

AUT

**iREFER:
STUDENT
REFERRAL AND
SUPPORT GUIDE**

A guide for staff

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A MESSAGE FROM THE GROUP DIRECTOR STUDENT SERVICES & ADMINISTRATION

Kia ora,

Whilst students choose to study at AUT primarily to take advantage of the academic experiences on offer, specialist advice and support is also fundamental to an outstanding student experience. AUT is committed to delivering an exceptional service to students, ensuring we adhere to the Ministry of Education's Codes of Practice for the Pastoral Care of Domestic and International Tertiary Students.

The Student Services and Administration (SSA) division is a collection of professional and accredited practitioner teams, offering support and advice on: admissions, graduation, fees, finances, medical, counselling and mental health, student conduct, accommodation, personal and cultural support, international student queries, learning disabilities, changes of circumstances, faith and chaplaincy, harassment and Rainbow identity.

These specialist services underpin the academic experience by enabling students to access, focus on, and remain in their programmes. We are committed to working in partnership with our University colleagues to produce great graduates.

If you're an academic or working in a student-facing service or administrative function within a faculty, this guide is for you. It's designed to ensure that you can, quickly and confidently direct students to the advice and support they need, when they need it.

Ngā mihi nui,

Joanna Scarbrough

ACKNOWLEDGEMENT

This guide is based, in part, on the 'When to refer' guide of Northumbria University Newcastle available at www.northumbria.ac.uk/whentorefer

HOW TO USE THIS GUIDE

It is worth taking some time to familiarise yourself with this guide, and then keep the document close at hand for those times when you need to refer to it. This guide is also available on AUTi under the Resource tab on the homepage, or by going to <http://aut.ac/iRefer>

This guide covers a range of the support services offered and how you can refer students to them, focusing particularly on services most commonly asked about by colleagues. It outlines some of the key signs, cues, and behaviours to help spot a student who may need additional support. It then provides practical guidance on the actions you need to take, as well as information about what is likely to happen next.

All references to a "student" refers equally to all students, whether they are undergraduate or postgraduate, international or domestic.

WHEN TO REFER

AUT staff are generally keen to support students with issues. However, some student issues are best handled through the University's specialist student services staff. Therefore, this guide may help you to clarify the boundaries of your own role in supporting students, and help you to avoid inadvertently straying into offering types of advice, which should be coming from the University's specialist, accredited practitioners.

In other cases, students may require academic, learning and teaching support from you or your teams, alongside the specialist support they are accessing from us. For example, most students with impairments, in addition to the advice, funding and support we provide in SSA, will also require faculty learning and teaching adjustments and modified arrangements from other services. In cases like this, remember that we are also here to provide you with advice on what you can or should do.

We welcome feedback from staff about this guide as we look to continually update it. Please email ssa@aut.ac.nz if you would like to contribute.

student hub



STUDENT HUB
PLEASE TAKE A TICKET TO SEE AN ADVISOR

AUT
OPENING HOURS



WE CAN HELP WITH

- Academic support
- Financial aid
- Health services
- Housing
- International student support
- Learning support
- Library services
- Student services
- Student union
- Student welfare
- Student wellbeing
- Student wellbeing services
- Student wellbeing support
- Student wellbeing services
- Student wellbeing support
- Student wellbeing services
- Student wellbeing support

BEHAVIOUR CONCERNS

At AUT, while we want everyone to be able to take a full and active part in student life, there are expectations of behaviour for AUT students as listed in the Academic Calendar.

It's important that you familiarise yourself with what is deemed appropriate and inappropriate behaviour within the Academic Calendar – Discipline Statute. Where there have been concerns regarding student behaviour or misconduct, a complaint can be made under the Discipline Statute – <http://aut.ac/DisciplineStatute>

However, we recognise that sometimes there are other issues that impact on a student's behaviour, and in these cases, taking a different approach may be more appropriate.

The Code of Practice: Health, Wellbeing and Fitness to Study (<http://aut.ac/code-of-practice>) has been introduced to manage these situations.

What should you look out for?

- Changes in a student's appearance or behaviour which suggests a deterioration in their mental or physical health
- A pattern of behaviour or communication which appears irrational, or extremely inconsistent
- A pattern of unreasonable demands that appear irrational, inappropriate, or inconsistent

What should you do?

Contact the Manager Student Conduct on **021 956 082** or studentconduct@aut.ac.nz and they can advise and assist you in making a referral under the Discipline Statute or the Code of Practice: Health, Wellbeing and Fitness to Study.

If they're not available, this can be escalated to the Group Director Student Services and Administration on **021 688 593**. For after-hours support contact Security on **09 921 9997**

What happens next?

This will depend on the circumstances of each case in question. The Manager Student Conduct is experienced in responding to these situations. They will advise you of the next steps and work with you to manage and / or resolve the issue.

MENTAL HEALTH OR EMOTIONAL DIFFICULTIES

Students can sometimes experience emotional or mental distress, such as anxiety, low-mood or feelings of not fitting in. When distress becomes overwhelming, it may have a serious negative impact on a student's studies and day-to-day life.

People working with students can be in a good position to recognise this and refer students to the appropriate services, such as AUT's counsellors and mental health advisors.

What should you look out for?

- Signs of anxiety in the classroom – being distracted, panic attacks, difficulty concentrating
- Crying in or outside the classroom
- Erratic behaviour and communication
- Missed academic commitments
- Written assignments that don't make sense
- Extreme mood swings
- Noticeable decline in personal grooming and hygiene
- Suicidal thoughts expressed in any written or verbal communications or assignments

What should you do?

Where there are signs of distress that warrant an immediate referral (active suicidal thinking, potential harm to self or others), you should contact Student Counselling and Mental Health on **09 921 9933** for an urgent referral and stay with the student until hand over. Please do not email about an urgent situation. You can also contact the Student Medical Centre team on **09 921 9333** for urgent mental health support. If after-hours, contact Security on **09 921 9997** or in an emergency situation of imminent risk to self, dial **111**.

Where you feel there is no immediate need for assistance, but there is something you think needs to be addressed, the best course of action is to contact the Manager Student Relations on **09 921 9537** or **021 761 270**, who can support both staff and the student on the best way forward.

It's important that you don't try to diagnose any mental health illness or deal with the problem yourself – there are experts at AUT who can assist in this situation.

What happens next?

Once you refer a student to AUT services, these teams will assess the student's needs and manage the support the student. They will continue to manage the students ongoing needs as required.



RADICALISATION AND EXTREMISM

Experimenting with political ideas will be part of the university experience for many students and are not necessarily negative. However, when these thoughts deviate from the norm that an individual begins to see violence as legitimate, then we need to intervene.

Radicalisation can take place face-to-face, via the internet or there have been cases when an individual has radicalised themselves. People may become unhealthily involved in a range of radicalising cases, including religious radicalisation, or extreme political or animal rights activism.

What should you look out for?

There is no definite pattern as to how radicalisation may occur, but look out for the following:

- Political activism or the possession of literature and / or writing advocating extremist views
- Isolation from family or peers
- Significant difficulties in adapting to university life
- Cultural or religious isolation, especially a student actively avoiding a diverse group of people

Rather than being signs of potential radicalisation, a lot of these might suggest other support needs. This is why our approach should be to consider each case individually and decide on the best way forward.

What should you do?

Contact the Manager Student Conduct on **021 956 082** for a confidential discussion, or email studentconduct@aut.ac.nz. If the Manager Student Conduct is not available, this can be escalated to the Group Director Student Services and Administration on **021 688 593**.

What happens next?

This will depend on the circumstances of each case in question. The Manager Student Conduct is experienced in responding to this situation. They will advise you of the next steps and work with you to manage and / or resolve the issue.

BULLYING, SEXUAL HARM, HARASSMENT AND DISCRIMINATION

AUT is committed to equality and inclusion, however there is always a risk that a student may feel they have been harassed or discriminated against. Such behaviour can have a serious negative impact on the individual and the University.

People being discriminated against or who are victims of harassment, particularly sexual harassment, often feel worried about coming forward.

What should you look out for?

- Signs of withdrawal
- Fall-off in academic performance or lecture attendance
- Lack of interaction with a group or a particular individual

What should you do?

Contact the Manager Student Conduct on **021 956 082** to discuss your concerns, so that the student can be connected to the appropriate channels of support and the matter dealt with appropriately. If the Manager Student Conduct is unavailable, this can be escalated to the Group Director Student Services and Administration on **021 688 593**.

Alternatively, direct students to the confidential Sexual Harm and Harassment Reporting form on the AUT website, <http://aut.ac/HarassmentReporting>

What happens next?

The Manager Student Conduct will liaise with staff or students involved, ensure any support they might require is offered and refer the student to a Counsellor, Police Officer, Security and / or any relevant complaints procedure. If a student resident is involved, the team will also refer them to a specialist counsellor.

Discipline proceedings may also commence involving any students that have acted outside the University's Disciplinary Statute.

MISSING STUDENT

AUT often receives calls from family, concerned friends, media or the Police regarding a missing person, where they are also a student at AUT.

AUT staff may also be concerned about a student's welfare, as they have not seen the student in class for some time or they may have information that causes the staff to have concerns over the student's whereabouts.

What should you do?

All calls or concerns from a third-party including family or the Police regarding a missing student should be escalated to the Manager Student Conduct on **021 956 082** or email studentconduct@aut.ac.nz

If the Manager Student Conduct is not available, this can be escalated to the Group Director Student Services and Administration on **021 688 593**.

What happens next?

If the third party / family have lodged a missing person report with the Police, the Police will liaise with AUT (Security Manager and the Manager Student Conduct) to gather information for their investigation.

The Manager Student Conduct will endeavour to contact the missing student and may contact the student's emergency contact. If the Manager Student Conduct cannot contact the student, they will seek evidence of their most recent activities at AUT (e.g. Wi-Fi connection, use of Blackboard and use of security cards etc). NZ Police contact will be initiated through the Student Conduct team.

DEATH OF A STUDENT

In the tragic event of a student passing away, the Group Director Student Services and Administration will coordinate the University's response. The Group Director will notify and work with key senior staff of the University, including the Vice-Chancellor, Deans and AUT Council Secretary. This response can include a letter of condolence to the family, communications to staff, students and media, as well as support such as travel assistance, grief counselling (for students and staff), posthumous award at a graduation ceremony and other actions that may be required, such as liaising with the Coroner's Office, Police, and Consulate.

What should you do?

In the event that you are notified that a student has died off-campus, contact the Group Director Student Services and Administration on **021 688 593**.

In the unlikely event that you are the person who discovers a student has died on AUT premises, call Security immediately on their emergency number **0800 288 7233**. You should also ensure the scene is not disturbed and arrange for any witnesses or friends of the deceased to be accompanied to a quiet area where you and they should wait for Security to arrive.

Security will take charge of the situation and notify and liaise with the emergency services in relation to the immediate incident.

What happens next?

Once the Group Director Student Services and Administration has facilitated the University's response, staff and students close to the deceased may also wish to engage in support activities. Counselling and Mental Health support is available free for all students. The Employee Assistance Programme (EAP) is available for all staff. The Group Director will work with faculty for student support activities, which may include a counsellor visiting the class, condolence books, funeral attendance and other assistance.

AUT's EAP is provided by an independent organisation, Stratos. You can phone Stratos on **0800 787 2867** to arrange an appointment 24 hours a day, seven days a week.

WITNESS / VICTIM OF CRIME

Including burglary, domestic violence, assault, sexual harm, scams and harassment

It is possible that a student will approach you looking for support as a victim of crime, whether recently or in the past. Even crimes experienced some time ago can have a significant effect on a student's day-to-day life and studies. Students may also report feeling unsafe on campus.

Of particular concern for the University are crimes that take place on our premises, as these can have a negative impact not only on the victim, but also students and staff who may witness them.

Disclosures of sexual harm, in particular, need to be immediately responded to and escalated to the appropriate people, ensuring timely support is offered to the victim.

What should you do?

1. Identify whether the student has reported the incident to the Police. If not, and they want information to do so, contact the Manager Student Conduct on **021 956 082** or **studentconduct@aut.ac.nz**. Alternatively, support the student in reporting the matter to Campus Security on **09 921 9997**
2. Where the alleged incident involves other students or where the student doesn't want to follow the above process, report to the Manager Student Conduct on **021 956 082** or **studentconduct@aut.ac.nz**
3. If the Manager Student Conduct is not available, this can be escalated to the Group Director Student Services and Administration on **021 688 593**. For those not wanting to follow Points 1 to 3, refer to Student Counselling and Mental Health, available on **09 921 9292**, or alternatively to contact Victim Support on **0800 842 846**
4. Students who report feeling unsafe on campus can be referred to the Manager Student Conduct so a safety plan can be discussed

What happens next?

This will depend on the circumstances of each case in question. Campus Security will know the procedures to follow for the respective crime.

For allegations of sexual harm, with the student's permission, contact the Manager Student Conduct on **021 956 082** to ensure the appropriate response is followed.

The Manager Student Conduct and the University's Security team are experienced in responding to the reporting of serious crime, liaising with the Police, and supporting the student.

Alternatively, you can access the confidential Sexual Harm and Harassment Reporting form on the AUT website: <http://aut.ac/HarassmentReporting>



STUDENTS OF CONCERN

At times you may come across students who cause you concern. While you may be dealing with a difficult situation that you can probably resolve, your concern may only be part of a bigger picture. We recognise that sometimes there are other issues that impact on a student's behaviour, and in these cases, taking a different approach may be more appropriate. The Code of Practice: Health, Wellbeing and Fitness to Study (<http://aut.ac/code-of-practice>) has been introduced to manage these situations.

This Code of Practice: Health, Wellbeing and Fitness to Study is a supportive procedure for when a student appears to be unable or unwilling to manage their health and wellbeing, or their behaviour is of such concern that the University has good reason to intervene.

What should you look out for?

- Written work, comments or behaviour that are disturbing in nature
- Concerning written or verbal communications or assignments
- Changes in a student's appearance or behaviour, which suggests a deterioration in their mental or physical health
- A pattern of unreasonable demands that appear irrational, inappropriate, or inconsistent
- Concerning disclosures in Special Consideration Applications (SCA's)

What should you do?

Contact the Manager Student Relations to discuss your concerns and seek advice by phoning **09 921 9537** or **021 761 270** or emailing studentrelations@aut.ac.nz. For after-hours support, contact Security on **09 921 9997**.

What happens next?

The Manager Student Relations will discuss options for managing the situation and consider whether the student is best supported under the Code.

The primary person in each school and the Manager Student Relations will normally meet with the student as part of their response and may develop a support plan and conditions under the Code of Practice.

STUDENTS CONSIDERING WITHDRAWAL OR TRANSFERRING

A student may consider withdrawing from study or transferring for a number of factors. In some instances, it may be for valid logical reasons, but in others, it may be because they are unaware of the options available to support them. It's important that students have carefully considered all alternative options before opting to cease their studies, particularly as withdrawal may impact current or future loans, fees free, and allowance entitlement.

What should you look out for?

- Signs of disengagement
- Fall-off in academic performance or lecture attendance
- Lack of interaction with a group or a particular individual
- Missed academic commitments
- Talking about quitting or leaving university in group work or class discussions

What should you do?

Students struggling with personal or academic challenges should be referred to the Student Hub – you can phone **0800 288 864** or email autsupport@aut.ac.nz if you would like the Student Hub to contact a student. The Student Advisors will provide support to students to assist them to explore options to enable them to stay in study, manage the difficulties they are experiencing and stay well. Those needing to withdraw due to their current circumstances may wish to complete an application for a fees credit / refund due to Extraordinary Circumstances.

Students who are keen to continue with study but are unsure whether the current programme is right for them, will be referred to the AUT Employability Team by the Student Hub.

They will provide individual career counselling to help students explore their career options and ensure their current study is aligned. If an alternative AUT programme can be sourced, the student may be eligible for a fees credit towards the new programme tuition fees. They are located on each campus, or available by phoning **0800 288 864** or emailing employability@aut.ac.nz

If the Student Advisor has a significant concern for a student's wellbeing, they will make a referral to our Student Counselling and Mental Health team.

LEARNING IMPAIRMENTS AND ACCESSIBILITY ISSUES

AUT has a number of students with a range of impairments that not only include physical, sensory and medical impairments, but also students with specific learning differences (such as dyslexia or dyspraxia) and autistic spectrum conditions, all of which may require some particular support.

What should you look out for?

- Students who regularly submit work late
- A drop in performance
- Students who seem to struggle with written or numerical elements of their course

What should you do?

Encourage the student to contact the Student Hub who will be able to work with the student and put them in touch with the relevant Student Advisor (Disability). Alternatively, you may wish to contact one of the Student Advisors (Disability) yourself for advice on how to best engage with the student, available by phoning **09 921 9210** or **0800 288 864** or emailing disability.office@aut.ac.nz

What happens next?

After contacting the team, the student will be given an appointment with a Student Advisor (Disability) to develop an individualised academic accommodation plan. This may include:

- Adaptations, specialist equipment and software
- Reasonable adjustments to learning, teaching and assessment methods
- Note taker, peer support, study skills support
- Referral to a learning assessment which will provide further details to support their learning needs
- Financial support can be accessed for learning assessments and adaptive technologies if required

Students may also see a Mental Health Advisor if their support need relates to a mental health condition (e.g. anxiety disorder).

For students who have an academic accommodation plan developed, Student Advisors (Disability) will share the details of the plan with the Faculty when created or amended.



INTERNATIONAL STUDENTS AND HOMESICKNESS

AUT is truly an international university and international students are attracted to study in New Zealand for a variety of reasons, particularly to meet and make friends with local students and others from around the world. However, settling in a new country and making new friends can be a challenge for some. It's true that some international students aren't prepared for life in New Zealand and may struggle to adjust to living away from home.

What should you look out for?

- International students with few friends who seem to be struggling to integrate
- Signs that a student is disengaged, struggling with studies
- Students experiencing culture-shock, or difficulty adjusting to New Zealand life i.e. they may experience fatigue, anxiety, depression, and self-doubt
- Talk of excess partying, drinking, or socialising more than what would be expected
- A sudden drop in academic performance, attendance or grades
- Suicidal thoughts expressed in any written or verbal communications

What should you do?

Encourage the student to contact or visit a Student Hub where a Student Advisor will assist them. Students can visit the Student Hub on each campus, phone **0800 288 864** or email studenthub@aut.ac.nz

What happens next?

Student Advisors will case manage and provide dedicated pastoral care for students needing support. Referrals to other services and AUTSA along with ongoing efforts to engage the student with activities that are known to support their integration into AUT will follow, including regular conversations and group activities.

MONEY AND FINANCIAL ISSUES

Money issues and financial challenges are some of the most common problems that many students face while studying at university. Students experiencing money worries can have difficulties in concentrating on their day-to-day activities and making the most of their time at university.

Students may come to you because they do not know who to speak to about a difficulty they are having in relation to their student loans, fees, living expenses and scholarships, or they may have a query about their entitlement to such support.

What should you look out for?

- Students that disclose financial hardship
- Students that haven't paid their fees or are having difficulty doing so
- Students that don't have the right equipment or resources for class
- A drop in performance
- Missed academic commitments
- Talking about quitting or leaving university in group work or class discussions

What should you do?

This is probably the most common issue faced by students and the most important thing is to reassure them that AUT has student support services designed to help. Encourage them to contact the AUT Student Hub, located on each campus and available by phoning **0800 288 864** or emailing studenthub@aut.ac.nz

What happens next?

A Student Advisor who is experienced in dealing with a wide range of situations will assess the student's needs. They are authorised to provide immediate financial assistance to students through food and travel vouchers. Additionally, they may also provide financial support to students in hardship through bill payments, or funds for living expenses. Student Advisors can provide this support in person, via email or over the phone.

Staff may also liaise directly with external organisations, such as StudyLink, WINZ and community agencies on behalf of the student to resolve problems impacting their financial situation.

RAINBOW SUPPORT

AUT is a Rainbow Tick Accredited organisation committed to supporting people in the Rainbow community. Rainbow is a term that covers the diversity of sexual orientation, gender identity, and sex characteristics.

What should you look out for?

- Students who seek support with coming out
- Students who disclose difficulty engaging in social and personal supports
- Homelessness or having difficulties with their accommodation
- Lack of a supportive network
- A decline in academic performance

What should you do?

Reassure the student that AUT has student support services designed to help. You can contact the Student Hub by phoning **0800 288 864** or emailing autsupport@aut.ac.nz if you would like a Student Advisor to contact the student.

What happens next?

A Student Advisor who is experienced in dealing with a wide range of situations will assess the student's needs. They will manage appropriate referrals and support the student as needed. They will refer the student to the Rainbow Community Coordinator for access to social supports and networks.



AUTproud

FAITH, BELIEF AND RELIGIOUS QUESTIONS

Coming to university is an exciting time for students and brings with it, greater freedom to question the world around them and their place in it. For some this may mean exploring concepts of faith, perhaps questioning their own beliefs, or exploring new ideas and possibilities.

What should you look out for?

- Requests from students for adjustments due to their religion or belief
- Students coming to you with a variety of questions about faith

What should you do?

If a student comes to you and requests an adjustment / extension of some kind based on faith, belief or religious grounds, direct them to do so using the appropriate Special Consideration Application (SCA). You may also wish to direct them to staff in the Student Hub who can assist with this application.

The AUT Student Association (AUTSA) host a range of events throughout the year and have a large number of clubs and societies for students to join, some of which focus specifically on religious themes. Email autsa@aut.ac.nz

What happens next?

If the student would like to talk to someone regarding their faith, belief or religion, refer them to AUTSA via email autsa@aut.ac.nz or **09 921 9805**.

SERIOUS ILLNESS / NOTIFIABLE DISEASE

The University has around 29,000 students living and studying in close proximity across the Auckland region. Given these numbers, the opportunity for close physical contact, and with the numbers of staff and students regularly returning to New Zealand from overseas, there is always the risk that a serious disease or bout of illness may break out on campus. Whilst major outbreaks and serious diseases are thankfully rare, the University has both legal and moral responsibilities to respond in an appropriate and efficient way whilst being highly sensitive to any students affected.

Notifiable diseases are managed by Auckland Regional Public Health and the Ministry of Health, and the University is required to comply with their instructions in the event of such incidents.

What should you look out for?

It is possible that a student you know may come to you complaining that they are feeling ill, displaying symptoms of a communicable or notifiable disease. Refer to the Ministry of Health website for the latest list of communicable / notifiable diseases: www.health.govt.nz

Alternatively, you may receive a report, directly or indirectly, that a student has been diagnosed, or is being tested for, such a disease.

What should you do?

Firstly, get the student appropriate medical attention. To access the Student Medical Centre for general non-urgent medical needs, phone **09 921 9992**.

If the student is significantly unwell, phone an ambulance (**111**). Then call Security on **09 921 9997**.

You need to report a case (or potential case) of a communicable disease to the Student Medical Centre, to enable AUT to manage a potential outbreak.

Practice Lead – Clinical, phone: **09 921 9992**

What happens next?

AUT's medical staff will provide initial actions. If required, they will make a notification of the case to the relevant authorities. In some instances, the Emergency Management Team may convene to coordinate internal and external communications and ensure that the University's response is well managed.

ADMINISTRATIVE ISSUES

Most students go through university with very few hassles or delays with their enrolment or administrative tasks. However, given the complexity of the application, enrolment, re-enrolment, and fee payments processes, sometimes things don't always go to plan. Administrative issues can have a significant impact on a student's progression and can be a significant distraction to their studies, causing stress and unnecessary worry.

What should you look out for?

- Students requiring verification / confirmation of enrolment at AUT
- Students without their ID card meaning they can't get books out of the library
- Students complaining about problems with loans and allowances from StudyLink
- Students not being confirmed for graduation in time to graduate
- Students having computer access and other IT issues
- Any other enrolment issue that you feel may impact student learning

What should you do?

It is important that students sort out their enrolment, administrative issues or access to technology needs as soon as possible. If a student approaches you with issues that sit outside of the faculty process, please refer them to one of the AUT Student Hubs, which are located on each campus, or available by phoning **0800 288 864** or emailing studenthub@aut.ac.nz

What happens next?

The Student Hub gives students access to a range of services and support to help them succeed. Student Advisors will help students with their study or personal needs, and will either resolve their need on the spot, or put them in touch with the right person on campus.

The Student Advisors case manage student issues to resolution, including the identification and resolution of complex issues, to ensure the student gets the support they need.



iREFER CONTACTS

CONTACT	PHONE	EMAIL
AUT Student Association (AUTSA)	09 921 9805	autsa@aut.ac.nz
Director Student Wellbeing	021 830 880	
Employability and Careers	09 921 9233	employability@aut.ac.nz
Graduation / Records	09 921 9026	graduation@aut.ac.nz
Group Director Student Services and Administration	09 921 9639 or 021 688 593	groupdirectorsa@aut.ac.nz
International Student Support	09 921 9779 or 0800 288 864	studenthub@aut.ac.nz
Learning Assessment Support	09 921 9779 or 0800 288 864	disability.office@aut.ac.nz
Manager Student Conduct	021 956 082	studentconduct@aut.ac.nz
Manager Student Relations	021 761 270	studentrelations@aut.ac.nz
Māori Liaison Services	09 921 9790	maori@aut.ac.nz
Practice Lead – Clinical (Student Medical Centre)	09 921 9992 Emergency ext 9333	medicalcentre@aut.ac.nz
Rainbow Community Coordinator	09 921 9999 ext 6998	rainbow@aut.ac.nz
Security Manager	09 921 9997 or 0800 288 7233	securitycontrolroom@aut.ac.nz
Student Hub Advisors (Disability)	09 921 9210 or 0800 288 864	disability.office@aut.ac.nz
Student Counselling and Mental Health	09 921 9292 Emergency ext 9933	counselling@aut.ac.nz
Student Advisors	09 921 9779 or 0800 288 864	autsupport@aut.ac.nz (for staff) studenthub@aut.ac.nz (for students)

EMERGENCY CONTACTS

If no-one answers on any phone, call Security **09 921 9997** (24 hours)

CONTACT	HOURS: 8.30am to 4.30pm	AFTER-HOURS
Medical / Health	Student Medical Centre Urgent calls ext 9333 Escalation 027 693 9577	1 to line out then 111 for an ambulance Then call Security 09 921 9997
Mental Health	Counselling & Mental Health ext 9292 Urgent calls ext 9933 Escalation 021 971 308	1 to line out then 111 or Community Mental Health 0800 800 717 Then call Security 09 921 9997
Student of concern	Manager Student Relations 021 761 270	Security 09 921 9997 or 1 to line out then 111
Student conduct / behaviour	Manager Student Conduct 021 956 082	Security 09 921 9997 or 1 to line out then 111
Emergency vehicle required	1 to line out then 111	1 to line out then 111
Incident / crisis	Security 09 921 9997	Security 09 921 9997 or 1 to line out then 111



