

# CODE OF PRACTICE

People Potential operates under The Pastoral Care of Tertiary and International Learners Code of Practice and is committed to meeting its responsibilities and making your time with us as successful as it can be. The Code means we have systems in place for all the outcomes below.

## OUTCOME 1

### A LEARNER WELLBEING AND SAFETY SYSTEM



- Strategic goals and strategic plans
- Self-review of learner wellbeing and safety practices
- Publication requirements
- Responsive wellbeing and safety systems

## OUTCOME 2

### LEARNER VOICE



- Learner voice
- Learner complaints
- Compliance with the Dispute Resolution Scheme

## OUTCOME 3

### SAFE, INCLUSIVE, SUPPORTIVE AND ACCESSIBLE PHYSICAL AND DIGITAL LEARNING



- Safe and inclusive communities
- Supporting learner participation and engagement
- Physical and digital spaces and facilities

## OUTCOME 4

### LEARNERS ARE SAFE AND WELL



- Information for learners about assistance to meet their basic needs
- Promoting physical and mental health awareness
- Proactive monitoring and responsive wellbeing and safety practices