



Southern Cross Language Institute (SCLI) offers a one-year intensive English language course to female Japanese students who come from 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 may come informally e.g. chatting with staff members during break.

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 students pre-enrolment and throughout the year.

There have been no critical incidents to report

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 term one. 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.

SCLI continues to encourage our young students to voice their opinions and concerns. Most students prefer to contact our student advisor directly or meet with her one on one. There is a suggestion box for students to voice their concerns anonymously.

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. Students often seek advice to help them with life with their host families but also about any issues they may be having. Recent feedback has indicated students are satisfied with this system.

Outcome 4 : Learners are safe and well

Te Whare Tapa Whā forms the basis of learner health and wellbeing and various aspects of it are covered at most weekly assemblies. The information is in our newsletter which is read by host families.

Learner feedback indicated most students were able to relate to Te Whare Tapa Whā and most found it useful.

We are continuing to work with YS Communication Services, which provides medical interpretation and cashless medical services for our students.

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. Our contributing schools in Japan trust we uphold their school rules in Japan while they are here in NZ. Informal feedback from teachers at our contributing schools in Japan have mentioned they trust SCLI to look after their students.

In the 2025-6 year a student with impaired vision attended SCLI. The student was able to communicate her needs which we were able to accommodate.

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. A formal written agreement between Nippon Travel and SCLI was signed last year in accordance with NZQA requirements.

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 New Zealand, students begin their orientation in Japan through their schools. During their first two weeks in New Zealand, they participate in a comprehensive orientation programme. This programme is reviewed and updated annually to reflect any changes.

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 held throughout the year provide further opportunities for communication and support.

Going forward SCLI will remain committed to helping both students and their host families enjoy a positive hosting experience. Students continue to have 24-7 access to the principal and student advisor using the LINE app.