International Student Support Action Plan 2019
Key Actions to Achieve Priorities

Unitec Priority	Student Success 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)	Growing collaborative relationships with communities and Unitec priority groups Enabling Students to develop a range of relevant and desirable skills Supporting transition into workforce/ further study/communities, locally and globally	*Design and conduct workshops each semester, to support International students to develop understanding relevant to compliance and other requirements specific to International students.* • *Visa workshops* • *Insurance workshops* • *Attendance workshops* • *Under18 workshops* • *Distress Student workshops* • *Workshops to cultural awareness* • *Post study work visa workshops* *Empowering students by allowing development opportunties such as Student Connectors. Developing leadership skills by allowing stduent connectors to lead focus group sessions with the students each semester.* *Conducting international students' events and culturally appropriate events for international students to participate; thorugh collaboration with Studnet success and International director* *Developing collaborative relationships with external stakeholders and communites through ensuring the following:* • *Having an Immigration visit and/or phone conference once a year to ensure compliance requirments are being met* • *Maintaining ongoing engagement with Southern cross and Homestay providers, atleast twice a semester.* • *Ensuring ongoing engagement with communities through Home stay to support smooth transition for international students* *Supporting international students transition into New Zealand culture and community through informational workshops and ongoing follow up.*

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Quality learning, teaching and applied research to develop work-ready graduates and lifelong learners	• Enacting our Te Noho Kotahitanga principles with learners • Easing transition into tertiary through effective orientation • Ensuring retention and success through accessible support in the development of tools and skills relevant to life-long learners • Encouraging confidence in learners, community future through building resilience and self-capability	*Conduct Te Noho kotahitanga workshop for staff and students to encourage incorporating the principles in work and learning.* *Ensure an effective orientation programme through collaboration with relevant teams within and outside of Student Success, and through engagement with relevant external stakeholders.* *Easing the transition of International students to Unitec and ensuring retention and success, through focus on:* • *Providing effective information regarding the services available* • *Providing on going pstoral care to ensure retention and success.* • *Providing accessability and visibility through Drop-in sessions and appoinments.* • *Regular montioting of the visa status through ongoing visa reporting to ensure student's compliance with Immigration regulations.* • *Ongoing attendance monitoring through regular attendance reporting and SEAts to ensure compliance, retention, sucession and student well-being.* • *Ongoing monitoring of students insurance through insurance reporting to ensure students well being.* • *Implement allignment of services by school by April-May 2019 to ensure focused approach and allow increased engagemnt with Academic departments to support student success.* • *Providing self service opprotunties for relevant services to encourage self capability*
Engaged and inspired staff, equipped with the capabilities to support and deliver best learning	• Team Building and wellbeing focus • Collaborating towards cross functional PD opportunities and engagement • Actively sharing and celebrating individual and group contributions to our communities • Collaborative networking and benchmarking across ITP sector and communities	*Maintaining team cohessivness through regular team meetings and one on one sessions.* *Ensuring collaboration within student success, wider Unitec Teams and external stakeholders, to ehnace engagement and encourage PD opportunties.* • *Participating in staff Development workshops* • *Collaborating with Finance, Operations, Academic , Marketing, IMS and TKK to ensure effective outcomes* • *Develop wider understanding of the srevice groups within Student Sucess to understand how best to utilize the services.* *Benchmarking through collaboration with communities and stakeholders through below practices:* • *Regular data from INZ regarding Unitec and ITP sector.* • *Engaging with ITP to understand pastoral care and Refund processes*

| A financially sustainable business to invest in the future | • Ensuring our inclusive practices are; culturally, economically, socially, and environmentally sustainable
• Being resourceful in our daily practices including partnering with stakeholders to review financial priorities
• Building confidence in our performance among stakeholders | *Optimising resources through cross training and partnering within the team to attain effective outcomes.*

Partnering with Finance to support effective refund process, deferrals and debt collection

Partnering with Communications and Marketing within Unitec to ensure effective communication to students

Partnering with Acdemic to communicate compliance requirment in relevance to international.

Reviewing processes and policies in allingmnet wth RACI model and where applicable time-motion to support financial sustainability.

Periodic review of processes to ensure effective resource allocation and sustainabiliy.

Building confidence in our perfomnace among stakeholder through focus on:
• *Successful External Audits*
• *Self-review of compliance with the code of practice*
• *Effective management of risk cases* |