

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.



Outcomes

A Learner Wellbeing and Safety System

Compliance Status: Well Implemented

Compliance Details:

ICL Education maintains an accessible and integrated learner wellbeing and safety system, supported by collaboration between Student Support, Academic and Administration teams. Students have access to clear support pathways, wellbeing information and appropriate referrals, with additional assistance available where specialist or external support is required. ICL Education also provides initiatives that promote wellbeing, cultural connection, transition into New Zealand and successful participation in study.

Learner Voice

Compliance Status: Well Implemented

Compliance Details:

Students have multiple accessible channels through which they can provide feedback, raise concerns and contribute to the development of their experience. Feedback is reviewed by relevant teams and used to inform appropriate responses and service improvements. Students are also provided with clear information about available support and formal complaints processes, supporting transparency and confidence in raising issues.

Safe, Inclusive, and Accessible Physical and Digital Learning

Compliance Status: Well Implemented

Compliance Details:

ICL Education promotes a respectful, inclusive and safe learning environment through clear expectations of student conduct, accessible learning and social spaces, and opportunities for cultural engagement. A range of activities, workshops and events support connection, participation and understanding across diverse learner communities. Ongoing improvements to student spaces and facilities further support an inclusive and positive learning experience.

Learners Are Safe and Well

Compliance Status: Well Implemented

Compliance Details:

Student safety and wellbeing are supported through coordinated monitoring, early identification of concerns and regular communication across Student Support, Academic and Administration teams. Attendance and engagement are monitored as important indicators of learner wellbeing, with opportunities for direct engagement and support where concerns arise. Regular student feedback and cross-functional collaboration contribute to the continuous improvement of learner support services.

A Positive, Supportive and Inclusive Environment in Student Accommodation

Compliance Status: Well Implemented

Compliance Details:

ICL Education works with approved accommodation providers to support safe, appropriate and inclusive accommodation for Students. Ongoing

communication with providers and Students supports timely identification and resolution of concerns. Additional safeguards are applied for Students under 18, including appropriate oversight of designated caregivers and regular engagement with younger Students to support their wellbeing and safety.

Accommodation Administrative Practices and Contracts

Compliance Status: Well Implemented

Compliance Details:

Accommodation arrangements are supported by established administrative processes that provide Students with appropriate information and documentation before accommodation is confirmed. These processes are designed to ensure that accommodation arrangements are transparent, appropriately documented and aligned with the requirements of the Code of Practice.

Student Accommodation Facilities and Services

Compliance Status: Well Implemented

Compliance Details:

ICL Education works with accommodation providers to ensure that proposed accommodation is appropriate to student needs and expectations. Accommodation information is reviewed as part of the placement process, with mechanisms in place to respond promptly where accommodation does not meet student needs or concerns arise during the placement.

Responding to the Distinct Wellbeing and Safety Needs of International Tertiary Learners

Compliance Status: Well Implemented

Compliance Details:

ICL Education recognises the specific wellbeing, cultural and support needs of

international Students and incorporates these considerations into its policies, services and decision-making. Student Support is represented within organisational leadership and planning processes, supporting a coordinated approach to learner wellbeing. Ongoing investment in facilities, technology, student spaces, accommodation and support systems reflects a commitment to responding to the changing needs of an international learner community.

Prospective International Tertiary Learners Are Well Informed

Compliance Status: Well Implemented

Compliance Details:

ICL Education maintains established processes for providing prospective Students and education agents with accurate and timely information. Agent relationships are actively managed through communication, performance monitoring, training and compliance oversight. Feedback from Students and ongoing review of agent performance support the integrity and effectiveness of the information provided to prospective Students.

Offer, Enrolment, Contracts, Insurance and Visa

Compliance Status: Well Implemented

Compliance Details:

ICL Education has established processes to ensure that prospective Students receive appropriate information and that enrolment decisions are supported by the required documentation and assessment. Information relating to programmes, fees, policies, pathways and relevant requirements is communicated through established channels, supported by regular orientation and ongoing maintenance of published information. Specific safeguards are incorporated into the enrolment process for Students under 18. All enrolments are compliant with all relevant regulatory bodies.

International Learners Receive Appropriate Orientations, Information and Advice

Compliance Status: Well Implemented

Compliance Details:

Orientation is an established component of the learner journey and is tailored to the needs of different programmes and learner groups. Students receive information about academic expectations, organisational policies, support services, key contacts and relevant processes. Information is reviewed regularly to maintain its relevance and accessibility, with additional opportunities for clarification and support available to Students following commencement.

Safety and Appropriate Supervision of International Tertiary Learners

Compliance Status: Well Implemented

Compliance Details:

ICL Education maintains comprehensive safeguards for Students under 18, with particular attention to accommodation, supervision, caregiver suitability and ongoing wellbeing. Appropriate checks and documentation are completed before enrolment, while attendance, academic progress and accommodation arrangements are monitored throughout the learner's period of study. Regular communication with parents and caregivers supports transparency and enables concerns to be identified and addressed promptly.

Strategic Goals

During our review, we identified the following strategic goals:

1. Strengthen Proactive Student Wellbeing Support

Strengthen proactive identification and coordinated response to emerging student wellbeing needs by enhancing early-warning processes, referral pathways and collaboration across Academic, Student Support and Administration teams. The effectiveness of interventions will be monitored to ensure students receive timely and appropriate support.

2. Strengthen Student Voice and Continuous Improvement

Strengthen the student voice as a driver of continuous improvement by using student feedback consistently to identify trends, inform decision-making and service improvements. ICL Education will also demonstrate to students how their feedback contributes to positive changes in their overall experience.

Complaints

Definition of Complaints

A complaint is defined as a formal matter that has progressed beyond our internal process and has subsequently been escalated to Study Complaints or the appropriate Tribunal.

Matters raised by students that are addressed and resolved through our internal process are classified as **concerns** and are considered to have been successfully resolved internally. These matters are monitored as part of our internal quality assurance and continuous improvement processes but are not included in the reported number of formal complaints for the purposes of this self-review.

Complaints Received

The following information is based on data reflective of the **2025 calendar year**.

Auckland English Academy and Bridge International College

- **Number of Complaints:** 4
- **Complaints as a Percentage of Student Population:** 0.19%
- **Outcomes:** Three complaints have been closed, with the School's decision being upheld. One complaint remains in progress.

ICL Graduate Business School

- **Number of Complaints:** 5
- **Complaints as a Percentage of Student Population:** 0.20%
- **Outcomes:** Two complaints were resolved through mediation, and the

remaining three were closed with the School's decision upheld.

Critical Incidents

Definition of a Critical Incident

A critical incident involving a learner is an unplanned or unforeseen traumatic event affecting a learner or learners which has an impact on the institution the learner attends, its staff, its learners and/or the wider community.

Critical Incidents in 2025

No critical incidents occurred in 2025.