What sort of support does the student need?

Is there support required arising from a disability?

Is there a clear health issue?

Are there support issues arising from a mental health concern?

Has the student told you directly about a specific problem? E.g.
- Bereavement
- Relationship breakdown
- Eating disorder

Would the student like to talk to another student?

Need support with Academic Literacy & Numeracy, APA Referencing, Time Mgmt. Study Skills?

Does the student need support around Fees, STUDYLINK matters? Does the student have problems with finances, accommodation, food etc.? Are you unsure where to refer?

Might the issue be related to the student being from overseas e.g. visa, insurance, other pastoral care issues?

Does the student require cultural support/connection?

Are you concerned about inappropriate behavior towards staff or other students, disruptive behavior in classes, or a student or threatening staff member via email or social media?

Is the student very worried about academic matters?

Access4Success: Disability Services

Te Puna Waiora - Health

Te Puna Waiora - Counselling

Student Reps

Student Advocates

Academic Development Lecturers(ADL)

Student Support & Scholarships

Chaplaincy Services

Career Development Services

International - Student Success

Pacific Centre

Te Noho Kotahitanga Marae

Student Complaints

Network Pathway Academic Leader

Library Knowledge Specialist

Conciliator

Is the student concerned about his or her use of alcohol or drugs?

Does the student:
- Experience panic attacks or extreme anxiety
- Work unrealistic hours
- Avoid starting or finishing work
- Have perfectionist tendencies

Is the problem due to loss of motivation or difficulty concentrating? Symptoms could be:
- Signs of depression
- Low mood, low energy
- Difficulty sleeping
- General loss of interest/ concentration
- Loss of self-confidence
- Tiredness

Is there problem of discrimination, harassment or a complaint about something at Unitec? Or a legal, tenancy or employment issue?

Does the student need spiritual support? Does the student need to talk things through with someone who will provide a listening ear?

Is the student having trouble with job seeking or expectations? Does the student need help with a CV and/or interview skills?

Librarians can help you find course material, e-books, print books, journals, online videos. Book Quiet study spaces. Loan Laptops, copying & printing.

Is the student having difficulty resolving an issue through other channels at Unitec, or have concerns about their experience?