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## What happens after I've been referred to a NMIT support service?

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When a referral is received, support teams

- arrange to meet you to listen to your needs and offer support (Learner Success sends calendar appointments to the email address provided on the referral and your student email - @live.nmit.ac.nz),
- record referrals and subsequent meetings on a confidential online platform (accessible by support staff, not by tutors or programme area staff).

If the referral was sent by a kaimahi or another person to Learner Success, within a week, they will simply confirm with that person that you are or are not engaging with a support staff member with no further details.

If needed and agreed upon by you, you may be referred to other services, such as counselling or a GP.

If needed, a follow-up appointment may be scheduled, or a follow-up email, text or phone call may be made to check in on your progress

All support is confidential. NMIT Support Services 'do things with you, not to you.' You are at the centre of your learning and any support you engage in.

Wrap-around support (between you, different support services and/or programme areas) only happens if you agree, or if your safety is at risk.