

IGQ Golf College 2021 Education Code of Practice Self Review Strategic Action Plan

At IGQ Golf College, we are committed to ensuring the wellbeing and success of all students, both domestic and international. Our Code of Practice Self-Review Strategy and Action Plan outlines the steps we take to provide a safe, supportive, and inclusive environment for all learners, in alignment with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. This document outlines our strategic goals, cultural commitment, approach to student feedback, and our procedures for addressing complaints.

1. Code of Practice Overview

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 is a set of standards that all students can expect when studying at IGQ Golf College. This Code covers essential areas, including:

- **Student safety (physical and mental)**
- **Diversity and inclusion**
- **Student wellbeing and support**
- **Connection and student voice**
- **Honoring the principles of Te Tiriti o Waitangi**

IGQ Golf College adheres to the Code and integrates its principles into all aspects of our services and practices.

2. Strategic Goals

Our strategic goals aim to promote an environment where students thrive academically, personally, and professionally. We are committed to supporting students in achieving their goals while ensuring their wellbeing is prioritized. These goals include:

- **Create a welcoming, inclusive, and diverse community** that values student wellbeing and supports every learner's journey.
- **Empower students by valuing and amplifying the student voice**, ensuring it is heard in all areas of the college experience.
- **Provide exceptional academic and social support services** that help students succeed both inside and outside of the classroom.
- **Build strong partnerships with key organizations** to maximize student opportunities, including pathways, transitions, and career prospects.
- **Commit to continuous improvement** in all areas of the Code, with regular reviews of our performance to ensure that we are meeting student needs.

3. Cultural Commitment & Framework

IGQ Golf College recognizes the importance of Aotearoa/New Zealand's bicultural heritage. We value Te Tiriti o Waitangi as the framework for recognizing and respecting the rights of Māori students and all members of our diverse student body. We embrace both biculturalism and multiculturalism, ensuring that all students are welcomed and supported in a culturally rich environment.

- We provide students with opportunities to learn about Māori culture and engage with Aotearoa's unique bicultural identity.
- Our staff receive training to foster cultural awareness, competence, and inclusion within the student community.

4. Student Feedback & Engagement

IGQ Golf College is committed to continuously improving the student experience by seeking and responding to student feedback. We actively encourage students to provide input on their experiences, both in terms of their academic journey and their broader wellbeing.

- We will engage students through surveys, class representatives, and informal discussions to understand their needs and concerns.
- A cross-school team will monitor student welfare regularly, ensuring that student concerns are addressed swiftly and appropriately.
- We will facilitate open channels of communication, where students feel comfortable raising issues, making suggestions, and sharing feedback.

5. Complaints Procedure

While we strive to provide the best possible service, we recognize that issues may arise. If you have a concern or wish to raise a complaint, we have a clear, fair, and transparent process in place:

- **Informal Resolution:** If you have an issue, we encourage you to first speak to your coach, an office staff member, or principal of operations. We aim to resolve concerns quickly at this level.
- **Formal Complaint:** If the issue remains unresolved, you can submit a formal complaint in writing and request a meeting with the Director of Coaching and Principal of Operations. You may bring a support person with you during this process.
- **External Mediation:** If the issue is not resolved within the college, students may seek external support. IGQ Golf College will assist you in submitting a complaint to relevant authorities such as the New Zealand Qualifications Authority (NZQA).

6. Financial Complaints

If your complaint concerns a financial issue, you can contact Study Complaints for assistance. The contact details are:

- **Phone:** 0800 006675
- **Email:** help@studycomplaints.org.nz

We are committed to resolving financial disputes fairly and efficiently.

7. Continuous Improvement & Annual Review

To ensure we are meeting the standards outlined in the Code of Practice, we will conduct an annual review of our performance against our strategic goals and action plan. This will involve gathering feedback from students, staff, and external parties to assess our strengths and areas for improvement.

Our review process will be transparent, and we will make adjustments to our policies, strategies, and practices based on the feedback we receive. This ensures that IGQ Golf College is always evolving to meet the needs of our diverse student body.

8. Implementation & Accountability

The Director of Coaching and Principal will oversee the implementation of this strategy and ensure compliance with the Code of Practice. They will also lead the annual review process and ensure that any actions identified in the review are carried out.

By adhering to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, IGQ Golf College is dedicated to supporting student success and wellbeing, creating a safe and inclusive learning environment where every student can flourish.

For more information or to provide feedback, please contact us.

IGQ Golf College

Email: office@igqgolfcollege.com;

Website: www.igqgolfcollege.com

Your experience matters to us, and we are here to listen and support you every step of the way.