Name Services provided Contact information.

Access4Success

UNITEC

Support & Wellbeing Services

Disability Service

Career and Employability

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.

We help students plan and prepare for their careers while they are studying and after they graduate. We offer:

* 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

disabilityservices@unitec.ac.nz

Bldg 180 (Te Puna), Level 1, Room 1110 (opposite Student Central), Mt Albert campus

Bldg 510, on Thursdays,

Waitakere Campus

Ph 0800 10 75 10

career@unitec.ac.nz

Bldg 180 (Te Puna), Level 2, Room 2060, Mt Albert campus

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| Chaplaincy | The Multifaith chaplaincy service provides an inclusive and holistic | chaplains@unitec.ac.nz |
| Services | approach to spirituality. The team of volunteer chaplains support | Bldg 159 – Unitec Multifaith Chaplaincy Centre, |
|  | students and staff of all faiths as well as those with no particular | Mt Albert campus |
|  | faith. We are non-judgmental of personal lifestyles and are there to |  |
|  | assist everyone. |  |
| International | Help international students with: | Ph 09 815 4302 |
| Support Services | * Visa and insurance support
 | internationalsupport@unitec.ac.nz |
|  | * General academic advice, withdrawal support and pastoral support
 | unitec.ac.nz/help |
|  | * Tuition fees
 | Bldg 180 (Te Puna), Level 2, Room 2020, |
|  | * Accommodation
 | Mt Albert campus |
|  | * Settling in to NZ
 |  |
|  | * International Refunds
 |  |
|  | * Under 18 support
 |  |
| Learning Advisors | Our Learning Advisors work in partnership with students to | Ph 0800 10 75 10 |
|  | develop students’ learning skills e.g. | learningadvisors@unitec.ac.nz |
|  | * Academic reading, writing, and referencing
 | Bldg 180 (Te Puna), Level 2, Room 2060, |
|  | * Assistance with language studies
 | Mt Albert campus |
|  | * Maths, statistics, physics, chemistry, biology
 | Bldg 520 – Library, Level 3, Rooms 3011 & 3012, |
|  | * Māori academic success
 | Waitakere campus |
|  | * 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. |  |
| Pacific Centre | We can assist Pacific Students seeking: | askpacific@unitec.ac.nz |
|  | * Pastoral Support
 | Bldg 180, Room 1101, Mt Albert campus |
|  | * Financial Support
 | Bldg 520 – Library, Level 3, Waitakere campus |
|  | * Scholarship Advice
 |  |
|  | The Pacific Centre also: |  |
|  | * Runs Pacific Orientation
 |  |
|  | * Pacific Fanau Evenings
 |  |
|  | * Has spaces for study or to hang out with other students.
 |  |
| Scholarships | Information about undergraduate scholarships and mentoring | Ph 0800 10 75 10 |
|  | opportunities are available for students and staff. | 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, | Ph 0800 84 48 32 |
|  | disciplinary matters and formal complaints at Unitec. | studentadvocate@unitec.ac.nz |
|  | Students can also receive assistance if personal issues like |  |
|  | employment or tenancy matters are impacting on their studies. |  |
|  | By appointment only. |  |

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| Name | Services provided | Contact info |
| Student Central | Our Student Central Advisors can help with: | Ph 0800 10 95 10 |
| (Te Pae Kōrero) | * Enrolling at Unitec (credit recognition, re-enrolling, changing enrolment)
 | studentcentral@unitec.ac.nz |
|  | * Programme Information
 | Bldg 180 (Te Puna), Room 1002, Mt Albert campus |
|  | * Receive supporting documents and forms
 | Monday to Friday, 8am-5pm |
|  | * Paying your fees (cashier)
 | NOTE: Closed from 9am to 10am Thursday |
|  | * Tertiary Student Concession Stickers for Auckland Transport
 |  |
|  | * Accessing Student Support Services
 |  Bldg 510, Waitakere campus |
|  | * Requesting your Academic Record (Transcript) and Grades
 |  Monday to Friday, 8:30am to 4:30pm |
|  | * Getting your Student ID
 |  NOTE: Opens at 10.30am on Thursday |
|  | * Lodging an appeal or making a complaint
 |  |
|  | * Filling out student forms
 |  |
|  | * Login details
 |  |
|  | Online bookings via Student Central web page on Unitec website |  |
|  | [www.unitec.ac.nz](http://www.unitec.ac.nz/) |  |
| Student | Before laying a formal complaint, you should first seek to resolve the issue | [Unitec.ac.nz/complaints](https://www.unitec.ac.nz/complaints) |
| Complaints | 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. |  |
| Student | Our team helps connect students to the services and people at | If you’re looking at joining a club or running an |
| Events and | Unitec through a variety of events and activities including: | event, then get in touch with the team |
| Communications | * Orientation
 | by email |
|  | * Clubs and Sports
 | unitecstudents@unitec.ac.nz |
|  | * Experience NZ
 | clubsandsports@unitec.ac.nz |
|  | * Student Events
 | experiencenz@unitec.ac.nz |
|  | * Graduation
 |  |
|  | * What’s On Email
 |  |
|  | * @UnitecStudents Facebook and Instagram
 |  |
| Student Support | We support students through anything that impacts on | Ph 0800 10 75 10 |
| Advisors | study experience, access support for financial hardship, basic | studentsupport@unitec.ac.nz |
|  | budgeting advice, food, informal complaints, support with StudyLink | Bldg 180 (Te Puna), Level 2, Room 2020, |
|  | and accommodation queries. | Mt Albert campus |
|  | By appointment only. | Bldg 510 – Student Central, Waitakere campus |
| Student Reps | Are available for students to talk to about study obstacles, things | representation@unitec.ac.nz |
|  | they think could be improved, things they like etc. | studentpresident@unitec.ac.nz |
| Subject Librarians | A team of librarians who are aligned with subject areas. | libinfo@unitec.ac.nz |
|  | We help with: | https://guides.unitec.ac.nz/subjectlibrarians |
|  | * Finding and using appropriate information
 | Bldg 180 (Te Puna) |
|  | * Using the catalogue and database effectively
 | Mt Albert campus  |
|  | * Using information ethically
 |  Bldg 520, Level 3, Waitakere campus |
|  | * Research and Library support
 |  |
|  | * Developing students’ Information Literacy Skills (identifying, locating, evaluating, and using information)
* Quick referencing enquiries
 |  |
|  | 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.  |  |
|  |  |  |
| Te Noho | Te Noho Kotahitanga Marae reflects Unitec’s partnership document and its | Bldg 171 (Puukenga), Mt Albert campus |
| Kotahitanga | values, as well as providing holistic support to Unitec students. For more |  |
| Marae | specific information on support offered, please contact the Marae team. |  |
| Te Puna Waiora | A free, confidential service that can help with personal issues | Ph 0800 10 85 10 |
| – Counselling | which may be impacting on students’ studies and/or life. | counselling@unitec.ac.nz |
|  | Mental Health - we have Mental Health Advisors that can support | Bldg 180 (Te Puna), Level 0, Mt Albert campus |
|  | students who are living with mental health conditions. | Bldg 510 - Student Central, Waitakere campus |
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updated April 2024

unitec.ac.nz/help | 0800 10 75 10 | askme@unitec.ac.nz