



# **International Student**

## Pre-departure

## Information Handbook

# Table of Contents

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<b>I. Kia Ora! Welcome to Rotorua</b>	<b>3</b>
About Rotorua	
Climate in Rotorua	
Items to Pack	
New Zealand Customs Services and What Not to Bring	
<b>II. How to Prepare for Your Stay in New Zealand</b>	<b>4</b>
Travel and Medical Insurance	
Your Student Visa	
New Zealand Ministry of Education Code of Practice for the Pastoral Care of International Students	
Banking in New Zealand	
Receiving Mail	
Phone Calls, Services and Options	
<b>III. Your Arrival in New Zealand</b>	<b>7</b>
Orientation Programme	
Map of Mokoia Campus	
Marae Protocol	
International Student Support Services	
Health Centre	
<b>IV. Living in New Zealand</b>	<b>8</b>
Selecting Accommodation	
Student Accommodation Policy	
Cost of Living in New Zealand and Preparing Financially	
Keeping Safe in New Zealand	
Driving in New Zealand	
Your Arrival at Auckland International Airport	
Airport Pick Up and Shuttle Service to Rotorua	
<b>V. Map of Auckland Airport and Where to Meet Shuttle</b>	<b>12</b>
<b>VI. Studying at Waiariki Institute of Technology</b>	<b>13</b>
Teaching Methods	
Learning English	
Computer Access and Usage	
Students' Association	
<b>VII. Policies and Procedures of Waiariki Institute of Technology</b>	<b>14</b>
New Zealand Privacy Act (1993)	
Attendance Requirements	
Student Conduct	
Grievance Procedures	
Refunds Policy	
On-Campus Computers	



Photo by Philip Ball



Photo by Kristin O'Driscoll

# I. Kia Ora! Welcome to Rotorua

The staff at Waiariki Institute of Technology look forward to your arrival and assisting you in creating an enjoyable and successful stay. We have compiled the following information to help you prepare for your trip and adapt more quickly to your new country, climate, school, customs and lifestyle.

## If you have any questions contact us at:

Phone 64-7-346-8712 or 346-8842

Fax: 64-7-346-8768

Emergency number: 0800 4 Waiariki (0800 492 427)

E-mail: [international@waiariki.ac.nz](mailto:international@waiariki.ac.nz)

Website: [www.waiariki.ac.nz](http://www.waiariki.ac.nz)



## About Rotorua

Rotorua is located in the Bay of Plenty region in central North Island with a population of approximately 66,000. Rotorua is one of New Zealand's premier tourist destinations welcoming more than 1.5 million visitors each year. In Rotorua we have an abundance of recreational activities to offer. We are renowned for our geothermal activity, Maori cultural experiences, lakes, outdoor adventures, art and volcanic history. Rotorua is centrally located to other favourite tourist destinations such as Mt. Maunganui, Lake Taupo and the Whakapapa Ski Fields. Rotorua has 16 lakes in its district, notably Lakes Tarawera, Rotoiti and Okareka. Set in parkland bush surroundings, Rotorua, like our Mokoia Campus, is tranquil and picturesque. Rotorua is a multicultural city with many nationalities of diverse backgrounds living in the city.

## Climate in Rotorua

The Rotorua district enjoys a temperate climate. It has a relatively high altitude (290m/950ft) resulting in daily maximum temperatures of 20-30 degrees C (70-85 degrees F) in the summer months and around 8-15 degrees C (50-60 degrees F) during winter. The warmest months are January, February and March, with July and August being the lower temperature months. Because rainfall is spread fairly evenly throughout the year, Rotorua is enjoyable year round and does not experience a wet season like some other countries (report from Tourism Rotorua).

## **Items to Pack**

### Clothing

Summer: Light, comfortable clothing for the warmer months (T-shirts, shorts, sandals, swim suit, etc.)

Winter: Warm clothing such as long pants, jeans and thermal undergarments are suitable for colder days and evenings. Bring wool or well insulated jumpers/sweaters, jackets and a hat. A raincoat and umbrella are also a good idea. These and additional items can be purchased locally from a range of shops in Rotorua.

## Food

Rotorua has many grocery stores and some sell Asian and European products, therefore you will not need to bring these items with you. Be aware that New Zealand Customs Service has very strict quarantine laws which prohibit you from bringing certain items that can be potentially harmful to our environment and people.

## Electrical Appliances

Electrical appliances in New Zealand operate on 240 volts. Adapters are available for purchase upon your arrival if you bring items such as computers, chargers, hair dryers and shavers.

## **New Zealand Customs Service and What Not to Bring**

You should avoid bringing any plant or animal material into the country (e.g. fruit, vegetables, herbs, spices, meat, noodles, etc.). However, if it is absolutely necessary to bring any of these items please note: Upon arrival, all passengers are required to fill out a New Zealand Passenger Arrival Card. Incorrect information in the quarantine section of the card puts you at risk of an instant fine/penalty of NZ\$200. This is in addition to the prospect of a fine of up to NZ\$100,000 or a prison term of up to five years for serious breaches of the New Zealand bio-security laws. Please visit the New Zealand Customs Service website for full details and additional restricted items: [www.customs.govt.nz](http://www.customs.govt.nz).

The following classes of goods must be declared:

- Food of any kind
- Plants or parts of plants (alive or dead)
- Animals (alive or dead) or their products
- Equipment such as camping gear, golf clubs and used bicycles
- Biological specimens

## II. How to Prepare for Your Stay in New Zealand

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There are a few things you will need to take care of prior to your stay in New Zealand to ensure a successful and pleasant visit.

### Travel and Medical Insurance

Professional health care in New Zealand is not free to international students. The New Zealand Ministry of Education Code of Practice for Pastoral Care of International Students requires international students in New Zealand on a student visa to have travel and medical insurance for the duration of their study (nationals of the United Kingdom in New Zealand are exempt from paying for health and travel insurance).

The International Centre has included in your offer letter the cost for travel and medical insurance with Uni-Care Medical Insurer. Your travel and medical insurance will cover the cost of treatment in New Zealand for the duration of your course/s. To full understand your policy

We advise you to view the Uni-Care Medical Insurance's website: [www.uni-care.org/pdfs/inboundpd.pdf](http://www.uni-care.org/pdfs/inboundpd.pdf)  
[www.uni-care.org/inboundupgrade.html](http://www.uni-care.org/inboundupgrade.html)

### Your Student Visa

If you plan to study full time for 12 or more weeks at Waiariki Institute of Technology, you must have a valid student visa provided by Immigration New Zealand (INZ). Here is how to apply for your student visa:

#### Step 1

Once you obtain your letter of offer and pre-departure pack from Waiariki Institute, you will need to apply to NZIS for your visa. Please visit [www.immigration.govt.nz](http://www.immigration.govt.nz) for details and forms on how to apply.

Once your visa application has been assessed and approved by NZIS you will get an approval in principal (AIP) letter.

#### Step 2

Once you receive an AIP, you will need to transfer your fees to Waiariki Institute.

Upon full payment of your tuition fees Waiariki will issue a receipt of payment and final letter of acceptance stating your name, period of study, course type and confirm that all fees have been paid.

#### Step 3

For Students Currently Overseas: A pre-departure pack and letter of acceptance will be faxed or emailed to you, your agent and/or the appropriate New Zealand Embassy.  
For Students Already Residing in New Zealand: If you are already in New Zealand you may obtain a student visa application from the International Centre. Student advisors are here to help you with any enquiries. If you are undertaking less than 12 weeks of study you may need to apply for visitor visa rather than the student visa.

### Online Student Visa Renewals for Students Residing in New Zealand

Immigration New Zealand (INZ) and Waiariki have formed a partnership to make the student visa and permit renewal application process easier and faster for our growing number of international students. INZ has developed Students Online, a system that processes student visa renewal applications online from the Waiariki campus. INZ provides our international students with a quick and efficient service. For further information, please see staff in the International Centre Or phone NZIS: 0508 55 88 55.

### Student Visa Requirements

Student visa holders must comply with the following:

1. To maintain your student visa status you need to be a full-time student on campus.
2. You must have an attendance level of 80%,
3. You must notify Waiariki of any change of address,
4. You must meet course requirements, and
5. You may not work unless specified on your student visa/ permit that you have a Variation of Condition to Work allowing you to work up to 20 hours per week. It will state, Holder may work for up to 20 hours each week. Holder may work during summer vacation."
6. If you are in New Zealand on a visitor visa or working holiday visa you can study for up to three months

For full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements, please contact Immigration New Zealand: [www.immigration.govt.nz](http://www.immigration.govt.nz).

### **New Zealand Ministry of Education Code of Practice for the Pastoral Care of International Students**

Waiariki is a signatory member and therefore bound by the New Zealand Ministry of Education Code of Practice for the Pastoral Care of International Students. Copies of The Code are available on request from Waiariki or from the New Zealand Ministry of Education website: [www.minedu.govt.nz](http://www.minedu.govt.nz).

### Outline of The Code of Practice

#### Introduction

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. The following summary provides an overview of the Code of Practice for Pastoral Care of International Students (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 which 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 it Apply To?

The Code applies to all education providers in New Zealand with students enrolled on international study programmes. 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 on a student visa or permit from Immigration New Zealand.

## How Do I Know if an Educational Provider has Signed the Code?

The New Zealand Ministry of Education will maintain a register of all signatories to The Code. This list is available from [www.minedu.govt.nz](http://www.minedu.govt.nz). If the educational provider with which you are seeking to enrol is not a signatory to The Code, you will not be granted a student visa or permit from Immigration New Zealand and you will not be able to study at that institution.

## A Summary Document of the Code of Practice for the Pastoral Care of International Students

The Code sets standards for educational 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 under the age of 18 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.

## **Banking in New Zealand**

### Opening an Account

It is a good idea to open a bank account if you are staying in New Zealand for more than 12 weeks. This will ensure your money is in a safe place. There are several different banks which offer various services. Please note that some

banks charge fees for their services, and recommend daily withdrawal limits from your bank account, this is generally NZD\$800.00. It may be a good idea to compare the services at several different banks to determine which one best suits your needs.

### Using a Bank Card

When setting up your new account, it is a good idea to ask for a bank card. A bank card gives you access to your money and account information 24 hours a day by using Automatic Teller Machines (ATMs) which are usually located outside banks or retail. Be aware that your bank and other banks may charge fees for withdrawal from an ATM other than the one that holds your account. The bank card can also be used to make purchases from most retail businesses. This transaction is commonly referred to as an EFTPOS transaction and the money comes directly out of your checking account. On Orientation Day a staff member will show you how you can open a bank account and use the ATM.

### Online Banking

Another convenience of having a New Zealand bank account is that your family will be able to transfer money directly into your account from overseas, ensuring that your money is safely deposited. The process usually takes only 3-5 business days. Online banking also enables you to monitor your account, transfer money, make electronic payments, and more, all via a computer.

### Credit Cards

Credit cards can be used at ATMs and at retail shops to withdraw money or purchase goods. Commonly accepted credit cards are Visa, MasterCard, Diners and American Express. Be aware that making ATM withdrawals using your credit card may incur fees from your bank and the local bank which you use.

## **Receiving Mail**

If your family and friends want to send you letters or parcels please ask them to write your name clearly in English with the word "Student" next to your name. This will ensure that you receive your mail and it is not redirected elsewhere in the institute.

Example:  
John Smith - Student  
International Centre  
Wairiki Institute of Technology  
Private Bag 3028  
Rotorua 3046  
New Zealand



## Phone Calls, Services and Options

Telephone calls often cost money. It is usually less expensive to use a pre-paid international telephone calling card when making calls from a private or public telephone, and you will then pay as you use the telephone. Calling cards can be purchased from the post office or convenience stores. Ask permission from your host family if you want to use the telephone. Past students' telephone misuse has resulted in some host families left with expensive debt, therefore you may be declined from using the phone for international or national long-distance (toll) calls.



## Your Computer Access and Usage in New Zealand

### Student Accommodation

Many homestay households do not have Internet, so you may not be able to connect to the Internet while living in a homestay. However, Rotorua has several Internet cafes which provide access to public computers at hourly charges; you may also connect your notepad to the Internet via WiFi at some cafes. You will also have access to computers at Waiariki.

### Types of Internet Connection in New Zealand

a. **DAIL-UP CONNECTION:** A computer is connected to the Internet using a manual dialling connection (POP3 & SMPT) on the telephone line. This can be slow. While the computer is connected to the Internet you are occupying the phone connection and phone calls cannot be received or sent. Homestay hosts may charge you for this connection on an hourly or a megabyte usage cost. Please do not expect every home to have this connection.

b. **BROADBAND CONNECTION:** This is an automatic high-speed connection. It is expensive and calculated on MB (megabyte) or GB (Gigabyte) usage. If your homestay host allows you to connect to their broadband they will charge you an average usage of 2GB per month to be paid in advance. If you use more than 2GB the price can double, so it is important to monitor your Internet usage during the month. Please do not expect every home to have this connection.

c. **WiFi CONNECTION:** You can use your computer with WiFi at several cafés in the city using a WiFi pre-paid connection which can be purchased at the café.



## III. Your Arrival in New Zealand

### Orientation Programme

On the first day of classes you must attend an Orientation Programme on campus.

Please bring the following:

- Passport
- ID photo
- Letter of Course Acceptance from Waiariki Institute of Technology
- Pen and paper

During the Orientation Programme you will learn more about the following:

- Local public transport and how to use this service
- Immigration regulations governing visas
- Homestay information
- Other accommodation information
- Structure of Waiariki's academic programmes
- Local recreational facilities and activities available
- Class timetable
- School bylaws and facilities
- Holiday schedules

Your orientation leader will be the pastoral care officer. Orientation Programme

- Meet & Greet
- Enrolment & Orientation Pack
- Campus Tour
- Lunch Break
- Tour of the City
- Bank Appointment
- Pohiri at Tangatarua Marae

Note: The programme may vary depending on the course you are enrolling.

### Marae Protocol

Waiariki is very proud to have its own marae – a traditional Maori meeting house – on Mokoia Campus. Our marae is named Tangatarua, which translates to two peoples in te reo Maori, and is an integral part of the study experience at Waiariki. Every new student and staff member at Waiariki is formally welcomed onto the marae with a pohiri (traditional Maori welcome ceremony). Following is a brief outline of the protocol for entering the marae to help you respect the Maori culture and enjoy your welcome.

### The Welcome

Please arrive at the appointed time to assemble at the marae gateway. Here you can mingle and introduce yourself to others while you wait to be called onto the marae. A woman caller (Kaikaranga) will stand near the entrance and chant a welcome to visitors onto the marae. Your leader will guide you onto the marae. Females follow directly behind the leader, with males following.

### The Pohiri

Elders of the tribe will welcome you to Waiariki. In fine weather this will take place outside; during poor weather, it will be in the meeting house. Please remove your shoes before entering the meeting house. Only visiting male speakers are allowed to sit in the front row, everyone else sits in the rows behind.

The proceedings are considered sacred. Please maintain a respectful silence during this formal time. Do not walk around or out of the meeting house at this time. Eating, drinking and smoking inside and around the marae are strictly prohibited unless otherwise notified. After the formal greetings, you are officially welcomed and become part of the home people. A cup of tea will be served.

Kia Ora!

### What to Wear

The pohiri is a formal welcome to you as a student, commencing a programme at Waiariki and therefore it is a special occasion. We would anticipate you wear clothes that are suitable and respectful, preferably not shorts or jeans.

### International Student Support Services

Waiariki's International Centre assists with finding suitable accommodation and can help you with a wide range of issues including legal and financial issues, academic counselling, visa issues and general enquiries. Furthermore, a student pastoral care person is available to discuss, in strict confidence, any difficulties and personal problems (homesickness, health issues and accommodation) that you may experience.

### Health Care - Waiariki Medical Centre

Waiariki has an on site Medical Centre which includes a student counselling service.

A Nurse is available at no cost to the student during school hours, for health screening, injury first aid and wound care, Sexual health services (there is a cost for any required testing). Illness assessment and advice.

On certain days a Doctor is available by appointment (\$55.00per appointment. Price as at 01/09/08). Costs, can be claimed for refund on your Student Travel and Medical Insurance (pre-existing illnesses are not covered by your Insurance).



# Mokoia Campus, Rotorua



## School Receptions

- School of Business and Tourism - Te Kura Taki
  - School of Computing, Technology and Communications - Te Kura Pārongo
  - School of Forestry and Primary Industries - Te Kura Takawāo
  - Te Wānanga a Ihenga Māori Development, Humanities and Research
  - School of Nursing and Health Studies - Te Puna Whai Ora
  - School of Trade Training - Te Kura Mahi-ā-Rehe
- I block
  - N block
  - O block
  - G block
  - E block
  - C block



## IV. Living in New Zealand

### Selecting Accommodation

#### Options

Where you choose to live while you're in New Zealand is your choice. Rental houses and apartments are available within city limits, near bus routes, shopping and entertainment, however, for the convenience of international students who may not be familiar with the area or who wish to live in a family or hostel situation, Waiariki offers two types of registered accredited accommodation options: homestay and hostel. Both options are registered with Waiariki according to the New Zealand Ministry of Education code of Practice for Pastoral care of International Students.

On your request, the first four weeks of your accommodation can be arranged by Waiariki. After four weeks, you can choose to continue in the same accommodation or make alternative arrangements. Waiariki recommends you choose your new accommodation wisely to ensure suitability for you. There will be differences between cultures. Speak to staff at the International Centre for advice.

### **Homestay Accommodation**

Homestay accommodation is an ideal way to become familiar with your new environment and culture while living in a family situation. Homestay families can provide support, understanding and assistance in becoming familiar with daily living activities in Rotorua. Your English language skills will develop quicker through interaction with your homestay provider.



Meals (breakfast, lunch and dinner) are included in your homestay fees. Please note meals will be provided to you only if you are home. Please respect your homestay hosts by letting them know when you are not going to be home for meals.

It is important to interact with your homestay family, sharing chores and participating in recreational activities as though you are part of the home and not a guest at a hotel. Each family will do things differently: meals, chores, rules and responsibilities. Family unit structures are varied in today's society such as single-parent families, extended family units and blended families where couples re-marry and have children from a previous marriage with different values, and expectations of each family member. Learning to fit into the family will help you understand New Zealand's culture and values.

Should you become dissatisfied in your homestay, International Centre staff will assist with any issues concerning your accommodation. A minimum of two weeks notice is required when you decide to change homestay or go into alternative accommodation.

### Homestay Costs

(at 01/01/2008; shown in New Zealand dollars)  
Homestay: \$180.00 per week

### **Hostel Accommodation**

Waiariki House is our preferred accommodation provider. Located in the central city area within walking distance to retail shops, restaurants, entertainment, banks and public transport. A resident manager is on site at all times and security to the building is provided to each tenant. The hostel offers single or double rooms with telephone and computer access if required. Residents have access to communal kitchen facilities, dining area, personal storage and a communications room with Internet access and printer. Meals are not provided.

### Hostel Costs

(at 01/01/2008; shown in New Zealand dollars)  
Security Bond: \$150.00 refundable on departure (conditions apply)

### Long-Term Accommodation Rates

(more than 30 days)  
Please see the website: [www.waiariki.ac.nz](http://www.waiariki.ac.nz)

### Short-Term Accommodation Rates

(30 days and less)  
Please see the website: [www.waiariki.ac.nz](http://www.waiariki.ac.nz)

## Homestay

- Living with a New Zealand family
- Your own bedroom
- Living as part of the family
- Family support and guidance from homestay parents
- Being involved in everyday life in the home
- Learning about the New Zealand way
- Provided with three meals a day



## Hostel

- Independence
- Part of a student community with study support
- Own room or twin share room with study facilities
- Rooms have internet access for an extra cost
- Laundry with washing machine at \$2.00 per wash load and clothes dryer at \$2.00 per wash load
- Bus service outside of the hostel to the Waiariki campus
- Computer resource room with use of the Internet for email
- Activities arranged

## **Student Accommodation Policy**

- a. It is required under New Zealand law that Waiariki maintains current records of its international students' accommodation details. Therefore, it is your responsibility to advise the International Centre immediately of any change to your accommodation address and/or phone numbers. Forms are available from the International Centre for this purpose.
- b. Only Waiariki places international students into Waiariki accredited accommodation. You, your agent or your parent have the option to arrange your accommodation privately in Rotorua.
- c. Waiariki will organise your preference of accredited accommodation for a minimum of the first four weeks upon arrival in New Zealand. You may choose:
  1. Homestay, or
  2. Waiariki House (hostel)
- d. Before leaving your home country, you or your agent must advise the International Centre on your choice of accommodation.

- e. Waiariki will make direct payment for the first four weeks to the accommodation provider when transmitted living expenses are included you're your tuition fees as part of the international study visa application requirement. The balance remaining of the living expenses will be refunded to you after your arrival. You will be responsible for making further direct payments to the accommodation provider after the first month.
- f. Before completing the pre-arranged one-month accommodation, you may choose to extend the existing arrangement or find alternative accommodation. International Centre staff will assist you in extending your stay.
- g. Waiariki House proprietors have a separate accommodation contract that you will be required to complete on arrival.

## Guidelines for Homestay Accommodation

**Bathroom usage:** New Zealand has a clean, green environment. Our water supply in Rotorua is plentiful although you do need to be careful how much hot water you use. Your homestay family will advise you how long to shower and when so others in the family can enjoy hot water also when they shower.

**Clothes washing:** All homes have clothes washing facilities making it easy to include your daily washing with that of your host's or to wash clothes yourself. Ask your hosts how and where to hand wash your clothes. Please do not wash your clothes in the bathroom.

**New Zealand electricity:** New Zealand electrical power voltage is 240 volts and 50 cycles per second. To use international appliances you may need an adapter. Check with your homestay host.

**Homestay appliances:** Most homestay families will allow you to use their electrical appliances in the home. Always ask first if you may use the appliance and then ask your homestay host to show you how to use it properly.

**Electricity is costly:** Most homes try not to use electrical appliances unnecessarily. Make sure the appliance is turned off when you have finished.

**Heater use:** If you use a room heater please turn it off before leaving the house or going to sleep.

**Electric blankets:** If you use an electric blanket, switch it on two hours before bedtime, and switched it off before going to sleep.

**Appliances and lights:** Always check your room before you go out to make sure that all appliances are switched off.

**Smoking:** New Zealand law bans cigarette and pipe smoking inside all public buildings. You must check with your homestay host if you or your guests are allowed to smoke in or outside the house. Please ensure that you respect your host's wishes in this regard. Do not smoke in your bedroom or bed.

## Cost of Living in New Zealand and Preparing Financially

It is important that you are financially prepared for your stay in New Zealand, especially if you are not planning to work. If you are planning to live independently, in non-accredited accommodation, you should expect to incur the following expenses (approximated costs on a per-week basis; shown in New Zealand dollars): shared accommodation from \$90-150, or rent for a one-bedroom flat from \$130-200; \$20-35 for electricity and gas; \$60-80 for food; \$20 for public transport and at least \$250 for miscellaneous expenses such as telephone, entertainment, etc. Additionally, most utility companies (power, gas, phone, cable TV, high speed Internet, etc.) will require a deposit before connecting service to your home.

## Keeping Safe in New Zealand

Generally, Rotorua and other New Zealand cities are safe places. However, you do need to take some basic precautions outlined in this booklet to help protect yourself and your property from a minority of people who may, at some time, try to take advantage of you. New Zealand Police Officers are here to help and assist you at ANY time (24 hours a day, seven days a week). Unlike some other countries, the New Zealand Police DO NOT accept payments of any kind. They DO NOT accept money or gifts in payment of any help they may give you. ALL SERVICES PROVIDED BY THE NEW ZEALAND POLICE ARE FREE.

### Personal Safety Hints

- DO NOT walk the streets on your own at night time.
- If approached by a stranger whom you feel threatened by, go to a nearby house or shop and ask them to ring the police to help you.
- When asking another person to ring the police for you, stay at their house or inside their shop.
- DO NOT return to the location to continue the confrontation with the stranger.
- DO NOT carry any weapons to protect yourself, as they may be used against you. It is also illegal to carry mace/pepper sprays, firearms or other weapons.
- If confronted by strangers and you are threatened with violence, be careful not to provoke the situation. It may be necessary for you to do as they say to prevent any serious harm to yourself.
- ALWAYS tell the police as soon as possible after any incident in which your safety has been threatened.
- CALL 111 IN THE CASE OF AN EMERGENCY

### Protection of Personal Property Hints

- DO NOT carry large amounts of cash.
- ALWAYS lock your car when leaving it unattended.
- DO NOT leave valuable possessions in your vehicle for others to see (lock them in the boot of the car or conceal them as much as possible).
- RECORD serial numbers of all your valuable possessions in case of loss or theft.

- ALWAYS report the theft or loss of an item to the police as soon as possible.
- REPORT the theft or loss of any bank cards, credit cards or chequebooks to your bank immediately to prevent fraudulent use of your money. Then advise the police.

## Driving in New Zealand

Waiariki would like your stay in New Zealand to be safe and enjoyable. We understand that international students may want to maintain their independence and purchase a vehicle. New Zealand Land Transport Rules and Regulations

You are allowed to drive on a foreign drivers licence for one year from the date of arrival in New Zealand. It is recommended by New Zealand Land Transport that you visit their website and download in your own language the booklet with an overview of New Zealand's road rules for new resident drivers: [www.landtransport.govt.nz](http://www.landtransport.govt.nz). We strongly advise before driving independently in New Zealand to undertake a minimum of two hours of driving lessons from a registered driving teacher. New Zealand roads and regulations are different from what you are accustomed to.

### Purchasing a Car and Car Insurance

We recommend when you buy a vehicle from a licensed car dealer. If you purchase a car from an individual, it is advised to phone AUTOCHECK on 0800 658 934 to make sure the car is legal.

If you purchase a car it is also important to buy car insurance to protect you against theft and damage to your or another person's vehicle. Speak to International Centre staff for assistance.

### Important New Zealand Driving Laws to Remember

#### Alcohol & Drugs

It is illegal to drive a vehicle while under the influence of alcohol (beer, wine, etc.) and/or drugs.

#### Accidents

In case of accident the driver of a car involved in a crash is required to:

- Advise the police within 48 hours when there is damage to private property, and
- Advise the police within 24 hours of any persons injured.

#### Restricted Driver's Licence

If you hold a restricted driver's licence and you carry passengers, one of the passengers must hold a full New Zealand driver's licence.

You may drive only between 5.00 a.m. and 10.00 p.m.

## Your Arrival at Auckland International Airport

The staff at Waiariki wish you a safe journey to New Zealand and look forward to welcoming you to Rotorua. If you have reserved airport pick-up, our Charter Company representative will meet you at the airport and take you directly to your accommodation in Rotorua. It is important we receive your flight arrival details as soon as possible so we can confirm your airport pick-up.

Waiariki Institute of Technology's Airport transfer representatives are:

- From Auckland International Airport: BOP Shuttles  
Please pay your driver directly for transport to your Rotorua accommodation: Cost varies between \$80 to \$120 (as at 01/09/09)
- From Rotorua Airport: Super Shuttles  
Please pay your driver directly to driver to your Rotorua accommodation \$20.00 (price at 01/01/2008).

**Very Important:** Please display your Waiariki Institute of Technology sign so the driver can identify you. In case of an emergency, call the following number for assistance, but only when you arrive in New Zealand. Phone: 021 190 2384.

## V. Map of Auckland Airport and Where to Meet Shuttle

Keep page 17 from this booklet in your cabin baggage.

Hold it up high, in the Airport reception area so your Shuttle driver can identify you at the airport.

Go to the area marked on the map (✗). The BOP Shuttle driver will be waiting for you with a big sign at this point. If you cannot find the driver, please wait at McDonalds entrance and call our International Centre on 07 346 8712 or 0800 4 Waiariki (0800 492 427).



## VI. Studying at Waiariki Institute of Technology

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### Teaching Methods

Regular Class Timetable Structure:

Morning classes	8:00 or 9:00am	-	12:00pm
Lunch break	12:00	-	1:00
Afternoon classes	1:00	-	3:00 or 4:30pm

Academic staff uses a blend of proven approaches and new concepts. They take into account a range of learning styles and cultural backgrounds. You may be surprised by the new learning approaches that could be different to what you are accustomed to but you will soon adapt and become independent through what you have learned. Please remember to tell your teacher about any difficulties you may have, they will always be happy to assist.

### Learning English

English, like any new language, takes time to learn. You may experience some difficulty communicating in English and it may take time to become proficient. This is natural. You will be using conversational (spoken) English, which may be different from what you were taught.

One way of improving your conversational English is to ask for assistance from your English speaking friends, teachers and host family. Another way is to ask an English speaker to talk slowly and clearly so you can understand more easily. Do not hesitate to ask them to repeat themselves by saying, "Can you please repeat that?"

Speaking to people from New Zealand will enable you to develop an understanding of the difference between formal and informal English speech. Informal English is made up of common everyday phrases used by New Zealanders. Ask someone who speaks English to assist you with your pronunciation and vocabulary outside of the classroom, they will be happy to oblige. If you become impatient and frustrated with your progress, then try to relax and slow down. Be patient. It takes time.

### Asking for Help

If there is something you don't understand or something you are not sure how to handle, ask someone for help or advice. If you do not ask, we do not know how to help you. Remember these sentences to assist you if you do not understand:

1. "I don't understand. Can you explain this to me?"
2. "Can you help me please?"
3. "I would like some help with \_\_\_\_ please."

### Students' Association

Waiariki Institute of Technology Students' Association (WITSA) is an independent body that exists to "oversee and maintain the rights and welfare of all persons attending courses run by Waiariki Institute of Technology."

WITSA provides many services for Waiariki student members and we suggest you take advantage of their support. For more information, visit the WITSA office on the Mokoia Campus or [www.witsa.org.nz](http://www.witsa.org.nz).

"SKYPE" is available for students.

## VII. Policies and Procedures of Waiariki

### New Zealand Privacy Act (1993)

Waiariki is obliged to comply with the requirements of the New Zealand Privacy Act, 1993. Procedures and actions relating to individual privacy within the meaning of the Privacy Act and in particular its Information Privacy Principles. Any problems or questions relating to the protection of individual privacy by the institution should be referred to the International Centre for resolution or answer.

### New Zealand Immigration

#### **Attendance/Academic Progress Requirements**

Immigration New Zealand (INZ) requirements of study visa holders:

- As an enrolled full-time student you must attend all timetabled classes;
- You are required to attend a minimum of 80% class time and/or show an academic progress according to your course requirements;
- INZ can revoke your study visa and you will be requested to leave the country;

### Procedures for Non-Attendance and/or Non-Compliance of Academic Progress

If your attendance/academic progress is not acceptable, you will be required to attend a counselling session with the tutor/school manager. Should your attendance/academic progress not improve you will be required to attend a meeting with the International Centre Manager.

### **Student Conduct**

Following is a policy on student's rights while studying at Waiariki. A full copy of the policy plus the procedure for breaches of the policy are in the student handbook that will be provided to you on arrival.

#### 1. Rights of Students

- 1.1 Respect for student's human dignity, including:
  - Sensitivity towards their ethnicity, cultural needs, age, gender, background and individual levels of ability;
  - Freedom from any form of sexual harassment or coercion by staff or other students.
- 1.2 Student representation through Waiariki Institute of Technology Students' Association (WITSA).
- 1.3 Input through the student association into all council statutes and other regulations governing students' conduct on campus.
- 1.4 Verbal and written expression in either of the two official languages of New Zealand - Maori and English - within Waiariki policy guidelines.
- 1.5 Access of information:
  - Through the academic resources of the Waiariki library;
  - Personal records and official information pursuant to the Privacy Act.

- 1.6 Accurate course information including refund policy, course outlines, cost and assessment procedures, before enrolment.
- 1.7 Course information within the first week about the subject outline, subject objectives, assessment deadlines and weighing, timetable, textbook and any other course requirements.
- 1.8 Competent and effective teaching and class organisation from trained staff.
- 1.9 The provision of an up-to-date and well-resourced learning environment to the extent it is reasonably practicable.
- 1.10 The provision of a safe, clean, healthy and comfortable learning environment to the extent it is reasonably practicable.
- 1.11 The provision of library facilities, information technology, personnel and resources to help student to achieve learning outcomes of their courses to the extent it is reasonably practicable.
- 1.12 Reasonable access to computers outside class hours.
- 1.13 Access to members of staff at reasonable times to discuss relevant issues.
- 1.14 A reasonable workload and allocation of study time relating to any one course.
- 1.15 Return of assessment results and other constructive feedback within two weeks or in accordance with programme regulations whichever is the longer.
- 1.16 Assessment which is valid and reliable and conforms to an appropriate marking schedule.
- 1.17 Procedures allowing independent student input into teaching and course evaluation.
- 1.18 Effective access to the official grievance procedures of Waiariki.

#### 2. Responsibilities of Students

- 2.1 *Respect for the rights of other students.*
- 2.2 *Respectful and considerate treatment of all staff.*
- 2.3 *Observation of the rules and regulations governing student conduct including:*
  - *Smoking, alcohol and drug-free policies;*
  - *Equal employment and education opportunities policies;*
  - *Sexual harassment prevention policies.*
- 2.4 Commitment to meeting the requirements of course study.
- 2.5 Full attendance at all set classes.
- 2.6 Commitment to meeting deadlines for assignments and assessments.
- 2.7 Wherever possible, students are encouraged to speak directly with the relevant staff member to try to resolve a concern.
- 2.8 Observation of all Waiariki rules and regulations.
- 2.9 Respect for the property of Waiariki.

2.10 When involved in Waiariki activities:

- To behave in a way that ensures the health and safety of fellow participants;
- To report any potential danger or damage to people or property;
- Not to be involved in any criminal activity.

2.11 Not to act in any way that could prejudice the reputation of Waiariki.

2.12 Refrain from any forms of harassment.

2.13 Adhere to Waiariki computer guidelines for use. All users of computing facilities should act responsibly and in a manner consistent with normal ethical obligations.

## Grievance Procedures

The International Education Appeal Authority (IEAA) is a New Zealand Ministry of Education independent governing body established to deal with complaints from international students about pastoral care and services received from an educational provider or the education provider's representative. The IEAA enforces the standards in the New Zealand Ministry of Education Code of Practice for Pastoral Care of International Students.

The Ministry of Education Code of Practice requires all institutes to have fair and equitable internal grievance procedures for students. Students must go through these procedures before taking their grievance to the IEAA. During this grievance procedure you can ask for support from a Waiariki Institute of Technology Students' Association (WITSA) representative.

1. You must first speak to your teacher or a staff member in the International Centre.
2. If your teacher has not provided you with the resolution you require then you must see the school manager.
3. An issue that still has not been resolved to your satisfaction will then be referred by the school manager to the school director.
4. If your concerns are not resolved by the internal grievance procedures you may contact the International Education Appeal Authority (IEAA) in writing:

International Education Appeal Authority  
Tribunals Unit  
Level 1, 86 Customs House Quay  
Private Bag 32001  
Panama Street  
Wellington

Phone: +64 4 462 6660

Fax: +64 4 462 6686

Email: [ieaa@justice.govt.nz](mailto:ieaa@justice.govt.nz)

## Refunds Policy

The refund of application and enrolment fees, if applicable, is determined by the following:

- International students will be entitled to a full refund of fees if the full qualification/course fees have been received and cancellation of the student's enrolment has been received at least four weeks prior to the start date of the qualification/course.
- International students will be entitled to a full refund of fees if the full qualification/course fees have been received and the student has been refused a study visa by Immigration New Zealand prior to the start date of the qualification/course.
- If Waiariki has received the full qualification/course fees for an international student and, within the four-week period prior to the qualification/course start date, the student is unable to commence his/her studies through unforeseen circumstances, for reasons other than the non-issue of a visa by Immigration New Zealand, then 90% of the qualification/course fees will be refunded.
- For international students who withdraw after the qualification/course start date, there will be no refund of fees for the first year of study except in exceptional circumstances and the discretion of Waiariki's chief executive. In such cases, the refund applied shall take into consideration any administration charge and agent's commission that have already been paid.

The table below outlines the effect qualification/course withdrawal has on an international student's enrolment.

At least four weeks prior to qualification/course start date	100%	No result recorded
Visa refusal prior to qualification/course start date	100%	No result recorded
Within a four-week period prior to qualification/course start date	90%	No result recorded
After qualification/course start date	Nil refund of fees for first year; Student liable for unpaid fees	Result recorded
No written withdrawal completed	Nil refund; Student liable for unpaid fees	Result recorded

## On-Campus Computers

Many courses and qualifications require the use of the Waiariki computer network (intranet). As a student, you will have free access to designated computers on campus in open access computer labs which are provided for the purpose of research, communication and course work.

Access to computers at Waiariki is a privilege and must be treated as such by all users. Abuse of these privileges can result in legal action or official Waiariki disciplinary procedures. Access may be restricted even if this means the you are unable to complete course requirements.

In the event of an imposed restriction or termination of access to some or all of Waiariki computers and systems, you may be required to find alternative facilities to satisfy the obligations of your courses. Be advised in circumstances where alternative facilities are not available it may be impossible to complete the requirements for your course work.

### Unacceptable Uses

- Users may not give another person their user password
- *Users may not use the resources for any purpose which violates New Zealand laws*
- Users may not allow any person who does not have a current user account access to Waiariki computing equipment
- Users may not consume food or drink in any computer room (open access room), except for water from sipper bottles
- Users may not use the resources for commercial, sales and advertising purposes without Waiariki Institute of Technology approval
- *Users may not copy or download software or pornographic pictures to or from any Waiariki computer system without the prior express written permission of the director of information technology*
- Users may not play games on Waiariki systems. Software includes: the programme(s), however recorded; recording media; manuals; and any other associated documentation or equipment
- Users may not use excessive data storage or network bandwidth in such activities as propagating of chain letters or broadcasting inappropriate messages to lists or individuals or generally transferring unusually large or numerous files or messages
- *Users may not send or store for retrieval potentially harassing, intimidating, pornographic or abusive material*
- Users may not use another identity and/or password or misrepresent your identity for access to information technology resources or use the network to make unauthorised entry to devices or resources
- Users may not attempt to evade, disable or obtain passwords or other security provisions of any systems network
- *Users may not reproduce and/or distribute copyrighted materials, students' notes or assessment information for the purpose of cheating, without appropriate authorization*
- *Users may not interfere with or disrupt another user's data*
- *Users may not intercept or alter network packets*

## The Responsible User

While using Waiariki information and computing resources:

- Please keep quiet
- Do not eat food
- Do not drink
- Do not smoke
- Use resources efficiently, accepting limitations or restrictions on computing resources such as:
  - Storage space
  - Time limits
  - Amount of resources consumed
  - Protect passwords and respect security restrictions on all systems
  - Back up files and other data regularly
- Carry out research related to the courses undertaken
- Exchange electronic mail
- Learn about the use of the Internet
- Notify faults on any computer used – fault report forms are available in all computer rooms
- *Acceptable use of Waiariki information technology resources is based on common sense, common decency and civility applied to the networked computing environment*
- Where a computer is unattended for more than five minutes any other user may log off the previous user and commence using the computer

## Open-Access Computer Rooms

Room N317:

Monday - Thursday	8:00am – 6:00pm
Friday	8:00am – 4:00pm
Saturday	9:00am – 12:00pm

Room N318:

Monday - Thursday	8:00am – 6:00pm
Friday	8:00am – 4:00pm
Saturday	9:00am – 12:00pm

Access rooms are closed on public holidays.

## Disclaimer

Every effort has been made to ensure the information contained in this handbook is accurate at the time of printing in October 2010. However, no liability can be accepted for any error or omissions or views expressed in this handbook.

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Whare Takiura

**waiariki**

INSTITUTE OF TECHNOLOGY

# Rotorua

**Name of Student:** \_\_\_\_\_

Note: Please show this sign when you come out from the customs area at Auckland Airport, so the driver of BOP Shuttle can easily find you.