

# Commercial Services Action Plan 2019

Unitec Priority	Team Priority	Action and Timing
Success of all students, with a focus on priority groups (Māori, Pacific, Under 25, International) and the communities we serve (West, Central & North Auckland)	<i>Being the one source of the truth in providing quality data to inform decision making</i>	<ul style="list-style-type: none"> <li>• Nga Kete reporting (as required)</li> <li>• SDR completed with no errors at time of submission (as per due dates)</li> <li>• Contribute to the appropriate EER workstream and ITP Roadmap (as required)</li> <li>• Heads of School induction (Feb)</li> <li>• Member of MPTT project committee (ongoing)</li> <li>• Statement of Service Performance (end of year)</li> </ul>
Quality learning, teaching and applied research to develop work-ready graduates and lifelong learners	<i>Provide our business units with insights to enable success</i>	<ul style="list-style-type: none"> <li>• Partnering with TKK to inform EPI literacy (ongoing)</li> <li>• Identify further opportunities for improvements to the customer experience</li> <li>• provide exception reporting and continuous improvement on an ad hoc basis ( by reviewing data that is produced)</li> <li>• Partner with Industry Workforce team to support new initiatives and business cases</li> </ul>
Engaged and inspired staff, equipped with the capabilities to support and deliver best learning	<i>Increase commercial literacy by informing, upskilling and training staff.</i>	<ul style="list-style-type: none"> <li>• 2019 Work allocation models completed by all Schools (March)</li> <li>• Exploring allied work allocation model (mid year)</li> <li>• ADEPs completed (March)</li> <li>• Training and support for key users of Power BI (ongoing)</li> <li>• Creating a data dictionary for BI users (by end of year)</li> <li>• Empower staff to self service with confidence (by end of year)</li> </ul>
A financially sustainable business to invest in the future	<i>Partner with the business to drive commercial success in alignment with the Investment Plan</i>	<ul style="list-style-type: none"> <li>• TEC reporting as per required dates</li> <li>• Timely and accurate advice across the business (ongoing)</li> <li>• Working with Heads and Leadership team to co-create strategies for sustainability and growth (as required)</li> <li>• Inform and enhance the annual budgeting process (end of year)</li> <li>• Manage commercial viability of products and services by completing 2019 Academic Portfolio Plans (by August)</li> <li>• Monitoring performance against the renewal plan (ongoing)</li> <li>• Enrolment reporting (weekly)</li> <li>• Contract review (ad hoc)</li> </ul>