

## What records are kept when I access support from NMIT Services?

Sharon Thomas - 2026-01-14 - [Student support](#)

Learner Success teams and Te Puna Manaaki record engagement, referrals and subsequent meetings on a confidential online platform (accessible by support staff, not by tutors or programme area staff).

Records about your engagement with a support service include brief general notes about what was discussed (such as “wellbeing”, “personal issue”) and next steps (such as “next meeting date”, “referral to health service”). No sensitive details that you have discussed (e.g. details of personal circumstances) with kaimahi are recorded.

If needed, a follow-up date may be scheduled to check in on your progress.

If you are referred to other services, a note about any referral is also recorded e.g., counselling, GP.

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 collaborative support (between you, different support services and/or your programme area) only happens if you agree, or if your safety is at risk.

You can request a copy of your record at any time by contacting any NMIT [Te Tautoko Ākonga Support Service](#).

### Related Content

- [Who can provide support?](#)
- [Ensuring your privacy](#)
- [I feel stressed out and it's affecting my studies. Who can I talk to?](#)
- [Who can I talk to for help?](#)