

**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](#)

**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)

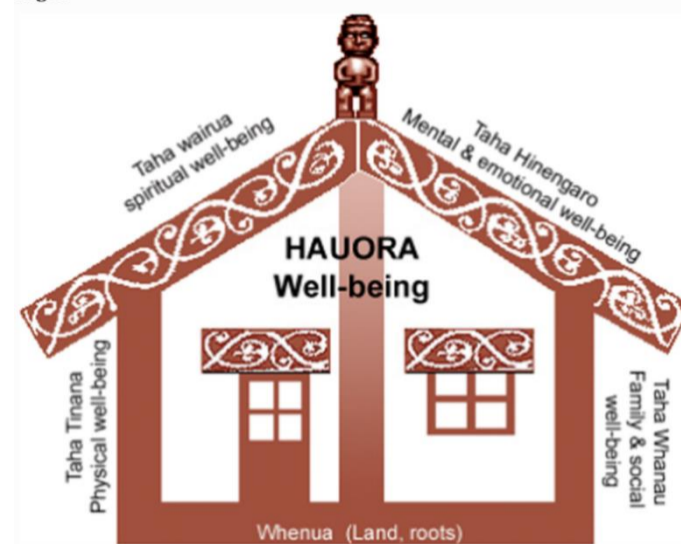
**Spiritual**

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

**Cultural Issues**

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

Fig. 1



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