

BTI STUDENT HANDBOOK

Related to Academic study

Study Skills

Assignment check

Grammar

Essays

Referencing

Resubmissions

Technology

Library

[Online resources](#)

[Learning Advisors](#)

[BTI library website](#)

[Librarian](#)

Understanding content

Complete course work → Do the readings → Check the QA forums → Consider asking a fellow student → Contact educator

Not related to Academic study

Complaints

Refer to [Complaints Policy](#) and [Complaints Flowchart](#).

Diverse needs/students with disabilities

Check needs are specifically diverse-needs-related → Contact [Diverse Needs Coordinator](#)

Financial

Investigate other options e.g. StudyLink, Work and Income, CAP

One-off issue → [Hardship fund](#)

On-going issue → Refer to [Ngā Maunga Āwhina](#) (SoSP students) or cohort mentors (SoTE/Masters)

International/Offshore Students

Check needs are specifically international-student-related → Contact [International Student Coordinator](#)

Personal circumstances

Contact [Ngā Maunga Āwhina](#) (SoSP students) or cohort mentors

Programme of study (course changes etc.)

Contact [Ngā Maunga Āwhina](#) (SoSP students) or cohort mentors

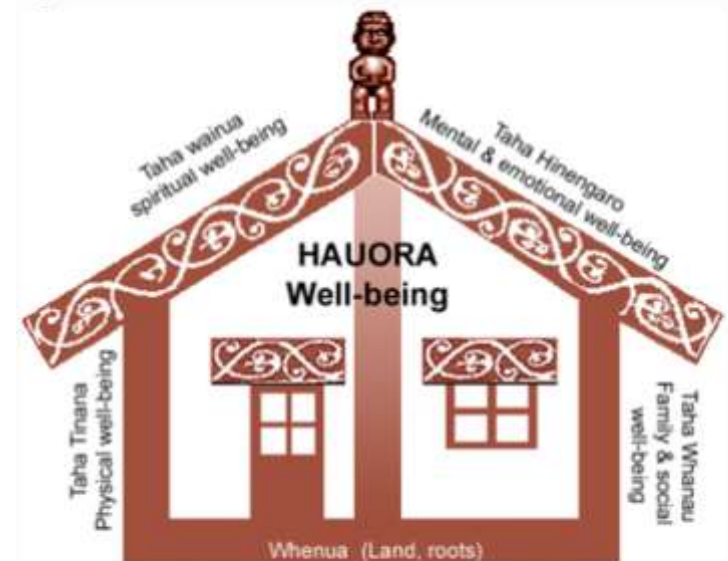
Spiritual

Ask your pastor or a student/educator that you trust → Contact [Student Engagement Coordinator](#)

Cultural Issues

Contact [Te Rōpū Whakatere](#) (Māori/Pasifika Support Staff)

Fig. 1



Whare Tapa Whā (Four sided house) health model (Durie 1994)