

Self-review report

Imperial College of New Zealand

TEO information

TEO Name	Imperial College of New Zealand			MoE number	7499
Code contact	Name	Kanwalpreet Kaur		Job title	Principal
	Email	principal@imperial.ac.nz		Phone number	09 377 1395
Current enrolments	Domestic learners	Total #	#0	18 y/o or older	#0
				Under 18 y/o	#0
	International learners	Total #	#237	18 y/o or older	#237
				Under 18 y/o	#0
Report author(s)	Kanwalpreet KAUR Irene Mendiola Judy Jia Ketan Joshi				

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	Rating
Outcome 1: A learner wellbeing and safety system	Well implemented
Outcome 2: Learner voice	Well implemented

Wellbeing and safety practices for all tertiary providers

	Rating
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Well implemented
Outcome 4: Learners are safe and well	Well implemented

Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners

	Rating
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

Summary of performance under each outcome

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	Summary of performance based on gathered information (i.e. how effectively is your organisation doing what it needs to be doing?)	How do you know? (i.e. note supporting evidence with analysis to make sense of what it means)
Outcome 1: A learner wellbeing and safety system	<p>Student Support Accessibility:</p> <ul style="list-style-type: none"> • On-Campus Support Staff: Student support staff are available on campus during official hours, offering guidance on both academic and personal matters. These trained staff members are accessible to students across all programmes, ensuring they can access immediate support when needed. • 24/7 Emergency Support: Emergency support staff are on call around the clock to provide urgent assistance outside regular hours. Emergency procedures, which include evacuation plans and contacts for emergency services, are prominently displayed throughout the campus and shared with students during orientation. <p>Policy Framework:</p> <ul style="list-style-type: none"> • Student Support Policy: Imperial College has a Student Support Policy outlining the various forms of support available, including academic guidance, personal counselling, and health and safety information. • Complaints and Grievance Procedures: Clear information on complaints procedures is provided to all students during orientation and is accessible through the staff. This ensures students understand how to raise concerns or issues formally. • Health and Safety Information: Detailed guidance on health and safety practices is provided to students, including information on accident reporting, campus security measures, and emergency contacts. • Agency Contact Information: Imperial College maintains updated resources listing external support agencies, such as NZQA, Immigration New Zealand (INZ), and the New Zealand Police. This information is readily available to students who may require additional assistance. 	<p>Supporting Evidence and Analysis:</p> <ul style="list-style-type: none"> • Policy Documentation: The Student Support Policy, Complaints and Grievance Procedures, Enrolment Policy, and Health and Safety Policy are regularly reviewed and updated to reflect best practices in student support. • Feedback from Orientation and Surveys: Analysis of feedback from orientation sessions and regular surveys indicates high levels of satisfaction with the availability and accessibility of student support services. • Emergency Response Records: Records from emergency response incidents highlight effective communication and prompt action by support staff, evidencing the readiness of Imperial College to handle urgent situations.

	<p>Emergency Contact Management:</p> <ul style="list-style-type: none"> • Contact Details for Family and Guardians: Imperial College maintains up-to-date emergency contact information for each student, including family contact details. For students under 18, if any, legal guardianship or parental information is recorded and confirmed during enrolment, ensuring that relevant parties can be reached in case of emergencies (as per the policy). <p>Counselling and Referral Services:</p> <ul style="list-style-type: none"> • Counselling Referrals: Students requiring mental health or academic counselling are promptly referred to qualified support staff. Referrals are managed by trained staff who conduct initial assessments and arrange follow-up support where necessary. • Health and Wellbeing Checks: Regular health and safety checks are conducted monthly across all Imperial's facilities, ensuring that the physical environment is safe and compliant with health standards. <p>Feedback and Quality Assurance Mechanisms:</p> <ul style="list-style-type: none"> • Orientation Programme: A thorough orientation programme is conducted at the start of each intake. This programme includes sessions on campus safety, emergency procedures, and an introduction to support services. The orientation ensures that all students, including international and under18 learners, understand how to access support and stay safe on campus. • Student Feedback: Regular student surveys and feedback forms are used to gauge student satisfaction and identify areas for improvement. Feedback is reviewed systematically, allowing the College to address any emerging concerns promptly. • Quality Assurance Audits: Imperial College conducts periodic internal audits on all student-related policies and practices to ensure compliance with the NZQA Code of Practice and to continuously enhance the effectiveness of wellbeing and safety measures. 	
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<p>Outcome 2: Learner voice</p>	<p>Regular Student Feedback Collection:</p> <ul style="list-style-type: none"> • Monthly Feedback Meetings: Each month, Imperial College holds dedicated meetings with tutors to discuss learner experiences, address concerns, and gather suggestions for improvement. Imperial's proactive engagement ensures a continuous feedback loop where learners can directly share insights with college staff. • Structured Student Feedback Forms: Students complete feedback forms at key points in each term, allowing the College to track learner satisfaction across different areas, including academic support, wellbeing, and campus facilities. These surveys are designed to capture feedback, addressing both the academic and wellbeing aspects of student life. <p>Analysis and Action on Feedback:</p> <ul style="list-style-type: none"> • Systematic Feedback Analysis: Imperial College's administration regularly reviews collected feedback to identify trends and potential areas for enhancement and actions are taken. 	<p>Evidence of Effectiveness:</p> <ul style="list-style-type: none"> • Positive Student Satisfaction Trends: Analysis of feedback shows consistently levels of satisfaction with the College's support services and academic resources, highlighting Imperial's responsiveness to student needs. • Increased Participation in Feedback Mechanisms: Student involvement in feedback processes has grown over recent terms, as evidenced by increased survey completion rates and active participation in monthly meetings.
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Wellbeing and safety practices for all tertiary providers

	Summary of performance based on gathered information (i.e. how effectively is your organisation doing what it needs to be doing?)	How do you know? (i.e. note supporting evidence with analysis to make sense of what it means)
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	<p>On-Campus Support and Accessibility:</p> <ul style="list-style-type: none"> • Support Staff: Support staff are available during official campus hours, ensuring students can access guidance on academic, personal, and logistical issues. Staff receive regular training in cultural sensitivity and inclusivity to better serve the diverse needs of students. • Open Door Policy: The College operates an open-door policy, enabling students to meet with support staff, tutors, or programme leaders without prior appointments. This ensures immediate accessibility and encourages students to seek assistance as needed. • 24/7 Support Availability: Emergency support staff are accessible at all times, providing students with round-the-clock assistance for urgent concerns or issues arising outside of regular hours. Clear information on how to reach emergency contacts is communicated to all students. <p>Digital Support and Accessibility:</p> <ul style="list-style-type: none"> • Turnitin for Academic Integrity: The College utilises Turnitin for assignments and projects, reinforcing academic integrity and providing feedback on written work. Training sessions on using Turnitin are held during orientation to familiarise students with the platform. <p>International Student Support:</p> <ul style="list-style-type: none"> • International Student Support and Process: An International Student Support system is readily available, and students are informed of the process during orientation. This system streamlines requests for academic or personal support specific to international students, addressing unique needs. 	<p>Evidence of Effectiveness:</p> <ul style="list-style-type: none"> • Student Support Records: Records of student support interactions, including academic consultations and international student meetings, demonstrate consistent engagement and satisfaction with the support services provided. • Meeting Minutes and Feedback Analysis: Minutes from support staff meetings, which review student needs and identify any service improvements, reveal ongoing responsiveness to learner feedback. • Student Support Plans: Individual support plans for students, particularly those with specific learning needs, illustrate the College's commitment to personalised assistance and inclusivity.

	<ul style="list-style-type: none"> • One-on-One Meetings: Individual meetings with international student advisors are offered as needed to discuss academic or personal challenges. Advisors are well-versed in the needs of international students, providing tailored support and guidance. <p>Academic and Career Support:</p> <ul style="list-style-type: none"> • Career Development Seminars: Imperial College regularly organises career development workshops and seminars, covering topics such as CV writing, interview skills, and job search strategies. These sessions are open to all students and are designed to enhance employability, particularly for international students who may be new to the New Zealand job market. 	
<p>Outcome 4: Learners are safe and well</p>	<p>Emergency Preparedness:</p> <ul style="list-style-type: none"> • Fire Drills and Evacuation Training: Regular fire drills are conducted each term to familiarise students and staff with evacuation routes and procedures. During these drills, students are briefed on key safety protocols, including assembly points and designated safety officers. <p>Proactive Health and Safety Measures:</p> <ul style="list-style-type: none"> • Monthly Safety Inspections: Health and safety checks are performed monthly to ensure all facilities meet safety standards. These inspections cover essential areas such as fire safety equipment, first aid supplies, and the accessibility of emergency exits, supporting a safe physical environment. • Incident Reporting System: The College has implemented a clear process for reporting safety incidents, allowing students and staff to quickly report concerns or hazards. Reports are reviewed promptly, with corrective actions taken to prevent recurrence. 	<p>Evidence of Effectiveness:</p> <ul style="list-style-type: none"> • Documentation of Safety Drills and Inspections: Records from fire drills, evacuation exercises, and monthly safety inspections provide documented proof of Imperial College's proactive approach to campus safety. • Positive Student Feedback on Well-being Initiatives: Student feedback on wellness workshops and Health and Safety Awareness Week activities indicates high levels of satisfaction, with students reporting greater confidence in managing their safety and well-being.

Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners

	Summary of performance based on gathered information (i.e. how effectively is your organisation doing what it needs to be doing?)	How do you know? (i.e. note supporting evidence with analysis to make sense of what it means)
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	Culturally Responsive Orientation and Support: <ul style="list-style-type: none"> • Tailored Orientation Programme: The College offers orientation specifically designed for international students, including sessions on New Zealand's education system, cultural norms, and safety protocols. This programme is interactive, featuring activities that help international students understand local customs. • Second-Week Check-in and Ongoing Support: Following the initial orientation, a second-week check-in is conducted to address any emerging concerns as students settle in. This is complemented by regular informal catch-ups throughout the semester, allowing students to share concerns in a relaxed setting. Continuous Cultural Sensitivity Training for Staff: <ul style="list-style-type: none"> • Bi-Annual Training and Refreshers: Staff are trained in crisis management, equipping them to respond to emergencies that may impact international students. The training covers scenarios such as managing cultural misunderstandings and providing support during health or personal crises. 	Evidence of Feedback <ul style="list-style-type: none"> • Documentation of Training: Records from cultural sensitivity and crisis management training demonstrate staff engagement and competence in supporting international students, with ongoing feedback loops ensuring training relevance and effectiveness.
Outcome 9: Prospective international tertiary learners are well informed	Information Provision: <ul style="list-style-type: none"> • Programme and Course Details: Clear descriptions of each programme, including entry requirements, course structure, expected outcomes, and pathways for further study or employment, are available on the College's website and in the prospectus. • Transparent Fee Structure and Financial Requirements: The College provides a breakdown of tuition fees, additional costs, and estimated living expenses, ensuring students can make well-informed financial plans. 	Evidence of Effectiveness: <ul style="list-style-type: none"> • Student Satisfaction Surveys Post-Orientation: Surveys conducted after arrival indicate high satisfaction with the accuracy and clarity of information provided before enrolment, with students reporting confidence in their understanding of academic and living expectations.

	<p>Targeted Support for Decision-Making:</p> <ul style="list-style-type: none"> • Pre-Enrolment Sessions: Prospective international students are encouraged to attend pre-enrolment sessions where College advisors explain study expectations, cultural aspects of life in New Zealand, and available support services. These sessions help students assess their readiness and clarify any questions about academic or personal challenges they may face. 	<ul style="list-style-type: none"> • Documentation of Pre-Enrolment Sessions: Records from pre-enrolment counselling sessions demonstrate Imperial College's commitment to personalised support, with documented feedback showing that students felt well-prepared and supported during the decision-making process.
<p>Outcome 10: Offer, enrolment, contracts, insurance and visa</p>	<p>Transparent Enrolment Process:</p> <ul style="list-style-type: none"> • Academic Assessment and Eligibility Verification: Imperial College conducts academic assessments and eligibility checks for all prospective students to ensure that the chosen programme aligns with their academic goals and that they meet entry requirements. These assessments confirm that students have the necessary background and skills to succeed, allowing them to make informed decisions. • Offer of Place and Pre-Arrival Guidance: An official Offer of Place is issued once the admissions team has verified that all enrolment criteria are met. <p>Guidance:</p> <ul style="list-style-type: none"> • Student Handbook Information: Imperial College provides enrolment documentation and student handbook, covering course content, fees, duration, entry requirements, policies, and student services. For students under 18, additional information is shared with their parents or legal guardians, ensuring that they fully understand the course requirements, safety protocols, and support structures in place. Guardians are required to review and sign documents, including enrolment agreements, to confirm their understanding and consent. 	<p>Evidence of Effectiveness:</p> <ul style="list-style-type: none"> • Feedback on Clarity of Enrolment Information: Post-enrolment surveys reveal high levels of satisfaction among international students regarding the clarity and completeness of the information provided. Students report feeling well-informed about programme expectations, policies, and available support. • Quality Assurance Check: Internal audits of student files confirm that all necessary documents are consistently collected, stored, and accessible, demonstrating thorough compliance with enrolment, visa, and insurance requirements.

	<p>Communication on Insurance and Visa Requirements:</p> <ul style="list-style-type: none"> • Visa and Immigration Support: Imperial's staff members guide international students through the visa application process abiding the required rules, helping them understand New Zealand's visa regulations. • Communication on Visa Attendance Requirements: Staff members provide information on student visa attendance requirements, explaining these regulations with cultural sensitivity. This ensures that students and their families fully understand the importance of meeting attendance criteria, as well as the steps and deadlines associated with maintaining visa compliance. Information on student visa attendance requirements is provided with clarity, ensuring that students and their families grasp all necessary steps and deadlines. • Insurance Requirements and Guidance: Imperial College ensures students have adequate health and travel insurance, meeting NZQA and Immigration New Zealand's guidelines. Students receive clear information on what insurance covers, how to make claims, and how to access healthcare services. 	
<p>Outcome 11: International learners receive appropriate orientations, information and advice</p>	<p>Orientation Programme:</p> <ul style="list-style-type: none"> • Introduction to Policies and Procedures: The orientation includes in-depth discussions of student-related policies, covering the Code of Conduct, attendance requirements, visa conditions, and Imperial College's complaint and grievance processes. • Student and General Handbooks: During orientation, the Student Course Handbook and General Handbook are reviewed in detail, with particular focus on policies relevant to international learners, including the refund policy, attendance expectations, and visa requirements. Staff ensure students have ample opportunity to ask questions and confirm their understanding. • Health and Safety Briefings: Information on New Zealand's health and safety standards is provided, along with guidance on the importance of maintaining valid insurance coverage. 	<p>Evidence of Effectiveness:</p> <ul style="list-style-type: none"> • Student Feedback and Orientation Evaluations: Feedback collected from international students post-orientation indicates high satisfaction with the clarity and comprehensiveness of information provided. Students report that they feel well-prepared and supported, highlighting the effectiveness of Imperial College's orientation process.

	<p>Introduction to Support Staff and Resources:</p> <ul style="list-style-type: none"> • 24/7 Emergency Contact Information: Students receive information on how to contact support staff, including a 24/7 emergency contact. This gives students confidence that assistance is available at any time, reinforcing the College's commitment to student safety. • Meet-and-Greet with Tutors and Support Staff: Students are introduced to their tutors and key support staff members during orientation, helping them feel comfortable approaching staff for academic or personal support. • Practical Orientation to Campus and Local Culture: Orientation includes an introduction to campus facilities, class locations, and essential resources such as libraries and student support offices. Additionally, staff provide insights into local living costs, cultural norms, and basic NZ cultural practices, promoting smooth social integration. <p>Ongoing Support and Regular Check-ins:</p> <ul style="list-style-type: none"> • Post-Orientation Check-in and Feedback Sessions: Support staff follow up with students after orientation through scheduled check-ins, allowing students to raise any additional questions or concerns. Feedback from these sessions helps the College refine orientation materials and ensure ongoing relevance. 	<ul style="list-style-type: none"> • Orientation Attendance Records and Checklists: Orientation attendance sheets and checklists confirm that students receive all necessary information and meet key support staff. Documentation demonstrates the College's thorough approach to onboarding, ensuring students start with a strong foundation.
<p>Outcome 12: Safety and appropriate supervision of international tertiary learners</p>	<p>Enhanced Safety Measures and Supervision:</p> <ul style="list-style-type: none"> • Safety Orientation: Upon arrival, international students participate in a mandatory safety briefing that covers emergency procedures, local laws, and key safety resources available on campus and within the wider New Zealand community. • Designated Attendance and Support Officer: Imperial College assigns staff members as attendance and support officer for international students. The officer is available 24/7, providing a reliable contact for emergencies, health issues, or other urgent concerns. Their contact details are shared during orientation and are accessible through student handbooks. 	<p>Evidence of Effectiveness:</p> <ul style="list-style-type: none"> • Student Feedback on Safety and Support: Feedback from international students indicates a high level of satisfaction with the safety measures and supervision provided. Students consistently report feeling supported and secure, with positive feedback on the accessibility of support officers and the clarity of safety information.

	<p>Regular Welfare Check-ins and Culturally Sensitive Support:</p> <ul style="list-style-type: none"> • Monthly Welfare Check-ins: Student support staff conduct monthly welfare check-ins with international students to monitor their well-being, academic progress, and cultural adjustment. These check-ins provide an opportunity for students to discuss any issues or concerns, with additional support offered as needed. • Culturally Sensitive Counselling Services: The College offers culturally sensitive counselling, recognising that international students may face unique challenges related to homesickness, cultural adjustment, or academic pressure. Counsellors are trained in cultural competency, ensuring they can support students from diverse backgrounds. <p>Emergency Preparedness and Access to Health Services:</p> <ul style="list-style-type: none"> • 24/7 Emergency Contact Access: All international students are provided with a 24/7 emergency contact, allowing them to reach College support staff whenever necessary. This service offers reassurance to both students and their families, demonstrating the College's commitment to maintaining a safe and responsive environment. 	<ul style="list-style-type: none"> • Welfare Check-in Records and Follow-up Actions: Records from monthly welfare check-ins reflect the College's commitment to consistent supervision and support. Follow-up actions, when required, demonstrate responsiveness to student needs and adaptability to address individual concerns.
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Findings from gap analysis of compliance with key required processes

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

	Identified gaps in compliance with key required processes
Outcome 1: A learner wellbeing and safety system	Consistency in Health and Safety Checks: <ul style="list-style-type: none"> • Gap: Monthly health and safety checks are carried out across facilities; however, feedback suggests that increased transparency regarding the frequency and outcomes of these checks could boost student confidence in the College's safety measures. • Action Plan: Imperial College will post monthly safety updates on the student noticeboard, summarising findings from health and safety checks and any remedial actions undertaken. This transparency will strengthen student trust and engagement with the wellbeing systems in place.

Wellbeing and safety practices for all tertiary providers

	Identified gaps in compliance with key required processes
Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments	Increased Engagement with Cultural Sensitivity Training: <ul style="list-style-type: none"> • Gap: Although support staff receive cultural sensitivity training, feedback indicates that there may be a need to extend this training to a broader group, including academic staff and tutors who interact with international students regularly. • Action Plan: Imperial College will expand cultural sensitivity training to include all teaching and support staff. Regular refresher workshops will ensure that all staff are equipped to engage with diverse student backgrounds, fostering a more inclusive learning environment.
Outcome 4: Learners are safe and well	Enhanced Emergency Preparedness for All Types of Risks: <ol style="list-style-type: none"> 1. Gap: While fire drills and earthquake response training are conducted, additional training on a wider range of potential emergency scenarios, such as medical emergencies or campus lockdown situations, would further strengthen student safety preparedness. 2. Action Plan: Imperial College will expand its emergency preparedness programme to include training for medical emergencies, campus lockdowns, and other potential scenarios. Regular workshops and information sessions will ensure students and staff are prepared to respond effectively to diverse emergencies, improving overall campus safety. Consistency in Wellness Checks and Mental Health Monitoring: <ol style="list-style-type: none"> 3. Gap: Although wellness checks are conducted, feedback suggests that more frequent check-ins, particularly during high-stress periods such as exams, would better support student mental health and wellbeing. 4. Action Plan: Imperial College will explore more mental health support through workshops on stress management and mindfulness techniques.

Additional wellbeing and safety practices for tertiary providers (signatories) enrolling international learners

	Identified gaps in compliance with key required processes
Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners	Enhanced Peer Support Programmes: <ol style="list-style-type: none"> 1. Gap: Although peer support is available, some students have expressed the need for structured, facilitated peer support sessions. 2. Action Plan: The College will formalise the peer support initiative, creating regular peer support meetings led by trained student mentors. These sessions will focus on cultural integration, language support, and personal wellbeing.

Summary of action plan

Include information on how actions will be monitored for implementation and success.

Organisational structures to support a whole-of-provider approach to learner wellbeing and safety

Outcome 1: Organisational Structures to Support a Whole-of-Provider Approach to Learner Wellbeing and Safety

Action	Description	Responsible Owner	Due Date	Monitoring
Develop a Centralised Resource Platform for Policy Access	Develop a platform where all wellbeing and safety policies, including Student Support, Complaints Procedures, and Health and Safety policies, are easily accessible.	Quality Assurance Manager and Principal	June 2025	Usage Metrics: Track platform access and usage to gauge student engagement. Feedback Analysis: Collect feedback through surveys on usability and accessibility. Quarterly Reporting: Summarise feedback and usage metrics for the principal to review.

Outcome 4: Learners Are Safe and Well

Action	Description	Responsible Owner	Due Date	Monitoring
Expand Emergency Preparedness Training for Diverse Scenarios	Implement training that includes medical emergencies, lockdown procedures, and natural disaster response.	Quality Assurance Manager and Code Contact	May 2025	Engagement Tracking: Record attendance and gather feedback post-training. Quarterly Reporting: Summarise findings and improvements made based on feedback.
Increase Wellness Checks During High-Stress Periods	Conduct additional wellness checks during exams and offer workshops on stress management and mindfulness.	Student Support Officer and Code Contact under the Principal's supervision	April 2025	Attendance Metrics: Track attendance at wellness workshops. Semester-End Reports: Summarise wellness support usage and feedback for the Principal's review.

Outcome 8: Responding to the Distinct Wellbeing and Safety Needs of International Tertiary Learners

Action	Description	Responsible Owner	Due Date	Monitoring
Formalise Peer Support Sessions for International Students	Establish regular peer support sessions led by trained senior students to assist with cultural adaptation, language, and wellbeing support.	Student Support Officer, Student Support officer and Code Contact	August 2025	<p>Session Attendance and Feedback: Collect qualitative feedback from participants on session effectiveness.</p> <p>Reporting to Quality Assurance Manager: Biannual summaries will review trends and identify areas for improvement.</p>
Provide Language-Sensitive Counselling and Workshops for International Students	Offer language-sensitive counselling and workshops, focusing on academic and cultural support.	Student Support Officer and Code Contact	July 2025	<p>Usage Metrics: Track attendance and participation in counselling sessions and workshops.</p> <p>Survey Analysis: Collect feedback and report on accessibility and usefulness.</p>