

Unitec International Student Services

International Admissions & Enrolment Services

International Student Support Services

I am new to New Zealand and I am considering Unitec

I submitted my application. What's next?

I have my programme offer. Now what do I do?

I have paid my fees. How do I live in NZ legally?

I have arrived in NZ. Now what do I need to do?

I need help or support. Who can I talk to?

Am I studying the right courses to graduate?

I am concerned about my rights. Who can I talk to?

Pre Application

Application Enquiries

Enrolment Enquiries

Visa & Insurances

Monitoring & Compliance

Pastoral Support

Pathway Connections

At Risk Management & Contract Closures

Pre Application Enquiries  
Pathway Connectors (Handoffs)  
Entry Requirements  
Programme Regulations

New Applications  
Progressing Applications  
Entry Requirements  
Programme Regulations  
Returning Enrolments (Handoffs)

Application Assessment  
Supporting Documentation  
Interviews  
International Offers  
International Study Plans  
International Cross Credits  
Attend Orientation Events as Enrolment Specialists

Visa Applications  
Insurance Applications  
VOC Requests  
Visa Monitoring  
Insurance Monitoring  
Immigration Matters  
Student Breach Handling  
Attend Orientation Events as Visa/Ins Specialists  
Onshore Insurance

Accommodation  
Homestay  
Attendance  
Under 18 Students  
Special Needs  
Orientation  
Enrolment Compliance  
Change Enrolment Requests  
Student Details Monitoring

Support Enquiries  
Attendance Follow Up  
Under 18 Students  
Special Needs  
Front of House Enquiries  
Pastoral Care Workshops  
Returning Enrolments (Handoffs)  
International Scholarships  
Attend Orientation Events as Support Specialists  
International Student Requests

Enrolment Events  
Academic Leader Advice  
Pathway Events  
Re-Enrolment Support

Student Withdrawals  
INTL Student Refunds  
Student Complaints  
At Risk Student Support  
Special Payment Plans

I can help you with your study choices

I can provide you with the right programme information

I can help you with your application and new enrolment.

I can help you with studying legally in New Zealand.

I can help you learn more about living in New Zealand

I can help you connect to the right support services

I can help connect you to the right returning enrolment advice.

I can help you feel safe or end your study at Unitec.

Which email address can students use for general enquiries?

[international@unitec.ac.nz](mailto:international@unitec.ac.nz)

[internationalsupport@unitec.ac.nz](mailto:internationalsupport@unitec.ac.nz)

Which team to contact of you need more help?

[International Admissions Assessors](#)

[International Admissions Assessors](#)

[International Admissions Assessors](#)

[International Visa & Insurance Specialists](#)

[International Student Support Team](#)

[International Student Support Team](#)

[International Student Support Team](#)

[International Student Support Team](#)

Who can you escalate to if you have concerns?

Jenny Ingram Tung

Pam Malcolm

Pam Malcolm

Tahreem Zia

Mrinal Mehra

Jessica Rudman

Jessica Rudman

Tahreem Zia

International Emergency Contact for Students

All International Students must have access to our Emergency contact number - this phone number is monitored 24 hours a - **021 829 510**

Management of International At Risk & Student Breaches

For Students who are at risk or may have compliance breach issues - Michelle Smith - Business Support Manager in first instance

Operations  
Student Success