policy and procedure information relevant to the learners.

ATMC NZ also conducts ‘welcome to Auckland’ sessions for learners to help familiarise them with the city and services available to them outside of ATMC NZ. Orientation has workshops imbedded to help prepare the learners, and ATMC NZ conducts a written diagnostic test as part of the orientation process to provide a starting benchmark for each learner and identify any learners who may need extra assistance during their course of study. Student support undertake wellness surveys each term to ensure learners are being closely monitored for any developing issues.

<p>Outcome 11: International learners receive appropriate orientations, information and advice</p>	<p>Implemented</p>
<p>EVIDENCED</p>	<p>ATMC NZ Student wellness surveys Student feedback ATMC NZ Student Welfare Policy and Procedure (p-066), S-066) Orientation workshops ATMC NZ Student Welfare Policy and Procedure (p-066), S-066) Student support services & 24/7 emergency phone. Information provided at orientation, in student handbook, on Moodle class sites and at reception. Information available at student support.</p>

OUTCOME 12: SAFETY AND APPROPRIATE SUPERVISION OF INTERNATIONAL TERTIARY LEARNERS

All ATMC NZ Program entry requirements have a minimum age of 18 years at enrolment.

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