

Code of Practice Self-Review Report November 2025

Outcome 1 : A learner well-being and safety system	<p>Well implemented</p> <p>Kiwi English Academy (KEA) has a three year strategic plan that has learner well-being as one of its pillars.</p> <p>The emergency management plan and operations manual covering all school policies and procedures are under regular review and brought to the attention of all levels of management and staff.</p>
Outcome 2 : Learner voice	<p>Well implemented</p> <p>Listening to student voice is a prominent feature of our self-assessment cycle as it is continuous and relaxed, collated and shared as appropriate. Multiple opportunities are created for students to give feedback from prior to their arrival until post graduation.</p>
Outcome 3 : Safe, inclusive, supportive and accessible physical and digital learning environments	<p>Well implemented</p> <p>KEA offers both formal (e.g. academic counselling) and informal (e.g.conversations with support staff) wrap-around support to all students form diverse backgrounds.</p> <p>A comprehensive online LMS – Schoology – was developed during Covid and is frequently used in the digital learning environment.</p>
Outcome 4 : Learners are safe and well	<p>Well implemented</p> <p>Frequent ongoing contact with both support staff and academic counsellors enables any potential issues to be dealt with promptly ; students are offered additional support as required.</p>

Outcome 8 : Responding to the distinct wellbeing and safety needs of international tertiary learners	Well implemented KEA prioritises learning about the students' needs even prior to arrival, confirming these at orientation and following up regularly. Further interventions are arranged if necessary.
Outcome 9 : Prospective international tertiary learners are well informed	Well implemented KEA has a well-trained agent network supplying prospective students with accurate and timely information. This is paired with material that is readily available on the school website and in the student's handbooks. Early in the student's journey checks are made to ensure that the information they received prior to arrival was both accurate and sufficient.
Outcome 10 : Offer, enrolment, contracts, insurance, and visa	Well implemented Check lists are in place to ensure that all required documentation is in place for each student. KEA's obligations in regard to refunds / fee protection and other regulatory responsibilities are reviewed regularly and included on enrolment documentation.
Outcome 11: International learners receive appropriate orientations, information and advice	Well implemented Orientation is carried out by experienced admin bilingual admin staff and is also available 24/7 on Schoology for the student to access anytime. Academic counselling for long-term students is scheduled regularly to check that the student is on track to achieve their academic goals.
Outcome 12 : Safety and appropriate supervision of international tertiary learners	Well implemented KEA has dedicated junior classes to maximise their effectiveness for young learners. Staff allocated to those classes are fully supported by management and admin in looking after YL.