



NorthTec
TAI TOKERAU WĀNANGA



Te Pūkenga

International Student Guide

Auckland
Campus



Welcome

Sushri akai

Bemvindos

Kyo-so-ba-thi

Haere mai

Bienvenue

Aloha E Komo Mai

Hartelijk welkom

Baruch haba

Soyez la bienvenue

Marsha dogheela

Kawai

Titambre

Kinh Chao Quy Khach

Huanying guanglin

Irasshaimase

Dobro pozhalovat'

Foon ying

Isibingelelo

Welkom

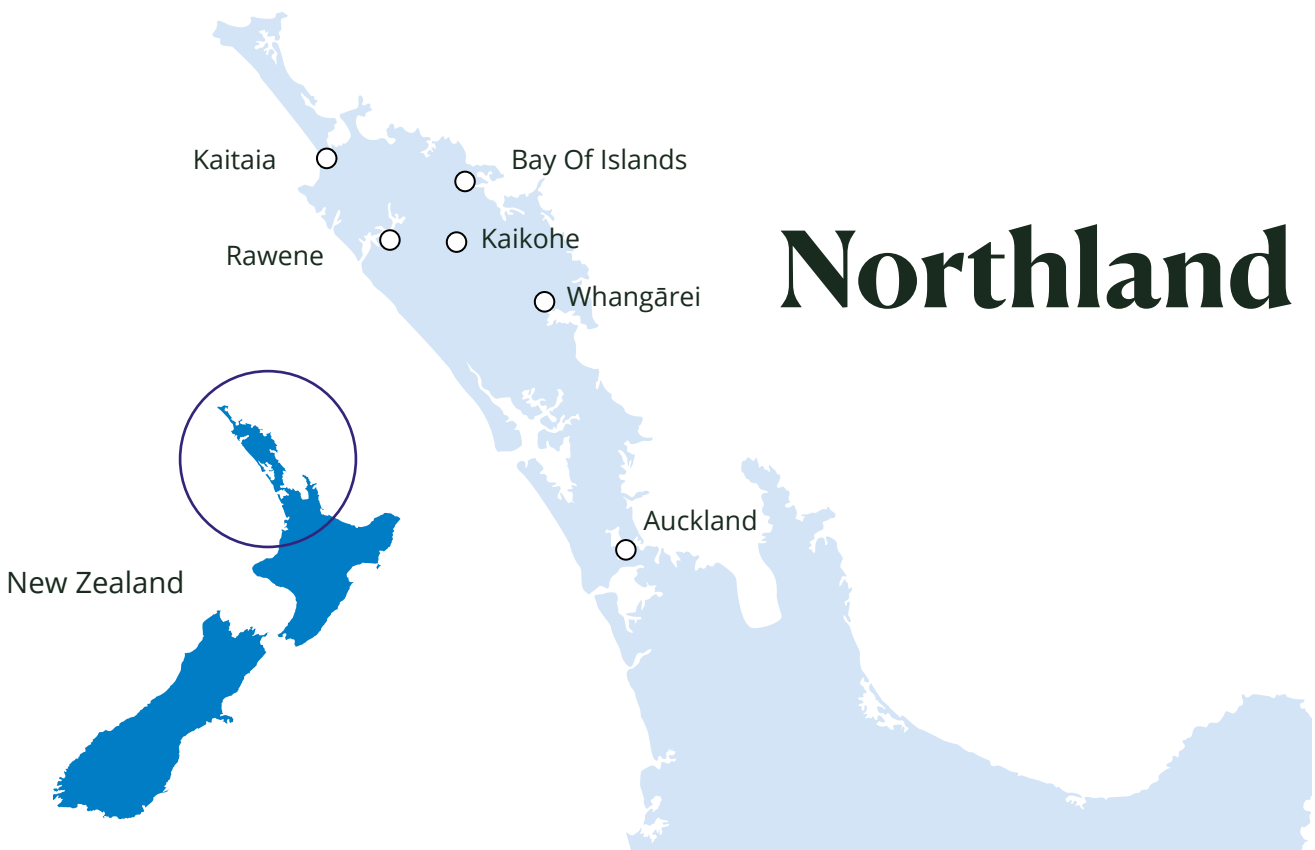
Bonvenon

Bonvenu

Aasantu

欢迎

Velkommen



Welcome

Nau mai, haere mai ki te Tai Tokerau Wānanga

From 1 January 2023 all NorthTec learners will be enrolled at Te Pūkenga the New Zealand Institute of Skills and Technology.

When you enrol with us, you'll become part of our Te Pūkenga network supporting ākonga (learners like you), right across Aotearoa.

Te Pūkenga is bringing together Aotearoa's Institutes of Technology and Polytechnics and transitional Industry Training Organisations into one unified vocational education network.

Vocational education is designed to support you to combine education with on-the-job experience - whether that's previous experience you bring or as part of your journey with us.

Our ākonga are at the centre of everything we do which means you'll still be able to study and train across multiple courses and qualifications, but you'll have more choices in what, how and where you can learn.

You'll see a system that is culturally responsive, honours Te Tiriti o Waitangi, is consistent across the country, and will let you learn at your own pace, in your own place.

Te Pūkenga is here to help you fit learning around your life. NorthTec | Te Pūkenga cares about the welfare and safety of international students. If you have concerns or need help about any aspect of your studies or life in Auckland, please come and see the International Pastoral Care Coordinator and the rest of the International Team.

We hope your time here is both successful and enjoyable.

Nga mihi nui

NorthTec | Te Pūkenga International

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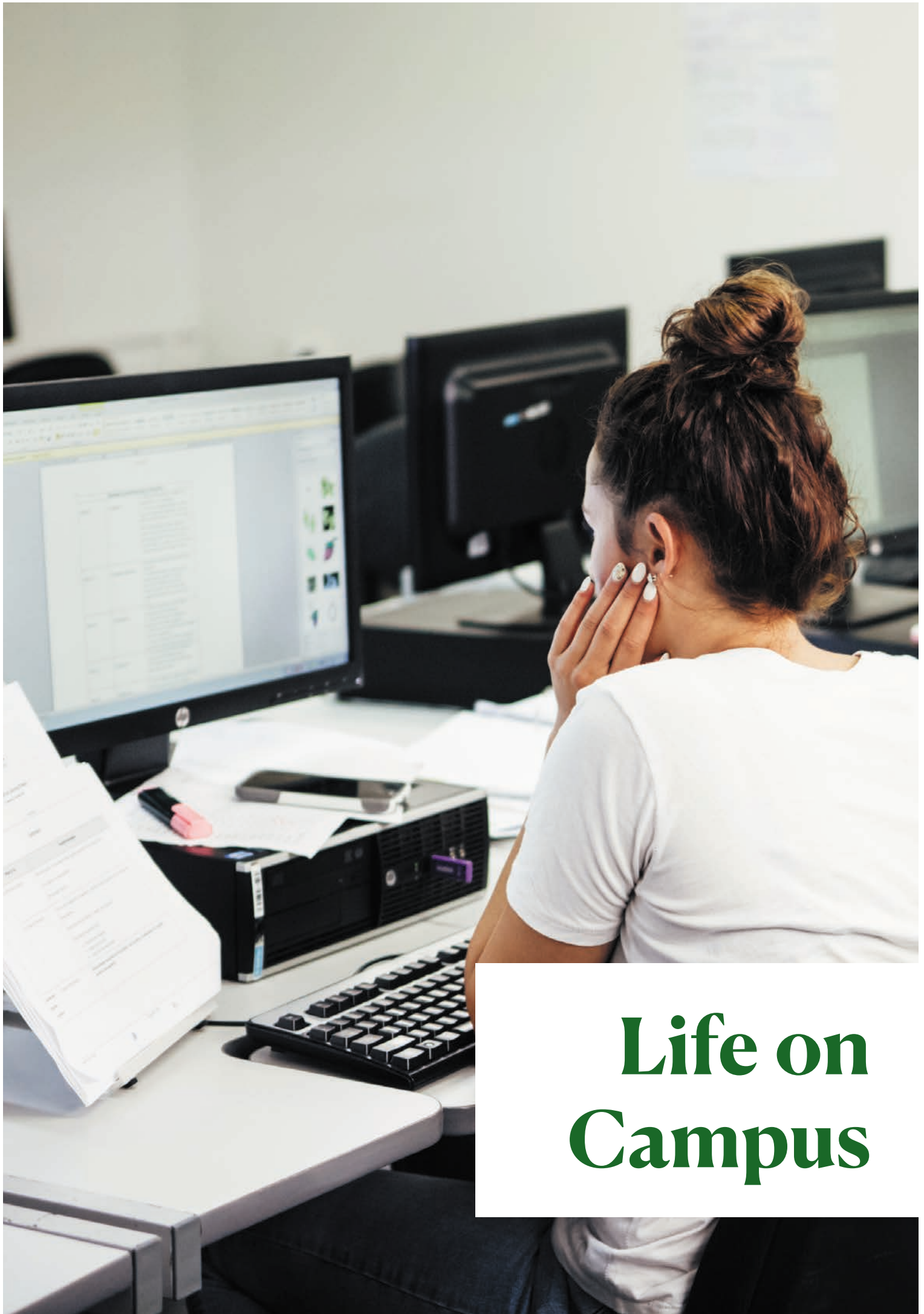
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Life on Campus

Auckland Campus



NorthTec's Auckland campus is located in the city of Auckland, New Zealand

NorthTec's Auckland Campus for international students is located in the heart of the Auckland CBD. Auckland is the largest and most vibrant city in New Zealand; it offers a truly authentic international experience.

The Auckland Campus has a flexible enrolling system for international students.

Auckland Campus has five intakes per year which offers international students more study options. Students are allowed to take two papers each term at maximum. The timetable varies each term. We recommend a minimum of 20 hours self-study per week.

Class sizes are small and you will benefit from one-on-one tuition and extra learning support from our experienced International tutors. From the outset, our friendly Student Support staff will guide and provide you with all the information you require about studying in New Zealand and the Auckland Campus.



Student Services and Facilities

Transport

Parking can be a problem near the campus, so many students choose to catch a bus, train or ferry. If you choose to drive, ensure you have the correct money for parking beforehand. Do not leave items in your car that would invite theft. Take all valuables with you or lock them in the boot out of sight.

Building / Campus Hours

Lifts are locked between 4.00pm to 8.30am. Campus opening hours are from 8.30am to 4.30pm, Monday to Friday. The campus will be closed on weekends and public holiday subject to conditions.

Reception

This is a BYOD campus. Please bring your own devices e.g. laptops, tablets, smart-phones, etc. if needed. Our friendly and supportive Student Support team is available at reception. As a NorthTec | Te Pūkenga student, please always carry your student ID with you to identify yourself, but keep your passport in a safe place at home.

Should you have any concerns or questions apart from academic learning, you always can ask the Student Support team. If you have any friends visiting you, please ask them to wait at reception waiting area.

Student Common Room

The student common room (in level 5) is for all students to have lunch or breaks. Please keep the space clean after use, and do not be too noisy to avoid interruptions to teaching in the classrooms nearby. We have a noticeboard in the student common room. Please keep checking it as you may find some useful information and notices on the board.

Personal Belongings

School bags, books and other belongings are your responsibility. Please do not leave these unattended.

Library

The NorthTec | Te Pūkenga library is located in our main Whangārei Campus. For students based away from the Whangārei Campus, the librarians will send books and DVDs to your home address including a Freepost bag for returns. For more information on how to use the library facility, please ask a student advisor.

Toilets

Help keep our environment clean. Please always flush the toilet after use. To access the toilets located in the stairwells, please familiarise yourself with the entry code.

Fire Safety

In an emergency, please listen to your tutor and fire wardens (someone who wears orange high-vis vest). He or she will tell you what to do. If the fire alarm goes off, move as quickly and safely as possible. Do not stop to collect bags, go to the toilet or have a drink. The assembly point is Queen Street Footpath or Lorne Street Footpath.

Food And Drinks

Microwaves are available in the kitchen. Please do not leave food heating and walk away. Lift the lid off your container and check that there are no metal items before you put your food in the microwave. Please put all leftover food in the bin. Do not put it in the sink or on the tables. Remember that other students will want to sit at the table after you have finished. Please do not carry drinks back to your classrooms, unless it is water, to avoid spills and damage to the carpet.

Student Success



The Student Success team is here to help you on your journey, from enrolment to graduation. We have the knowledge and expertise to guide you through issues that may impact on your study, and to help you make the most of your time at NorthTec | Te Pūkenga. We are committed to your achievement and success and aim to support you on your learning journey.

Student Advice And Support

We strive to provide information and support to students on a range of issues from housing and hardship problems, to student complaints. We have a wide network of stakeholders in the local community so we can work with you, and community agencies, to assist you in addressing any challenges or barriers which may arise.

Learning Assistance

We support students to develop skills to become more effective learners. We can help identify the gaps in your learning and suggest strategies to enhance studying. These could be in areas such as time management, essay writing, referencing or memorising information for exams. We have a range of support available for students in this area.

Counselling Service

There are times in all our lives when we encounter personal problems or life crises. When you are struggling with dealing with these, your studies will be affected. To help you resolve these worries as quickly as possible, NorthTec | Te Pūkenga students have free 24-hour access to a counselling service provided by Vitae, a professional company with a team of independent counsellors and psychologists throughout New Zealand.

Cross-Credits

Students may already have some knowledge or skills that can be recognised as part of their intended study. This may take a number of different forms including workplace training, other tertiary level study, life experience or voluntary work.

Students will be asked to provide details of such things that they would like to be considered as credit towards their intended programme of study in their application.

Recognition Of Prior Learning (Rpl)

Students who have attained knowledge and skills through work or life experience are encouraged to enquire about Recognition of Prior Learning (RPL). Students must demonstrate their prior learning in relation to the learning outcomes of each individual course. Students will be advised about how to prepare a portfolio that demonstrates they have met the learning outcomes of the course. An attestation from an independent person that this learning occurred in the workplace, or through other experience, is also required. Students will need a full course outline with details of the learning outcomes before preparing their portfolio. Please contact the International office via email (aucklandinternational@northtec.ac.nz) for an application form and full course details.

International Pastoral Care



The Student Pastoral Care Coordinator has a sound knowledge of local support services available to students. Students will be assisted around the following services:

- Orientation of the campus
- Support services on-site
- Establishing bank accounts
- Introducing students to available city support services
- Introduction to medical care and extra-curricular activities
- Sharing all aspects of New Zealand life and life in Auckland

The Student Pastoral Care Coordinator supports student rights on and off campus, advises on laws and legal services, and fosters the personal safety and holistic wellbeing of international students.

Our Student Pastoral Care Coordinator provides guidance and support with all visa, immigration and insurance matters. Throughout the term, the Student Pastoral Care Coordinator identifies student-specific workshops to support academic achievement and liaises with the tutors to ensure students are settling into class.

Our Student Pastoral Care Coordinator is available by freephone 24/7, for emergencies and support with homesickness or culture shock.

Rights And Responsibilities

- NorthTec | Te Pūkenga has signed The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code)
- You have rights as international students
- We recognise the big investment you have made to be here
- You also have responsibilities
- You must come to ALL your classes
- If you are sick you must tell your tutor as soon as possible (email or text)
- If work clashes with your studies, you must change your work hours
- A pass is 50% (sometimes more)
- You must pass everything to get your certificate/diploma/degree
- You must meet all the academic requirements of completion for your chosen programme in order to be eligible to graduate.

Accommodation

Homestay

Living with a local homestay family is a great way of experiencing the Kiwi lifestyle and practising your English on a daily basis.

You'll have your own, private, fully-furnished room and meals provided, subject to condition, so it also allows you to concentrate on your studies. Students under the age of 18 years must stay in supervised accommodation. If you aren't living with your parents or don't have a designated caregiver nominated by them, you must stay in a NorthTec | Te Pūkenga-approved homestay. All our homestays are carefully selected in accordance with The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code), and are fully police-vetted, inspected, trained and supported by NorthTec | Te Pūkenga. Homestay students are also supported by airport pick-up, 24/7 emergency contact number and on going monitoring.

Homestay will be arranged on request. The minimum period for homestay is four weeks. Non-refundable placement fee will be charged. Homestay booking must be made 2 weeks before start date. Accommodation fees must be paid in advance; no accommodation arrangements will be made until full payment is received.

- The NZ hot water system provides limited hot water, so students should use hot water moderately. In addition, students should use power moderately because electricity is expensive - for example, limit showers to 10 minutes.
- All students must give two weeks (14 days) notice when you wish to move out of your homestay, and inform the Pastoral Care Coordinator so that NorthTec | Te Pūkenga can stop payments to the homestay.
- If you are going to pay the accommodation fees by yourself, make sure that you receive a receipt for every payment and keep it. Under these circumstances you must take responsibility for payment and the school is not involved.
- If you break a specific rule that is set by the homestay parents, you may be asked to leave immediately - for example having a boyfriend or girlfriend staying in your room, smoking in the house, etc.
- You should help with some housework, for example washing dishes. This will help you get on well with the family.
- You must tell the host parent in advance when you will not be home or late for a dinner, be home late or stay out overnight.
- If you want to smoke, you must ask permission and go outside. Never smoke inside the house!
- You should always keep your room tidy and clean it each week.
- Before using the kitchen or other facilities, please ask your host family. They will show you how to use the facilities.
- Please use international phone cards for overseas phone call and toll calls.
- If you have problems with your homestay, you should go to the Student Advisor in order to resolve them properly.
- The meals provided by your homestay are: Monday-Friday – breakfast, after school snacks, dinner; Saturday & Sunday – breakfast, lunch, snacks, dinner
- You are responsible for paying your own telephone accounts and internet accounts directly to the host family. The school accepts no responsibility for any student-incurred expenses unless special arrangements have been made.
- Please ask your host family's permission to use the internet and do not use it excessively. Internet access is also available for students at school. Do not expect your host family to provide all Internet access for you.

Accommodation

Renting / Flatting

Renting a room from a home or flatting with your friends in a house is a popular and economical way of living in Auckland.

Flatting will give you more freedom and flexibility, but you need to be able to cook, clean and look after yourself. The average weekly cost for a room is about \$300 or \$700 for a 3-bedroom house, which may not include power, water or internet charges.

To avoid awkward moments and enjoy the fun of sharing spaces with friends or a family, here are some tips:

- Read your Tenancy Agreement carefully and note what is allowed while you live there (smoking, pets, etc) and what is required when you leave, and keep a copy of the signed agreement.
- Ideally ask each flatmate to sign the Tenancy Agreement and the Bond Agreement in case one or more flatmate leaves the flat. It's more difficult to get the bond back if it's not in your name.
- Pay your rent on time, or let the landlord know if you're having difficulty paying. Landlords should not require rent to be paid more than two weeks in advance, nor until rent already paid has been used up.
- Communicate with your landlord if you're unhappy about something to do with the flat, room or flatmates.
- Ask your landlord for a receipt for every payment with specific information such as the period the rent payment covers, your name and the amount paid. Landlords should not be asking for a bond of more than four weeks' rent and a receipt must be given for bond payment.
- The bond should be refunded to you if there are no damages to pay for when you leave. It is a good idea to take photos before you move in so you have proof about the condition of the flat or room.
- Set up a cleaning roster and clear flatmate boundaries at the very beginning of flatting. Piles of unwashed dishes and filthy toilet bowls can cause disharmony among flatmates.
- Don't have unannounced parties, especially on a school night.
- Do your own cooking if you're rarely at home or your flat is full of social butterflies.

For further information and advice about flatting, tenancy agreements and bond, talk to a Student Advisor, or check the website

www.tenancy.govt.nz or phone 0800 Tenancy (0800 83 62 62).

Hostel

Staying at a hostel or backpacker is another good option if you are here for a short course, or when you first arrive. You can usually have a choice of a single or shared room, and sometimes even have your meals provided. The hostel charge can be on daily basis from \$30 or weekly \$170. Here are some hostels around our Auckland campus from google map. <https://www.google.com/maps/search/hostel+and+backpackers/@-36.8433509,174.7623863,16z/data=!3m1!4b1>

Here are some websites where you can get ideas about residential property rental costs, tenant's rights and find your accommodation:

- www.tenancy.govt.nz
- www.nzflatmates.co.nz
- www.dbh.govt.nz/tenants-index
- www.realestate.co.nz
- www.herald.co.nz
- www.flatfinder.co.nz
- www.trademe.co.nz/flatmates-wanted/auckland
- www.gumtree.co.nz

Important Information

Anti-Bullying And Mediation

NorthTec | Te Pūkenga is committed to ensuring that all students, employees and visitors are treated fairly and with dignity and respect, by providing a work and learning environment that is free from harassment and bullying. NorthTec | Te Pūkenga considers any form of harassment and/or bullying to be totally unacceptable as this behaviour disregards the institutional values of NorthTec | Te Pūkenga.

See the Pastoral Care Coordinator for full support and to address harassment issues.

Classroom Etiquette

In order for NorthTec | Te Pūkenga to maintain a clean and tidy environment for all students, food and drink (apart from water) are not to be consumed in computer labs. Food and drink can be consumed in the student common room.

You **MUST** arrive 15 minutes before classes start and be prepared to learn.

- **Do not play with your cell phone in class** – unless it is an emergency.
- **Respect your tutor** – listen and do not speak when they are speaking.
- **Communicate with your tutor**, should you be late or unwell and unable to attend.
- **Communicate with your tutor** if you are struggling with the content or workload.

Studying In The West (New Zealand)

We are here to help you to learn. You are in New Zealand as a student and this should be your first priority.

Expectations And Self-Study

Being a student is a full-time job!

- Each course is approximately 20 hours per week.
- You are expected to learn for one hour at home for every hour in class.
- Not learning/researching at home will affect your final assignment.
- Total learning hours per term = approximately 40 hours per week.

Assessment/Exams

- You will not receive marks for memorising material.
- You will receive marks for:
 - Presenting a clear, relevant, logical and original argument
 - Applying your knowledge to real situations (the workplace, case studies)
 - Basing your argument on research evidence
 - Demonstrating what you have learnt.

Time Management

- Plan your work.
- You need time to proof read and edit your work.
- Starting assignments early gives time for unforeseen incidents.

Important Information

Cheating And Plagiarism

There are penalties for cheating and plagiarism (copying other people's work without acknowledging the source of the work). The aim of both examinations and written work submitted for assessment is to present your own arguments, in your own words.

Plagiarism is defined as: Presenting someone else's work or ideas as if they were your own original work or thought, without clear acknowledgement of the actual source. Plagiarism includes:

- Copying the work of another student
- Directly copying any part of another person's work (including web pages and written or electronic text)
- Summarising another person's work
- Using experimental results obtained by another person.

Absences

There may be times when you need to be absent from class, for example for sickness or bereavement. Otherwise students are expected to attend all classes. Please inform your tutor as soon as possible if you are unable to attend a class. International students must comply with programme regulations for notification of absence due to illness or other circumstances as required for each course in which they are enrolled. Valid reasons for absence must be provided and supported by evidence as required.

NorthTec | Te Pūkenga Policies

1. NorthTec | Te Pūkenga Academic Regulations

NorthTec | Te Pūkenga academic regulations in change of programme of study, attendance, academic progress, assessment, conduct of assessments, availability of marked assessments, aegrotat pass, credits and grades apply to all programmes and courses for which NorthTec | Te Pūkenga awards or qualifications may be granted, and programmes that are delivered or assessed by NorthTec | Te Pūkenga.

For information regarding NorthTec's Academic regulations, it can be viewed at:

https://global-uploads.webflow.com/623d331b0cd502f4440e50f5/631011db6987146942e250de_NorthlandPolytechnicRegulations-Commence-2021.pdf

2. NorthTec | Te Pūkenga Other Policies

NorthTec | Te Pūkenga has other policies include: academic appeals, academic integrity acceptable use of ICT Resources, anti-bullying and harassment, assessment and moderation, credit recognition debtors, equal education opportunities graduation ceremonies, health and safety, ICT resource security management information for students, intellectual property, international students privacy, smoke free working environment, student concerns, complaints and academic appeals, student fees, student registration and enrolment. Please refer to the website link for details: <https://www.northtec.ac.nz/explore/policies>

Hard copies of policies are available at reception, on request.

Immigration Regulations

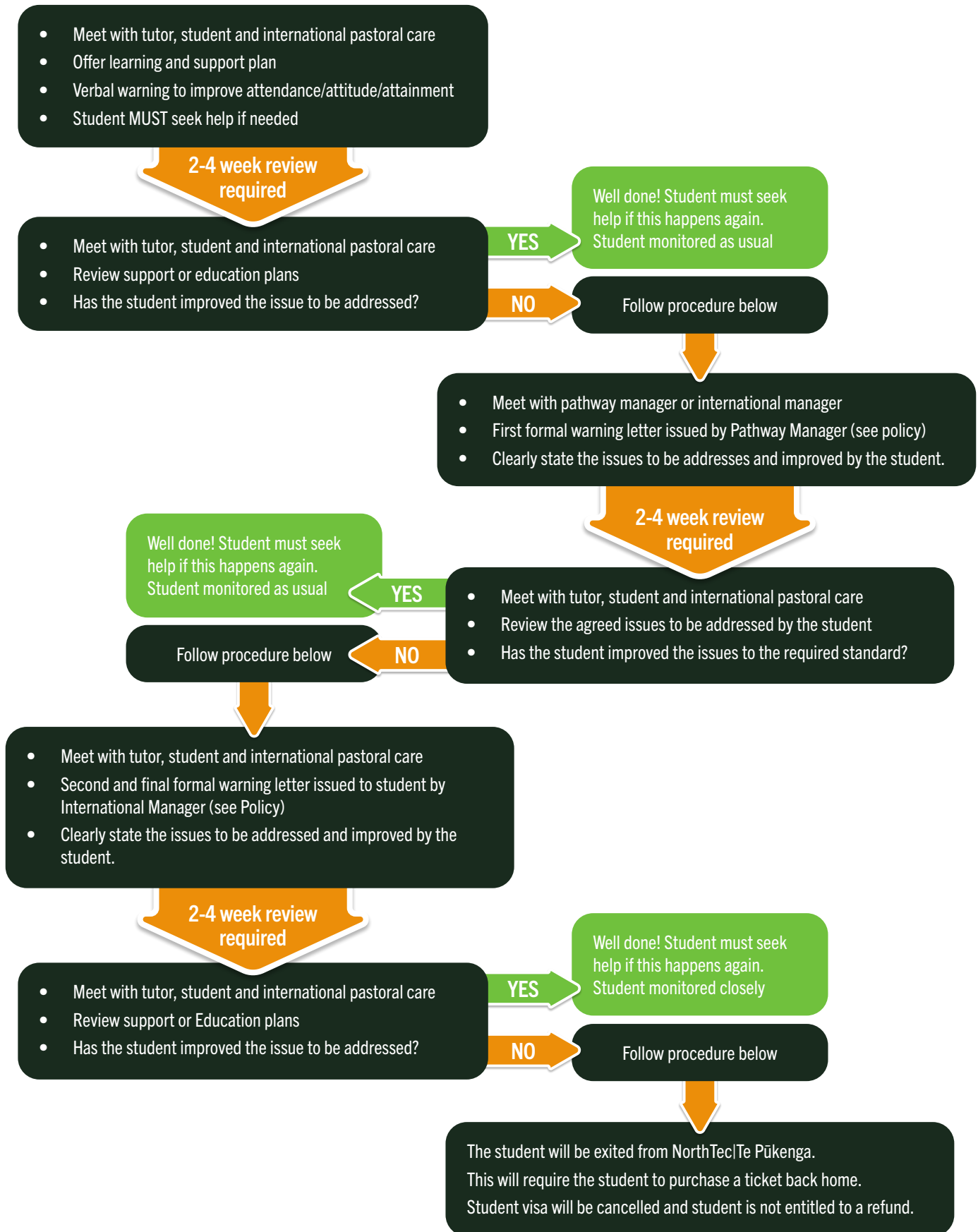
As an international student, you have been granted entry to pursue your studies in New Zealand. Remember you must always have a current valid visa, and take note of the expiry date and conditions of your visa.

- Student visa holders must ensure they attend 100% of their classes and inform their tutors of any absences.
- Some students are entitled to work part-time. Your student visa will state how many hours you can work.
- You must show academic progress. This means you must pass each level to progress to the next level.

Full details of visa and permit requirements and advice on rights to employment in New Zealand while studying are available through Immigration New Zealand. These can be viewed at www.immigration.govt.nz or you can phone toll free on 09 914 4100 . They have a Language Line available and you are entitled to ask for a translator.

NorthTec | Te Pūkenga assists you with re-applying for your next visa. It is very important that you plan your holidays to allow enough time to re-apply for a new visa. You must inform the International Team of your holiday plans.

Attendance and Attainment



STUDENT CONCERNS, COMPLAINTS & ACADEMIC APPEALS



Student has a concern or issue to be resolved

Discuss the concern with person or programme/service area concerned - Student Support Services or International Team are available for support

Concern resolved?

YES

Concern closed

NO

Student may send a formal complaint to **Student Complaints Officer** by:

- Concern/Complaint/Academic Appeal form available on NorthTec website or
- email to: concernsandcomplaints@northtec.ac.nz

Complaint/Academic Appeal acknowledged within three working days

Complaint/Academic Appeal investigated

Student notified of outcome, in writing, within policy timeframe

Student satisfied?

YES

Complaint/Academic Appeal closed

NO

Student may appeal the decision or

- Refer the complaint to NZQA or the Ombudsman or to the
- Domestic or International Student Contract Dispute Resolution Scheme



Concern

A student seeks improvement in a situation where the student considers appropriate standards have not been met. The student perceives that the impact on him/her has not been large and it is likely that resolution can be obtained by direct, informal consultation with the people concerned.

Complaint

A written expression of dissatisfaction where the student seeks some form of redress or change in a situation, where the student considers there has been a direct and significant adverse impact on him/her that requires a formal process of resolution.

Academic Appeal

A written request by a student to change any academic decision, action or omission by a tutor or any Northland Polytechnic Board or Committee.



DO YOU NEED HELP OR SUPPORT?

Talk to your tutor or make contact with Student Support Services or the International Team.

Domestic Students: navigator@northtec.ac.nz

International Students: international@northtec.ac.nz



North Tec
TAI TOKERAU WĀNANGA



Te Pūkenga

Code of Practice



Code Of Practice

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code)

<https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/>

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.

New Zealand educational providers have an important responsibility for international students' welfare.

This pamphlet provides an overview of the The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

What Is The Code?

The Code is a document that provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

Who Does The Code Apply To?

The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them.

What Is An "International Student"?

An "international student" is a foreign student studying in New Zealand.

How Can I Get A Copy Of The Code?

You can download a copy of the Code from the website at:

<http://legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748147.html?src=qs>

Code of Practice



What If Something Goes Wrong?

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the tutor, the Pastoral Care Coordinator, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students, and you need to go through these internal processes before you can take the complaint any further.

If Your Complaint Is Not Resolved – Contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact the New Zealand Qualifications Authority. The NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next. You can submit your complaint query on the NZQA website at www.nzqa.govt.nz, or send an email to qadrisk@nzqa.govt.nz. If you need more information on the complaints process, call on 0800 697 296.

Dispute Resolution Scheme:

All complaints and/or disputes will be dealt with by the NZQA and/or the International Student Contract Dispute Resolution Scheme (DRS) under the new Code of Practice. Students (or their advocates) can contact the NZQA in the first instance with their complaint or if it is contractual or financial, they can go direct to the DRS. For more information see <http://www.istudent.org.nz/>

A Summary Of The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code)

The Code sets standards for education providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate, and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances.

Full details of what is covered can be found in the Code itself.

Tips to Succeed on your Academic Pathway



In Class

- Ask questions, again and again – it is good to ask rather than pretend you know.
- Think before you speak – speak clearly
- Responding to tutors' questions in class discussions may not be easy at first, but it will be worth it.
- If the tutor is too busy to see you, write your questions down on paper – give it to them at the end of the class.
- Ask the tutor for an appointment to go over your work.
- Don't let problems with work get too big – ask for help.
- Look at the tutor when they are speaking to you.
- Take the initiative – ask another student to have a coffee with you.
- Make yourself make friends – other people may be feeling the same as you.
- Arrange to meet other students in the common room at lunchtime.
- Share ideas – the more you speak English, the more your confidence will grow.
- Do research with another student.
- Volunteer to be a Student Representative for your class or student activities.
- Attend class daily – don't get into a pattern of missing class.
- Have a time management plan if you are getting behind in your work.

Out Of Class

- Get plenty of sleep.
- Make sure you have a balanced diet.
- If you need to work, keep it for the weekends. Work and studies do not go together.
- Get an alarm clock so that you are not late to class.
- Join a club – sports, cultural, church, hobby – meet new people.
- If you are sick – email your teacher, or phone the college. Go to the doctor if this lasts more than two days – you need a medical certificate.
- If something is worrying you, talk to your tutor or Student Support Advisor.
- Make sure that your visa and medical insurance are up to date.
- Practice your English as much as possible. Avoid speaking your mother language to other students.
- Change the language setting to English on your digital devices.

Withdrawal / Cancellation and Refund Policy



Withdrawal / Cancellation And Refund Policy

By accepting a place on a course at NorthTec, a student enters into a contract with NorthTec | Te Pūkenga for the period of one academic year (or the length of the course if it is less than one year). This contract means there is an obligation to pay the fee for the year (or for the length of the course). Students who wish to defer to the following term must notify NorthTec | Te Pūkenga International two weeks prior to the course commencement.

In normal circumstances, no refunds will be given after the course commencement. Any request for a refund must be made in writing to the International Director. Tuition fees will be refunded only when an extension of visa is not granted, or NorthTec | Te Pūkenga is unable to proceed with the programme, or compassionate reasons such as serious illness.

For more details, please check the website:

https://global-uploads.webflow.com/623d331b0cd502f4440e50f5/6327e433263f4c4b4b18d609_2022%20Cancellation%20and%20Refund%20Policy%20for%20International%20Students.pdf

Tuition Fee Payment

All tuition fees must be paid in full before the commencement of your programme. Non-payment of fees is regarded seriously and NorthTec | Te Pūkenga will take steps to obtain the required payment, including prohibiting students from class, not releasing academic results, and referring unpaid debts to a debt collection agency for recovery action.

A student who fails to successfully complete a course or courses during their study at NorthTec | Te Pūkenga is required to re-enrol in the course/s and pay full fees. Recognising that some international students face difficulties adjusting in their first term, NorthTec | Te Pūkenga will offer a discount of 50 per cent on the tuition fees for any courses failed in the first term.

Contact Information

We are here to help. Contact us today for information or advice on the right programme of study for you, or for any questions about applying to NorthTec | Te Pūkenga.

NorthTec | Te Pūkenga Auckland Campus

Telephone: 09 309 2965

Emergency: 027 886 4490

Email: aucklandinternational@northtec.ac.nz

NorthTec | Te Pūkenga International Office

Telephone: 09 470 3775

Emergency: 027 704 8502

Fax: 09 470 3781

Email: international@northtec.ac.nz

What If There Is An Emergency?

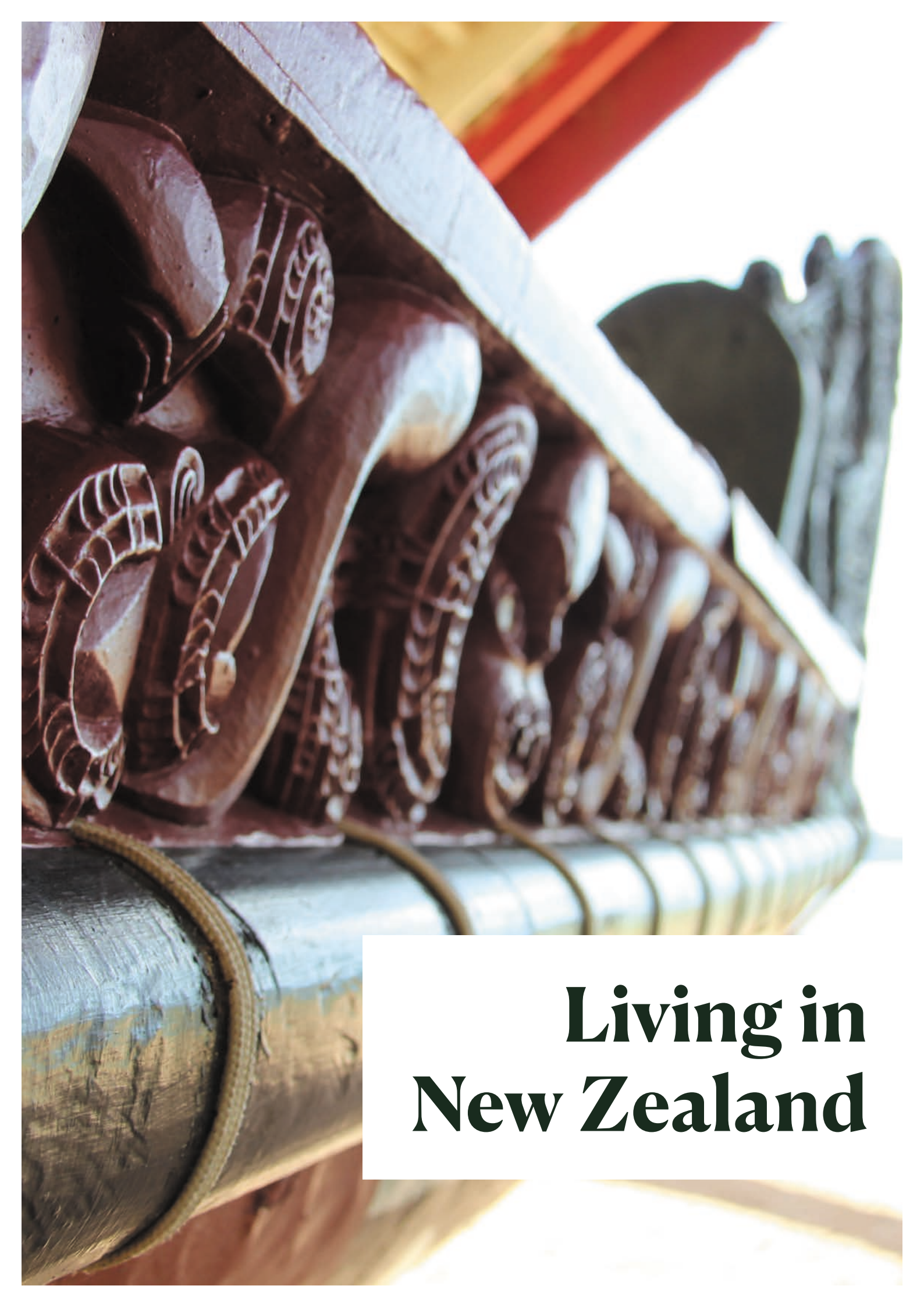
Phone 111. You will be asked if you want an ambulance, the fire service, or the police. Remember to tell them where you are. If you have a serious accident or life-threatening illness, call an ambulance or get someone to take you to the emergency department at the hospital.

For less urgent incidents not requiring an immediate response, please contact your homestay host or call or text the NorthTec | Te Pūkenga Auckland Campus emergency number, +64 27 886 4490.

Public Holidays

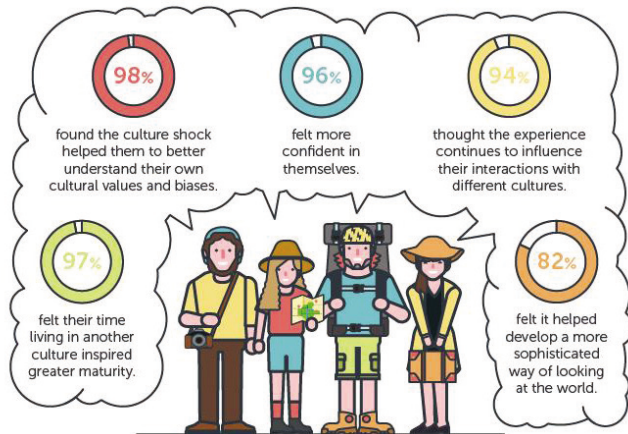
Most public holidays in New Zealand are in the summer and autumn months. You will find that towns and cities are pretty quiet on big holidays, particularly around Christmas and Easter when all stores, banks, offices and schools are closed.

- New Year's Day
- Day after New Year's Day
- Auckland Anniversary
- Waitangi Day
- Good Friday
- Easter Monday
- ANZAC Day
- Queen's Birthday
- Labour Day
- Christmas Day
- Boxing Day



Living in New Zealand

Culture Shock



It is common for international students to experience an initial “honeymoon period” after arrival in a new country, when everything is new and exciting. However, after settling into the routine of study and coping with new and different demands, some people experience feelings of frustration, loneliness or uneasiness. This is natural. You might feel unhappy and think it was a mistake to choose New Zealand. You might wish you were safely at home with your friends and family. Ninety per cent of international students will experience some culture shock.

Four Stages Of Culture Shock

1. Eager anticipation
2. Everything is beautiful – ‘Honeymoon stage’
3. Everything is awful – ‘Anxiety, adjustment stage’
4. Everything is okay – Acceptance stage’.

Symptoms Of Culture Shock Are

- feeling isolated, lonely or frustrated
- missing your home country, the weather, the food, your family and friends
- anger or hostility toward your new home and the people in it
- over-dependence on other students from your home country
- doubts about coming to New Zealand and thoughts of giving it up
- feelings of helplessness and withdrawal.

Things To Remember

- Experiencing culture shock is a normal part of the adaption process
- You WILL get over it but need to give yourself time to adapt
- Be open to appreciating difference and keep an open mind
- Try to keep yourself busy and occupied, and keep the same routines of school and study
- Talk to your friends about how you are feeling
- Maintain contact with other students and family from your home country
- It might help to visit and talk with people from your country, cook food from your country or watch a movie in your own language
- Don't worry, it's normal to feel like this and culture shock will pass!
- Eat and sleep well.

Talk to the Student Support Advisor who understand that students may experience these feelings.

Cultural Information



Cultural Information

Meeting people

- New Zealanders usually shake hands (with the right hand) when meeting each other for the first time.
- If you want to meet with someone professional (for example a tutor, your Director, a doctor) you need to make an appointment in advance. On most occasions you will not be able to meet without organising a time first. If you are meeting someone or attending classes, it is very important to be on time. If you cannot be on time, you should ring/text and let them know.
- In some respects New Zealanders are quite informal. Lecturers and tutors are often called by their first names and we do not usually refer to people as “ma’am” or “sir”.
- If the person you are talking to is sitting down, you should sit down too. It is considered rude to remain standing while others are sitting. You do not need to wait for someone to ask you to sit or “pull up a chair”.

Socialising And Shopping

- Most restaurants, bars and cafés close between 9pm and 11pm during the week (later on weekends).
- Tipping is NOT expected.
- It is common for New Zealanders to socialise at home. If you are invited to a New Zealand home it is common to take something to contribute to the meal, such as wine, chocolates, chips or a special food item.
- New Zealanders dress quite informally on most occasions.
- Most New Zealanders have their large meal together at dinner time (usually between 6pm and 8pm).
- Most shops are open between 9am and 5pm during the week.
- Some shops, especially large chain shops, are also open all weekend.
- Supermarkets and other large shops (like the Warehouse) have longer opening hours.

Weather And Seasons

New Zealand’s climate is almost subtropical in the north, but temperate and cool further south. Auckland has a subtropical climate compared to other part of New Zealand. Rainfall is usually higher in the winter months and the weather is changeable throughout the day, so a raincoat and warm outdoor clothing are a necessity.

- Summer: December to February Average temperature: max 24 degrees, min 16 degrees
- Winter: June to August Average temperature: max 15 degrees, min 8 degrees

Health and Safety



WHAT IF THERE IS AN EMERGENCY?

Phone 111. You will be asked if you want an ambulance, the fire service, or the police. Please tell them where you are. If you have a serious accident or life-threatening illness, call an ambulance or get someone to take you to the emergency department at the hospital.

WHAT IF I GET SICK?

Appointments can be made for you while on campus. Support and transport is available in an emergency or for the wellbeing of the student. Panadol for pain relief is available from Reception (please sign the book). First aid resources are available in an emergency, please ask staff for help.

If you get sick or have health concerns, you can go to see a doctor. You may be able to register with a General Practitioner (GP) near where you live. This is the best (and the cheapest) option for ongoing medical care. GPs and pharmacies near the campus are listed:

City Med	8 Albert Street, Auckland Central, (09) 377 5525
White Cross Ponsonby Accident and Medical Clinic	202 Ponsonby Road, Ponsonby, Auckland, (09) 376 5555
Queen Street Doctors	87 Queen St, Auckland Central, (09) 373 4055, www.queenstreetdoctors.co.nz
Unichem	104 Queen Street, Auckland Central, (09) 303 4253

WILL I HAVE TO PAY FOR TREATMENT?

Under your Uni-Care insurance policy, your medical cover is unlimited, meaning that every time you go to the doctor or hospital for accidents or illness, you can claim the money back. However, you will need to pay up-front at the doctor. This can be expensive – up to about \$140.00, so make sure you have some money set aside for this. Uni-Care does not cover pre-existing conditions. That is, it will not cover you for any condition or sickness that you already had in your own country.

If you are insured by other insurance companies, please read the policy wording carefully. You may see Pastoral Care Coordinator to assist you in finding the policy wording for you.

WHAT DOES YOUR HEALTH INSURANCE COVER?

- Everything except “pre-existing conditions”
- You need to pay at the doctor FIRST and then claim
- Make sure you keep all your receipts
- You can send them off yourself or come to NorthTec | Te Pūkenga and we will do it for you
- You are supposed to get “pre-approval”

Health and Safety



Is It Safe To Carry Cash Around?

Don't carry large amounts of cash around with you. In New Zealand, we would consider anything over \$150 to be a large amount of cash. Don't leave cash at home, either. It is hard to claim insurance for cash, unless you keep the bank receipt for it. The safest place for money is in the bank. Most New Zealanders just use their EFTPOS card for daily transactions.

Is It Safe To Walk Around Auckland?

Auckland is generally safe during the day, but **DO NOT** walk alone at night. If you need to get home at night, take a taxi or walk with at least one other person. Also avoid areas that are isolated or empty, such as large parks (unless you are with a big group of friends). Do not walk around with your valuables obviously on display. For example, if you have a laptop or camera, put them in a bag that is across your body, or a backpack, and keep this with you at all times.

Water/Beach Safety

NorthTec | Te Pūkenga would like all our students to experience our beautiful beaches. However, they can have a strong tidal pull which can be very dangerous. Please ask if you are unsure before swimming.

Always wear a life jacket when you are fishing. Unfortunately, some New Zealand beaches have claimed the lives of international students.

What To Do If You Get In Trouble?

- For all emergencies call 111
- Pastoral Care emergency 027 886 4490

Driving In New Zealand



You can get information on how to get a driver's licence in New Zealand from the New Zealand Transport Agency (nzta.govt.nz) or the Automobile Association (aa.co.nz).

Driving in New Zealand - New Zealand road rules www.nzta.govt.nz/resources/roadcode

Some simple rules you need to be aware of:

- Keep left at all times
- City and town speed limit of 50 km/h
- Maximum "open road" speed limit of 100 km/h
- No left turn on a red light
- There is a zero alcohol limit if you are under 20

Licences

To drive in New Zealand you must be at least 16 years old. All drivers must have a current and valid New Zealand driver's licence, International Driving Permit, or overseas licence. You can drive on an overseas licence for 12 months. After that, you need to apply for a New Zealand one. Carry your licence with you at all times when driving. If you are stopped by the Police for any reason and fail to produce your licence, you will be fined.

It is highly recommended you complete a defensive driving course. These courses help drivers, who already have some experience, to learn how to drive safely in New Zealand. Defensive driving courses are available in most towns and cities.

Ask at the AA (Automobile Association)

There are three stages to getting a licence. You must pass a test at each stage, these being a written and two practical driving tests.

Learner Licence	When learning to drive, you must have a supervisor with you at all times when driving (a person who holds and has held a full licence for at least two years). No passengers are allowed unless you are accompanied by a supervisor.
Restricted Licence	You can drive on your own between 5am and 10pm. To drive at other times you must have a supervisor with you. No passengers are allowed unless you are accompanied by a supervisor.
Full Licence	You can drive on your own and take passengers at any time.

Driving In New Zealand

Buying A Car

How to buy a car www.nzta.govt.nz/vehicle/choosing/tips.html

All cars must have a current Warrant of Fitness (WOF) and must be registered. This can be done at many local garages. Registration is done at the Post Office.

Although it is cheaper to buy a car second-hand, you do not get the same guarantee as buying from a licensed motor vehicle dealer. It is a good idea to get the car checked by an independent company first. The best place to check the car before you buy is the Automobile Association (www.aa.co.nz). The AA website offers lots of good advice for second-hand car buying.

Insurance

All international students should insure their car for Third Party (liability) insurance. Third Party insurance is the minimum you should insure your car for and protects you against damage you may cause to another driver's car. In such a case you are, at worst, liable only for the damage to your own vehicle. You may also choose full insurance to cover your own vehicle.

Please contact your insurer UNICARE to purchase vehicle insurance.

Cycle Safety

Rules

Before cycling on the road you must know the road rules. They apply to cyclists as well as those using motor vehicles. The rules exist to prevent crashes and reduce risk of injury.

Equipment Rules

- Cycle helmets must be worn; meet an approved standard and be securely fastened
- Cycles must have brakes and reflectors
- Cycle lights must be on when it's dim or dark.

Your Responsibilities As A Cyclist Are To:

- keep left
- use the correct lane
- pass other vehicles safely
- use hand signals
- be safe and courteous when cycling in groups
- share the road and paths
- expect hazards and ride to avoid them
- do not use bicycles on pedestrian footpaths in NZ. Only on approved cycle paths.

Keep Left

Road rules state that road users should keep as 'near as practicable' to the left side of the roadway. This means that you should keep left, but not to the extent that it compromises your safety.

Please come and talk to someone in the campus for help.

Banking and The Law

In New Zealand, banks are the safest place to keep your money. Please do not carry or keep large amounts of cash on you. Large established banks such as the Bank of New Zealand (BNZ), ANZ, Kiwibank, Westpac and the ASB, provide security and a range of services and accounts.

Opening An Account In New Zealand

To open an account in New Zealand, take the following documents to the bank:

- A passport
- Proof that you are a full-time student, such as a letter from NorthTec | Te Pūkenga or a fees invoice
- Proof of a residential address in New Zealand.

After completing an application form, you will be given an account number. You can make deposits and withdrawals on the same day. Your EFTPOS card is usually mailed to your residential address within a few days of opening your bank account. Take your EFTPOS card to the bank to select a PIN (security) number. You can use your EFTPOS card instead of cash to buy goods and services or to withdraw money throughout the country. It is not considered an acceptable form of identification, so you need to carry either your passport or driver's licence as well.

Banking, Currency And Living Costs

- Sign your card as soon as you receive it.
- Don't have a PIN or password that is easy to guess. Unsuitable PINs and passwords include: sequential numbers (e.g. 5678), number combinations that are easy to guess (e.g. 2222), parts of your telephone number, birth dates, months or years, driver's licence number or other numbers easily connected to you.
- Don't write your PIN number or password down anywhere, memorise it instead.
- Never give out your PIN number.
- Make sure nobody can see you enter your PIN at ATMs or when using EFTPOS.
- NEVER tell anyone your PIN or password or give your card to anyone (including the Police, bank staff or family).
- Do not let anyone else use your card. Take care of it, and do not leave it unattended.
- Always remember to take your card back after using it.
- Take care to ensure nobody can see you enter your password when using telephone or internet banking.
- Report the disclosure of your PIN as soon as you are aware or suspect your PIN or password has been disclosed.
- Report the loss or theft of your card as soon as you are aware of it.
- Tell the bank if you change your address so that replacement cards are sent to the correct place.
- Use different PINs and passwords for different cards.
- If your card is lost or stolen, immediately notify a branch of your bank, or the contact centre, of the loss and give all relevant information (if outside banking hours, call the contact centre).

The Law

- It is illegal for anyone to bully or hurt you at any age.
- You can be charged for breaking the law from age 14.
- You can go to jail for breaking the law from age 17.
- In New Zealand it is illegal to smoke or buy cigarettes under the age of 18 years.
- It is also illegal to smoke in buildings and work spaces.
- In New Zealand it is illegal to drink alcohol under the age of 18 years.
- From the age of 18 you can rent a flat or a house. You are responsible for paying the rent and the bills.

Asian Support Services



Chinese Lifeline

Chinese Lifeline is New Zealand's national support line for Chinese speakers. Trained operators are available to speak to callers in their native Mandarin or Cantonese, providing support and reassurance during what can be a difficult and challenging time for new immigrants. In addition to our helpline service, Chinese Lifeline also offers face-to-face counselling by appointment. Call Chinese Lifeline on 0800 888 880.

Asian Family Services

Call Asian Family Services on 0800 862 342. It's free and confidential.

Vitae

VITAE are a highly qualified team offering free coaching and support for students. Their services can be provided by an interpreter to meet your communication needs. VITAE are available 24hrs a day/7 days a week. You can talk to a VITAE coach either face-to-face, via the internet, or over the telephone. All VITAE services are free for NorthTec | Te Pūkenga students and are totally confidential. VITAE supports students to understand the New Zealand way of living including:

- Overall personal health and well-being
- Understanding how to cope in New Zealand
- Offering emotional support
- How to meet your physical needs
- How to meet your family needs
- How to meet your spiritual needs.

Any questions? Give them a call on 0508 664 981.

Role Of The Police

The New Zealand Police Service is an important part of the community. It seeks to prevent crime and crashes, improve public safety, detect and bring offenders to account, and maintain law and order.

Police officers see the best and the worst of life. Law enforcement is only a small part of their job. Their work also includes such things as preventing crime, searching for missing persons, dealing with sudden deaths, identifying lost property and helping victims of road crashes.

Citizens Advice Bureau (Cab)

Citizen Advice Bureau (CAB) is an essential community service in New Zealand; somewhere people can go to learn about their rights and obligations, and how to use this information to good effect to get the best outcomes. The closest CAB office is located in the Central City Library in Lorne Street, where you can get your documents verified by a Justice of Peace, or get the information and advice you need if you are looking for external support.

CAB has a large database of national and local services. Trained volunteers can help you access and understand your rights and responsibilities for all areas of New Zealand life. It is a free, confidential and independent service providing information on many topics, including:

- Settlement and immigration advice clinics
- Clubs, hobbies, education, legal issues
- Health support and services
- Workshops for new migrants
- Human rights
- Finance and benefits
- Finding a Justice of the Peace
- Tenancy issues
- Consumer rights
- Employment rights.

CAB offers a multi-lingual information service. Free, confidential information and advice is available in 26 different languages. A free legal advice clinic is held fortnightly on Tuesday evenings.

Phone: 0800 367 222 | Website: www.cab.org.nz

Cab Language Link

This offers free and confidential help, information, advice and advocacy for all people in 25 languages, covering:

- Immigration issues
- Income support
- Personal and family issues
- General information issues
- Housing and tenancy issues
- Employment issues
- Education and training
- Health and counselling
- Finance and tax issues
- Traffic and transport
- Legal disputes and rights
- Consumer law

PHONE 0800 78 88 77 & DIAL THE EXTENSION NUMBER:				EMAIL:		
Amharic	713	Russian	727	French	712	arabic@cab.org.nz
Arabic	705	Sinhala	722	Hindi	703	hindi@cab.org.nz
Burmese	714	Samoan	718	Japanese	717	korean@cab.org.nz
Cantonese	701	Spanish	708	Kirundi	716	spanish@cab.org.nz
Dari	709	Taiwanese	711	Kiswahili	716	chinese@cab.org.nz
English	706	Tamil	728	Korean	704	japanese@cab.org.nz
Farsi	709	Urdu	703	Kurdish	721	russian@cab.org.nz
Filipino	715	Vietnamese	729	Mandarin	702	vietnamese@cab.org.nz

Phone : 0800 78 88 77, CAB Language Link, 521D Mt Albert Rd, Three Kings, Auckland, language@cab.org.nz

Support and Help Lines



Auckland Sexual Abuse Help Team	09 623 1700	www.asah.org.nz
Shakti Asian Women's Centre	0800 742 584	www.shakti.org.nz
Community Alcohol and Drug Service	0800 787 797	www.adanz.org.nz
Citizens Advice Bureau	09 377 3314	www.cab.org.nz/lowdown
Eating Disorders	04 461 6528	www.eatingdisorders.org.nz
Family Planning Association	0800 4636 5463	www.fpanz.org.nz
Gambling Helpline	0800 654 659	www.inyaface.co.nz
Human Rights Commission	0800 496 877	www.hrc.co.nz
Immigration	09 914 4100	www.immigration.govt.nz
Legal Aid/Lawyers	04 495 5910	www.lsa.govt.nz
Lifeline	0800 111 777	www.lifeline.org.nz
Ministry of Agriculture and Forestry	0800 809 966	www.biosecurity.govt.nz
Ministry of Health	0800 686 223	www.moh.govt.nz
Pregnant	09 307 6745	0800 PREGNANT
Rape Crisis	09 360 4001	www.rapecrisis.org.nz
Tenancy Tribunal	0800 836 262	www.dbh.govt.nz/tenancy
Youthline	0800 376 633	www.youthline.co.nz
Youth Law	09 309 6967	www.youthlaw.co.nz

There are many internet and telephony providers in New Zealand offering different rates for their service, speed and package.

The two main providers are Spark and Vodafone. It costs \$5 to buy a SIM card with a New Zealand local mobile phone number. The minimum pre-paid top-up amount is \$20. Please check the rates, service and package on the provider's website or ask a shop assistant when you buy a new SIM card.

International calls can be made from pay phones if you don't have Skype or internet phone calling.

The International Dialling Code for New Zealand is 64. The rates for pre-paid telephone cards are: \$2, \$5, \$10, \$20 and \$50. They can be purchased at convenience stores or dairies and Post Offices.

NorthTec | Te Pūkenga also provides all students with free internet access on campus.

Employment Opportunities

While you are in New Zealand you may want to get a part-time job. There are many companies in Auckland who are happy to employ hard-working students. We suggest you go into the shop or restaurant and introduce yourself, then ask to speak with the contact person or ask for an application form. If you need help filling out the application forms just ask the International office as we are happy to help.

We encourage students to access websites such as:

- www.trademe.co.nz
- www.seek.co.nz
- www.studentjobsearch.co.nz

Access this website for tips on CV writing: careers.govt.nz

Inland Revenue

Inland Revenue will issue you with an IRD number, when you start working, to pay taxes. You can call them on 0800 75 247 or visit them.

Useful Contact Information

Name	Contact Details
Family Planning:	
• Manukau Clinic, Auckland	09 263 7600
• Henderson Clinic, Auckland	09 836 0026
CAP free debt counselling	0508 227 111
Citizens Advice Bureau	0800 367 222
Inland Revenue	0800 377 778
Department of Internal Affairs	0800 257 887
Budget Advisory Services	0508 283 438
Healthline	0800 611 116
Lifeline Counselling	0800 54 33 54
Mental Health Crisis Team	0508 82 88 65
Mental Health Line - After Hours	0800 223 371

Name	Contact details
Migrant Centre	09 625 2440
NZ Qualifications Authority	04 802 3000
Quitline (Smoking)	0800 778 778
Relationship Services	0800 735 283
Student Job Search	0800 757 562
Tenancy Services	0800 83 62 62
Victim Support	0800 84 28 46
White Cross Emergency Care	09 274 7823
Tryphina House Refuge	0800 733 843
Work and Income	0800 559 009
Youthline	0800 376 633
Immigration New Zealand	0800 55 88 55



NorthTec | Te Pūkenga International Office

Auckland Campus

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Email: aucklandinternational@northtec.ac.nz

Whangārei Campus

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Telephone: +64 9 470 3775

Email: international@northtec.ac.nz



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