International Student and Business Support Action Plan 2022

Unitec Priority	Student Success Team Priority	Action and Timing

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 Tāmaki Makaurau	Support & engage all learners to develop a range of relevant skills and connections that enable progression and wellbeing	1.1 Develop a robust Orientation programme in alignment with the NZQA Code of Practice requirements that caters to the needs of international students. Timing: to be actioned once within the first 3 weeks of the month in which the semester commences.
		1.2 Design and conduct workshops each semester, to support International students to develop understanding of available support services, students' rights and responsibilities, compliance obligations and other areas as specified in International Success strategy and the Code of Practice. Timing: Each workshop to be conducted at least once during a semester.
		1.3 Empower students by allowing development opportunities such as Student Connectors Programme. Developing leadership skills by encouraging student connectors to lead student centric activities such as student groups/ clubs, events and cultural celebrations. Timing: Connectors recruited and Trained for each semester within the first four weeks of the month in which the semester starts.
		1.4 Capture and Incorporate student voice to reflect on processes, policies and practices, through various forms of channels such as but not limited to Focus groups, surveys.
		1.5 Develop collaborative relationships with stakeholders to support students' needs through ensuring the following:
		  • Ongoing partnership with the Schools and Student success teams.
		  • Having 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, at least twice a semester.
		  • Ensuring ongoing engagement with Home stay to support accommodation and smooth transition for international students.
		1.6 COVID-19 adjustment – Establish online channels for support and engagement to international learners.
		1.7 Provide returning/new student support for border policies related to their returning plan
		
		Timings: Ongoing during the semester.

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Provide high quality learning, teaching and applied research to develop work-ready lifelong learners	Provide effective Academic, Pastoral and Research support that is accessible and caters to the diverse academic and wellbeing needs of our learners	2.1 Easing the transition of International students to Unitec and ensuring retention and success, through focus on: • Providing effective information regarding the services available during orientation, workshops, and student journey. • Providing on going pastoral care to ensure retention and success through monitoring reports. • Ensuring early identification of at-risk students and providing relevant support. • Providing accessibility and visibility through Drop-in/Online sessions and Zoom appointments. • Regular monitoring of the visa status through ongoing visa reporting to ensure student's compliance with Immigration regulations. 2.2 Ongoing attendance monitoring through regular attendance reporting and SEAtS/PeopleSoft/Moodle to ensure student wellbeing, success, retention, and compliance obligations are managed effectively. 2.3 Ongoing monitoring of students insurance through insurance reporting to ensure students are safe and covered. 2.4 Providing tailored support to Under 18 Students through regular follow-ups, workshops and engagement with Designated caregivers/guardians/parents. 2.5 Providing tailored support to international students that are starting late due to visa delays; students on performance agreements; Students studying online offshore; and sub priority groups such as SCAT, Partnership, pathways and Transferring/progressing students particularly from Bridgepoint. 2.6 Managing and supporting students that are arriving via border exceptions. 2.7 Managing and supporting students as per the NZ border reopen policies and Immigration policies. 2.8 Responding to COVID related queries, challenges, concerns from the international students. 2.9 Reviewing current processes as per the new Code of Practice. *Note- To ensure support provisions are available across both Mt Albert and Waitakere campus.* *Timings: Ongoing during the semester.*

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Unitec Priority	Student Success Team Priority	Action and Timing
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	3.1 Maintaining team cohesiveness through regular team meetings, one on one sessions and team activities. 3.2 Ensuring collaboration within student success, wider Unitec Teams and external stakeholders, to enhance team development opportunities 3.3 Encouraging opportunities for the team to engage in development activities such as but not limited to attending People Management workshops offered by Unitec, any external relevant workshops. 3.4 Supporting more opportunities for cross skills training. 3.5 Ensuring staff voice is captured and reflected in processes. 3.6 Encouraging flexible working style to meet needs of balance physical and mental wellbeing over COVID pandemic

Build a financially sustainable organisation to invest in the future with an annual operating surplus	Align, review and invest in best practices across the sector to sustain Student Success	4.1 Benchmarking through collaboration with communities and stakeholders through below practices:
		
		   • Regular data from INZ regarding Unitec and ITP sector.
		   • Engaging with ITP to understand the pastoral care
		   • Optimising resources through cross training and partnering within the team to attain effective outcomes.
		
		4.2 Partnering with Finance to support robust refund process, insurance compliance, deferrals and debt collection
		4.3 Partnering with Communications and Marketing within Unitec to ensure effective communication to students
		4.4 Partnering with Academic to communicate student support and compliance requirement in relevance to international.
		4.5 Periodic review of processes to ensure effective resource allocation and sustainability.
		4.6 Working with internal stakeholders (Operations Team) and external stakeholders (Te Pūkenga, MOE, INZ) through Border Exception processes to supports student's return to NZ.
		4.7 Building confidence in our performance among stakeholder through focus on:
		   • Successful External Audits
		   • Self-review of compliance with the code of practice
		   • Effective management of risk cases
		4.8 Partnering with MIT International and student support team to cross-learn the processes and enabling a practical self-evaluation assessment on topics related to international sectors.