

Unitec Student Support Services

Name of Department	Description	Location	Key Contact Person
Career Centre	We are a part of the Student Wellbeing Centre. We have an on-line job vacancy site which all students can register for. We work across the three campuses delivering career counselling, course advice and employment advice for current and graduate students. For prospective students we provide career counselling and course advice. We also offer Myers Briggs assessments to support career planning and decision making.	Building 28 Student Wellbeing - Pou Aroha, Mt Albert	Contact number is 815 2948 or career@unitec.ac.nz or www.career.unitec.ac.nz
Chaplaincy Service	<p>Unitec Chaplaincy Service provides an inclusive and holistic approach to spirituality across the three campuses. Our chaplains are available to assist everyone, regardless of faith expression. We provide:</p> <ul style="list-style-type: none"> • A confidential listening presence and support for everyday matters, or for times of transition, stress or crisis • Informal discussions about issues of faith and life • Opportunities to connect with other students interested in faith/spirituality • Resources for reading, listening and reflection • Prayer/worship on campus. • Oversight for the Muslim Prayer Rooms (Bldg 160, 500-5003) and Chapel (Bldg 162). 	Building 28 Student Wellbeing - Pou Aroha, Mt Albert	Coordinating Chaplain, Ricky Waters (Mon, Fri), extn 7899, chaplains@unitec.ac.nz
Conciliator	As a student, you may sometimes benefit from confidential advice and support to deal with sensitive issues, conflict or dispute matters. If you have had difficulty resolving an issue through other channels at Unitec, or have concerns about your experience, please feel free to contact the Conciliator for assistance. This service is provided on an impartial and neutral basis, to provide assistance to all parties concerned.	Building 113/ Room 3004, Mt Albert Campus	Glenda Grant Please email ggrant@unitec.ac.nz or phone 09 8152939 to arrange an appointment.
Copy Centre	The Copy Centre provides a wide range of in-house printing services and access to a capable network of commercial suppliers.	Bldg 117, Mt Albert Gate 4 best entrance off Carrington Road.	Karen Birch, Manager Copy Centre ext 7495
Counselling Services	<p>Counselling is free to all students enrolled at Unitec and available at all three campuses. Counselling is a confidential service and can help with personal issues which may be impacting on your studies.</p> <p>We are a team of highly skilled and professionally qualified people from a variety of training backgrounds. Our team is diverse and includes Maori, Pasifika and Gay practitioners.</p> <p>In 2011 we will also be offering Anxiety Groups to students.</p>	Building 28 Student Wellbeing - Pou Aroha, Mt Albert	Contact: Monika Singh, Administrator Extn. 8160 (for appointments), Text 021 455 764 or Email counselling@unitec.ac.nz

Disability Liaison Centre	<p>The Disability Liaison Centre provides flexible learning support for students in Certificate through to Master level programmes to enable them to reach their academic potential.</p> <p>A dedicated team of staff provide note taking, sign language interpreting, reader/writer exam support and other strategies.</p>	<p>Building 28 Student Wellbeing – Pou Aroha, Mt Albert</p>	<p>Gail van Veen on 7871 or gveen@unitec.ac.nz</p>
Equity and Diversity Manager	<p>At Unitec we value diversity. We aim to create an inclusive, flexible and equitable working and learning environment that meets the needs of all our students and staff. We recognise that Unitec's diversity makes it a truly unique study and work environment - vibrant, innovative, highly productive and bursting with creativity.</p> <p>Creating such an environment means recognising that people are different from one another, and accepting and valuing these differences. It also means creating an environment free from:</p> <ul style="list-style-type: none"> • Unfair treatment • Exclusionary behaviour • Sexual, racial or any other form of harassment • Bullying • Discrimination based on membership in a social or cultural group <p>If you see or experience any of these behaviours, please contact Unitec's Equity and Diversity Manager for confidential help and advice.</p>	<p>Building 48, Mt Albert</p>	<p>Matthew Farry - 815 4321 ext 7793 or mfarry@unitec.ac.nz</p>
Health Centre: Clinic 41	<p>Clinic 41 offers full general practice (GP) and nursing services for Unitec students and staff. We offer affordable and fully accredited healthcare, including confidential health advice and treatment, and male and female doctors and nurses. We are a member of the Auckland PHO (primary health organisation) and accredited by the Royal New Zealand College of General Practitioners. All consultations are confidential. You can drop in to see a nurse at any time, but you may have to wait. Please make an appointment to see a doctor. You pay less for health services if you register with us as your primary health organisation. Community Service Card holders pay less for some healthcare and prescriptions. If you receive a Student Allowance, you will automatically receive a Community Services Card. Most students are eligible for a Community Services Card. If you need a prescription you can get it from the Unimart on-campus pharmacy. There is a 10% discount for Unitec staff and students.</p>	<p>Building 41, Mt Albert</p>	<p>You can make an appointment by phone, or by dropping into our centre.</p> <p>815 6794 or 0800 267 836</p>

Information Technology (IT) HelpDesk	<p>We provide services to students including:</p> <ul style="list-style-type: none"> • HelpDesks • Training (Computer Orientation for new students at the start of each semester and Long Documentation for PostGrad Students) • Computer login support • Blackboard login support • Moodle login support • Unitec student email (Wairaka) support • MyUnitec support • Wireless assistance 	Building 180-2132, Mt Albert	Building 180-2132 Ext. 8484
International	<p>The International Office is a one-stop support centre where international students can drop in and get the support they need. We have Student Advisors to help with academic course advice, entry requirements and any other queries students may have about their study at Unitec.</p> <p>We process student visa applications, the Graduate Job Search Work Permit/Visa applications on behalf of Immigration New Zealand. We offer 24 hour pastoral care support for International students. An Insurance Administrator is available to help students with insurance claims.</p>	Building 180, Level 2, Room 2093, Mt Albert	Margaret Ghio, ext 7402
Maia Maori	<p>Maia Māori Development Centre is a one-stop support and development centre for Māori students, their whanau and staff at Unitec.</p> <p>The centre promotes and maintains an awareness of Unitec's programmes in the Māori community and provides:</p> <ul style="list-style-type: none"> • Academic learning support, including one-to-one, small group and workshop sessions in course-related mathematics, study skills and word processing • Specific social and cultural support for Māori students and their whanau • Advocacy service and administration • Financial advice, including assistance with student loans and allowances, and information, and other Māori grants and scholarships • A base for Māori staff support • Assistance with the acknowledgement of prior learning applications • Enrolment advice for new students – Kura Po night class enrolments • Study space, drop in centre, computer support, kai space • Information – where to go? What to do? 	Puukenga, Building 171, Mt Albert Building 500, Waitakere campus	Tracey Pirini Maia Māori Development Centre (Mt Albert campus), phone +64 9 815 4321 ext 8416 email tpirini@unitec.ac.nz

Marketing and Communications	<p>The Unitec Student Promo team consists of Unitec students who are hired to work on various projects for staff in the Marketing and Communications Department. They assist with events on and off campus, with promotional activities and student recruitment work, represent the Unitec student body at events off campus, inform and advise potential students about Unitec and the transition to higher education, and help with administrative tasks. The benefits of joining the Student Promo Team include earning \$14-15 per hour, gaining work experience, meeting new people, representing Unitec, and helping out at events on and off campus. Application forms will be available from Student Central or on the Unitec website in early Semester One. Interviews will take place in late March. For more information please visit www.promoteam.unitec.ac.nz or contact Kelly MacKenzie, kmackenzie@unitec.ac.nz or 815 4321 ext 7622.</p>	Building 28, Mt Albert	<p>Events and Sponsorship Coordinator - Kelly MacKenzie kmackenzie@unitec.ac.nz or 815 4321 ext 7622</p>
Osteopathy Service: Clinic 41	<p>Unitec's Clinic 41 is the only educational osteopathy provider and training clinic of its kind in New Zealand.</p> <p>Osteopathy is an established form of diagnosis and treatment, and is regulated by Act of Parliament. It is a hands-on form of healthcare that treats the whole body, and provides relief for physical conditions and pain related to the body's structural system. Conditions treated include spinal, joint and muscular aches and pains, sports and dance injuries, Anyone can make an appointment with an osteopath. The Clinic is a registered ACC Provider.</p>	Building 41, Mt Albert Campus	815 6794 or 0800 267 836
Student Central (Te Pae Kōrero)	<p>Student Central (Te Pae Kōrero) is the only place to go for all the information, application, enrolment and support services you need to study at Unitec.</p>	Building 180, The Hub, Building 3, Mt Albert & Building 510, Waitakere	<p>0800 10 95 10 or 0800 UNITEC (0800 864 832)</p> <p>study@unitec.ac.nz</p>
Student Funding	<p>The best source of information on scholarships available to you is the Breakout Database. This can be accessed free from any Unitec computer, and also at most public libraries.</p> <p>Visit http://www.fis.org.nz/index.php?page=BreakOut</p> <p>Unitec has a limited number of Study Awards available and more information can be found here:</p> <p>http://www.unitec.ac.nz/?ED290B6E-C380-4D53-A300-89726D9323B</p> <p>1If you find yourself in urgent financial hardship then WINZ may be able to assist, if not contact Monika Singh Extn. 8160 for an appt with the Manager Funding and Student Engagement or Family Budgeting Services on site.</p>	Building 28 Student Wellbeing - Pou Aroha, Mt Albert	<p>studentfunding@unitec.ac.nz Monika Singh Extn. 7876</p>

Te Komiti o Waitakere	<p>The role of Te Komiti o Waitakere is to identify and resolve matters brought forward by Unitec students studying at the Waitakere campus. It aims to ensure the interests and wellbeing of students at Unitec’s Waitakere campus are understood and being met, and to monitor operational policies and procedures and their effectiveness to the Waitakere campus identifying solutions.</p> <p>Te Komiti focuses on identifying and resolving student issues at the Waitakere campus and facilitating effective and efficient communication and collaboration. It may also provide recommendations to Unitec’s Leadership Teams where these matters are unable to be resolved by the Komiti.</p>		USU Advocates and/or student and programme reps at Waitakere. usuadvocate@unitec.ac.nz
Te Puna Ako Learning Centre Mt Albert	<p>Te Puna Ako Learning Centre is the place to come with questions or concerns about how to be successful (or more successful!) in your studies at Unitec. We have a team of lecturers who are here to provide learning advice and assistance to Unitec students at every level of study. The areas we focus on are: academic reading and writing, mathematics and statistics, English language and study skills. Students can attend workshops, make group or individual appointments to work with a lecturer, use the daily drop-in service or access our materials online on Moodle and Blackboard.</p> <p>Te Puna Ako Learning Centre Waitakere has a team of lecturers who work collaboratively with Maia and Pacific Centre to help you with your assignments and study/life balance at all stages of learning. We can assist you in developing your academic skills such as: reading, writing, critical thinking, mathematics, English language and time management. Students can book workshops on demand and make group or individual appointments to work with a lecturer. Staff can request in-class support. In addition we have one student advisor (refugee and migrant) and one student advisor (Mandarin speaking).</p>	<p>Building 110, Room 2001, Mt Albert Next to Unitec Main Library</p> <p>Student Central Waitakere Campus, Ground floor, Buildings 500 & 510</p>	<p>Wilma Pinto, Learning Centre Administrator, on 815 4321 extension 8611.</p> <p>Grant Castle, Student Central reception, 815 4321 extension 5113</p>
Te Puna Ako Learning Centre Waitakere			
The Language Learning Centre (LLC)	<p>Free for students (including ESOL/international languages), the LLC:</p> <ul style="list-style-type: none">• Contains self-access language materials for independent study• Caters for all levels• Has support documents to help you use the resources• Facilitates self-directed learning and fosters learner autonomy• Has resources you can choose from, including CD Roms, DVDs, music CDs, song sheets, readers, newspapers, course-books, materials focusing on English for Special and/or Academic Purposes, dictionaries, learning strategy materials, documentaries, and information about life in New Zealand	Ground floor, Main Library building, Mt Albert(open library hours)	Moira Hobbs mhobbs@unitec.ac.nz Ext. 5623

<p>The Pacific Centre for Learning, Teaching and Research</p>	<p>The Pacific Centre team and Pacific staff on campus are positioned to ensure that current students are able access the support required so that their tertiary experience is enjoyable and successful.</p> <p>The Centre Provides:</p> <ul style="list-style-type: none"> • Support with enrolments • Pacific orientation and Fanau evenings • Academic support from certificate to postgraduate levels of study • Pastoral support and counselling • Pacific graduation dinner for students and families • Collaborates with staff, students and departments on research projects involving Pacific people in New Zealand and in the Pacific 	<p>Building 111, Mt Albert</p>	<p>pacific@unitec.ac.nz or 09 815 2949</p>
<p>USU Students' Association at Unitec</p>	<p>When you enrol at Unitec you automatically become a member of USU Students' Association. USU operate independently from Unitec to protect your rights as a student and as a paying customer of Unitec. USU also provide the 'student life' side of being a student which includes everything from festivals, concerts, parties, sports tournaments, student job search and clubs, to <i>In Unison</i>, the free student magazine. The Student President and Executive committee of the Students' Association are made up of elected students and any student can run for office and use all of USU's services. For more information about USU and to check out what's going on around campus, visit www.usu.co.nz</p>	<p>Visit the USU Reception - Bldg 180 - The Hub, Mt Albert</p>	<p>Contact USU: E: usu@unitec.ac.nz P: (09) 815 4321 ext. 8600</p>