Unitec Institute of Technology
TE WHARE WĀNANGA O WAIRAKA

Student Success

November 2025

DIrector Student Success
Annette Pitovao (1 FTE)

Student Support & Scholarships
- *Student Support (including Hardship)*
- *Student Advocacy*
- *Manaaki NZ Scholarships (International)*
- *Youth Guarantee*
- *Scholarships & Mentoring*
- *Formal Complaints*

Manager Student Support & Scholarships
Sophie Aleke Fa'avae (1)

Coordinator Student Support
Wilma Pinto (1)

Coordinator Student Support & Scholarships
Neha Lohia (1)

Student Advocate
Adam Nee (1)

Team Leader Student Support
Andrea Stills (0.8)

Student Support Advisors
Courteney Yanez (1)
Sophie Humphries (1)
Toa Te Wheoro (1)

Lead NZ Scholarships & Youth Guarantee
Byron Iosia (1)

NZ Scholarships & Youth Guarantee Advisor
Duzan Avila (1)

Team Leader Scholarships & Mentoring
Helena Finau-Hakalo (1)

Scholarships & Mentoring Advisor
Nya Pitovao (0.8)

Te Puna Waiora Student Counselling and Wellbeing
- *Counselling*
- *Mental Health Support*
- *Learner Wellbeing*
- *Chaplaincy*

Team Leader Counselling & Mental Health
Estelle Lloyd (0.5)
Claire Bruce (0.5)

Coordinator Te Puna Waiora
Jochelee Punzalan (0.6)

Reception Te Puna Waiora
Sue Wallbank (1)

Learner Wellbeing Promoter
Mirabel Sygrove (1)

Counselling & Mental Health Team
Jasmine Khan (1)
Sonja Manson (1)
Rodney Greaves (0.6)
Claire Bruce (0.5)
Estelle Lloyd (0.5)
Attie Loots (0.5)
Sophie Chung (0.2)

Coordinating Chaplain
Ricky Waters (0.3)

Volunteer Chaplains
Deborah Jong
David Ko
Emily Chen
Sheikh Rafat Najm
Zibai Liu
Soo Yeon Chai
Ching-Lan Chiang
Janine Yuan
Tao Zang
Hanli Liu
Joel Patchett

International Success
- *International Student Advising*
- *Insurance*
- *Visa*
- *Refunds*
- *Homestay Visits*

Student Central
- *Frontline services- customer facing (prospective, graduating, alumni)*

Ask Me Information Desk
- *Frontline services- customer facing (prospective, graduating, alumni)*
- *Library support*

Manager Student Central
Jeffrey Wu (1)

Team Leader International Success
Melinda Jenkins (1)

Coordinator International Success
Melody Hao (1)

International Business Team (Insurance, Visa & Refunds)
Pranav Pota (1)
Rossana Reyes (1)
Joe Wang (1)

International Success Advisors
Grace Zhang (1)
Lubna Khan (1)
Lesley Hodgson (1)
Sajjad Naqvi (1)
Sophie Spittle (1)

Team Leader Student Central
Michelle Paki (1)

Student Central Advisor
Pa Tepairu Tere (1)
Todd Hopkins (1)
Yifei Cheng (1)
Ankita Oomen (1)
Zarina Caacbay (1)
Chris Moore (1)
Mia Crossan (Casual)
Vacancy (Casual)

Team Leader Ask Me Information Desk
Sara Wang (1)

Ask Me Information Team
Hemant Patel (1)
Zara Pitovao (1)
Ruth Kikuchi (0.6)
Richard Erikson (0.3)
Mara Szekely (Casual)

Learning Advisors
- *Academic Learning Advising*
- *PASS*
- *Hapai O*

Team Leader Learning Advisors
Jo Schwenke (1)

Coordinator Learning & Achievement
Gabriel Frederikse (1)

LCF Funded
Fixed Term Admin (0.5)
Hapai O Mentors x 11 (0.2)

Learning Advisor Team
Janet Tawaketini (1)
Hua Dai (1)
Cindy Wee (1)
Ruth Laing (1)
Margi Grey (0.8)
Noah Mataia (0.8)
Richard Segedin (0.6)
Ruth Kikuchi (0.2)

Access 4 Success
- *Disability Services*
- *Assistive Technology*
- *Sign Language Interpreting*

Team Leader Access4Success
Lele Talagi (1)

Coordinator Access4Success
Khushboo Kakkad (1)

Access Advisors
Ash Basnyat (1)
Beth McMahon (1)

Assistive Technology Advisor
Taj Schaaffhausen (1)

Notetakers and Interpreters
Notetakers X 10 (Casual)
Interpreters X 1 (Casual)

Code of Practice for Pastoral Care
- *Code evidence tracking and compliance*

Coordinator Student Success & Lead Code of Practice
Jochelee Punzalan (0.4)

Student Events & Communications
- *Orientation & Pōwhiri*
- *Graduation*
- *Student Voice*
- *Student Events (including Clubs)*
- *Student Comms*
- *Student Marketing*
- *Unitec Student Council*
- *Class Representatives*
- *PAQC*

Manager Student Events & Communications
Ruth Marsters (1)

Coordinator Student Events & Comms
Kararina Taite (1)

Coordinator Student Voice
Vivek Panchal (1)

Student President
Muhammad Rayan Hassan

Student Council

Student Vice-President
Irene Wu
Waitākere Rep
Doyeon (Lily) Kim
Māori Rep
Vacancy
Pacific Rep
Natara Pimoe
International Rep
Daksh Karki
General Rep
Claire Johnston

Library
- *Library services*
- *Library systems*
- *Library resource acquisition + subscription/licenses management*
- *Research bank*
- *Subject Librarians*
- *Copyright compliance*

Manager Library
Anna Wheeler (1)

Resources Specialist Metadata
David Church (0.6)
Vacancy (0.2)

Resources Specialist Systems
Vacancy (0.8)

Resources Specialist Acquisitions
Stephen Brebner (1)
increased from 0.8 due to vacancy)

Resources Specialist Digital Initiatives
Vacancy (0.8)

Systems & Digital Initiatives Assistant
Rolani Moasegi (1)

Team Leader Library Services
Vacancy (1)

Library Services Assistant
Simon Bowyer (1)

Subject Librarian Team
Donna Salmon (1)
Laura Sawyer (1)
Adrian Jenkins (1)
Sana Saleem (1)
Vacancy (0.8)

Subject Librarian/ Acting Waitakere Campus Librarian
Dipti Vora (1)

Waitakere Library Team
Geraldine Sidhu (0.8)
Vacancy (1.2)
Casual (0.2)