



Code of Practice Self Review Summary

Outcomes 1 to 4 and 8 to 11

Overall evaluative conclusion

Implemented, with Outcome 4 assessed as well implemented, and a focused improvement programme identified.

Review date September 2026

Overall assessment

ELC assesses its implementation of the applicable outcomes in this review as implemented overall, with Outcome 4 assessed as well implemented. ELC has strong relational support and evidence-informed review practices. The review also identifies specific areas where documentation, publication and assurance need strengthening. The improvement plan is included in the ELC Code of Practice Self Review Report.

ELC context

ELC delivers programmes primarily online, with two in-person Block Intensives and practical ministry undertaken through local churches. Learner support therefore operates through ELC staff, support leads, pastors, supervisors, mentors, whānau and relevant external services. ELC retains responsibility for the quality and safety of the educational experience.

Outcome ratings

Outcome	Outcome focus	Rating
Outcome 1	A learner wellbeing and safety system	Implemented
Outcome 2	Learner voice	Implemented
Outcome 3	Safe inclusive supportive and accessible learning environments	Implemented
Outcome 4	Learners are safe and well	Well implemented
Outcome 8	Distinct wellbeing and safety needs of international learners	Implemented
Outcome 9	Prospective international learners are well informed	Implemented
Outcome 10	Offer enrolment, contracts, insurance and visa	Implemented
Outcome 11	International learners receive appropriate orientation information and advice	Implemented

Evidence considered

Evidence includes the Learner Wellbeing and Safety Strategic Plan, QMS, Student Handbook, Semester reports, Enrolment Process, staff training register, Policy Review Schedule, Critical Incident Policy and public ELC information etc.

Annual Complaints

During the review period, ELC received one formal complaint relating to repeated inappropriate behaviour by a student during online lectures. ELC followed its established complaints process, responding to the complaint and addressing the behaviour in accordance with its student conduct expectations.

The complaint also provided an opportunity for organisational learning and improvement. As a result, ELC strengthened the guidance provided to students regarding appropriate behaviour and communication in online learning environments. Changes were made to the Student Handbook and the student orientation process to provide clearer expectations for online etiquette, respectful communication and appropriate conduct, together with clearer guidance for staff on responding to concerns.

Critical Incidents

ELC had zero critical incidents during the review period.

What ELC does well

- Provides layered learner support from enrolment through completion, including Learner Success Plans where required.
- Maintains regular contact with learners through ELC support leads, tutorials, lecturers, supervisors, mentors and the local church.
- Uses Semester reports to bring together achievement data and learner, lecturer, supervisor and mentor feedback, etc.
- Provides a Student Wellbeing Hub, pastoral support, counselling access and flexible responses to personal circumstances.
- Publishes programme, international learner, refund and Code information and maintains structured enrolment processes.
- Reviews policies and processes regularly.

What ELC will strengthen

- Strengthen the learner voice regarding the ELC Strategic Plan.
- Ensure learner wellbeing, safety and success are prioritised and embedded at every part of the student journey.
- Strengthen the connection between applicant enrolments, interview findings, and creation of Learner Success Plans where needed.
- Clarify critical-incident responsibilities. Local churches will lead the immediate response to incidents in church-controlled internships; ELC will manage notification, learner follow-up, academic continuity, Code reporting and review.
- Keep a confidential critical-incident register and provide a brief anonymised annual summary showing the number, general types and outcomes of incidents. If none occurred, record a nil report.

Review and accountability

Improvement actions will be monitored through ELC quality assurance processes, the Leadership Team and the Governance Board. Progress and effectiveness will be evaluated in the next annual self-review.

Scope statement

This summary covers Outcomes 1, 2, 3, 4, 8, 9, 10 and 11 only. Outcomes 5, 6 and 7 are excluded because ELC does not provide student accommodation. Outcomes outside the specified scope, including Outcome 12, are not assessed.

Review date: September 2026