

Student Success – *International Support*

Action Plan 2020 - NGĀKAU MĀHAKI - Led by Te Noho Kotahitanga we manaaki the success of our learners and communities

Unitec Priority	SS Team Priority	International Support: Team Action and Timing
RANGATIRATANGA Improve the success of all learners, achieving parity for Māori, Pacific and under 25s by 2022, enhancing international learner success and serving the educational needs of West, Central and North Auckland communities	Support & engage all learners to develop a range of relevant skills that enable progression	<ul style="list-style-type: none"> Develop a robust Orientation programme in alignment with the NZQA Code of Practice requirements that caters to the needs of international students. <i>Timing: to be actioned once within the first 3 weeks of the month in which the semester commences.</i> Design and conduct workshops each semester, to support International students to develop understanding relevant to compliance and other requirements specific to International students. <i>Timing: Each workshop to be conducted atleast once during a semester.</i> Empower students by allowing development opportunities such as registering as Student Connectors. Developing leadership skills by allowing student connectors to lead student centric activities <i>Timing: Connectors recruited and Trained for each semester within the first four weeks of the month which the semester start,</i> Develop collaborative relationships with external stakeholders to support students' needs through ensuring the following: Collaborate with LOP to support student success and retention. Partner with INZ to develop alternative options for Attendance Tracking due to Covid-19 online studies. <p>Have an Immigration visit and/or phone conference once a semester to ensure compliance requirements are being met. Maintaining ongoing engagement with Southern cross and Homestay providers, atleast twice a semester. Ensuring ongoing engagement with Home stay to support accommodation and smooth transition for international students. <i>Timings: Ongoing during the semester.</i></p>
MAHI KOTAHITANGA Provide high quality learning, teaching and applied research to develop work-ready lifelong learners and return to Category One status	Provide effective academic, pastoral and research support that is accessible and caters to the diverse needs of our learners	<p>Easing the transition of International students to Unitec and ensuring retention and success, through focus on:</p> <ul style="list-style-type: none"> Providing effective information regarding the services available during orientation and workshops. Providing ongoing pastoral care to ensure retention and success through monitoring reports. Providing accessibility and visibility through Drop-in sessions and appointments. Regular monitoring 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, succession and student well-being. Ongoing monitoring of students insurance through insurance reporting to ensure students well being. Participating in the Learner Outreach Project Providing tailored support to Under 18 Students through regular follow-ups, workshops and engagement with Designated caregivers/guardians/ parents. <p><i>Timings: Ongoing during the semester.</i></p>

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WAKARITENGA Engage and inspire staff so they are proud to work at Unitec and are equipped with the capabilities to support quality learning	Enhance team wellbeing and trust, together with professional and leadership competencies, in line with Te Noho Kotahitanga	<ul style="list-style-type: none"> • Maintaining team cohesiveness through regular team meetings and one on one sessions. • Ensuring collaboration within student success, wider Unitec Teams and external stakeholders, to enhance engagement and encourage PD opportunities. • Engaging in Staff Development workshops • Benchmarking through collaboration with communities and stakeholders through below practices: <p>Regular data from INZ regarding Unitec and ITP sector. Engaging with ITP to understand the pastoral care</p>
KAITIAKITANGA Build a financially sustainable organisation to invest in the future with an operating surplus by 2022	Ensure our practices are economically, culturally, socially and environmentally responsible for Student Success	<ul style="list-style-type: none"> • Optimising resources through cross training and partnering within the team to attain effective outcomes. • Partnering with Finance to support robust refund process, deferrals and debt collection • Partnering with Communications and Marketing within Unitec to ensure effective communication to students • Partnering with Academic to communicate compliance requirement in relevance to international. • Periodic review of processes to ensure effective resource allocation and sustainability. • Building confidence in our performance among stakeholder through focus on: <p>Successful External Audits Self-review of compliance with the code of practice Effective management of risk cases</p>