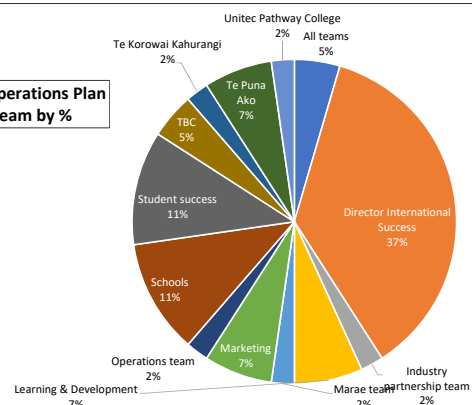


International Success Strategy Operations Plan 2019

Updated Monday, 4 November 2019

The International Success Strategy Operations Plan is focussed on actions that encourage student engagement and participation in studies and student life in Auckland. This in turn creates a sense of belonging and positivity that promotes successful study outcomes. There is also a focus on encouraging staff to engage with students in cultural events, networking and mentoring programmes which creates a sense of community within the institute. The Education (Pastoral Care of International Students) Code of Practice 2016 features in a number of priority actions as a framework to providing best practice support for students which again promotes a positive experience and successful educational outcomes.

Current year ISS Operations Plan resourcing by team by %



Task RAG status









RED (Action Required)	13	29%
AMBER (Progressing slowly)	7	16%
GREEN (Progressing well/Completed)	25	56%

Priority Action RAG status

RED (Action Required)	Priority 4	21%
AMBER (Progressing slowly)	Priority 1	61%
GREEN (Progressing well/Completed)	Priority 2	77%
GREEN (Progressing well/Completed)	Priority 3	77%

Partner	Priority #	Priority Action	Action	Current Actions	Start date	Finish date	Status	% Complete
All teams	1	b) Ensure that Unitec recognises the cultural contribution that International students bring to our communities	1b)iv) Work with staff who want to establish connections with students of same nationality and connect as support and mentors	In progress with Indian staff and students	1/07/2019	ongoing	In Progress	75%
All teams	1	d)Strengthen support for International students at Waitakere campus	1d)i) Work with Waitakere staff to support student events on campus	Working with staff on Diwali festival - need to schedule 2	1/08/2019	ongoing	Completed	100%
Director International Success	1	a) Ensure an Institute wide commitment to government International Educational strategies that support the wellbeing and educational achievements of our International students 1 & 2	1a)iii) Code of Practice: Work with international support staff to ensure all are fully trained on how to apply the code when working with students	Need to send out badging and next steps	1/03/2019	ongoing	In Progress	75%
Director International Success	1	a) Ensure an Institute wide commitment to government International Educational strategies that support the wellbeing and educational achievements of our International students 1, 2 & 3	1a)i) Promote strategies via the NEST with monthly writeup on each strategy and how it applies to international students	Need to set this up with Comms team	1/11/2019	ongoing	Action Required	0%
Director International Success	1	b) Ensure that Unitec recognises the cultural contribution that International students bring to our communities	1b)ii) Arrange student presentations to staff to provide background and motivation for studying in NZ and why choose Unitec	Build relationships and conversations with students	1/02/2020	ongoing	Action Required	0%
Director International Success	1	b) Ensure that Unitec recognises the cultural contribution that International students bring to our communities	1b)iii) Profile students "stories" on the NEST to provide staff with an understanding on the background and motivation for studying in NZ and why choose Unitec	Build relationships and conversations with students	1/11/2019	ongoing	Action Required	0%
Director International Success	1	e)Ensure students feel welcomed, included and connected to Unitec	1e)ii) 1st 6 weeks - Schedule CHECK IN sessions/repeat orientation sessions for students in the first 1/2 of the semester to ensure students have all they need to enable best learning practices	Have scheduled these check in sessions over the first 8 w	1/02/2019	scheduled for e	Completed	100%
Director International Success	1	e)Ensure students feel welcomed, included and connected to Unitec	1e)iv) Establish International Community "Get Connected" programme to promote student connection	Keep working on adding to this programme	1/02/2019	1/03/2019	Completed	100%
Director International Success	2	a) Achieve EPI targets 2019 – 2022 based on institutional targets	2a)iii) Analyse programme priority matrix to identify reasons that students do not complete and use as action points for improvement	Need to partner	1/07/2019	1/07/2019	Action Required	25%
Director International Success	2	a) Achieve EPI targets 2019 – 2022 based on institutional targets	2a)ii) Establish registers for each school to track and monitor students progress	Have trackers with engineering and construction	1/07/2019	ongoing	In Progress	75%
Director International Success	2	c)Develop Institute wide awareness of EPI targets 2019-2022	2c)i) Tell the "story" Promote EPI targets via the NEST and through monthly HOS meetings and all school hui	Need to confirm EPI and do write up for NEST	1/11/2019	ongoing	Action Required	0%
Director International Success	2	d) Ensure our students tell their "story" to promote understanding of our students' expectations and goals.	2d)i) Take the time to get feedback from students on their goals during orientation and tell the story to staff	Need to incorporate into success plan	1/07/2019	ongoing	In Progress	75%
Director International Success	2	e)Ensure students maintain motivation for, engagement and participation in their future goal	2e)iii) Invite students to participate in staff cultural events for Diwali and Moon Festival	Moon festival student participation complete Diwali stu	1/07/2019	ongoing	In Progress	100%
Director International Success	3	b)Engage all staff in bringing the Code of Practice to all aspects of the student journey	3b)i) Design, schedule, and deliver Code of practice refresher workshops to all staff	completed - workshops progressing	1/07/2019	1/08/2019	Completed	100%

Director International Success	3	e) Build meaningful connections between staff , students & community groups	3e)i) Contact community leaders and invite them to our campus to staff and student events.	Working with students clubs first and then invite commu	TBC	TBC	Action Required		25%
Director International Success	3	a) Lead Code of Practice actions throughout the institute	3a)ii) Partner with TKK to ensure self-reveiw follows "Ata Korero" principles and allows teams to engage 100% in the process	Started session 1 with TKK	1/04/2019	1/04/2019	Completed		100%
Director International Success	3	a) Lead Code of Practice actions throughout the institute	3a)j) Design, schedule, and deliver Code of practice self-reveiw s	Completed - Submission to AB to be completed	1/04/2019	1/09/2019	Completed		100%
Director International Success	3	a) Lead Code of Practice actions throughout the institute	3a)iii) Prepare and complete the annual Code of Practice self-rev	Started session 1 with TKK	1/10/2019	1/10/2019	Completed		100%
Director International Success	4	a)Ensure an Institute wide commitment to The Tertiary Education Strategy (TES) 2014–2019 4_Priority 6: Growing International Linkages	4a)i) Promote strategies via the NEST with monthly writup on each strategy and how it applies to international students	Need to receive approval for strategy and operations pla	1/02/2019	ongoing	Action Required		0%
Industry partnership team	2	e)Ensure students maintain motivation for, engagement and	2e)iv) Promote industry connect events to students to ensure they can visualise the outcomes they want	Completed - Good numbers attended events	1/02/2019	ongoing	Completed		100%
Learning & Development	3	c)Establish Code of Practice outcomes for staff & Imbed Code of Practice as part of ADEP: Achieve and Develop goals	3c)iii) Establish Code of Practice as part of ADEP standard goal for all staff	1.Write copy for L&D team to incorporate this into ADEP	1/09/2019	1/10/2019	In Progress		75%
Learning & Development	3	f) Create opportunities for new and current staff to improve cultural awareness that supports students from other cultural backgrounds	3f)i) Work with Learning & Development to develop resources for cultural awareness training & induction for staff	Setting up comms with Jody B	TBC	TBC	In Progress		50%
Learning & Development	4	b)Promote a culture of internationalisation where all staff and students are prepared for working in a global environment	4b)i) Work with Learning & Development to ensure new staff inductions include cultural awareness sessions	Need to collate cultural awareness data and work on onl	TBC	TBC	In Progress		50%
Marae team	1	e)Ensure students feel welcomed, included and connected to Unitec	1e)iv) Arrange NZ cultural experience on Unitec marae - combine Noho experience with academic support from ADL team	Completed - Feedback to PTW Sept	1/08/2019	ongoing	Completed		100%
Marketing	2	b)Improve on NPS survey results for 2019 through to 2022 and achieve NZ Industry benchmark for tertiary education	2b)i) Arrange focus group to get to current feedback mid semester feedback that may lead to quick change for student and easy win for NPS	Completed - Feedback presentation next week	1/08/2019	ongoing	Completed		100%
Marketing	4	b)Promote a culture of internationalisation where all staff and students are prepared for working in a global environment	4b)ii) Work with Marketing to encourage domestic students to utilise the Study abroad opportunities available through our partner institutes	Still to discuss with study abroad coordinator - early Nov	1/10/2019	1/12/2019	Action Required		50%
Marketing	4	b)Promote a culture of internationalisation where all staff and students are prepared for working in a global environment	4b)iii) Work with marketing to promote visits from partner institutions to Unitec and include staff outside of leadership and marketing	No actions planned as yet	TBC	TBC	On hold		0%
Operations team	1	c) Ensure that Unitec provides best practice operational & academic support services that contribute to a positive student experience	1c)iii) Work with the operations team on improving the students application experience eg: engagement, processing timeframes, conversion	Partnered with ops and support team to work through d	TBC	TBC	Action Required		50%
Schools	2	a) Achieve EPI targets 2019 – 2022 based on institutional targets	2a)ii) Identify students with progress not on track and work with teams to provide support that could put the student back on track	Working with Schools on tracking students and then nex	1/07/2019	ongoing	In Progress		75%
Schools	2	a) Achieve EPI targets 2019 – 2022 based on institutional targets	2a)iv) Partner with Bridgepoint to support students english language requirements by developing ESP courses for top 30 programmes	Working with Language studies to support nursing stude	TBC	TBC	In Progress		25%
Schools	3	d) Partnering with School Priority Champions to advance student retention and progression	3d)i) Work closely with school champions to track and report on student progress and keep students on track	Working with school champs and ADLs	1/07/2019	ongoing	In Progress		75%
Schools	3	d) Partnering with School Priority Champions to advance student retention and progression	3d)ii) Work closely with school champions to promote Code of practice amongst staff	Working with schools	1/07/2019	ongoing	In Progress		50%
Schools	4	e)Recognise the requirement for alternate semester offerings for markets out of sync with NZ semesters.	4e)i) Partner with HOSs and marketing to develop these alternate semester start dates for specific programmes and markets	This is part of Marketing plan for 2020 - need to discuss	TBC	TBC	Action Required		25%
Student success	1	a) Ensure an Institute wide commitment to government International Educational strategies that support the wellbeing and educational achievements of our International students 1, 2 & 3	1a)ii) 1st 6 weeks: Use the Code as a framework to redevelop orientation to ensure all outcomes required as a minimum are included with improved delivery to student	Meeting this week to firm up the new orientation proces	1/02/2019	July	Completed		100%
Student success	1	b) Ensure that Unitec recognises the cultural contribution that International students bring to our communities	1b)i) Use student connectors to improve connection between students and staff	Attend monthly meetings with connectors	1/03/2019	ongoing	In Progress		75%
Student success	1	e)Ensure students feel welcomed, included and connected to Unitec	1e)iii) Develop and deliver regular communications to students via an International community newsletter - should contain upcoming events on and offcampus, important reminders on policies	Have scheduled these check in sessions over the first 8 w	1/02/2019	ongoing	Completed		100%
Student success	2	e) Ensure students maintain motivation for, engagement and participation in their future goal	2e)i) Develop and promote Academic Excellence scholarships to aid economic wellbeing and Increase student motivation for excellence	Completed - add into events schedule	1/03/2019	1/04/2019	Completed		100%

Student success	2	e)Ensure students maintain motivation for, engagement and participation in their future goal	2e)ii) Use check-in sessions to remind students of their goals, arrange for past student presentations, current year 3 presentations	No Action required	1/02/2019	ongoing	Completed		100%
TBC	1	e)Ensure students feel welcomed, included and connected to Unitec	1e)i) Provide an International student centre at Mt Albert campus that is staffed Monday to Friday 9-5pm	This is part of the bigger strategy and will be in the resou	TBC	TBC	Action Required		0%
TBC	4	c)Commit to an Institutional Charter of Internationalisation	4c)i) Establish a working group to investigate a Charter that commits to creating a culture of internationalisation that fosters international & Intercultural perspectives and initiatives.	No actions planned as yet	TBC	TBC	On hold		0%
Te Korowai Kahurangi	1	c) Ensure that Unitec provides best practice operational & academic support services that contribute to a positive student experience	1c)ii) Work with the Te Korowai Kahurangi team to improve the students academic experience through active monitoring of student programme progression	No actions planned as yet	TBC	TBC	Action Required		50%
Te Puna Ako	1	b) Ensure that Unitec recognises the cultural contribution that International students bring to our communities	1b)iv) Actively promote APL (Assessment of learning) - refers to previous study or experience (prior achievement) relevant to the programme the student is about to enrol in or is currently studying.	1. logged job with IMS HR 90793 - add to application 2. p	TBC	TBC	Action Required		50%
Te Puna Ako	3	c)Establish Code of Practice outcomes for staff Imbed Code of Practice as part of ADEP: Achieve and Develop goals	3c)i) Partner with TPA to develop a Code emerging badge to evidence staff participation and level of knowledge of the Code	1.Develop code of practice emerging badge that staff car	1/05/2019	1/09/2019	Completed		100%
Te Puna Ako	3	c)Establish Code of Practice outcomes for staff & Imbed Code of Practice as part of ADEP: Achieve and Develop goals	3c)ii) Partner with TPA to develop a Code demonstrating badge to evidence staff participation and level of knowledge of the Code	1.Develop code of practice demonstrating badge that sta	1/05/2019	1/11/2019	In Progress		75%
Unitec Pathway College	4	d)Commit to including internationalisation into existing programmes and into new programme development.	4d)i) Partner with UPC to promote programmes to High school International students	on hold due to compliance issues	1/11/2019	1/11/2019	On hold		25%