

SPBC Self Review Report 2025

Year ending 1 November 2025

Our Commitment

South Pacific Bible College (SPBC) is committed to providing a safe, inclusive, and supportive learning community where every learner can flourish academically, personally, and spiritually. This self-review was undertaken in alignment with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, reflecting SPBC's ongoing commitment to quality assurance, continuous improvement, and student wellbeing.

The review process involved consultation with students, staff, and stakeholders, drawing on evidence from surveys, mentoring feedback, and institutional records. Findings confirm that SPBC's systems and practices meet or exceed the intent of the Code, with strong evidence of reflection, responsiveness, and proactive care across all dimensions of learner wellbeing and safety.

OUTCOMES 1 - 4

Outcome 1: Learner Wellbeing and Safety System

The self-review confirms that the college has a well-established and proactive system that supports learner wellbeing and safety. This system is informed by an inclusive, holistic framework based on Te Whare Tapa Whā, ensuring attention to all dimensions of student wellbeing. Regular self-review and monitoring processes ensure that strategic goals, policies, and practices remain current, effective, and responsive to learner needs.

In 2025, several key improvements strengthened this system, including the introduction of a Mental Health Triage Model to support early and appropriate intervention, and the enhancement of internal communication channels to ensure privacy, timeliness, and clear accountability for follow-up actions. Staff continue to participate in ongoing professional development relevant to learner wellbeing and pastoral care. In addition, critical incident policies have been reviewed and updated to maintain institutional readiness and ensure coordinated responses when required.

Outcome 2: Learner Voice

SPBC demonstrates strong and intentional practices for capturing, valuing, and responding to the diverse voices of its learners. A range of formal and informal channels such as surveys, one-on-one mentoring, staff-student meetings, and stakeholder discussions, provide multiple opportunities for students to share feedback and contribute to continuous improvement. These mechanisms inform the ongoing refinement of wellbeing strategies, academic support systems, and community life.

Updated procedures ensure full alignment with the current Dispute Resolution Scheme, with annual updates to the Student Handbook and related documents to reflect best practice and

regulatory requirements. Transparency, responsiveness, and timeliness in communication and complaint resolution remain visible strengths of SPBC's learner engagement system. Timely actions taken in response to student feedback have ensured that learner needs are addressed promptly and effectively, reflected in the absence of any formal complaints during the year.

Outcome 3: Safe, Inclusive, and Supportive Environments

The self-review affirms SPBC's strong and sustained commitment to creating safe, welcoming, and culturally inclusive environments, both on campus and online. Policies and practices promoting harm reduction and learner safety are clearly articulated through SPBC's Code of Conduct, Health and Safety Policy, and digital engagement guidelines. These policies are not only communicated to learners during orientation but are also reinforced throughout the year via TIA sessions, Quarterly student/staff pastoral care review sessions and student notices. The emphasis on wellbeing is further strengthened through regular community gatherings, cultural celebrations, and relationship-building initiatives that reflect and honour the college's multicultural context.

Robust support structures, including regular mentoring, accessible staff, and intentional community events celebrating cultural diversity and personal milestones, contribute to a strong sense of belonging among learners. Students are actively encouraged and supported to participate in campus life, share their perspectives, and pursue both academic and personal growth.

Outcome 4: Learners Are Safe and Well

The self-review confirms that SPBC provides a well-coordinated and responsive network of support to ensure that learners are safe, well, and able to thrive. Students receive guidance to identify personal needs and are supported to access appropriate internal and external services, with particular attention to physical health, accommodation, financial wellbeing, and mental health support.

A holistic framework of care is embedded through regular mentoring, opportunities for spiritual direction, and group activities that foster connection and resilience. Learners also have access to culturally appropriate counsellors and pastoral support, ensuring that wellbeing services are inclusive and responsive to individual circumstances.

In 2025, SPBC strengthened its wellbeing response system through the introduction of a Wellbeing Referral Pathway, enabling faster triage and coordinated follow-up between academic, pastoral, and administrative teams. Administrative systems have also been enhanced to ensure the regular updating of next-of-kin information, systematic monitoring of learner risks, and timely intervention when concerns arise.

Regular learner surveys and transparent communication channels empower students to share feedback and raise concerns early, resulting in improved response times and strong learner confidence in SPBC's support systems. These ongoing developments reflect a culture of care, accountability, and continuous improvement across the learning community.

Summary of Key Initiatives of Outcomes 1 – 4:

Integrated Model: The Te Whare Tapa Whā model now underpins their Student Wellbeing Plan and related policy reviews.

Targeted Care: They provide regular mentoring, spiritual direction, and early intervention, supported by a new Mental Health Triage Model, to ensure timely and culturally appropriate support.

Staff Oversight: Staff maintain oversight and monitoring through daily interactions, monthly meetings, and structured self-review processes, with outcomes tracked in Teams.

Proactive Culture: This approach has fostered a proactive culture of safety and open communication, emphasising continual improvement, transparency, and student voice.

Overall Pastoral Care: The College offers a comprehensive pastoral care network that covers academic, spiritual, and personal dimensions, ensuring learners are safe, engaged, and able to thrive.

OUTCOMES 5 – 7

Outcome 5: Positive, Supportive, and Inclusive Accommodation

SPBC's continues to provide a safe, inclusive, and supportive living environment for all student residents. Students receive clear and comprehensive information about living arrangements, communal expectations, and emergency procedures well before arrival, enabling them to transition smoothly into residential life.

Systems for reporting and responding to health and safety concerns are well established and consistently implemented. In 2025, enhancements to the Buddy System (a peer support system) and expanded resident mentoring opportunities have strengthened peer connection, self-care, and wellbeing awareness among students. Ongoing staff training, police vetting, and regular welfare checks reinforce a culture of safety and accountability. Dedicated emergency protocols and family-friendly housing options further demonstrate SPBC's commitment to pastoral care beyond the classroom.

Outcome 6: Transparent Contracts and Administration

Accommodation contracts and administrative practices are transparent, student-centred, and regularly reviewed to maintain compliance with the Code and alignment with best practice. Required contract details are clearly documented, ensuring a transparent distinction of student accommodation and related facilities.

Students receive early access to house rules, complaints procedures, and refund policies, ensuring that expectations are clearly understood. In 2025, SPBC completed a review of its accommodation documentation and online disclosure statements to strengthen clarity around ownership structures, wellbeing practices, and staff competencies. Complaints logs are maintained and monitored, though no recent breaches or grievances have been recorded. Continued improvements to HR strategies and staff wellbeing supports, further reinforce transparency and staff readiness in fulfilling Code responsibilities.

Outcome 7: Quality Facilities and Services

SPBC student housing continues to meet high standards for safety, comfort, accessibility, and study suitability, with facilities that foster both wellbeing and academic focus. Accommodation areas are fully insured and regularly maintained, with maintenance schedules communicated to residents to minimise disruption. In 2025, several facility improvements were completed following resident feedback, demonstrating responsiveness and proactive resource management.

Accommodation funding and financial processes remain transparent and sustainable, ensuring that facilities continue to meet learner needs without compromising quality or safety. Regular self-review cycles, including resident surveys and staff evaluations, confirm high satisfaction levels and ongoing commitment to continuous improvement.

SPBC demonstrates a consistent and proactive approach to maintaining high standards of student care within accommodation settings. Professional development for residential staff, thorough vetting and supervision processes, and open feedback mechanisms underpin a culture of safety, respect, and inclusiveness. The integration of learner voice and staff reflection ensures that SPBC's accommodation environment continues to evolve in line with the Code, supporting students to feel valued, cared for, and equipped for success in both their studies and personal growth.

Key Initiatives for Accommodation Safety and Wellbeing

Dedicated Oversight: The Student Director provides dedicated oversight of all housing matters, supported by clear procedures and regular reviews of key documents (eg. Housing Information Booklet and Accommodation Contracts).

Enhanced Peer Support: A buddy system pairs senior students with new residents, strengthening peer support and community integration.

Proactive Environment Checks: Systems include regular welfare and maintenance checks, clear emergency procedures, and compliance with Healthy Homes standards to ensure safe and supportive living environments.

Staff Training & Support Access: The Student Director has chaplaincy and mental health training, and students have access to qualified staff for counselling and spiritual direction, ensuring holistic and timely care.

Integrated Wellbeing Model: Te Whare Tapa Whā principles are included in the Student Welfare Management Plan, reflecting the continued use of culturally grounded wellbeing practices.

Compliance and Communication: Policies are consistently reviewed, clearly communicated via orientations and house rules, and are aligned with legislative and NZQA requirements. Staff maintain vigilance through weekly and monthly meetings.

OUTCOMES 8 - 12

Outcome 8: International Learner Wellbeing

The self-review affirms that SPBC provides a supportive, responsive, and culturally inclusive environment for international learners. Students from diverse backgrounds are actively

engaged and have their wellbeing and safety needs effectively addressed through tailored support strategies integrated within the college's broader pastoral care framework.

A high staff-to-student ratio ensures that international learners receive individualised attention and timely assistance across academic, spiritual, and practical matters. In 2025, additional support resources were developed to enhance cross-cultural transition, including expanded mentoring opportunities and orientation follow-up meetings. These initiatives promote a strong sense of belonging and connection throughout the learner journey.

Outcome 9: Informed Prospective International Learners

Information for prospective international learners is clear, well-organised, and easily accessible through SPBC's website, printed materials, and direct communication channels such as email, Messenger, and virtual meetings. All information is regularly reviewed to ensure currency and accuracy.

Materials include comprehensive details on programmes, estimated costs, pathways for further study, accommodation options, and living requirements in New Zealand. Staff provide personalised guidance to ensure that prospective learners are well informed and fully prepared to make confident decisions about their study and living arrangements before arrival.

Outcome 10: Enrolment, Contracts, Insurance, and Visas

Enrolment processes are robust, transparent, and carefully managed to ensure compliance with the Code. Learners receive clear, tailored advice on programme suitability, entry requirements, and English language proficiency, as well as guidance on pathways for future study or ministry opportunities.

Enrolment contracts are comprehensive and easy to understand, outlining key terms such as start and end dates, disciplinary procedures, and grounds for termination. There is strong compliance with insurance and visa requirements, and systems are in place to protect student fees in accordance with NZQA and Immigration New Zealand standards. Refund and withdrawal policies are clearly communicated, reflecting SPBC's commitment to fairness and transparency.

Outcomes 11: Orientation, Information, and Ongoing Support

SPBC provides comprehensive and ongoing support to help international learners settle confidently into life and study in New Zealand. Orientation processes are well-structured and include essential information about health, safety, accommodation, employment, and visa conditions. Updated policies and dedicated international staff contacts ensure that learners always know where to access help and advice.

Learners receive practical guidance on adapting to New Zealand's culture and lifestyle, understanding employment rights and work conditions, and reporting misconduct or harassment. Follow-up check-ins and accessible communication channels ensure that support continues well beyond the initial orientation period. These approaches have resulted in

positive student feedback and demonstrate SPBC's strong commitment to the wellbeing and success of every international learner.

Outcomes 12: Safety and Supervision of International Students

Although SPBC does not enrol students under 18, the college provides a safe, well-maintained, and culturally inclusive living environment for international students. All accommodation facilities comply with New Zealand rental and health and safety regulations, ensuring comfort, security, and accessibility. Clear policies and safety protocols protect learners from discrimination, bullying, and harassment, reinforcing SPBC's commitment to respect and wellbeing. Learner voice is actively supported through regular wellbeing check-ins conducted by the Property Manager and Student Director, ensuring that any concerns are addressed promptly. Regular cultural events and community activities further promote mutual understanding, cultural appreciation, and a strong sense of belonging among residents.

Key Initiatives for International Learner Wellbeing and Compliance

Individualised Support: Support strategies are tailored to the needs of the predominantly international student body, backed by a high staff-to-student ratio and a culturally responsive pastoral care model.

Informed Engagement: Prospective students receive clear information on the website, supplemented by personalised guidance from staff via email, Messenger, and virtual meetings.

Structured Integration: Orientation and ongoing support sessions provide essential advice on academic expectations, living in New Zealand, employment rights, and available wellbeing resources, aiding confident integration.

Robust Compliance: Enrolment, visa, insurance, and fee protection processes are comprehensive, transparent, and regularly reviewed for compliance with NZQA, Immigration NZ, and Code of Practice requirements.

Fair and Accessible Policies: Policies for discipline, refund, and complaints are accessible, fair, and clearly communicated.

Financial Accountability: The use of Public Trust fee protection and other contractual procedures demonstrates strong accountability and care for student financial interests.

CLOSING SUMMARY

Across all twelve outcomes, SPBC demonstrates a comprehensive and well-integrated pastoral care system that reflects the college's Christian ethos and commitment to holistic education. Learners experience a culture of trust, belonging, and respect, supported by clear policies, trained staff, and responsive communication.

The review highlights several notable strengths, including a robust learner wellbeing framework grounded in Te Whare Tapa Whā, consistent learner voice mechanisms, transparent administrative and accommodation systems, and a dedicated approach to international learner care. Continuous improvement is evident through 2025 initiatives such as the Mental Health Triage Model, the Wellbeing Referral Pathway, and enhanced feedback and communication channels.

SPBC remains committed to sustaining and strengthening its culture of care through ongoing reflection, staff development, and partnership with learners. The college's holistic approach ensures that every student—domestic or international—is supported to succeed academically, grow personally, and contribute meaningfully within their communities and future pathways.

STUDENT COMPLAINTS

SPBC maintains a transparent and learner-centred approach to managing feedback and complaints, ensuring that every student is heard and supported through a fair and accessible process. The college's complaints policy outlines clear steps for raising and resolving concerns, supported by procedures that ensure timely responses, regular updates to students, and the protection of privacy and confidentiality at all stages.

The policy clearly distinguishes between informal feedback and formal complaints. Students are encouraged to discuss concerns directly with relevant staff for prompt resolution; however, if matters cannot be resolved informally, a formal complaint may be submitted through the Student Complaints Form. This balanced approach supports early resolution while upholding students' right to formal review.

Information on the complaints procedure is readily available in multiple formats, including the College Prospectus, Student Handbook, and Student Management System, as well as on noticeboards in key student areas on campus. Contact details for NZQA and Study Complaints (the free dispute resolution service) are included to ensure students are fully informed of external support options. A visual complaints flowchart is also displayed on campus and uploaded online for ease of reference.

In 2025, no formal complaints were received. Regular check-ins conducted each quarter by the Student Director and Academic Administrator ensured students were aware of the available processes and felt confident in using them if needed. Online learners also received clear guidance during orientation and mid-semester updates. Feedback from both on-campus and online students confirmed high levels of satisfaction with communication, accessibility of staff, and the responsiveness of support systems.

SPBC remains committed to fostering an open and respectful learning environment where concerns are addressed promptly and constructively, and where feedback directly informs continuous improvement in student support and institutional practice.

CRITICAL INCIDENT & REPORTING

The college defines critical incidents as situations that fall under these circumstances but are not limited to:

- Death of a student
- Serious injury to students as a result of an accident or other incidents
- Onset of illness or medical condition in a student requiring immediate or emergency treatment
- Mental health and safety concerns that may put a student at risk

- Pandemic and/or natural disaster
- Loss of student accommodation due to fire or other incidents

The college maintains a Critical Incident Plan, which is reviewed annually. This procedural document outlines designated roles, with the Executive Director serving as the “Crisis Manager” in the event of a critical incident that requires implementation of the plan. The plan includes consideration of the college's responsibilities towards our international students and its role as an accommodation provider.

Summary of findings—The College 2025 Critical Incidents review returned the following:

Critical Incident Type	2024/2025 Total	Notes
Student Death on Campus	0	Nothing to report
Significant Impact on Student Wellbeing	0	Nothing to report