

Student Support – influenced by Durie’s (1994) Te Whare Tapa Whā model

BTI STUDENT HANDBOOK

Study Skills

Assignment check
Grammar
Essays
Referencing
Resubmissions
Technology

[Online resources](#)

[Learning Advisors](#)

Library

[BTI library website](#)

[Librarian](#)

Understanding content

Complete course work → do the readings → check the QA forums → consider asking a fellow student → contact educator

Concerns and Complaints

Refer to [Student Concerns & Complaints Policy](#) and [Concerns & Complaints Flowchart](#)

Accessibility Support

Check needs are related to learning / physical needs → Contact [Accessibility Support Coordinator](#)

IT issues

For IT related issues including BTIonline → Contact [Technology Support Officer](#)

Financial

Investigate other options e.g. StudyLink, Work and Income, CAP → One-off issue → [He Kete Pāwera](#)
→ On-going issue → Refer to [Ngā Maunga Āwhina](#) (SoSP students) or cohort mentors (SoTE)

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 (SoTE)

Programme of study (course changes etc.)

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

Spiritual

Ask your pastor or a student/educator that you trust → or 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)