

International Student and Business Support Action Plan 2024

| Unitec Priority | Student Success Priority | Action and Timing |
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| Improve the success of all learners, achieving parity for Māori, Pacific and enhancing the success of Disabled learners and serving the educational needs of Tāmaki Makaurau | <i>Support and engage all learners to develop a range of relevant skills and connections that enable progression and wellbeing</i> | <ul style="list-style-type: none"> • Deliver a comprehensive orientation program and conduct workshops and organise students (and staff) gathering activities each semester to help international students understand support services, rights, responsibilities, and compliance obligations. • Provide tailored support to specific student groups, including under-18 students, late starters, students affected by programme unification. • Empower students through leadership development programs like the Student Connectors Programme. • Capture student feedback through focus groups, surveys, and other channels to improve processes, policies, and practices. |
| Provide high quality learning, teaching and applied research to develop work-ready lifelong learners | <i>Provide effective Academic, Pastoral and Research support that is accessible and caters to the diverse academic and wellbeing needs of our learners</i> | <ul style="list-style-type: none"> • Offer ongoing pastoral care and early identification of at-risk students to ensure retention, wellbeing, and success. • Ensure accessibility through drop-in sessions, online appointments, and face-to-face meetings to address international students' queries, challenges, and concerns. • Implement ongoing attendance monitoring and reporting systems to manage visa status and compliance with immigration obligations effectively. • Continuously monitor insurance coverage and policy details to ensure strict adherence to contractual obligations, regulatory requirements, and industry standards. |

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| Engage and inspire staff so they are proud to work at Unitec and are equipped with the capabilities to support quality learning | <i>Enhance team wellbeing and trust, together with professional and leadership competencies, in line with Te Noho Kotahitanga</i> | <ul style="list-style-type: none"> • Increase team unity through regular meetings, one-on-one sessions, and team-building activities, and encourage open communication and collaboration among team members to strengthen bonds. • Foster collaborative relationships with stakeholders, including Schools, Student Success teams, Immigration, SCTI and accommodation providers, to enhance development opportunities. • Encourage participation in development activities such as workshops and training sessions offered internally and externally. • Prioritise team well-being by ensuring staff voices are heard and reflected in decision-making processes. |
| Build a financially sustainable organisation to invest in the future with an annual operating surplus | <i>Align, review and invest in best practices across the sector to sustain Student Success</i> | <ul style="list-style-type: none"> • Partner with Finance to streamline processes related to refunds, insurance compliance, deferrals, and debt collection. • Periodically review processes to ensure efficient resource allocation and sustainability. • Build stakeholder confidence through self-reviews of compliance with the code of practice, and effective management of risk cases. |