

SOUTHERN CROSS LANGUAGE INSTITUTE SELF REVIEW 2023



Southern Cross Language Institute (SCLI) offers a one-year intensive English language course to female Japanese students who come from three contributing private catholic girls' schools in Japan. All students are between 16-18 years old and are hosted with families in the Christchurch area. All students return to Japan to finish their high school education at the end of the course.

At SCLI our aim is to give our students the best experience possible. This means we are continually reviewing not only our academic program, but also the pastoral care of our students. The following self-review report addresses how SCLI is complying with the current Code of Practice, and the next steps our school is planning to take so that we may continue in our best efforts to support our students.

Feedback from our stakeholders is in the form of feedback questionnaires and interviews, and meetings. However, feedback is also often obtained more informally.

Outcome 1: A learner wellbeing and safety system

From past feedback from our contributing schools in Japan, feedback from our students' parents, as well as frequent communication with both these stakeholders, SCLI is confident that we offer our students a well-implemented learner wellbeing and safety system. Aspects of learner wellbeing and safety are included in material available to our stakeholders pre-enrolment and throughout the year.

Going forward SCLI plans to obtain feedback from the students themselves regarding certain aspects of student health and wellbeing that are not already covered in current student feedback questionnaires.

Outcome 2: Learner voice

Students have 1-1 interviews with our student advisor twice during their year abroad. Among other things this interview includes health and wellbeing. The student advisor shares this information with the principal and host family liaison who act when necessary.

Students also give feedback at the end of each school term. Some of the questions relate to student wellbeing at school. This is available to all relevant staff and action is taken if necessary.

Information regarding a complaints process is included in the Conditions of Enrolment which is included in the students' enrolment packs. It is also explained to students at the beginning of the course and information is displayed on the student noticeboard. However, to date, complaints have been dealt with in house.

Although SCLI feels it has a well-implemented system form learner voice and student complaints, going forward SCLI plans to reinstate student representatives who can voice student concerns to the student advisor

and principal.

Outcome 3: Safe, inclusive, supportive, and accessible physical and digital learning environments

SCLI believes it is compliant in its efforts to provide a safe and inclusive supportive and accessible physical and digital learning environment. SCLI has an Anti-bullying Policy and a Code of Students' Rights. SCLI also has rules about device usage. These rules similar to the rules at their schools in Japan. Parents and schools in Japan expect SCLI to uphold these rules and trust that we do so.

Students are able to contact our student advisor at any time in an emergency and at other times can make a booking for an online appointment or a face – to -face appointment. Past feedback has indicated students are satisfied with this system.

Outcome 4 : Learners are safe and well

Pre-covid SCLI trialed a Health and Wellbeing unit. Student feedback from this was positive. However, staff feedback indicated health and wellbeing was not something that could be confined to a short topic. This year Te Whare Tapa Whā forms the basis of learner health and wellbeing and the various aspects of it are covered at most weekly assemblies. The information is in our newsletter which is read by host families.

Going forward: Learner feedback is needed to assess if students feel the Te Whare Tapa Whā approach is something they are able to relate to and find useful.

Outcome 8: Responding to the distinct wellbeing and safety needs of international tertiary learners

SCLI believes it has well -implemented systems to respond to our students wellbeing and safety needs. Over the years student safety rules have been developed through collaboration with schools and parents in Japan and host parents. They are clearly set out in the Host Family Guide, Student Handbook and Conditions of Enrolment. Informal feedback from host families has indicated that they appreciate the clear guidelines. Informal feedback from teachers at our contributing schools in Japan have mentioned they trust SCLI to look after their students.

Outcome 9: Prospective international tertiary learners are well informed

Each year the principal of SCLI visits the schools of prospective students to present up-to-date information about the study abroad year we offer. This information is presented through a presentation and includes necessary information as required by the Code of Practice. Through formal and informal meetings with the staff in charge of study abroad, we gain valuable feedback. The contact continues throughout the year via emails and social media messaging. SCLI has no outside agents for student recruitment.

Outcome 10: Offer, enrolment, contracts, insurance and visa

Our systems for offers of enrolment, contracts, insurance, and visa are well implemented.

Students and parents are provided with clear information in Japanese about what they can expect, and a contract is signed by students and included in their application. All insurance and visa matters are the responsibility of Nippon Travel with whom SCLI has been dealing for over 30 years.

SCLI has a Refund Policy which is included in the information provided upon course application.

Outcome 11: International learners receive appropriate orientation, information and advice

Prior to arrival in NZ, orientation begins in Japan with their schools and followed by two online meetings with the principal and the student advisor. A new updated orientation program was implemented this year and student feedback indicated that it was useful.

Outcome 12: Safety and appropriate supervision of international tertiary learners

The safety and supervision of our students is a top priority and SCLI has a well implemented system to ensure our students remain safe during their year. Students live with host families who are interviewed, visited, and vetted before being accepted to host. They are visited again throughout the year. Host families have access to the Host Family Guidebook, weekly newsletters and often communicate with us through email, text, and phone calls. Host family functions throughout the year allow us to touch base with our families and for families to liaise with each other. For the first time this year new host families have had to provide referees in their application forms and all host families are now required to sign a contract with SCLI before they are able to host a student.

Going forward SCLI will remain committed to helping both students and their host families enjoy a positive hosting experience.
