

# Resources & Student Complaints Team Action Plan 2019 – Key Actions to Achieve Priorities

Unitec Priority	Team Priority – Student Success	Resources and Complaints Team Actions 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 across Unitec to enable students to develop a range of relevant and desirable skills that support transition into workforce/further study/communities, locally and globally.	<ul style="list-style-type: none"> <li>Contribute to implementing the Maori Success Strategy</li> <li>Champion continual improvement of the student complaints process and reporting – including reporting on actions for improvement to Unitec (based on learnings from complaints)</li> <li>Contribute to complaint related policy and process reviews e.g. Student Disciplinary Statute, Grades Appeals Procedure</li> <li>Monitor and respond to student feedback</li> <li>Continue to provide student support in partnership with other service areas at peak times eg Student Central (ID Cards), Business Intelligence (Coding of NPS student survey verbatims), and for 2019 new partnerships with Operations team/Aroha Lewin (Peak processes support) and Student Support team (Studylink support)</li> </ul>
Quality learning, teaching and applied research to develop work-ready graduates and lifelong learners	Easing transition into tertiary through effective orientation and ensuring retention and success through accessible support to tools and skills relevant to life-long learners	<ul style="list-style-type: none"> <li>Continue to enable open (public) access to Unitec research via the Unitec Research Bank</li> <li>Provide easy access to relevant library and study resources (physical and online)</li> <li>Manage systems and processes: Appointment Bookings, Alma, website etc.</li> <li>Benchmark systems, processes and practices against rest of ITP sector to ensure quality</li> </ul>
Engaged and inspired staff, equipped with the capabilities to support and deliver best learning	An effective team with a balanced focus, collaboratively working towards cross functional PD opportunities and engagement, who actively share and celebrate individual and group contributions to our communities, including collaborative networking and benchmarking across ITP sector and communities.	<ul style="list-style-type: none"> <li>Build staff collaborative capability by working together to prototype a learner centric database as referenced in EER report</li> <li>Mentor and back up Customer Service team</li> <li>Broaden skill sets and hone specialties that will be sought after within the new ITP structure</li> </ul>
A financially sustainable business to invest in the future	Ensuring our inclusive practices are sustainable, whilst being resourceful in our daily practices, including partnering with stakeholders to review financial priorities and build confidence in our performance.	<ul style="list-style-type: none"> <li>Ensure money spent on library resources is appropriate</li> <li>Support and facilitate the move of Building 1</li> <li>Improve data collection &amp; reporting</li> <li>Investigate self service laptop loans system</li> </ul>