

ICL CODE OF PRACTICE SELF- ASSESSMENT AND REVIEW REPORT

2025

Introduction

At ICL, we are committed to maintaining a high standard of educational practice, ensuring the safety, well-being, and academic success of all our students. Our continuous efforts to align with the New Zealand Qualifications Authority (NZQA) and the Code of Practice for the Pastoral Care of International Students are reflected in our adherence to the various outcomes outlined in this document.

Through a series of comprehensive policies, procedures, and practices, we prioritise clear communication, rigorous support systems, and a proactive approach to student engagement and welfare. Each outcome is designed to address specific areas of student experience, from the application process and orientation to ongoing academic support, safety, and grievance management.

We also place significant emphasis on ensuring that all processes are compliant with relevant regulations and best practices, such as those related to immigration, complaints, withdrawals, and under-18 student care. Our efforts are rooted in fostering a respectful and inclusive environment where students, staff, and stakeholders are fully informed and supported at every stage of the educational journey.

This report highlights our commitment to these values through a detailed review of each outcome, demonstrating our ongoing dedication to quality, compliance, and continuous improvement.



Marketing and Promotion

Compliance Status: Compliant

Compliance Details:

The organisation has made significant progress against its marketing and promotion action plan. All institutional websites have been renovated and relaunched, marketing collateral is consistently reviewed and updated, and communication channels with students, agents, and stakeholders are well established. A dedicated Marketing and Communication Specialist role supports social media engagement, campaigns, and event promotion. Regular marketing meetings, agent training, student feedback mechanisms, and first-language support further ensure accuracy, transparency, and accessibility of information.

Evidence:

- Four institutional websites live and regularly updated
- Updated digital and hard-copy marketing materials with consistent templates
- Active social media accounts across multiple platforms, including Little Red
- Records of agent training, newsletters, campaigns, events, and meetings

Future Actions:

- Continue regular student and agent events
- Maintain up-to-date marketing collateral and newsletters
- Enhance social media engagement, including student-focused video content
- Implement an annual social media campaign plan
- Strengthen alumni engagement and employment outcome tracking

- Expand webinars and agent training initiatives
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Managing and Monitoring Education Agents

Compliance Status: Compliant

Compliance Details:

Clear systems are in place to manage and monitor education agents. Communication with agents is regular and multi-channel, agent performance is reviewed systematically, and compliance with policies is actively monitored. Reference checks are completed for new agents, and ongoing support and training are provided to ensure accurate representation of programmes and services.

Evidence:

- Records of daily communication with agents
- Updated agent agreements and databases
- Agent performance reviews and commission adjustments
- Documentation of compliance investigations and outcomes
- Agent training records and office visit reports
- Updated information accessible via websites and social media

Future Actions:

- Strengthen and streamline communication channels with agents
 - Continue regular agreement reviews and renewals
 - Maintain consistent agent training and performance monitoring
 - Monitor visa approval trends linked to agent performance
 - Continue collecting and reviewing student feedback on agent services
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Offer, Enrolment, Contracts, and Insurance

Compliance Status: Compliant

Compliance Details:

Robust enrolment processes ensure that all applications are fully assessed prior to issuing offers. Clear and comprehensive information is provided to students and agents regarding

courses, fees, policies, and pathways. Visa and insurance documentation are verified prior to enrolment, and orientation sessions ensure students are well informed before commencement.

Evidence:

- Updated application and U18 forms archived in shared systems
- Updated marketing materials and digital platforms
- Verified visa and insurance records
- Orientation schedules, materials, and attendance records
- Staff and agent training documentation

Future Actions:

- Continue improving clarity and accessibility of student information
 - Maintain regular agent and staff training
 - Ensure consistent communication of policies and fees
 - Continue orientation delivery and first-language support services
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Immigration Matters

Compliance Status: Compliant

Compliance Details:

The organisation remains informed of immigration requirements through Immigration New Zealand and sector bodies. Changes are communicated to students and agents, and no students are enrolled without valid visas. Ongoing communication with Immigration New Zealand supports compliance and clarification where required.

Evidence:

- Communication records with students, agents, and INZ
- EnrolPro records of enrolment and withdrawal
- Internal collaboration between marketing and administration teams
- Documentation supporting visa applications and enquiries

Future Actions:

- Distribute regular immigration updates to staff and students
 - Include immigration matters in student representative meetings
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Orientation

Compliance Status: Compliant

Compliance Details:

Orientation is delivered consistently across all schools and programmes, with tailored content for AEA, BIC, GBS, and specialist programmes. Materials are reviewed before each intake, attendance is recorded, and additional orientations are offered for late enrolments. Feedback is collected and reviewed.

Evidence:

- Orientation communications and schedules
- Updated orientation slides and handbooks
- Attendance records

Future Actions:

- Enhance student engagement and interactivity during orientation
 - Increase cultural content and celebration of diversity
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Safety and Wellbeing

Compliance Status: Compliant

Compliance Details:

Comprehensive student wellbeing systems are in place, supported by close collaboration between student support and academic teams. Students have access to emergency contacts, wellbeing monitoring, Job Club initiatives, external workshops, and homestay support. Individual circumstances are managed sensitively and in line with policy.

Evidence:

- Student support and academic communication records
- Workshop materials and Job Club resources
- EnrolPro student notes
- Student feedback

Future Actions:

- Improve student support record-keeping within EnrolPro
 - Expand partnerships with external support organisations
 - Continue exploring additional homestay providers
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Learner Support, Advice, and Services

Compliance Status: Compliant

Compliance Details:

Learner support includes attendance monitoring, early intervention, face-to-face support meetings, and strong collaboration between administration and academics. Policies are clearly communicated, and students are supported through leave, deferral, and return processes. Cultural diversity is actively recognised and celebrated.

Evidence:

- Communication records and EnrolPro notes

Future Actions:

- Recruit additional student support staff
 - Expand student workshops and presentations
 - Increase cultural and diversity-focused activities
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Managing Withdrawal and Closure

Compliance Status: Compliant

Compliance Details:

Withdrawal and refund policies are clearly communicated through application forms, handbooks, and orientation. Withdrawal requests are processed in line with policy, and Immigration New Zealand is informed where required.

Evidence:

- Withdrawal records and communications
- Correspondence with NZQA and other providers

Future Actions:

- Ensure withdrawal forms are completed prior to departure
 - Reinforce policy awareness with agents during offer issuance
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Dealing with Complaints

Compliance Status: Compliant

Compliance Details:

Complaints are managed fairly and consistently, with appropriate escalation and cross-departmental involvement. Internal processes are reviewed and adjusted where necessary, and outcomes demonstrate fair and robust decision-making.

Evidence:

- Complaint records and interdepartmental communications
- Documented outcomes and student support records

Future Actions:

- Maintain ongoing communication regarding process or policy changes
 - Increase opportunities for student engagement with management
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Compliance with International Learner Contract Dispute Resolution Scheme (DRS)

Compliance Status: Compliant

Compliance Details:

All formal complaints escalated externally have upheld institutional decisions. Informal complaints are managed through internal processes, with students informed of formal pathways where required.

Evidence:

- Communications with Study Complaints

- Student correspondence and EnrolPro logs
- Orientation and handbook materials

Future Actions:

- Ongoing review and updating of policies and processes
 - Continuous improvement of orientation and stakeholder communication
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Under-18 Student Support

Compliance Status: Compliant

Compliance Details:

Strong systems support under-18 students, including caregiver communication, signed agreements, accommodation safety checks, police vetting, and emergency contact protocols. Monitoring tools support student wellbeing throughout their study.

Evidence:

- U18 agreements and caregiver records
- Homestay safety audit documentation

Future Actions:

- Continuous policy review against the Code
- Strengthen integration between academic and student support teams