Pre-arrival guide
Accepting your offer and preparing for New Zealand
Welcome

Congratulations on your offer to study at the University of Waikato.

Choosing where to do your university study is a big decision. It’s an even bigger decision and commitment when you are coming to a new country to study.

You can be assured that as a university we are committed to making sure you have all the information you need to help make your move to Hamilton, New Zealand as smooth and stress-free as possible.

This pre-arrival guide will help you with the steps of:

• Accepting your offer to study and the relevant documentation required to complete your enrolment
• Preparing yourself for the move to New Zealand (what to bring, accommodation)
• What to do when you arrive on campus
• Understanding your new home; Hamilton, New Zealand.

We wish you all the best as you prepare for your move to New Zealand and we look forward to welcoming you in person soon.

If you require any assistance throughout your journey to Hamilton, please contact us.

Contact details:
Phone: +64 7 856 2889
Email: info@waikato.ac.nz

The University of Waikato has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. Copies of the Code are available from the New Zealand Qualification Authority’s website nzqa.govt.nz/studying-in-new-zealand/coming-to-study-in-new-zealand/international-student-care

Emergency after-hours numbers

Within New Zealand: 0800 Waikato
(0800 924 5286)
Outside New Zealand: +64 7 856 2889
Accepting your offer

Once you receive an offer to study at the University of Waikato, you need to make steps to accept that offer as promptly as you can.

Accepting your offer allows you to start the process for preparing to come to New Zealand, such as applying for your student visa with Immigration New Zealand. It also helps the University prepare for your arrival and secure your place of study.

**How do I accept my offer to study at Waikato?**

To accept your offer, please pay your tuition fees. Once payment has been received you will be sent a receipt which you should present to Immigration New Zealand with your student visa application.

**How do I pay my tuition fees?**

Our preferred method of payment for international transactions is an online transfer using the Western Union Business Solutions payment portal. We prefer this system as it’s a faster, safer way for you to pay.

To make a payment, log on to student.globalpay.wu.com/geo-buyer/waikato

If you need help along the way email studentpaymentsnz@westernunion.com

You can also pay from your bank account with a telegraphic transfer, or domestic transfer.

**Alternative payment options**

For information regarding alternative options, please see the methods of payment information on the University of Waikato website:

waikato.ac.nz/study/international/how-to-accept-and-pay-fees

Please notify the Enrolment Office of any payment made by emailing details of the payment including your ID number to the staff member’s email address details on your offer letter.

A receipt will be issued when the payment has been receipted into the University of Waikato’s bank account.
Preparing to come to New Zealand

Once you have accepted your offer by paying your tuition fees, you need to prepare to come to New Zealand.

Apply for a student visa:
As an international student you need to obtain a student visa before your travel to New Zealand. An offer of a place and paying your fees at the University of Waikato does not automatically qualify you for a student visa. You should apply to Immigration New Zealand as soon as possible.
For more information please refer to your local Immigration New Zealand office or visit their website at immigration.govt.nz
To obtain a visa you will generally be required to:
• Provide evidence of funds for the payment of your first year’s tuition fees
• Provide evidence of funds for your living expenses, for example, a bank statement showing a minimum balance of NZ$15,000.00 (for one year)
• Provide evidence of medical and travel insurance coverage for the duration of your student visa
• You may be required to complete a series of medical checks and police clearance (where applicable).

Arrange your accommodation
The University has four on-campus accommodation options available to students called Halls of Residence. The University can assist with homestay living arrangements or you can choose to find your own accommodation in a nearby residential suburb.
Before you come to New Zealand you need to:
• Decide what accommodation you prefer
• Apply for accommodation with the University (if you are considering a Halls of Residence or homestay)
• Pay a deposit if required
For more information on accommodation options please see page 4 or visit the website waikato.ac.nz/students/accommodation

Complete and submit an arrival form
You need to complete an arrival form to let University staff know when you are expecting to arrive on campus. This ensures we are prepared for your arrival.
This form also enables you to request to be picked up from Auckland Airport (1.5–2 hours drive). If you choose this option, a shuttle bus will be sent to collect you. Look for your name on a sign held by the driver at the arrivals area of the airport. The shuttle bus will take you to your accommodation or the Student Centre on campus.
The arrival form is available on our website waikato.ac.nz/go/arrivalform
If you choose to make your own way from the airport to your accommodation, or are being met by friends or family, you can find out how to get to the University of Waikato at visitHamilton.co.nz

Your medical and travel insurance obligations
To complete enrolment at the University of Waikato, international students are required to have appropriate medical and travel insurances for the duration of their stay in New Zealand. These insurance policies must comply with the New Zealand Government Code of Practice for Pastoral Care of International Students which is part of Immigration New Zealand requirements.
The University is responsible for ensuring all international students have insurance at the time of enrolment. We strongly recommend you purchase the Studentsafe Inbound University policy (available through the University of Waikato) as it is an approved insurance policy. You may choose to purchase an alternative approved insurance policy.
More information can be found on page 9 or on our website waikato.ac.nz/students/international/before-you-come-to-nz/insurance

Documentation to bring with you
To ensure the smooth processing of your enrolment when you arrive at the University of Waikato, please ensure you have the following documentation:
• Your formal offer letter
• Your passport and student visa
• Academic transcripts
• Driver’s license or other photo ID
• Diploma/Degree Certificates
• Any other required documentation listed on your offer letter

The living expenses amount is not a requirement of the University of Waikato. You should check with Immigration New Zealand to see if you need to make this payment to the University of Waikato at the time you submit your student visa application (if applicable).
Any money received towards your living expenses will be held at the University of Waikato until you arrive and have set up a New Zealand bank account.
Accommodation - homestay

Students under 18 years of age

Under the New Zealand Qualification Authority’s Code of Practice for the Pastoral Care of International Students, you are required to stay in homestay accommodation arranged by the University until you are 18. Full payment of the charges up to your 18th birthday must be paid to secure a placement.

To assist in the homestay placement process, students must complete and return the Accommodation Application Form and provide as much information as possible about their interests and any special dietary requirements, to help with matching you to the most appropriate family.

Under the Code, the University is required to visit the home and meet the family that a student will be staying with to ensure it meets the requirements of the Code. A non-refundable fee is required to be paid for this assessment.

Students who choose to live with a family, or a close family friend located in Hamilton, need to ask their parent/guardian to complete the Indemnity Form which is included in the Accommodation Application Form. A non-refundable fee is required to be paid for this assessment.

Students over 18 years of age

- Homestay (stay with a family)
- Sharing a house/flat (students share facilities)
- Halls of Residence (single bedrooms with shared facilities) with three meals a day
- Halls of Residence without meals (students cook their own meals)

NOTE: Unless otherwise requested, all English language students are placed in homestays as this is an important way to improve and develop language skills.

Homestay

Homestay students live with New Zealand families in their homes - this is a good environment to experience New Zealand culture. Students choosing this option should be prepared for differences compared to living with their own families. Usually students will have their own room and all meals provided. You are encouraged to prepare your own breakfast and lunch. Students may be expected to help with some household duties. There will also be house rules to follow: for example, there may be limits on telephone use, computer use and length of time in the shower or watching television. These house rules may vary between families.

Homestay costs

If you are over 18 years of age a non-refundable application fee of NZ$300 and the first four weeks of homestay fees (NZ$1036) must be paid before a homestay placement can be made.

If you are under 18 years of age a non-refundable application fee of NZ$300 and weekly charge up to the student’s 18th birthday (for example NZ$6734 for 26 weeks) must be paid in advance.

The 2017 cost of homestay accommodation in Hamilton is NZ$259 per week, inclusive of food, power and laundry, but exclusive of telephone, internet and transport costs.

Please Note:

- The University will match a family as closely as possible to the student’s requirements
- There are only a limited number of homestay families so not everyone who applies will be able to be placed (note: all students under 18 years old will be placed in a homestay)
- There are insufficient homestay families within the University residential area to place all students requesting homestay. Some students will be placed in homestays that require them to travel to campus using public buses or by riding a bike.
- Only homestay accommodation that has been arranged by the University has been assessed under the Code of Practice for the Pastoral Care of International Students. Students who choose their own homestay or private boarding arrangements should be aware that these options have not been assessed in line with the Code and there is no complaints procedure available through the University.
Accommodation - on campus

Halls of Residence

The University of Waikato has four Halls of Residence on campus: College Hall, Student Village, Bryant Hall and Orchard Park. The full-catered option provides you with your own room and you share facilities with others including the large dining room where you can enjoy three meals a day.

The self-catered option involves living in a flat or cottage with 3-6 others and cooking/cleaning will be your responsibility.

Living in a Hall of Residence is a great way to meet people and there are many fun activities organised throughout the year. All Halls of Residence have facilities such as recreational rooms with television and a pool table, access to computers with internet connection and other resources for students.

Costs

To secure your place in the Halls, you are required to sign a contract and pay a bond/contingency deposit of $400.00 and administration fee of $100.00.

Costs for the fully-catered and self-catering options, can be found at [waikato.ac.nz/students/accommodation](waikato.ac.nz/students/accommodation)

Please note:

- Places in the Halls are limited and not all students are able to be placed
- There is no on-campus accommodation available for couples or families
- If you are starting your studies in February, you will be required to sign a contract committing you to remain in the Hall for a full academic year, that is, until November of that year
- If you are starting your studies in July, you will be required to stay until November of that year
- If you are on a semester study abroad programme or an exchange student, your contract will be for one semester only
- The Halls of Residence contract is binding. If you wish to withdraw from a Hall of Residence, there are procedures you need to follow (see your Residential Manager for more advice on this). Your case will be assessed and a decision will be made.
- Please note that if you move out without permission, you are liable for payment for your room in the Hall for the full period of the contract.

Tauranga campus accommodation

Under 18 year old students will be placed in homestay accommodation. For students over the age of 18, these are the following options to choose from:

- Homestay or private board (stay with a family)
- Sharing a house/flat (students share facilities)
- Windermere Campus accommodation arranged through the Bay of Plenty Polytechnic
- Local apartments and hostels

For more information email uwt@waikato.ac.nz or visit uwt.waikato.ac.nz

Please note:

- Places in the Halls are limited and not all students are able to be placed
- There is no on-campus accommodation available for couples or families
- If you are starting your studies in February, you will be required to sign a contract committing you to remain in the Hall for a full academic year, that is, until November of that year
- If you are starting your studies in July, you will be required to stay until November of that year
- If you are on a semester study abroad programme or an exchange student, your contract will be for one semester only
- The Halls of Residence contract is binding. If you wish to withdraw from a Hall of Residence, there are procedures you need to follow (see your Residential Manager for more advice on this). Your case will be assessed and a decision will be made.
- Please note that if you move out without permission, you are liable for payment for your room in the Hall for the full period of the contract.
Accommodation - off campus

Flatting (sharing a house)
This means leasing/renting a house or apartment. Students choosing this option will be placed in temporary accommodation for a few days on arrival until they find a flat/house to live in.
We recommend you ask the University Accommodation Office for a list of flats or houses available for rent. You can also visit trademe.co.nz/flatmates-wanted/waikato

Tenancy Agreement
A tenancy agreement is something that you as a tenant sign with the landlord of the house you are renting.
The law requires that all tenancy agreements be in writing. If possible, we recommend you enter into a periodic contract (no specified end date) rather than a fixed term (start and end on a specific date). The landlord must provide you with a copy of the tenancy agreement. Read all the clauses carefully. If you are unsure, do not sign the Tenancy Agreement until you have asked for advice.
If you have any questions about your rights as a tenant, or if you have any problems in a flatting situation (with landlords or flatmates) contact the government agency Tenancy Services for free advice by phoning 0800 836 262 or visit the website dbh.govt.nz/flatting-101
For more information on Tenancy Law visit tenancy.govt.nz/tenancy-index

Leaseholders
A leaseholder is a person who signs the lease and will be held responsible for the flat. This could be one or all of the tenants.

Bond
Landlords can request money to be paid called a “bond” which is up to four weeks rent.
A bond secures the house or flat and safeguards the landlord from any damage you may cause or rent you may fail to pay. All bonds must be lodged with Tenancy Services and are refundable if all rent has been paid in full and the premises well maintained when the tenants vacate the house.

Costs Involved
You will need to decide how your rent money is to be paid to the landlord. Direct debit or automatic payments from a “flat” account is usually the best method of payment. You must receive a receipt from the landlord for any payments in cash.
Other costs include electricity, gas, internet and telephone. You also need to decide if food is to be purchased together or bought by individual flatmates.

Furniture
Before you move in, check if the flat is fully furnished (beds, fridge, washing machine), semi-furnished or unfurnished. In most flats you will need to provide your own bed, linen, chest of drawers, desk and light, kitchen utensils, etc. Cheap, quality second-hand (used) items can be purchased from second-hand stores or TradeMe website - trademe.co.nz for new or used furniture and homewares.

Telephone (Landline) and/or Internet
If you want to connect to the internet or a landline phone, you can do this through one of several internet providers:
- 2degrees +64 22 200 2000 2degreesmobile.co.nz
- Spark Phone 123 from any landline spark.co.nz
- Vodafone Phone free on 0800 800 021 vodafone.co.nz
- Orcon Phone free 0800 564 687 orcon.net.nz
There are other telecommunication companies you may wish to use and it’s a good idea to check out the best deals.

General tip
Flatting is usually a lot more expensive than living at home and you will need to budget very carefully to meet all of your expenses. Always allow an amount of money for unforeseen expenses, which can occur at inconvenient times.
Student Support

At Waikato we are committed to supporting you along your journey. Our wide range of services will provide you with advice and access to resources and support to ensure your time at Waikato is successful.

Academic support
Waikato Pathways College
Waikato Pathways College runs English language, Foundation Studies, and bridging programmes. Within the English language and foundation studies programmes, academic advisers are available who can help with any issues related to your course of study and advise you where to seek additional academic advice about your degree-level study. The Waikato Pathways College is located in the LAIN Building, Gate 1, Knighton Road, Hamilton. Visit waikato.ac.nz/pathways

Academic Support/Student Learning
The friendly tutors at Student Learning will be able to help when you have difficulty with an assignment or just want to develop a particular skill such as essay writing, note-taking or exam preparation. These services are free and include one-to-one appointments, daily drop-in sessions and regular learning skills tutorials. The Student Learning Support Unit is located in the ITS building next to the Gate 1 car park.

CAB and the Society of the Sacred Heart (SSH)
For more information about how the team at Student Learning Support Unit can help you, visit waikato.ac.nz/students/student-learning

Accommodation Services
Waikato University provides an Accommodation Advisory Service to assist you in matters relating to your accommodation during your university study. If you seek further advice, call the Accommodation Advisory Service on +64 7 838 4231, or visit waikato.ac.nz/sasd/acso

Careers and Employment Centre
The Careers Office, located on level 1 of the Student Centre, provides free seminars on planning your future, polishing your CV and job searching, and organises careers fairs throughout the year. Visit waikato.ac.nz/sasd/careers

Chaplaincy
The Lady Goodfellow Chapel is available for students and staff for quiet times of meditation when it is not being used by groups. This service is available to students of all religious backgrounds in the spirit of mutual respect and deepening understanding. To find out about religious clubs visit wsu.org.nz. Chaplaincy services are available, for information visit waicath.org/about-us

Citizens Advice Bureau
The Citizens Advice Bureau (CAB) is a fully-voluntary organisation which has a proud history of guiding people to a satisfactory conclusion over their concerns. The nearest CAB to the University of Waikato is located in the city at 55 Victoria Street, Hamilton. It is open Monday to Friday 8.45am to 5pm.

Financial Advisory Service
This service is located in the Accommodation and Conference Services Office and is available to assist you if you need help in managing your budget or are in financial difficulty.

General student support
The friendly staff at the Student Centre provide general information and advice to current and prospective students of the University of Waikato.

The Student Administration Desk is located on Level 2 of the Student Centre, University of Waikato, Gate 5, Hillcrest Road, Hamilton. This is the first point of contact for enquiries relating to enrolment, fees, change of programme, student payments, graduation, examination and assessment.

Open: 8.30am to 5.00pm Monday to Friday (Outside NZ) Phone +64 7 838 4176, (within NZ) 0800 WAIKATO (0800 924 528) Email: info@waikato.ac.nz
International Student Services Office

Our International Student Services team will support you from the moment you apply right through to graduation. They are knowledgeable in areas such as immigration, insurance, orientation, scholarships and exchanges. To get in touch, visit waikato.ac.nz/students/international/while-you-study-in-nz/international-services for a list of email addresses.

Legal Services

If you have a legal question that you want some advice on, get in contact with the Waikato Student Union (WSU). Appointments for lawyers are managed through the WSU advocacy service, so email admin@wsu.org.nz to sort out an appointment, or call the WSU office on 07 856 9139. Students are entitled to a free 15 minute consultation: it’s advice only though – lawyers will not be able to act for you or take on a case.

Muslim Prayer Room

There are two Muslim prayer rooms on campus, one for male and one for female students. In Hamilton, there is a growing Islamic community with a Mosque close to the University campus. There is also a Waikato Muslim Association, email WMA@xtra.co.nz. To find out more about the Federation of Islamic Associations of New Zealand, visit fiaz.co.nz

Student Counselling Service

Counsellors can help with a range of problems by helping you find solutions that suit you. This can be done by talking, or by the use of art or action methods. We have trained counsellors to help you whenever something is interfering with your ability to study. For more information visit waikato.ac.nz/sasd/health/counselling.shtml

Student Job Search

Student Job Search is a not-for-profit organisation which helps students find part-time jobs. They have a wide range of jobs to offer students that include one-off, casual, fixed term, ongoing part-time and full-time positions.

A variety of jobs are advertised, such as shop assistance, cleaning jobs, tutors, child minders and many more. You must be eligible to work under your student visa and you cannot work for more than 20 hours a week during the academic year. For more information visit sjs.co.nz

Student with Disabilities

Disability Support Services provides students with disabilities access to a range of services, including lecture material, learning support, alternative examination arrangements, access to assistive technology, alternative formatting, ergonomic furniture, hearing equipment, specialist staffing and much more. For international students requiring some of the disability support services there will be a charge. Visit waikato.ac.nz/sasd/health/disability/index.shtml

Tauranga campus

The Tauranga Campus offers all your essential academic, health and other services. These services are offered in conjunction with the Bay of Plenty Polytechnic mainly on the Windermere campus. Visit uwt.waikato.ac.nz for more information.

Waikato Students’ Union

The Waikato Student Union - consisting of 11 students and eight staff - is dedicated to making sure the student voice is heard on campus. The team focuses on the four key areas of clubs, advocacy, representation and experience for all students on campus. To find out more about the union’s activity visit wsu.org.nz
Medical and travel insurance

To enrol at the University of Waikato, international students (including group students) must have appropriate and current medical and travel insurance while in New Zealand.

Medical & Travel Insurance Requirements

Your insurance must cover you from the beginning of your studies until the expiry of your student visa. This is a New Zealand Government requirement as outlined in the Code of Practice for the Pastoral Care of International Students and under Immigration New Zealand policy.

You can purchase a Studentsafe Inbound University policy through the University or you can choose to purchase an alternative approved policy.

Studentsafe Medical & Travel Insurance

The University of Waikato is responsible for ensuring that all of our international students have insurance. In order to make the process as simple as possible we have selected the Studentsafe Inbound University policy (underwritten by Allianz) as our preferred insurance policy for international students.

The Studentsafe Inbound University policy offers excellent health and travel insurance benefits as outlined by the Code of Practice. We are confident in the quality of this provider and the extent of the cover.

For more information visit waikato.ac.nz/students/international/insurance

The Studentsafe Inbound University policy annual rate (12 months) for a single student is $590.

- Premiums are subject to change
- If you enrol for full semesters, you will be charged for each semester and will be covered until your visa expiry date.
- No application form is required. You will automatically be covered from 31 days before your enrolment start date and the premium will be charged with your tuition fees.

Alternative Medical & Travel Insurance

We have found that many insurance policies do not meet the Code of Practice criteria for insurance, therefore the University will only accept policies that are 100% compliant with the Code of Practice guidelines.

There are a limited number of alternative insurance policies that are acceptable. Please go to our website for details on these policies and for further information: waikato.ac.nz/students/international/insurance/alternative.shtml

If you choose to insure yourself with another approved provider, you must supply the University with a Certificate of Insurance as proof of insurance cover, two weeks prior to your course start date to allow time for the policy to be assessed. The policy must be in English from the insurance provider.

Insuring Your Family

We highly recommend that you also purchase medical and travel insurance for your family if they travel to New Zealand with you. If you have children who are studying in New Zealand schools, it will be compulsory for them to have insurance cover.

You can choose to insure your family under the Studentsafe Inbound University policy for an additional cost. For more details please contact the university by email at int.insurance@waikato.ac.nz or you may prefer to find another insurer and arrange this yourself.
Understanding New Zealand

It is a big step to go and live in another country. The weather, geography, culture, system of education and food are probably different from your own country. It takes time to understand your new surroundings.

We encourage you to use the first few months living in New Zealand to start familiarising yourself with your new surroundings. Try different foods and find out what’s happening in the area.

A useful website that lists what’s happening in Hamilton and the Waikato Region for the year is whatsonhamilton.co.nz

For information about New Zealand as a tourism destination, visit newzealand.com/int

Climate

The temperature in Hamilton generally ranges from 0-15 degrees Celsius in winter to 15-25 degrees Celsius in summer. It often feels quite damp in the winter and hot in summer because of the relatively high humidity. The summer months are December, January, February. Winter months are June, July and August.

The weather can change quickly at any time of the year so most New Zealanders have their raincoats and umbrellas ready, even in summer!

Clothing

Make sure you have warm clothes such as woollen jerseys (sweaters), rain jackets, sweatshirts, trousers (jeans), woollen socks, scarves and gloves for the cooler months.

In the summer months (November - March), most students wear t-shirts, skirts, shorts, jeans or light cotton clothing as the humidity is quite high.

Although New Zealand students dress quite casually (informally), we recommend that you bring at least one formal outfit for special occasions. You are also encouraged to bring national costumes for cultural functions.

Telling the time

New Zealand is one of the first places in the world to see the new day, 12 hours ahead of GMT (Greenwich Mean Time).

In summer, New Zealand uses ‘daylight saving’, with clocks put forward one hour to GMT+13. Daylight saving begins on the last Sunday in September and ends on the first Sunday of the following April, when clocks are put back to GMT+12.

Food

Hamilton has a variety of places where you can find familiar food. You can easily find foodstuffs in supermarkets and corner stores. If you are looking for items that are not in supermarkets, then try the specialty stores. There are Thai, Chinese and Indian stores to name a few. There is also a halal butcher close to the University.

The amount you spend on food depends on what you include in your shopping basket. You will find fresh fruit and vegetables, grains, meat, fish and poultry in supermarkets. Eating out can be expensive so living independently as a student is a great way to develop cooking skills that you will keep.

Electricity and accessories

Electricity is supplied throughout New Zealand at 230/240 volts, 50 hertz. Most hotels and motels provide 110 volt AC sockets (rated at 20 watts) for electric razors only. For all other equipment, an adapter/ converter is necessary, unless the item has a multi-voltage option. Please note that power outlets only accept flat three or two-pin plugs, depending on whether an earth connection is fitted. Small appliances are not expensive in New Zealand (e.g. hair dryers, clock-radios etc) so we recommend you buy them when you arrive.

Religion

Hamilton has churches, temples, mosques, synagogues and centres of worship for most religions. New Zealand observes most Christian holidays, but there are celebrations for other religious holidays held within the community too.

Holidays

Please do not plan to travel home during the academic year (unless necessary). Examinations are compulsory and you must not travel during those times. When you book your return flight, make sure it is after the examination period. The University is closed on Saturdays and Sundays and on public holidays.
Sporting and recreational facilities
Sports and being active in the outdoors is an important part of life in New Zealand. Rugby is very popular in New Zealand, but many other sports have a large following, such as cricket, soccer, rowing, netball and basketball.

The wide open spaces and national parks have influenced New Zealanders’ love of outdoor activities. Tramping (hiking), camping and skiing are all popular activities. There are hundreds of beaches, ideal for swimming and diving.

Social and cultural activities
New Zealanders come from many ethnic backgrounds including Māori, European, Asian and Pacific Islands. Various social and cultural events are celebrated throughout the year.

These events include concerts, operas, art exhibitions, food and wine festivals, Asian festivals, Māori cultural gatherings and many others.

Visit whatsonhamilton.co.nz for information on local events.

You and the New Zealand law
While you are living in New Zealand, you must observe New Zealand law. If you break New Zealand law, there may be serious consequences for you, such as having a conviction, being sentenced to prison, or having your student visa revoked and being sent back to your home country.

At your orientation programme once you arrive in New Zealand we will tell you about some of the laws in New Zealand.

If you find yourself in trouble while you are here, services can be provided to you and information is readily available through International Services.

The New Zealand Police are honest and will help you. The nearest police station is in Hillcrest on Knighton Road next to the shopping complex.

Road Rules

New Zealanders drive on the left-hand side of the road. Drivers who are turning must give way (or yield) to all traffic that is not turning, and if turning right and the opposing vehicle is turning left, you must give way. For more information, please visit nzta.govt.nz/resources/roadcode

Driving in New Zealand

You can legally drive in New Zealand for up to 12 months if you have either a current driver’s licence from your home country or an International Driving Permit (IDP). After 12 months you are required to convert to a New Zealand licence. Make sure your driver’s licence is current. If your licence is not in English, you must bring an English translation with you or obtain an IDP. A translation of your overseas licence or permit can be issued by:

• the New Zealand Translation Service, or
• a diplomatic representative at a high commission, embassy or consulate, or
the authority that issued your overseas licence (an International Driving Permit may be acceptable as a translation).

The common legal age to rent a car in New Zealand is 21 years.

General safety reminders

New Zealand is amongst the world’s safest countries, (ranked 4th in the Global Peace Index 2015) but it is important to take steps to ensure your safety.

• Do not walk alone at night, especially in dark places or parks
• Let someone know where you are going and when you will return
• Only carry small amounts of cash
• Carry a phone or phone card with you in case of problems
• Carry a phone number for a taxi company in case you need transport home
• Never leave your bag or wallet unattended. Carry them with you at all times
• Make sure you keep your passport and any other important documents in a safe place, preferably a locked drawer or cupboard
• If you are in a bar or night club do not leave your drink unattended. It is a good idea to buy your own drinks
• If you have a cell phone let your homestay family/friends know the number. Carry it with you at all times
• Make sure to lock up your house/room if you are at home alone at night, or going out.
Currency

New Zealand’s unit of currency is the New Zealand dollar (NZ$). Coins have values of 10, 20 and 50 cents and $1 and $2. Notes have values of $5, $10, $20, $50 and $100. There is no restriction on the amount of foreign currency that can be brought in or taken out of New Zealand, however every person who carries more than NZ$10,000 in cash in or out of New Zealand is required to complete a Border Cash Report. Foreign currency can easily be exchanged at banks, New Zealand Post shops, some hotels and bureau de change kiosks, which are found at international airports and most city centres. All major credit cards can be used in New Zealand. Travellers cheques are accepted at hotels, banks and some stores.

We recommend that you carry small amounts of cash and use bank cards for your transactions.

Opening a bank account

Every bank offers a range of accounts – from high transaction to savings accounts - but they may have special conditions for international students. Some banks have multilingual staff to help you. Once you have decided which bank would be your best option, opening an account is a simple process. You will need to fill out some paperwork, and the bank will ask you to provide proof of a permanent address. Usually photographic identification such as a passport or a driver’s licence will also be required. Most banks will have an account operating for new customers within two days.

The University of Waikato has an ASB Bank and ANZ Bank in the block of shops in the centre of the campus. ATM machines are available on campus.

Taxation

The Inland Revenue Department (IRD) is employed by the New Zealand Government to collect taxes. You may incur tax if you:

- hold a New Zealand bank account which earns interest
- work in New Zealand.

You will need to apply for an IRD tax number so that you are taxed at the correct rates. You can download an application form for an IRD tax number from ird.govt.nz or freephone 0800 227 774.

Paying money to the University

There are several options available for payment of your tuition fees, accommodation deposits and living costs:

- bank transfer
- credit card
- cheque or bank draft

Please note that it can take up to six weeks for international funds transfers or bank drafts to clear in the New Zealand banks so you may not be able to access this money immediately on arrival in NZ.

For full information on ways to pay your money to the University, go to waikato.ac.nz/study/international/how-to-accept-and-pay-fees
Arriving on campus

Upon arriving at the University of Waikato campus you may feel overwhelmed and unsure of what to do next. Our friendly staff are here to welcome you and guide you through the steps of getting started at the university.

Once I arrive on campus, what next?

• The first thing you need to do is enrol at the University. Enrolment is the process where you tell us you have arrived and you choose the ‘papers’ or subjects you are going to take in your first year of study.
• Go to the Student Administration Counter (open Monday – Friday) in the Student Centre to complete your enrolment and for any information or advice you need. See campus map on page 20.
• Check your Welcome Pack which you will receive on arrival when coming for A or B semesters (from the shuttle driver at the airport or pick up one from the Student Admin Counter if you are making your own travel arrangements) for what to do, where to go, and events over the week.
• Attend your Faculty Orientation.
• Complete your enrolment and collect your Student Identification Card (ID Card)
• Buy your tickets for international student day trips from the Payments Counter at the Student Centre.
• Explore, make friends and join in other Orientation week events. Have fun!
• Attend the compulsory International Student Orientation. See page 15 for more information
• Attend other sessions during Orientation week that may help prepare you for life and study in New Zealand

Arrival lounge free wifi

• Prior to completing your enrolment for A & B semesters, you can go to the International Students Arrival Lounge in the Student Centre for free internet and phone use for local calling to assist in setting yourself up for your studies and life here in New Zealand.

Scholarship Students

For students who are on a scholarship, it is important that you come to International Student Services Office and meet with your dedicated scholarship advisor. They will be able to offer specialist support and advice while you are studying as it relates to your scholarship.

Student Exchange and Students on Study Abroad Packages

The International Student Services Office provides support for incoming students who attend the University of Waikato and a dedicated Exchange and Study Abroad Advisor for your time here. The Advisor will contact you prior to your arrival, provide an information session on your arrival and will remain in contact throughout the semester. Study and Exchange Managers from the International Office will have been in contact with you, your agent or your home institution during the application process. They are located in the Gateway building if you wish to see them, or phone them on +64 7 838 4007.

English Language students

Please go to the Waikato Pathways College (LAIN Building) for information and to complete your enrolment. See campus map on page 20.

Foundation studies students

Please go to Student Admin, level 2 of the Student Centre to complete you enrolment. Please ensure you have your passport and student visa with you.

Studying at the tauranga campus?

The staff at the Information Centre at the Windermere and Bongard campuses are there to help you. The centre assists with enrolment, provides course outlines, timetables and student handbooks. Administration staff can help if you have any queries or need further clarification on what courses to study.

The administration staff at the Information Centre also can assist with the following:

• Change of address
• Change of programme or withdrawal from a paper(s)
• Special arrangements for exams
• Missed exams or impaired performance
• Application for credit

Students at the University of Waikato Tauranga campus will have access to the Bay of Plenty Polytechnic facilities located on the Windermere and Bongard campuses.

Tauranga staff have links with University staff based in Hamilton and can help you with any enquiries you may have.

University of Waikato Information Centre
70 Windermere Drive
Windermere
Tauranga
Phone: +64 7 577 0620
Email: uwt@waikato.ac.nz
Website: uwt.waikato.ac.nz
The enrolment process - what you need to do

1. **Go to the Student Administration Counter on level 2 of the Student Centre (see our campus map on page 20)**
   - Make sure you have all of the required documents outlined in your offer letter. For example, original or verified copies of your academic transcripts, graduation certifications, English language results, passport, student visa and insurance documents.
   - You must have a valid visa to enrol – if you don’t have one, make an appointment with the Student Centre so they can help you complete the application process.

2. **Go to your Faculty/School of study**
   - Meet a course adviser and discuss your paper selection. You will be given a Programme Approval form.

3. **Go to the Student Administration Counter in the Student Centre**
   - Collect your enrolment agreement and take it to the payments counter. If you haven't pre-paid, pay your tuition and medical insurance fees*. Keep your receipt.

4. **Go to the ID Station in the Student Centre**
   - You need a student ID card for access to the library, computers and other University facilities. You will need to show your receipt from Payments at the ID Station.

You are now ENROLLED! Study hard and enjoy your semester.
If you have any questions, please ask one of the friendly staff at the Student Centre.

* NOTE: Under New Zealand law, every international student must provide evidence of appropriate medical and travel insurance cover. Unless you have provided us with proof of an alternative approved policy by the due dates (see website for details) you will automatically be enrolled and charged for Studentsafe Inbound University insurance. For further information, enquire at the Student Centre.
International student orientation

You must attend an International Orientation where you will be given essential information to ensure your stay in New Zealand is safe, enjoyable and academically successful.

This is also a great opportunity to form links with your new community, meet other students and make valuable contacts.

For the orientation dates visit waikato.ac.nz/international

Start dates
International Orientation is held the week before the start of semester and orientation for all new students during the first week of University.

It’s a chance for new students to find their way around, meet new friends, and learn how the University works before lectures begin. The orientation includes University-organised orientation events, The International Student Amazing Race, Enrolment-in-person Week, student volunteers, entertainment and more. Events are FREE!

Study Abroad and Exchange
An additional study abroad and exchange orientation session is held the week prior to university classes starting. As a study abroad and exchange student there is additional information that you will need to know to make your time at Waikato successful.

English Language Students
General English (GE): Orientation is run on the first Monday of your course.
Certificate of Attainment in English Language (CAEL): Orientation is run over the first three days of your course.

PhD Students & Latecomers
There is a latecomers orientation held in the second week of semester. All new PhD students will be advised of a date for orientation by the Postgraduate Studies Office.

The Amazing Race
The Amazing Race event is a key event for international students during the University’s orientation week.

It is a fun way for students to get to know the campus and meet other international students. Many of our students say this was one of the highlights of their time at Waikato.

Groups of students compete against each other completing tasks around the university campus. Activities range from shooting basketball hoops in the Uni Rec Centre to solving riddles.

Pōwhiri
A and B Semester students are welcomed onto the University campus in a traditional Māori welcome, known as a pōwhiri.

The powhiri is held at the campus marae (traditional Māori meeting house) and is a great introduction to Māori culture.
Student experience

The Waikato student experience is memorable. We have a diverse group of people with different cultures and ideas which creates a vibrant student atmosphere. With our range of student clubs and on and off-campus events, you will be on your way to making great friends and lasting memories.

International Day
With students and staff from over 100 different nationalities it is important to celebrate our cultural diversity. The University and Waikato Student’s Union host an international day on campus which is a day of celebrations from different cultures.

Our 2016 event included cultural dance and music performances, food stalls, a traditional Holi Colour Run, and a Lantern ceremony in the evening.

Organised Trips
The International Student Services Office organised a range of trips throughout the year for international students. Some of the most popular trips include a trip to Hobbiton movie set, a day of surfing in Raglan, an authentic New Zealand dairy farm experience and an overnight stay at a local marae. The Study Abroad Network (a University of Waikato Student Club) also arranges more casual trips between groups of international students who are keen to explore nearby popular tourist destinations.

International Buddy Programme
Our international buddy programme is a joint venture between the Study Abroad Network (a Student Club) and International Student Services Office.

It is designed by students for international students as a way to ease the transition into their new environment.

Students are paired with a like-minded senior university of Waikato student in the role of a mentor.

Mentors will arrange regular meetings and opportunities for social interactions with themselves and other students.

Mentors also act as a general guide and support person during the first semester of an international students study at Waikato.

Contact the International Student Services office, see page 18.

Uni Rec Centre
A bit of action in your life will help you balance study and play. The Rec Centre is one of the best equipped gyms in the region and it’s right here on campus.

With a student discount, you can take time out of your busy lecture schedule for a stress-releasing workout or just hang out with your friends in the fully equipped sports hall. For more information visit reccentre.co.nz

Waikato Student Union
The WSU aims to be the student voice in the University. The WSU aims to make sure you get the best possible education and have the best possible time doing it.

They also have staff who organise events, provide advocacy and hardship support.

As well as this, they have Union affiliated clubs - a great way to make the most of your time at Waikato is to join or start a club. Visit wsu.org.nz for more details.
International Student Services Office

Living and studying overseas can be challenging. Talking about some of the things that you are experiencing can help. The International Student Services Office is here to listen and work closely with other student support groups to help you during your time at Waikato.

The International Student Services Office, in conjunction with other university services, provides assistance and support to international students from the time they apply to study at Waikato, through to graduation.

Throughout the year, we provide ongoing pastoral care, monitor students academic progress, help with visa renewals and insurance claims, and organise social events. We are here for all international students.

If you have questions or concerns about anything relating to your studies or personal issues we will try to help or find someone who can.

We are available to discuss matters such as:
- Immigration
- Insurance
- Study Abroad and Exchange students
- Scholarship Students
- Orientations and other events
- Bus trips to a local dairy farm, an overnight Marae experience plus more!

International Student Advisors

The team of Student Advisors are here for international students and provide student support and referral to appropriate services at the University or in the community. You can come and see us if you have any health, emotional or financial concerns, but don’t know where to look for help.

Meet our advisors

Huy Vu
International Student Services Office Manager

Alice O’Donoghue
International Student Advisor, Visas

Bianca Nichol
International Student Advisor – Events and General Support

Wanda Ieremia-Allen
International Student Advisor, Middle East Scholarships

Andrea Perry
International Student Advisor, Middle East Scholarships

Thomas McDonald
International Student Advisor, NZ Aid

Rachael Elliott
International Student Advisor, NZ Aid and Study Abroad and Exchange

Deonne Taylor
International Administrator NZ Aid

Marge Watson
International Student Administrator, Insurance.
A final word

Most international students tend to look back at the time they spent studying and living in New Zealand as a challenging yet rewarding experience.

Remember that it takes time to get used to a new environment, so take your time and ask the International Student Services Office if you are not sure about something. While your studies are very important, don’t forget to take time out to get involved in activities on and off campus, see new places, meet people and broaden your horizons. This will make your time at the University of Waikato go very fast and the experiences will be memorable. You will be among other international and local students, all experiencing a new environment and for some, leaving home for the first time.

There will also be challenging times where you may be homesick, stressed, discouraged and feel down. If you feel that your studies are being affected, ask for assistance as soon as possible, whether your problem is personal or academic. Be aware that small problems can become big problems if they are not dealt with quickly. Please keep in mind that if you require assistance at any stage during your time with us - we want to help and would be very pleased to do so – just ask.

All the best!
WHERE THE WORLD IS GOING
TE AHUNGA O TE AO