What Sort of Support Does the Student Need & Where to Refer?

Does the student need help with:
- Application support, Re-enrolment,and change of enrolment
- General information including programmes of study and student logins
- Student ID card, transport discount and campus parking information
- Document requests and student forms

→ **Student Central**

Does the student need support with:
- Enquiries about Student Support services
- Booking group study rooms
- Assistance with general Library services & printer related enquiries

→ **Library and information / Ask Me**

Booking appointments with Student Support & Scholarships Advisors, Learning Advisors, Career Development Consultants, Subject Librarians and International Student Support Advisors. (Students can also book into these services via the Unitec website)

→ **Subject Librarians**

Is support required arising from an impairment, disability or injury?

→ **Access4Success Disability Service**

Has the student tried to resolve issues at Unitec informally and now needs further help? Assistance with issues related to:
- Being treated unfairly
- Formal complaints (academic/ non-academic)
- Disciplinary matters
- External matters affecting studies e.g. employment or tenancy

→ **Student Advocate**

Does the student need help to understand what information they need to answer assignment questions, find and/or evaluate academic resources, organise and store the information they have found, deal with information overload?

→ **Student Support & Scholarships**

Does the student need support around fees-free, studylink, finances, accommodation, food, etc? Does the student need general pastoral support with a concern or complaint? Would your student like to apply for a Scholarship?

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

→ **Multi-faith Chaplaincy Services**

Does the student require cultural support/connection?

→ **Te Noho Kotahitanga Marae**

Would the student like to talk to another student?

→ **Pacific Centre**

Are you concerned about student conduct e.g. inappropriate behaviour towards staff or other students, disruptive behaviour in classes, or threatening staff member or student via email or social media? (refer Student Disciplinary Statute)

→ **Student Reps**

Does the student need support with academic literacy and numeracy, reading & writing, referencing, time mgmt, presentations, study skills, maths & science?
Does the student need support from Maori & Pacific Learning Advisor?

→ **Academic Staff / Security**

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

→ **Learning Advisors**

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

→ **Te Puna Waiora - Counselling**

Is there a clear health issue?

→ **Te Puna Waiora - Health**

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

Might the issue be related to the student being from overseas e.g. visa, insurance, international refunds, under 18 support, other pastoral care issues?

→ **International Support Services**

Does the student need advice on job search/ CV/cover letter/ interviews or career plans and decisions?

→ **Career and Employability**

Last Updated November 2020 - For further changes please contact mjenkins@unitec.ac.nz