

## **IGQ Golf College Self-Review Report – October 2024**

IGQ Golf College is dedicated to ensuring the well-being, health, and safety of our students by adhering to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. This commitment is reflected across all aspects of the college's operations.

As a golf college that initially served international students exclusively, IGQ Golf College has now begun accepting domestic students due to a decline in the number of international learners. Most domestic students are short-term participants, including junior golfers and adults, enrolled in non-NZQA-accredited programs. This self-review addresses both domestic and international students, including those over and under the age of 18, with additional procedures for under-18 learners.

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### **Summary of Review Findings**

#### **Outcome 1: A Learner Wellbeing and Safety System**

IGQ Golf College has developed a proactive, inclusive, and learner-focused system to ensure the well-being and safety of all students. This system is grounded in the principles of **whanaungatanga** and a commitment to continuous improvement.

- The college maintains an internal document detailing specific actions, responsibilities, and procedures in alignment with the Code.
- Staff receive regular training and resources to prioritize student well-being, with a focus on communication and cultural competency.
- Regular reviews and learner feedback loops are conducted to ensure the system remains effective and up to date.

#### **Outcome 2: Learner Voice**

At IGQ Golf College, the diverse voices of learners are valued and actively engaged. Recognizing that each learner's experience is unique, we use their feedback for continuous improvement.

- The PGA coach-parent group serves as a key platform for gathering student feedback.
- We employ a variety of feedback methods, including surveys, focus groups, and one-on-one consultations.

- Cultural responsiveness is integral to our approach, ensuring all learners feel heard and respected.

**Note:** No critical incident in the year 2024.

### **Outcome 3: Safe, Inclusive, Supportive, and Accessible**

#### **Physical and Digital Learning Environment**

IGQ Golf College is committed to providing an environment—both physical and digital—that is accessible, inclusive, and conducive to learning.

- A welcoming environment is maintained for learners of diverse backgrounds, with cultural competence training for staff.
- The campus includes state-of-the-art golf training facilities, such as an all-weather driving range, grass practice areas, rest and cafeteria spaces, and classrooms.
- Regular assessments of physical and digital environments ensure they meet safety and accessibility standards.

### **Outcome 4: Learners Are Safe and Well**

IGQ Golf College prioritizes the physical and mental well-being of all learners by fostering a safe and supportive atmosphere.

- Orientation sessions introduce support services, emergency protocols, and mental health resources.
- Academic and support staff are trained to identify and respond to students' well-being needs.
- Ongoing evaluations and enhancements include wellness workshops and mental health awareness programs.

### **Outcome 8: Responding to the Distinct Wellbeing and Safety**

#### **Needs of International Learners**

Recognizing the unique challenges faced by international students, IGQ Golf College has tailored its resources and staff training to address their specific well-being and safety needs.

- Resources such as cultural adaptation workshops and a dedicated international student advisor help students integrate into both the college and New Zealand society.
- Support services are continuously monitored and adjusted to meet the changing needs of international learners.

## **Outcome 9: Prospective International Learners Are Well Informed**

IGQ Golf College ensures that prospective international learners are provided with clear, accurate, and accessible information about study options, services, and enrolment expectations.

- Detailed information on the application process, program structure, and student services is made available through the college website and recruitment presentations.
- The enrolment team ensures prospective students fully understand their rights and responsibilities before committing to study.

## **Outcome 10: Offer, Enrolment, Contracts, Insurance, and Visa**

The college provides transparent communication about academic and financial obligations before learners enter into enrolment contracts.

- The enrolment process includes guidance on program fees, insurance options, visa requirements, and academic expectations.
- Personalized support is offered to ensure students have all necessary documentation before starting their studies.

## **Outcome 11: International Learners Receive Appropriate Orientations, Information, and Advice**

International learners receive comprehensive, culturally appropriate orientations and ongoing information to support their adjustment.

- Orientation covers academic expectations, cultural adjustment, health and safety protocols, and available support services.
- Continuous advice and support are provided to ensure international learners are equipped for success.

## **Outcome 12: Safety and Appropriate Supervision of International Tertiary Learners**

IGQ Golf College is committed to ensuring the safety and supervision of international learners, especially those under 18. Homestay and accommodation services are designed to provide safe, supportive living environments.

- The college has expanded its network of host families and accommodation providers to meet the needs of students under 18.
  - Regular checks are conducted to ensure students' safety and well-being in their accommodations.
  - Parents and guardians of under-18 students are kept informed and involved in their child's progress and well-being.
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### **Conclusion**

IGQ Golf College remains steadfast in its commitment to improving pastoral care systems, placing student well-being, safety, and success at the core of its operations. Through regular reviews, student feedback, and staff development, we strive to provide an environment that fosters both academic achievement and personal growth.

As the number of international students continues to decline, IGQ Golf College is adjusting its strategy to attract more international learners while continuing to support domestic students. Further enhancements to our pastoral care and support systems will ensure the college is prepared for sustainable growth.