

UNITEC

Support & Wellbeing Services



Name	Services provided	Contact information.
Access4Success Disability Service	Our Access Advisors work in partnership with neurodiverse and disabled learners to identify strengths and potential barriers to learning and participation at Unitec. We provide support, advice, and resources such as assistive technology, NZ Sign Language Interpreters and note taking. We process exam accommodation requests such as extra time, quiet room, and reader/writers. Our Advisors support self-advocacy and can liaise with academic staff and other support networks both internal and external to Unitec.	Ph 0800 10 75 10 disabilityservices@unitec.ac.nz Bldg 180 (Te Puna), Level 1, Room 1110 (opposite Student Central), Mt Albert campus Bldg 510, on Thursdays, Waitakere Campus
Career and Employability	We help students plan and prepare for their careers while they are studying and after they graduate. We offer: <ul style="list-style-type: none"> • Career and employability workshops (including In-class workshops) • CV and cover letter assistance • One-to-one appointments • Drop-in for CV and brief advice • Career resources and information. We also have a register of job vacancies for students to access. 	Ph 0800 10 75 10 career@unitec.ac.nz Bldg 180 (Te Puna), Level 2, Room 2060, Mt Albert campus
Chaplaincy Services	The Multifaith chaplaincy service provides an inclusive and holistic approach to spirituality. The team of volunteer chaplains support students and staff of all faiths as well as those with no particular faith. We are non-judgmental of personal lifestyles and are there to assist everyone.	chaplains@unitec.ac.nz Bldg 159 – Unitec Multifaith Chaplaincy Centre, Mt Albert campus
International Support Services	Help international students with: <ul style="list-style-type: none"> • Visa and insurance support • General academic advice, withdrawal support and pastoral support • Tuition fees • Accommodation • Settling in to NZ • International Refunds • Under 18 support 	Ph 09 815 4302 internationalsupport@unitec.ac.nz unitec.ac.nz/help Bldg 180 (Te Puna), Level 2, Room 2020, Mt Albert campus
Learning Advisors	Our Learning Advisors work in partnership with students to develop students' learning skills e.g. <ul style="list-style-type: none"> • Academic reading, writing, and referencing • Assistance with language studies • Maths, statistics, physics, chemistry, biology • Māori academic success • Pacific academic success We are available for appointment bookings, student-requested workshops, drop-ins, small group and one-to-one sessions Monday - Friday between 8.30am - 4.30pm on both campuses. Please bring course material and/or assignment material to the appointment, where relevant.	Ph 0800 10 75 10 learningadvisors@unitec.ac.nz Bldg 180 (Te Puna), Level 2, Room 2060, Mt Albert campus Bldg 520 – Library, Level 3, Rooms 3011 & 3012, Waitakere campus
Pacific Centre	We can assist Pacific Students seeking: <ul style="list-style-type: none"> • Pastoral Support • Financial Support • Scholarship Advice The Pacific Centre also: <ul style="list-style-type: none"> • Runs Pacific Orientation • Pacific Fanau Evenings • Has spaces for study or to hang out with other students. 	askpacific@unitec.ac.nz Bldg 180, Room 1101, Mt Albert campus Bldg 520 – Library, Level 3, Waitakere campus
Scholarships	Information about undergraduate scholarships and mentoring opportunities are available for students and staff.	Ph 0800 10 75 10 scholarships@unitec.ac.nz unitec.ac.nz/scholarships Bldg 180 (Te Puna), Room 2020, Mt Albert campus
Student Advocate	The student advocate can support students with issues including, disciplinary matters and formal complaints at Unitec. Students can also receive assistance if personal issues like employment or tenancy matters are impacting on their studies. By appointment only.	Ph 0800 84 48 32 studentadvocate@unitec.ac.nz

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Student Central (Te Pae Kōrero)	<p>Our Student Central Advisors can help with:</p> <ul style="list-style-type: none"> • Enrolling at Unitec (credit recognition, re-enrolling, changing enrolment) • Programme Information • Receive supporting documents and forms • Paying your fees (cashier) • Tertiary Student Concession Stickers for Auckland Transport • Accessing Student Support Services • Requesting your Academic Record (Transcript) and Grades • Getting your Student ID • Lodging an appeal or making a complaint • Filling out student forms • Login details <p>Online bookings via Student Central web page on Unitec website www.unitec.ac.nz</p>	<p>Ph 0800 10 95 10 studentcentral@unitec.ac.nz Bldg 180 (Te Puna), Room 1002, Mt Albert campus Monday to Friday, 8am-5pm NOTE: Closed from 9am to 10am Thursday</p> <p>Bldg 510, Waitakere campus Monday to Friday, 8:30am to 4:30pm NOTE: Opens at 10.30am on Thursday</p>
Student Complaints	<p>Before laying a formal complaint, you should first seek to resolve the issue informally. You can do this by discussing your concern with your Lecturer, Programme Co-ordinator, Academic Programme Manager, Head of School or a Student Support Advisor and if necessary, contact the Student Advocate. Please refer to the Unitec complaints website about making a formal complaint, how the process works and support available.</p>	Unitec.ac.nz/complaints
Student Events and Communications	<p>Our team helps connect students to the services and people at Unitec through a variety of events and activities including:</p> <ul style="list-style-type: none"> • Orientation • Clubs and Sports • Experience NZ • Student Events • Graduation • What's On Email • @UnitecStudents Facebook and Instagram 	<p>If you're looking at joining a club or running an event, then get in touch with the team by email unitecstudents@unitec.ac.nz clubsandsports@unitec.ac.nz experiencenz@unitec.ac.nz</p>
Student Support Advisors	<p>We support students through anything that impacts on study experience, access support for financial hardship, basic budgeting advice, food, informal complaints, support with StudyLink and accommodation queries. By appointment only.</p>	<p>Ph 0800 10 75 10 studentsupport@unitec.ac.nz Bldg 180 (Te Puna), Level 2, Room 2020, Mt Albert campus Bldg 510 – Student Central, Waitakere campus</p>
Student Reps	<p>Are available for students to talk to about study obstacles, things they think could be improved, things they like etc.</p>	<p>representation@unitec.ac.nz studentpresident@unitec.ac.nz</p>
Subject Librarians	<p>A team of librarians who are aligned with subject areas. We help with:</p> <ul style="list-style-type: none"> • Finding and using appropriate information • Using the catalogue and database effectively • Using information ethically • Research and Library support • Developing students' Information Literacy Skills (identifying, locating, evaluating, and using information) • Quick referencing enquiries <p>We also manage the library's print and electronic collection, and take suggestions for purchasing To book with a Subject Librarian, use the green 'Book an appointment' button on your Subject guide, on the Subject Librarians page or through the Ask Me desk.</p>	<p>libinfo@unitec.ac.nz https://guides.unitec.ac.nz/subjectlibrarians Bldg 180 (Te Puna) Mt Albert campus Bldg 520, Level 3, Waitakere campus</p>
Te Noho Kotahitanga Marae	<p>Te Noho Kotahitanga Marae reflects Unitec's partnership document and its values, as well as providing holistic support to Unitec students. For more specific information on support offered, please contact the Marae team.</p>	Bldg 171 (Puukenga), Mt Albert campus
Te Puna Waiora – Counselling	<p>A free, confidential service that can help with personal issues which may be impacting on students' studies and/or life. Mental Health - we have Mental Health Advisors that can support students who are living with mental health conditions.</p>	<p>Ph 0800 10 85 10 counselling@unitec.ac.nz Bldg 180 (Te Puna), Level 0, Mt Albert campus Bldg 510 - Student Central, Waitakere campus</p>