

Unitec Change Enrolment Support Guide

| COE Step | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|---|---|--|---|--|---|---|--|--|
| Student Needs | How does my request impact on my situation? | I am an International Student will this impact my visa? | Is there availability in the class or an alternative? | Will the courses in my request help me complete my studies? | I have been approved what will happen next? | Are all the courses I am taking right for the qualification I am doing? | I am an International Student will I get a refund? | When will I get my refund? |
| Step Outcomes | COE Initial Review | International Compliance | Class Monitoring | Approval Authority | Enrolment Processing | Quality Checking | International Refunds | Domestic Refunds |
| Step Review Checks | Wellness Check Request Type Check StudyLink Impact Check Study Plan Initial Check International Prog Change International Credit Check Class Status Check | Visa Information Support Visa Compliance Approval Under 18 Support At Risk International Students Intl Attendance Tracking | Class Status (Open Close) Class Capacity Requests Alternative Class Monitoring Attendance Checking | Pre-Requisite Approval Third Time Enrolments Application 5 Courses Cross Credits Attendance Escalations Change of Major Extra Electives Approval | Enrolment Requests Student Withdrawals No Show Processing Issue Resolutions Confirmation of Refunds | Completion Corrections Approve grade corrections | International Refunds International Defferals | Refund Payment dates StudyLink Refunds Exceptional Fee Refunds |
| Staff Support Voice | I can help you understand the impact of your change enrolment request | I can help you ensure you are compliant with your visa | I can help you understand class availability | I can approve your request or make other suggestions | I can process your request once it has the right approval | I can help ensure your correct grades have been processed | We can help update study link or process a refund | I can help you feel safe or end your study at Unitec. |
| Step Owners | EA Operations | Student Success | EA Operations | Schools | EA Operations | TKK | Student Success | EA Operations |
| Which team to contact if you need more help? | | | | | | | | |
| Contact | enrol@unitec.ac.nz | internationalsupport@unitec.ac.nz | enrol@unitec.ac.nz | refer contact list | enrol@unitec.ac.nz | tkk@unitec.ac.nz | internationalsupport@unitec.ac.nz | studentfinancials@unitec.ac.nz |
| Which team to contact if you need more help? | | | | | | | | |
| Team Name | Concentrix Support | International Student Success | Enrolment Administration | Schools Contacts | Enrolment Administration | Te Korowai Kahurangi | International Student Success | Student Finance Academic Registry |
| Who can you escalate to if you have concerns? | | | | | | | | |
| Escalations | Kelsi Morrow | Tahreem Zia | Edgar Rowland | Tahreem Zia | Edgar Rowland | Steve Marshall | Tahreem Zia | Chantelle Daniels |