**Student Support and Scholarships and LOP Action Plan 2023**

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| Student Success Team Priority  | SSS & LOP Action & Timing  |
|  **Support and engage all learners to develop a range of relevant skills and connections that raise learner outcomes, progression and wellbeing, while prioritising our Māori, Pacific and Disability Strategies**   | **LOP**  Work Collaboratively with academic and support staff, whanau and the wider community to identify student’s needs and enable their study success at Unitec. Q1 - Q4   To support, track and engage with priority (Maori, Pacific U25 and Disability) and non-priority group learners early at Unitec. Q1-4   To proactively practice and be compliant and with both pastoral care codes (International and Domestic) Q1-Q4  |
| **SSS**  Work collaboratively and cultivate effective relationships with academic and support staff, whanau and the wider community to identify akonga needs, enable their success and ensure awareness and accessibility of our (SS&S) services. Q1 - Q4   Focused support for priority akonga (Maori, Pacific U25 and Disability) to assist learner parity and wellbeing. Q1-4  |
| ***Provide effective Academic, Pastoral and Research support that is accessible and caters to the diverse academic and wellbeing needs of our learners***    | **LOP** To engage with learner’s at risk in the Learner Outreach Project tracker to ensure we maximise the learner’s student success. Q1-Q4  Prioritizing reports and feedback of student interactions and engagements with academic staff and extended Unitec community. Q1-Q4  |
| **SSS**Ensure our practices and service delivery are compliant with Code of Practice (newly merged version live 1 Jan 2022) Q1-4   Feedback sought from students, staff and wider community and captured within reporting and tracking to enable continuous improvement and capture service outcomes and contributions Q1-Q4  |
| **Enhance team wellbeing and trust together with professional and leadership competencies, and support the transition to Te Pūkenga with improved communication and increase staff engagement**      | **LOP**Embed and encourage staff professional development with internal and external opportunities that arise. Q1-Q4  Ensure, flexible and encouraging work environments that allows staff to flourish in their work performance and reach their fullest potential. Q1-Q4  |
| **SSS**Embed a team culture of positive reinforcement, gratitude, flexibility, shared learning and openness; where connecting with others, engaging and preparing for TP changes and pursuing professional development  & leadership opportunities are encouraged. Q1 – Q4  |
| **Align, review and invest in best practices across the sector to ensure our services are adaptable, sustainable and compliant**     | **LOP**To provide pastoral care support and encourage, track priority group students in their first year or semester of study.  |
| **SSS**Ensure purposeful spending of 80AD budget towards akonga success and best practice investment. Q1-Q4   Be innovative, focus on efficiencies and make use of existing resources. Q1 – Q4  |