College of Law New Zealand

Code of Practice Self-Review and Continuous Improvement Report 2026

July 2026

The College of Law New Zealand undertakes an annual self-review of its compliance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

This review considers the effectiveness of our learner wellbeing and safety systems and identifies opportunities for continuous improvement. The review encompassed both our international learner obligations and our broader learner wellbeing framework.

Gathering information

The College collected information from a range of sources, including learner support processes, enrolment and orientation materials, learner communications, course resources, and feedback from international learners. Dedicated support staff, learner surveys, and regular engagement with learners provide valuable insights into wellbeing and safety needs.

Reflecting on strengths and opportunities

The review identified strong compliance across most areas of the Code, particularly in learner support, information provision, enrolment processes, and wellbeing resources. An opportunity for improvement was identified in the collection and use of international learner feedback, with a need to increase survey participation and strengthen routine review of learner wellbeing data.

Conclusions about effectiveness

The College concluded that its existing systems and practices are effective in supporting learner wellbeing and safety and in meeting the needs of learners. Learners have access to clear information, appropriate support services, and established pathways for assistance throughout their studies.

Continuous improvement

To further strengthen pastoral care, the College has committed to automating the distribution of international learner surveys, updating communications relating to international learner insurance requirements, and continuing staff development in learner wellbeing, safety, and culturally responsive practice. These initiatives will support ongoing enhancement of the learner experience and wellbeing outcomes.