

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

	Rating
<p>Outcome 1: A learner wellbeing and safety system</p>	<p><b>Implemented</b> ALI management team are reviewed and kept updates of all the procedure. The W&amp;S plan is discussed regularly by the management team and the managing director before sharing with the stakeholder of ALI students.</p> <p>ALI informs to students on the first day of the course about the right of student for their wellbeing and safety in New Zealand during the orientation with showing the student handbook, meeting staff who are able to help them and facilities they need to use.</p> <p>ALI Staff is monitoring for the student wellbeing and safety regularly and informing new procedure to students if there is a guidance by the government for an unexpected emergency situation.</p>
<p>Outcome 2: Learner voice</p>	<p><b>Implemented</b> ALI endeavours to hear Learner's voice with Surveys (1st week survey, Student Evaluation) and, Questionnaires by face to face with ALI staff occasionally (first week and last week questionnaire).</p> <p>Regularly monitored by ALI teams who is able to respond and discuss Students' needs.</p>

**Wellbeing and safety practices for all tertiary providers**

	Rating
<p>Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments</p>	<p><b>Implemented</b> ALI provides well designed learning environments such as digital learning, textbook, and library. ALI Teams are connected each other to support the learning improvement of ALI students in the safe environment.</p>
<p>Outcome 4: Learners are safe and well</p>	<p><b>Implemented</b> ALI assists learners are safe and well with checking their thought and feeling regularly during their course. have the student welfare meeting regularly to check the students' wellbeing and safety if it is necessary.</p>

**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	<b>Implemented</b> ALI team are well trained to support international learners, and the team respond promptly and guide them about their need as ALI team used to be a international student as same as international learner.
Outcome 9: Prospective international tertiary learners are well informed	<b>Well implemented</b> ALI strongly provide the sufficient information about the courses, campus and service to the prospective international learner before they start their course.  ALI updates all the current information to the agent if it is necessary for prospective international learner.
Outcome 10: Offer, enrolment, contracts, insurance and visa	<b>Well implemented</b> ALI team understands the enrolment process and effectively communicates it to prospective students and stakeholders. The well-trained staff assist in addressing essential requirements, such as insurance, prior to course registration.
Outcome 11: International learners receive appropriate orientations, information and advice	<b>Well implemented</b> ALI learners receive a comprehensive orientation on the first day of the course. This orientation covers topics related to student wellbeing and safety, academic achievement, and school policies to ensure a better experience during their stay in New Zealand.
Outcome 12: Safety and appropriate supervision of international tertiary learners	<b>Well implemented</b> ALI ensure that the young learners who are under 18 years old are supervised by ALI Team and are educated on the more accurate and appropriate orientation for Health and safety.  We have a permission about the pastoral care of young learner from the parents or legal guardian while the young learners are staying in New Zealand, so that we maintain to trace their daily routine with a host family and class teacher for their safety.

## Summary of performance under each outcome

	Rating
<p><b>Outcome 13:</b> <b>Marketing and Promotion</b></p>	<p>The ALI team provides clear, comprehensive, and accurate information to prospective international students and ensures they receive timely updates when necessary.</p> <p>Should there be any changes to the services provided by ALI, notifications are sent via email to prospective international students.</p> <p>ALI strives to post updates or new information on its social media platforms or website.</p>
<p><b>Outcome 14:</b> <b>Managing and monitoring education agents</b></p>	<p>The performance of ALI's education agents is regularly monitored through visits and communications via email, phone, or social media.</p> <p>ALI students are required to complete a survey every three months, as well as a survey during their first and last weeks, which includes questions regarding their education agents.</p>
<p><b>Outcome 15:</b> <b>Offer, enrolment, contracts, and insurance</b></p>	<p>ALI supports international students in making well-informed enrolment decisions by providing current information, including calendars, brochures, course guides, and pathway resources.</p> <p>ALI ensures that its offers of placement align with legal requirements, as well as the expectations, English language proficiency, and academic abilities of international students.</p> <p>The ALI enrolment form comprehensively represents all required information prior to entering into a contract, and prospective international students are encouraged to review the form carefully before completing it.</p>
<p><b>Outcome 16:</b> <b>Immigration matters</b></p>	<p>ALI fully understands that it must not permit or continue to permit any individual to engage in educational instruction if that individual is not authorised under the Immigration Act 2009 to do so.</p> <p>The ALI administrative team requires prospective international students to submit a valid visa or proof of visa status along with their enrolment form before processing enrolment.</p>

<p><b>Outcome 17:</b> <b>Orientation</b></p>	<p>ALI ensures that international students have the opportunity to engage in a well-structured, age-appropriate program that provides essential information and guidance from the beginning of their educational journey. A student handbook is used during orientation on the first day of their course to support this process.</p>
<p><b>Outcome 18:</b> <b>Safety and wellbeing</b></p>	<p>ALI prioritises the safety of international students, consistently ensuring a secure study environment, sufficient support for their well-being, and safe living conditions.</p> <p>ALI conducts thorough reviews of accommodations, including safety assessments, reference checks, and property inspections, to ensure a secure and supportive living environment for students during their stay in New Zealand.</p>
<p><b>Outcome 19:</b> <b>Learner support, advice and services</b></p>	<p>International students are thoroughly informed by ALI and receive relevant guidance to support their educational success.</p> <p>On their first day, ALI provides students with accurate, age-appropriate, and current information regarding the cultural environment, their legal rights and responsibilities, and available pathways.</p>
<p><b>Outcome 20:</b> <b>Managing withdrawal and closure</b></p>	<p>The ALI team informs international students that their tuition fees are secure and protected by Public Trust in the event of withdrawal or upon the conclusion of their educational instruction.</p> <p>ALI makes every effort to communicate the refund policy to international students at multiple points: prior to course enrolment, during the enrolment process, and on the first day of their course.</p>
<p><b>Outcomes 21 and 22:</b> <b>Dealing with complaints and compliance with international learner contract Dispute Resolution Scheme (DRS)</b></p>	<p>ALI provides all international students with a clear overview of the complaint procedure on their first day during orientation.</p> <p>ALI complies fully with the Dispute Resolution Scheme Rules 2016.</p>