

International Student Handbook

Everything you need to know about life and study





Welcome to Wintec

In this booklet, you will find everything you need to get the most out of your time with us.

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Welcome — Nau mai!

Congratulations – you have chosen to study at one of New Zealand's largest and most respected institutes of technology.

Winter offers internationally recognised programmes, developed in association with respected industry professionals. This means you are learning practical skills that employers are looking for, which makes Winter the perfect first step to launching your career.

In this handbook, you will find everything you need to get the most out of your time here, including information on support services, free workshops, induction and welcome orientation information. We look forward to getting to know you and supporting you through your journey at Wintec.

Keep this handbook safe so you can refer to it throughout your time at Wintec!

The International Centre

We are a caring, open-minded and knowledgeable team who enjoy working with students from all around the world. We provide practical advice so you can settle into life at Wintec and feel at home in New Zealand. It is exciting to live and study in a different country, but it can be challenging at times too. We are here to listen, guide you through any issues you may have, and to make sure you have a rewarding and positive experience.

We can help with things like:

- If something happens outside Wintec which affects your ability to study.
- \bullet If you are aware you need help but don't know who to talk to.
- If you are feeling sad or lonely.
- If you are unhappy in your studies and considering other options.
- \bullet If you need help with your insurance or connecting with a healthcare professional.



We have an advisor available to you for urgent issues 24 hours a day, 7 days a week!

We also provide opportunities for you to make friends, celebrate our cultural diversity, and experience some of what New Zealand has to offer, through events and activities, including day trips to scenic places, workshops, lunches and movie nights! Visit the Orientation and Events page at wintec.ac.nz/international to discover upcoming events.

In brief, we can help with:

- · Settling into your studies.
- Issues that arrive during the semester.
- Accommodation.
- · Emergency assistance.
- Pastoral care your health and wellbeing.

Need help or just want to say hello? Visit us!

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Where are we?

B Block, Wintec Hamilton City Campus **Email:** internationalhelp@wintec.ac.nz **Urgent issues (24/7):** 021 703 730

Code of Practice

The Education (Pastoral Care of International Students) Code of Practice is New Zealand Government's way of making sure international students are looked after and experience a high standard of education in New Zealand. Wintec is a signatory to the Code of Practice and is required to do different things, including:

- Clear and up to date information about studying in New Zealand.
- An orientation programme.
- · A safe study environment.
- Support for your health and wellbeing.
- Information on the range of advice and support services available to you on campus.
- Access to information about Winter grievance procedures.

For a full copy, visit nzqa.govt.nz/providers-partners/education-code-of-practice

Timetables

See your study timetable on Moodle or at www.wintec.ac.nz/timetables (be sure to re-check as last-minute room changes may occur).



- □ I have a current New Zealand Student Visa
- ☐ I have up-to-date medical insurance
- ☐ I have met the staff at the International Centre
- ☐ I have attended international orientation sessions
- ☐ I am aware that I must attend all my classes
- ☐ I have emailed or phoned my family to say I have arrived safely
- ☐ I have found my lecture theatre, tutorial, or laboratory rooms
- □ I have a New Zealand mobile number
- □ I have opened my bank account
- □ I have completed my English assessment test (language students only)
- ☐ I have met my programme manager and organised my modules of study

International Orientation

International orientation includes two compulsory sessions — these provide you with essential information you need to have at the beginning of your education journey with us and will help make sure you have a positive experience. They are also a great way to meet your fellow international students and make new friends.

Welcome Orientation Session — This introduces you to the services, support and facilities available to you on campus, the names and contact details of designated staff responsible for international student support, health and safety information, and grievance procedures. This session also provides information on adjusting to a different cultural environment and covers relevant Wintec policies. You must register for these compulsory sessions. Compulsory attendance is endorsed by Immigration NZ and NZQA (visit nzqa.govt.nz/providers-partners/education-code-of-practice).



Student Online Learning Session — The Wintec librarian and Student Learning Services team will introduce Wintec support services to you via a virtual campus tour. This will show you important support locations and how to access student resources. They can provide advice on academic integrity, referencing guides, study and writing skills, database-researching skills, and offer free group or 1-1 sessions to support your learning.

Get Started Programme

Created for international students, the Get Started Programme is a way to meet new friends through team building experiences. This programme includes workshop topics such as Māori culture, international orientation, and online learning sessions. It also gives advice about Wintec life/studies such as employment skills workshops. For more information please email student_activities@wintec.ac.nz or visit the International Centre on the City Campus in B block during 10am to 3pm weekdays and ask for Coco.

Wintec International student Facebook group

Join our Facebook group for Wintec international students and stay up to date with information relevant to you. Here you can also communicate with other international students and hear about news, events and accommodation opportunities. Join here: www.facebook.com/groups/wintec.international.students

Activities and events

One of the great things about being a student is... being a student! Events and activities are all part of your campus experience and a great way to meet new people. Some examples of Wintec events for international students include:

- International cultural celebrations like Diwali and the Chinese Moon Festival.
- Monthly movie nights.
- Tenpin bowling tournaments (with pizza and hot fries!).
- Career & networking workshops.
- Daytrips such as our Taupō tour where you can go jet boating and bungy jumping, skiing on one of New Zealand's most popular ski fields, or the golden sand beaches of the Coromandel — there is something for everyone!

Accommodation in Hamilton

There are five main accommodation options available to you:

- Wintec approved Homestay (catered and self-catered options available).
- Wintec Apartments, located on the City Campus (self-catered).
- Wintec Student Village, located a few minutes walk from the City Campus (catered).
- Short term accommodation options.
- Flatting in and around Hamilton.

The International Centre can help you find the most suitable accommodation. If you have decided to stay in a Wintec Approved Homestay, the Wintec Apartments, or the Wintec Student Village, you must complete an accommodation application form and email it to international.accommodation@wintec.ac.nz. Forms are available on our website via this link at the bottom of the page: www.wintec.ac.nz/student-resources/accommodation.

Students under the age of 18

Under the NZQA Education (Pastoral Care of International Students) Code of Practice, all students under the age of 18 to be housed in Wintec-approved accommodation.

For an under 18 accommodation application form, which outlines your options, visit www.wintec.ac.nz/international/living-and-studying-in-new-zealand/accommodation.



Winter Approved Homestay Accommodation

This is where you stay with a family, in their home. Wintec approved homestay hosts are police-vetted and carefully selected for their kind and caring nature.

A homestay can be a retired couple, a single-parent family, a single, divorced or widowed person, or a traditional family. They can be young or older, with or without children, and have one or more pets. Many of our homestay families have travelled or lived abroad, or hosted students before so they understand the challenges you face while in New Zealand.

Living with a homestay family means you get to enjoy a clean and comfortable home with a happy and relaxed atmosphere while improving your English. You can choose to have your meals provided or cook for yourself.

You must remain in your homestay for a minimum of four weeks. If you wish to leave after this time, you must give two weeks' notice. If you do not advise your homestay host in advance, you will have to pay a further two weeks' rent.

Learn more

Visit www.wintec.ac.nz/international/living-and-studying-in-new-zealand, email us at international.accommodation@wintec.ac.nz, or talk to one of our friendly Student Accommodation Advisors in the Wintec International Centre.

Winter Accommodation

Wintec Student Village

Only 5 minutes' walk from the Wintec City Campus and downtown Hamilton, the Wintec Student Village offers a relaxed atmosphere, a community focused environment that offers a range of social and cultural activities throughout the year.

Students have a private room which includes a bed, study desk and chair, double wardrobe, drawers, access to phone and wireless internet. Each house has a shared kitchen, toilet, and shower.

There is also a shared full kitchen, laundry facilities, TV lounge, games room and barbeque area on site. Three main meals are provided on weekdays (breakfast, lunch & dinner) and two at the weekend (brunch & dinner).

Learn more (including costs):

www.wintec.ac.nz/student-resources/accommodation/student-village



Wintec Apartments

The Wintec Apartments are a modern, self-catered accommodation option situated in a three-level apartment complex building at the Wintec City Campus.

There are four apartments per level, each containing five or six bedrooms, separate shower and toilet facilities, plus a full kitchen and dining facilities. Each level includes a large common room/study area, with a shared laundry and storage for bicycles and other large items available on the lower ground floor.

Services include a phone for local calls and full (free) access to high-speed wireless internet. Security features include swipe card access to the apartment complex and into your individual room.

Learn more (including costs):

www.wintec.ac.nz/student-resources/accommodation/wintec-apartments

Wintec Eco Village

Our Rotokauri Eco Village accommodation offers modern living options to get you through your study time at Wintec.

Designed for a semester or full-year living for adult learners (either over 20 years of age or second-year students) to share between four adults. This can be you and three friends or please ask us if we have any single placements available in existing units.

Learn more (including costs):

www.wintec.ac.nz/student-resources/accommodation/rotokauri-eco-village

Short Term Accommodation

If you need short term accommodation while settling into Hamilton or if you are between accommodations, we might be able to help. For more information, email the International Student Support team at international.accommodation@wintec.ac.nz.

Flatting

Flatting is when you rent a home with a group of other people (or friends). If you are thinking of flatting, be sure to consider the following:

- You will need to pay a bond, which is approximately four weeks' rent.
- Some flats do not have furniture, fridge, washing machine, bed, linen, cutlery, and cooking utensils, so you will need to buy (or hire) these.
- You will need to budget for expenses like food, electricity, telephone, and Wi-Fi. You
 may also have to pay a deposit for some of these (plus separate connection fees).
- Make sure you have a fair tenancy agreement in place with the landlord.
- Some contracts are for a set period of time (e.g. 6 or 12 months) and you are
 responsible for the rent during this period. Breaking a lease early may incur penalty
 costs.
- You will need to think about potential problems that could occur with flatmates and how you might handle these. For example:
 - Your flatmates may have different opinions and ways of doing things.
 - What if they do not contribute to the rent on time?
 - Someone may move out which means your rent may increase until they are replaced.
 - They may not share the same cultural / dietary restrictions as you.

How do I find a flat?

Visit www.studentflat.co.nz or www.trademe.co.nz/a/property/residential/rent, chat with friends, or see noticeboards around campus which often advertise flats.

For guidance on flatting/renting, visit www.tenancy.govt.nz. The agencies listed below can also help.

Ray White Real Estate

91 Victoria Street, Hamilton 07 839 7060 hamiltoncity.nz@raywhite.com www.rwhamilton.co.nz

Lodge City Rentals

931 Victoria Street, Hamilton 07 856 4500 admin@lodgerentals.co.nz www.lodge.co.nz/rentals

Harcourts Hamilton Rentals

Shop B, GO1, Frankton 07 834 0980 hamilton.rentals@harcourts.co.nz www.hamiltonrentals.co.nz

Lugtons, Central Hamilton

1010 Victoria Street, Hamilton 07 838 3800 property@lugtons.co.nz www.lugtons.co.nz/rent

Quinovic

92 Ulster Street, Whitiora 07 839 0400 enquiries@quinovic-hamilton.co.nz www.quinovic.co.nz/hamilton

Waikato Real Estate Ltd

757 Te Rapa Road, Te Rapa 07 838 9988 info@wre.co.nz www.wre.co.nz

Tenancy Tribunal

If you have questions or concerns about your rights while flatting, or need disputes resolution and advice, contact the Tenancy Tribunal: www.tenancy.govt.nz/disputes/tribunal. You can also get information from the Citizen Advice Bureau: www.cab.org.nz.



Adjusting to life in New Zealand

It is normal to experience a rollercoaster of emotions as you settle into a new culture. While everyone's experience may be a little different, every international student is affected by culture shock in some way. But don't worry, you are not alone - it will get easier as time goes on. Below are the common stages you may experience.



Cultural Differences

Language

NZ has three official languages
— English, Te Reo Māori and NZ
Sign Language.

Climate

Summers can hit over 28 °C, with winter months dropping as low as -3 °C.

How does life differ in NZ?

Food

Sharing food is common in NZ. Picnics, BBQs and a hāngi all bring people together.

Religious Beliefs

There are a wide range of beliefs, with almost half of Kiwis having no religion.

Social Life

Friendly, open and respectful, both males and femlaes are recognised equally in society.

Family Life

"Nuclear families" are the norm in NZ, with extended family living separately.

Other differences you may notice

- How students relate to teachers.
- How people spend their leisure time.
- How people resolve conflicts and disputes.
- Laws and regulations . governing people.
- How people make decisions.
- How people express feelings and emotions.
- The meanings of hand, face and body movements.

Questions you might ask yourself

- · Am I speaking properly?
- Do people understand me?
- Will I be successful in my studies?
- Will I make friends here?
- Should I discuss my personal problems with anyone?

How you may feel

Your body and your mind may react in unusual ways to the stress and confusion of living in a new culture. Below are some common feelings you may experience.

- · Isolated or alone.
- · Confused.
- Missing family & friends at home.
- Sleeping too much or tiring easily.
- Suffering body pains, especially in the head/neck, back and stomach.
- Wanting to go home or feeling angry towards local people.
- Be drawn to / depending on other people from your home country.
- Feel nervous.
- Difficulty expressing yourself in English.

Ways to adjust to a new culture

Simply understanding and accepting that there will be uncertainties and confusion, as you settle into life in New Zealand, will help.

How to adjust faster

- Observe how people act in certain various situations.
- Avoid judging.
- Acknowledge your progress.
- Notice what you enjoy about the new culture.
- Mix (and share your culture) with domestic students.
- Recognise the advantages of living here.
- Take good care of yourself (exercise, take trips, eat well, connect with your family, do things you enjoy).
- · Remind yourself that you will adjust in time.

Struggling to adjust?

Although it may feel scary, the shock will gradually go away as you begin to understand the new culture. However, if you are struggling to adjust and need to talk to someone, please visit our friendly team at the International Centre (B Block, Hamilton City Campus). We are here to help.





Everything you need to know about NZ Society

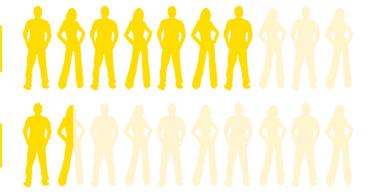
New Zealand is a very open society. Overall, men and women integrate freely and there is little segregation between the sexes. It is normal for males and females to be friends and to socialise together. Same sex relationships are also common and welcomed in New Zealand society. All tertiary education is mixed, with males and females in the same class. You will probably have both male and female tutors and support staff.

Men and women are treated in the same way and take on similar roles in society. In New Zealand, women are often in positions of authority such as business leaders, and politicians, and the role of a wife and mother in a New Zealand family may be slightly different from what you are used to.

Ethnicities in New Zealand

The ethnic make-up of New Zealand's population is diverse. It is mainly comprised of a mix of Māori, European, Asian, Middle Eastern and Pasifika people (from the Pacific).

70% of Kiwis are European



17% of Kiwis are Māori

Excluding those of European or Māori origin, the next largest ethnic groups are, in order of size, Chinese, Samoan, Indian, Cook Island Māori, Tongan and Korean. Most New Zealanders are very friendly and interested in learning about other people's culture and society. They will ask questions about you, and are happy for you to ask questions too!

At Home

The first thing you will probably notice about New Zealand families is that they are generally quite small. A family home will often consist of parents or guardians (either one or more) and children, but this is by no means the rule. In New Zealand it is less common for extended family to live together in one house.

Most families in New Zealand live in modest houses with three or four bedrooms and a small garden. That said, in recent years, an increasing numbers of people are choosing to live in apartments in the inner city.

In New Zealand, the atmosphere within the home is very relaxed. Each person's bedroom is considered private, but the rest of the house may be used by all members of the family at any time. The kitchen and dining areas are often the central living areas of the house for both males and females.

Meeting people

New Zealanders often shake hands when meeting each other for the first time. When you want to meet with someone professional, for example a doctor or lecturer, you need to make an appointment first to meet them.

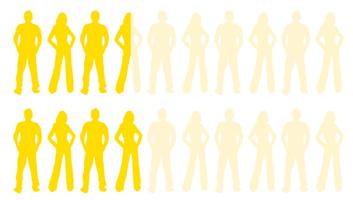
On most occasions you cannot simply turn up without organising a meeting first. This applies not only to meetings with professionals, but also friends. New Zealanders rarely visit each other without calling in advance and letting the other person know that they intend to visit and what time they will arrive. It is important to arrive on time and to let the other person know if you are going to be late or unable to make it altogether.

Religion

There are many religious groups and organisations throughout the country. The best way to find contact information for them is to search New Zealand's online directories at yellow.co.nz under 'Churches' or under the name of the religious group or denomination at whitepages.co.nz.

37.3% are Christian

48.6% have no religion





Clothing

Mostly, New Zealanders dress informally, but relatively conservatively. It is not uncommon however, to see men wearing shorts and no shirts, and women wearing sleeveless tops and short skirts during summer. During winter, it is common for men and women to wear two to three layers of clothing, including a warm jacket.

Personal Space and Touching

New Zealanders like a large area of 'personal space', so when talking with someone, it is a good idea to stand a few feet away from that person. Two people in a relationship are commonly called 'partners'. They might hold hands in public and show affection.

Socialising

Young New Zealanders (over 18 years of age) often get together in pubs, bars, or cafés rather than in restaurants, which can be costly. It is also acceptable not to drink alcohol when socialising. If you agree to meet at a set time, you should arrive on or shortly before this.

Making friends

New Zealanders are very friendly. They like to joke and smile but are slow to make friends. It is important to meet and get to know New Zealanders. Try to get out and meet lots of people — once you have formed one friendship it will be easier to make others. It does not matter if you make mistakes with your English — learning from them will improve your communication.

Animals and Pets

Many New Zealanders have pets. The most common domestic pets are cats and dogs, though many people have fish, birds, rabbits, and guinea pigs. In more rural areas, horses are also common. Dogs are especially popular. You will see them at the beach, in parks, or on the street, usually accompanied by their owner. If you are not used to dogs, be cautious about approaching them.

Safety tips for being around dogs

- Stay away from a dog that is feeding, has puppies, or is asleep
- Do not run away from a dog move quietly and slowly away if you are uneasy about being near one
- · Never tease dogs
- Always supervise children when a dog is nearby
- Do not behave excitedly around a dog or run close to it

If you discover you are allergic to cat or dog hair, antihistamine tablets can treat this and can be bought at chemists (also known as pharmacies). For guidance on how to handle dogs safely, visit www.dogsafety.govt.nz.

Gambling

There are four types of legal gambling in New Zealand:

- Lotteries: Lotto, Daily Keno. No age limit.
- Instant Kiwi: Scratch card you must be 16+ to purchase this.
- TAB: Gambling on horse racing and other sports. You must be 18+ to purchase this.
- Casinos: You must be 20+ to enter.

If you know someone who has a gambling problem, you can contact the Problem Gambling Foundation on 0800 654 655, Asian Hotline 0800 862 342 or www.pgfnz.org.nz.



Alcohol

The age for drinking alcohol in New Zealand is 18 years. If you are under 18 years, you are not allowed to buy alcohol, drink alcohol or enter a bar or nightclub.

If you are aged 18 years or over, you may be asked to show your ID when purchasing alcohol or entering a bar/nightclub. You will need to show them your card, passport, or a New Zealand driver licence before entering.

International drivers licences are not accepted as proof of age. It is also illegal to drink alcohol in public places, like parks, city streets, or the beach.

Drinking and driving

Drinking alcohol and driving a car is very dangerous, and there are strict laws in place.

Under 20 years: You must not drive if you have consumed any alcohol.

Over 20 years: You must not drive if you have consumed more than the legal amount of alcohol.

If the police catch you, you will be fined, your vehicle taken away and you may be jailed: www.police.govt.nz.

Other things to note

- New Zealanders drive on the left-hand side of the road, are generally courteous, obey
 road rules, and rarely use the car horn. It is against the law to use your mobile phone
 while driving.
- Although this is not a rule, many New Zealanders prefer to walk on the left-hand side
 of the pavement to avoid collisions with other pedestrians. Walking up and down a
 flight of stairs is also the same.
- New Zealanders find spitting and littering offensive. Some New Zealanders can get upset if they see people behaving in these ways.
- New Zealanders are passionate about the outdoors. Much of their entertainment takes place outdoors.
- New Zealanders love sport. Popular sports in the country include cricket, netball, and rugby — have you heard of the All Blacks?
- When shopping, going to the post office, or visiting any other place where others are
 doing similar things to you, a queue (or lining up) system is used. This means that
 whoever comes first will be served first ("first come, first served"). It is considered bad
 manners to skip ahead of someone else who was already waiting in the queue when
 you arrived. It is also important to maintain personal space between other people.

Punctuality

In New Zealand, you need to be on time. For example, if you have an interview or are required to meet someone at 3pm, you should be there at 3pm. If you are going to be late, you should telephone and explain your reasons.

Please and thank you

Please and thank you are phrases often used in New Zealand — even for small favours it is polite to use them.

Discrimination

All people are considered equal in New Zealand, regardless of their ethnicity, age, gender, physical size and appearance, cultural background, or sexual orientation.

Discrimination is against the New Zealand law. This means that men and women are treated equally, and women must be shown the same respect as men. It does not matter what country a person comes from, they should be treated as an equal and you should treat them as an equal too.

LGBTQIA+ Committee

The Āniwaniwa Alliance support LGBTTQIA+ staff and students at Wintec. They work with different teams across Wintec to advocate and build visibility for Wintec's rainbow community, and aim to make Wintec a safe space for all sexual orientations, genders and identities. You can get in touch with them by emailing aniwaniwa@wintec.ac.nz, or by joining the Āniwaniwa Alliance closed Facebook page for LGBTTQIA+ staff, students, and allies via facebook.com/groups/aniwaniwa.wintec.





Meals and table manners

In New Zealand, you need to be on time. For example, if you have been invited to someones house or have arranged to meet someone at 3pm, you should be there at 3pm. If you are going to be late, you should telephone and explain your reasons.

New Zealanders usually eat with a knife, fork, and spoon. If you are a guest somewhere and you are not sure which one to use, ask your hosts, otherwise, check what other people around you are using and do as they do. If your host asks you if you would like a 'seconds' or a 'second helping', the host is asking whether you want more food.

If you have medical, dietary, or religious restrictions on certain foods, it is good to tell your host before you join them for a meal. After the meal, your host will be happy if you offer to help wash or dry the dishes.



Household duties

Families share household duties and children are often taught how to do tasks around the house. Sometimes people employ a cleaner, who may come once a week to clean the house, but in general, people do their own housework, childcare, and gardening.

Tipping in New Zealand

Tipping is not expected. People sometimes tip the waiter or waitress in an expensive restaurant, but tips are not given in cafeterias or fast-food restaurants, such as McDonalds.

Sun and water safety

New Zealand has the highest skin cancer rate in the world. That is because the ozone layer is thinner over New Zealand than any other part of the world, so be sure to wear sunscreen (SPF 50+) and a hat in summer. Reapply your sunscreen regularly and avoid too much sun during the middle of the day (between 11am — 4pm).

Before you go out and enjoy the adventures New Zealand has to offer, visit www. adventuresmart.org.nz. It has trip advice to help you prepare for your activities. You will also find the Water Boating and Outdoor Safety codes which have simple steps to help you keep safe.

Always wear a lifejacket on a boat & swim at a beach patrolled by lifeguards.

More sun and water safety tips:

www.sunsmart.org.nz www.surflifesaving.org.nz

Toilets

The way toilets are used in New Zealand may be different to what you are used to. They are used in the western manner.

This means:

- Men either sit on the toilet or lift the toilet seat and stand in front of the toilet bowl.
- Women always sit on the toilet seat.

New Zealand homes and public toilets are designed for people to clean themselves with toilet paper, rather than splashing themselves with water. Toilet paper is flushed down the toilet, but women's sanitary items are wrapped and placed in special bins provided.

Public toilets in New Zealand are generally free to use and usually segregated for males and females. Sometimes there are unisex toilets, meaning men and women can both use them. They are non-squatting, European-style toilets and often urinals are provided for men.

Wash basins are available for washing hands and usually have two taps: one for hot water and one for cold. Usually, paper hand towels or an air dryer are provided to dry your hands after washing.

Noise

In most cities, it is an offence to make very loud noises that are annoying to others, even if you make the noise in your own home. It is illegal to use your car horn after 10:30pm unless there is an emergency.

Rubbish and litter

The Hamilton City Council will keep the streets clean and remove your household rubbish and recycling. They run a rubbish collection service on a weekly basis, where residents place their bins on the curb of the footpath to be collected. Red week, which consists of landfill rubbish and foodscraps, alternates collection turns on a fortnightly basis with recycling, which is known as yellow week and also includes the foodscraps bin again and the glass crate.

Check with your homestay host, landlord, or flatmates to find out which day of the week rubbish is collected in your area — this will vary from suburb to suburb in Hamilton. Likewise, be sure to check which week is general rubbish and which is recycling. If you put your red bin out on yellow week, it won't be collected! Please bare in mind, in New Zealand, it is common courtesy to take turns putting the bins out in your home.



The red wheelie bin is collected fortnightly with the green foodscraps bin. You can place anything in the red bin that cannot be reused or recycled. Do not put medical waste, lithium batteries, hazardous materials, hot ashes, or liquids in this bin. Green environment tip: You do not need to use bin liners in your wheelie bins. Save waste, cost and the planet by going completely bag-free!



The yellow wheelie bin, glass crate, and foodscraps bin are collected on the alternating week between the red bin. You can fill the yellow bin with plastic containers labelled 1 to 7 on the bottle, paper, tins, cardboard, and cans. You do not put glass in the yellow bin — glass items are to be placed in the green crate. Please do not fill the yellow bin with batteries, drink cartons, polystyrene, lids, plastic bags, cling film or soft plastics.



The foodscraps bin (left) is collected weekly with the red bin or the yellow bin. Fill this with scraps such as fruit and veggies, meat and fish bones, or teabags. Do not put garden waste or liquids in here. The glass crate (right) is for glass bottles and jars. Do not include tableware, broken glass, light bulbs, mirrors, or window glass in this crate. Your glass crate is collected during yellow recycling week.

Safety Tips

- At night, walk in areas with lots of light. If you are leaving class in the dark on your own, let Wintec Security know or walk with a friend.
- When you go out, let one of your friends or home stay family know where you are going and when you will be back.
- Do not carry a lot of money with you.
- Carry a mobile phone or local telephone card, a map, your address, and phone number.
- Save the Wintec Security number for problems on campus: 0800 852 900.
- Always carry your bag and wallet with you.
- Keep your passport and other important documents in a safe place.
- If you are in a bar or night club, always keep your drink and food near you, and always buy your own drinks. Never drink from the water jugs that are available for free at the bar; ask for a fresh glass of water if you would like one.
- Always close all of your windows and keep your house and/or room locked when you leave.
- In an emergency, call 111. To report a non-emergency incident, call 105.

Natural Disaster

Due to its location and environment, New Zealand can have weather related or volcanic disasters. There may be time for a warning, but an earthquake or a tsunami close to land could strike without warning. All disasters have the potential to cause disruption, damage property and take lives, so it is important to be prepared.

Learn more:

www.getthru.govt.nz



New Zealand Māori culture

Māori are recognised as the 'Tangata Whenua' (the people of the land) of New Zealand. One in seven New Zealanders identify as Māori and they have a large cultural influence on the nation.

In 1840, the British Crown signed a Treaty (an Agreement) with some Māori chiefs. This Treaty is known as 'The Treaty of Waitangi' (Te Tiriti).

Wintec is committed to the principle of the Treaty of Waitangi. All activities including the setting of academic programmes, the services offered, and the employment of staff are conducted in a way that encourages a commitment to the principles of the Treaty. Most Māori affiliate themselves with an 'iwi' (an extended kinship group).

Most Māori from the Waikato region are of Tainui descent. Tainui is the name of the 'waka' (boat) on which the ancestors of those from Tainui travelled to New Zealand, 1500 years ago.

Visiting a 'marae' (meeting place)

During your stay in New Zealand, you may visit a 'marae'. The marae is a place where Māori people meet and where Māori customs are observed. When you visit a marae in the Tainui area, you will be expected to follow the protocol of the Tainui Marae. If you visit a marae in another region (for example, the Bay of Plenty), you must follow the protocol of the marae in that region.

When visiting a marae, it is a good idea to go with someone from that marae. If you are welcomed onto a marae, show respect by following these protocols:

- Watch and copy behaviour rather than asking lots of questions.
- Never shout.
- Do not walk in front of people who are speaking.
- Do not sit on pillows, tables, or benches.
- Turn off your cell phones during ceremonies.
- Take off your shoes when entering the sleeping house ('wharenui').
- If you want to take photographs or video, you must ask the people of the marae first.
 If they agree, ask your hosts when you should not take photos (this might be during the formal events, for example).

On the marae, men always sit in front of women. During formal events on most marae, men make the speeches and women sing in support.

Hongi (greeting)

The Māori form of greeting is the 'hongi'. This is known as the 'pressing of noses' to 'share the breath of life'. If you find this hard to do, it is acceptable to shake hands instead.



Awesome

Expression for fine or excellent.

Barbie

Barbecue (BBQ) — food cooked outside over a charcoal or gas lit fire.

Bring a Plate

Everyone brings food to share. Do not bring an empty plate with you.

Cheers

Thank you.

Choice

Fine or excellent. All good.

Feed

A meal.

Gutted

Very disappointed.

Bach

A holiday home. Also known as a crib in the South Island.

Bro or Brother

Term used to address a male friend or relative (not their actual brother).

BYO

Bring Your Own. A BYO restaurant allows customers to bring their own alcohol.

Chocka

Very full / full to the top.

Cool

Acceptable or good.

Gumboots

Waterproof rubber boots.

Hard Case

An eccentric person.

Hard Core

Something or someone that represents the extreme.

Jersey

Sweater or warm top.

Knackered

Incredibly tired.

No worries

No problem, it is alright.

Wop wops

In the middle of nowhere.

Jandals

Rubber sandals or thongs (also called flip flops).

Kiwi

A New Zealander, or the NZ native bird.

Mate

A friend / term of address.

Potluck dinner

Everyone brings prepared food to share with all the guests. Also 'bring a plate'.

EVERYDAY COMMON

Māori Terms



Aroha — Love

Awa — River

Haka — Māori dance

Hangi — Traditional feast

Hapu — Clan

Hui — Gathering / meeting

Iwi — Tribe

Kia ora — Hi / hello

Kai - Food

Kapai — Good / great

Körero — Speak / talk

Mahi — Work

Morena — Good morning

Powhiri — Welcome

Tauira — Student / learner

Whānau — Extended family

Be strong

Buying and selling

Here are some of the most common ways people buy and sell things in New Zealand.

Garage sales

This is where people sell secondhand household items from their private houses (usually from the garage or front garden). Garage sales are advertised in the classified section of local newspapers and held at weekends. You may also see signs outside people's houses or on street corners.

Secondhand shops

These are stores that sell all sorts of used goods like clothing, blankets, dishes, books, kitchen appliances and more. Many of them are run to raise money for charities so by shopping there you will be getting items at a cheap price, while helping others.

Noticeboards

Sometimes Wintec notice boards advertise items for sale. You will also see noticeboards in supermarkets and in community centres.

Trade Me

Trade Me (www.trademe.co.nz) is New Zealand's biggest and most popular shopping, auction, and classified adverts site. It can be a good way to find accommodation or a job, buy a car, or other items. Take care to read the safe buying tips first: go to help.trademe.co.nz and search 'safe buying advice'.

Furniture and whiteware rental

Budget Appliance Hire Centre

13 Jolly Street, Frankton Hamilton

Phone: 07 847 8070

Lawrence's Home Appliances Centre

14 Clyde Street Clyde Shopping Centre, Hamilton East

Phone: 07 856 7612





Used furniture

Secondhand Specialists

379 Grey Street Hamilton East Phone: 07 859 0227

Cash-Inn

30 Alexandra Street Hamilton Central Phone: 07 839 9939

Heaphy Terrace

991 Heaphy Terrace, Fairifield Hamilton Phone: 07 855 5004

Waikato Secondhand Centre

441 Anglesea Street Hamilton Central Phone: 07 839 3570

Specialty food shops in Hamilton

Binn Inn

Clyde Street Shopping Centre, Hamilton East Phone: 07 856 3494 Flour, grains, spices, sauces and oils

Gouda Cheese Shop

Thomas Road, Rototuna Shopping Centre www.goudacheese.co.nz Dutch and European speciality foods

Lawrence's Home Appliances Centre

14 Clyde Street Hamilton East Phone: 07 856 7612

Hamilton Secondhand

135 Ward Street Hamilton Central Phone: 07 839 4102

Cash Converters

311 Barton Street Hamilton Central Phone: 07 838 0114

Salvation Army Family Store

716 Victoria Street Hamilton Central Phone: 07 839 2223

Manbok Mart

509 Grey Street, Hamilton East Phone: 07 839 1971 Korean food and takeaways

Frankton Market

Commerce Street Frankton Saturday mornings, from 8am — 1pm

Central New Save Asian Supermarket

Hamilton Central 130-136 Tristram Street Hamilton Vegetables, fruit, butchery, groceries, and food court

Firdaus Halal Meats

Shop 4, Fifth Avenue, Fairfield Hamilton

Phone: 07 855 5914

Thai Shop

693 Grey Street, Claudelands Hamilton Phone: 07 854 9216 Asian speciality goods

East New Save Asian Supermarket

2476 Clyde Street, Hamilton East Hamilton Vegetables, fruit, butchery, groceries, and food court

Village Organics

245 Commerce Street, Frankton, Hamilton

Phone: 07 848 1155

The Base Night Markets

Corner Te Rapa Road and The Base Parade Fridays from 5pm — 11pm Phone: 0508 843 2279

Student Support Services

Be sure to make the most of the wide range of Wintec support services available to international students.

International Centre — specialised support

From the moment you arrive in New Zealand, our friendly International Student Services team are ready to offer the support and advice you need to have a positive experience.

We can help you with:

- · Accommodation needs.
- · Getting you settled into your studies.
- · Emergency assistance.
- Pastoral care.

We also organise events and activities throughout the year to make you feel at home and celebrate your cultural diversity.

Where are we?

B Block Corporate Reception, Wintec Hamilton City Campus **Email:** internationalhelp@wintec.ac.nz

Need urgent help?

Speak with an International Student Services Advisor on 021 703 730 (24/7).

Student Enrolment and Information Centre (SEIC)

If you have not completed your enrolment requirements, you must visit the Student Enrolment and Information Centre (SEIC). They will help organise your enrolment details, parking permit, and student ID card.

You can use your student ID card to photocopy, print, scan, access some buildings on campus after hours, access some car parks, and for library loans. When you sign your ID card you are also agreeing to the Wintec Computer Use Policy.

When it comes time to re-enrol for the next year you must also speak with the SEIC team.

If you want to change programmes, contact one of the International Support Services Advisors who will connect you with an International Market Manager.



Student Learning Services

If at any time you need help with your studies, the Wintec Student Learning Services (SLS) team is available to help. You can email sls@wintec.ac.nz to make an appointment.

They offer free:

- Workshops.
- Individual or small group tutoring / peer tutoring.
- Support understanding your topics, including introduction to study in New Zealand, reading and essay writing, science, mathematics, APA referencing, time management and advanced study skills.

SLS is located in the Hub on both the City and Rotokauri Campuses.

Health Services

You must declare to Wintec any medical conditions you have, as you may need extra help once you arrive. They may also be restrictions on your medical insurance. If you would like to share any problems or issues, you can drop in and talk to a nurse or make an appointment with our Chaplain or a Counsellor.

Remember to keep yourself healthy and make an appointment with a registered nurse or doctor if needed.

If you visit a doctor and are advised not to attend class, please ask for a medical certificate. This will enable your teacher to mark you 'Absent due' to Health on the attendance register, and your attendance will not be affected.

Where are they?

A Block (Hamilton City Campus) Hub (Rotokauri Campus) Phone: 07 834 8869

Email: healthcentre@wintec.ac.nz

Learn more:

www.wintec.ac.nz/student-resources/support-services/health-services



Wintec counselling services

This is a free and confidential service during which a counsellor helps you address your problems in a positive way by helping you clarify the issues, explore options, develop strategies and increase self-awareness. For some people, just the process of telling their story to a counsellor and being listened to is helpful.

Services include:

Face-to-face appointments.Phone appointments.

Online web-based appointments.

Where are they?

City Campus: Behind A Block Rotokauri: Campus Hub

Phone: 07 834 8869

Email: healthservices@wintec.ac.nz

Mental health resources

We all face challenges with our mental health at times. In New Zealand, we encourage people to speak up and to ask for help. There is a range of services available to help you and they are often free. If you're feeling sad, stressed or anxious please let us know – we are here to help.

Mental Health Foundation website:

www.mentalhealth.org.nz/get-help/in-crisis/worried-about-someone

Suicide Crisis Helpline:

Phone 0508 828 865 or visit www.lifeline.org.nz/services/suicide-crisis-helpline

Need to talk?

Call 1737 to speak in confidence with a trained counsellor. You can also visit thelowdown.co.nz and call 0800 111 757 or text 5626 to access their 24/7 helpline. Another option is lifeline.org.nz, who you can also call on 0800 543 354 — For their Suicide Crisis Helpline, text 4357 or call 0508 828 865.

Library

Libraries are located at both the City and Rotokauri campuses. These services are also offered to distance learners. Our friendly librarians are happy to help with any enquiries including finding material for your assignments, help you with your APA referencing, understanding academic integrity, navigating databases. You can email or Zoom your Liaison Librarian, visit the library in person, or email the library at library@wintec.ac.nz.

Individual and group study space is available at the Wintec libraries.

Visit the Wintec Library at the City Campus or Rotokauri Campus Hub. For more information, please see www.wintec.ac.nz/library.



Security

Here at Wintec, we pride ourselves on providing you with a safe campus environment. Security staff patrol Wintec buildings 24 hours a day, seven days a week and can assist you with access to buildings, lost property, security advice, access to the safe parking bicycle cage and emergencies. They are also available to escort you around campus and to your vehicle after hours.

Please make sure you always follow the directions of security staff and, if asked, produce your current student ID card.

Location and contact details

City Campus: Corner of A Block Rotokauri Campus: M Block Email: security@wintec.ac.nz **Phone Number:**

0800 852 900. You can find this number

on the back of your ID card.

Student Accessibility Services

If you would like short-term or long-term support due to a disability, come and meet our Accessibility Services Team in the Hub. We are here to enable students' academic capabilities by supporting any student who may experience any barrier to fully accessing their studies due to an impairment or disability. We work with all areas of Wintec to provide inclusive support systems, build independence and opportunities for students.

Where: Hub, Wintec City Campus

Phone 07 834 8800 (ext 3155) or accessibility@wintec.ac.nz for an appointment. Visit www.wintec.ac.nz/student-resources/support-services/student-disability-services for more information.

Kidz@Wintec

This is a great on-site childcare centre available for Wintec students' children of up to five years old. Please enquire as early as possible, as spaces are limited.

Where: Gate 3, Hamilton City Campus

Phone 07 834 8812 for more information, or email Manager Doreen Frame at doreen.frame@wintec.ac.nz.



Parking

Hamilton City and Rotokauri Campuses

Find up-to-date parking information (including permits) at www.wintec.ac.nz/parking.

Hamilton Gardens Campus

Gate 2 car park - accessible from Cobham Drive, Gate 2.

Thames Campus

Danbuy Field car park.

Otorohanga Trade Training Centre / Te Kuiti Campus

Free parking available around the building.

Bicycles

Bicycle racks are available in various spots around the Hamilton City and Rotokauri campuses. Plus, you can find a secure bike cage on the ground floor of the multi-storey car park on Nisbet Street, Hamilton City Campus. See Security for swipe access.

Student feedback

Wintec welcomes student feedback (concerns, complaints, or compliments). There are different ways you can give feedback, including through Student Voice, where you can post anonymous feedback 24/7 and receive a response within one working day. Other ways include surveys, student forums and making a formal complaint. If you have followed our complaints process and remain unhappy with the outcome, you can take your complaint to iStudent, established by the Government to help resolve disputes. You can find the options here: www.wintec.ac.nz/student-resources/student-feedback.



Te Kete Kōnae

Te Kete Kōnae (TKK) utilises the best practices (Māori and Pasifika) to engage with students and staff on their journey of learning at Wintec. Typically, this focuses not only on the mental (academic) aspects, but also acknowledges the physical, spiritual and whānau dynamics. For more information, email tkk@wintec.ac.nz.

Financial support

As an international student, you will have satisfied Immigration New Zealand that you have sufficient funds to cover your day-to-day needs, without needing to work. You will be expected to use these funds for your living expenses, while you study. Wintec has the Manaaki Financial Support Grant for students who find them struggling financially and in need of temporary support, due to an unexpected event. You can find information here: www.wintec.ac.nz/student-resources/student-enrolment-and-information/financial-help-for-students.

SAWIT

Wintec Students' Association (SAWIT) is a student-led, independent organisation that acts as a source of advocacy, information, and representation for students. SAWIT membership is voluntary, and members are eligible for all sorts of benefits, including subsidised USBs, binding and more. SAWIT also handle Student Job Search for students and can help you start your own club.

Location and contact details

City Campus: A Block Phone: 07 838 0557

Rotokauri Campus: Hub Email: sawit@wintec.ac.nz

What else is on campus?

Alongside its purpose-built facilities, on-campus accommodation and comprehensive student support services, Wintec offers a range of specialist facilities available for all students to enjoy.

Campus cafés

You will never go hungry at Wintec! Both the City and Rotokauri campuses have excellent cafés serving a tempting array of hot and cold food and espresso coffee. The student areas at all Wintec campuses include microwaves, hot water, and snack vending machines.

Urban Hair and Urban Spa

Located in Wintec House at the City Campus, Urban Hair and Urban Spa offer a full range of inexpensive hair and beauty services from modern refurbished facilities. Contact them to book an appointment.

Learn more

www.wintec.ac.nz/urban

Windows (training restaurant)

Windows is run by Wintec students and staff, and is a great, low-cost dining option for you and your friends. The varied seasonal menu includes beautifully prepared dishes served by our Centre for Hospitality students. The venue is a modern, peaceful environment located at the Rotokauri Campus.

Book a table at Windows

Visit www.wintec.ac.nz/about-wintec/windows for more information and to book a table. Bookings are essential.

Prayer room

The prayer room is available for students use and has washing facilities. Where? Hub (City Campus and Rotokauri Campus)

Employment advice and support

If you need help preparing your application for a holiday job, part-time work or in preparation for your first graduate role, visit Student Life or find out more here: www.wintec.ac.nz/student-life/support-services/careers-centre. Visit the Student Life office for workshop session dates and times.

Where are they?

City Campus: Hub (near Student Learning Services)

Rotokauri Campus: Look out for the Student Support flag near the enrolment desk

Email: Student Life Office at careers@wintec.ac.nz

Employment rights

New Zealand has strict laws around suitable working conditions. If you are being forced to work long hours for less than the minimum wage, you can call 0800 20 90 20.

All international students have equal working rights to any other New Zealanders living in New Zealand. Be sure to check your working conditions on your visa label - you must follow these conditions.

For more information, visit www.employment.govt.nz/starting-employment/rights-and-responsibilities/



Technology

Computers and free WiFi are available on campus to all international students.

Find your nearest computer lab

Hamilton City CampusGallagher Hub (open 24/7)

Rotokauri Campus Rotokauri Hub

Hamilton Gardens Campus Computer suite

IT support

Get computing and technology support from the Information Technology Services staff including user account enquiries, PC booking, Mytec, Moodle, and printing.

Make sure you attend the Online Learning Orientation session (see free workshops). Using technology at Wintec will br much easier if you know everything from the start!

Where?

Hub (City Campus and Rotokauri Campus)

Contact

0800 587 500 or 07 834 8800 (extn 7000) studenthelpdesk@wintec.ac.nz

To change or reset password

www.wintec.ac.nz/access



Access Mytec

Not sure of your timetable? Want to check your email? Study online? Find out your results? Mytec allows you to do it all in one place, online, day or night, anywhere you have internet access. It is also where you will find out about student discounts, upcoming events and see student notices. Visit mytec.wintec.ac.nz for more.

Moodle

Moodle is Wintec's online learning and teaching tool containing programme material which may include lecture notes, research material and practice tests. This is an important tool, and you should check Moodle regularly for information and updates. Your tutor will show you how Moodle works, or you can attend a free technology workshop.

Free workshops

Take advantage of these free workshops to get the best results during your studies.

Technology Workshops

You will get much more out of your time at Wintec if you know how to use the available technology to enhance your learning. At these workshops, you will learn about Mytec, Moodle, Password Portal, Live@Edu, SkyDrive, PC Booking System and Multi-Function Devices.

Learn more

Contact ITS Service Management Team at studenthelpdesk@wintec.ac.nz or phone 0800 587 500 or 07 834 8800 (ext).

Booking

Visit the Library Information Desk or email lbcat@wintec.ac.nz for an appointment.

Study skills workshops

Going from school to tertiary education, or getting back into study after some time out, can be daunting. These workshops will teach you how to study effectively and successfully.

Topics include:

- · Assignment writing.
- · Time management.
- Learning strategies.
- Note taking.
- · Reading and research.
- APA referencing.
- · And more!

For more information or to book a spot, email sls@wintec.ac.nz or tkk@wintec.ac.nz.



Transport in New Zealand

If you want to drive in New Zealand, you must understand the New Zealand Road Code. Copies are available online here: www.nzta.govt.nz/roadcode/

Public Transport

The Hamilton public bus transport system is a great way to get around Hamilton. With approximately 30 different bus routes, you should not have a problem finding a bus that will take you where you need to go.

It is best to buy a Bee card (for a small fee) as it makes taking the bus easier and cheaper. These can be purchased from the bus station or any bus driver. Discounts for Wintec students are also available.

Learn more at —



Visit www.busit.co.nz for more information on bus routes and how to purchase and register your own BEE card, along with student discounts on bus travel.



Seatbelts

You must always wear your seatbelt while in a car – either a driver or a passenger. You will be fined if you do not wear a seatbelt.

Driving on the left-hand side

Driving through intersections and roundabouts can be dangerous for foreign drivers. It is best to have a few lessons with a licensed instructor before you begin driving in New Zealand.

Licences

To drive in New Zealand, you must have a New Zealand driver licence or hold a current and valid driver licence/international drivers' permit from another country and meet the required conditions.

If you do not have a legal driver licence, you cannot drive in New Zealand.

If you have a full licence from your home country, you are considered to hold a New Zealand driver licence of a class that allows you to drive the same motor vehicles you are allowed to drive under your overseas licence.

However, there is a limit for how long this is valid (visit www.nzta.govt.nz for timeframes). Before your international driver's licence expires, you should apply for a New Zealand driver licence. Do not wait until it expires.

You must carry your driver licence with you when driving.

Get your New Zealand licence

To get your New Zealand licence, you will have to convert your overseas driver licence to a New Zealand driver license.

To find out how, visit the NZ Transport Agency website, www.nzta.govt.nz, or phone the Automobile Association on 07 839 1397.

You can get your New Zealand driver licence from:

Automobile Association (AA)

313 Barton Street, Hamilton 07 958 3600 www.aa.co.nz/drivers/driver-licences

Vehicle Testing Station

40 Lincoln Street, Hamilton 07 846 6984 www.vtnz.co.nz

For translation of foreign driver licences, please refer to the Hamilton Directory for New Settlers or you can ring the Automobile Association (AA) on 07 839 1397.

Speed limit

Please keep to the speed limit and drive according to the conditions.

- The maximum speed limit for urban areas is 50km/h unless otherwise stated.
- A limited speed zone (LSZ) means you must drive 50km/h in adverse conditions, otherwise the 100km/h limit applies.
- An open road sign indicates a 100km/h speed limit.
- The New Zealand open road speed limit is 100 km/h with the lower speed of 50 km/h
 in cities and towns.

Speed and alcohol are the biggest killers on New Zealand roads.

Visit their Website

Visit www.nzta.govt.nz for more information and tips on driving safely in New Zealand.



Buying a car

New and used cars can be bought from car sales yards. Used cars are also sold privately through the newspaper, at auctions, car fairs, or on the following popular auction site: www.trademe.co.nz. If you are not buying a vehicle from a licensed motor vehicle dealer, be sure to get the car checked by a mechanic before you buy it. Information and advice: www.nzta.govt.nz/vehicles/buying-and-selling-a-vehicle/buying-a-vehicle/

When you buy a car, make sure it has:

- A current Warrant of Fitness issued within the last 30 days this means it has passed a road safety test.
- A current vehicle licence (registration) sticker you will need to pay to get a new licence if it has expired.
- You should also check there is no money owing on the car.

Car Insurance

Car insurance is very important and should be purchased at the same time you buy your car. If you have an accident without insurance, you will have to pay for all costs, including the repair to your car, and anyone else's car involved. This will be very expensive. There are many different types of car insurance, from full cover to third party.

Here are some insurers (you can find more options online):

Automobile Association (AA)

Free phone: 0800 500 213 www.aainsurance.co.nz

State

Free phone: 0800 80 24 24 www.state.co.nz

Tower Insurance

Free phone: 0800 808 808 www.tower.co.nz

AMI

Free phone: 0800 100 200

www.ami.co.nz

SIS Insurance

Free phone: 0800 801 701

Other tips

- Helmets are compulsory when riding a motorbike or bicycle.
- There is a zero-alcohol limit for drivers under 20 years that means if you drive after one drink, you can be charged with drink driving.

Policies

Wintec has a number of policies and procedures that play an important part in making sure everything runs smoothly. Some of the policies are listed below. It's important to know your rights and know what you can expect. We encourage you to read these policies.

More information

www.wintec.ac.nz/student-resources/policies-and-forms/policies

Code of Conduct

Tertiary institutes are places where there is debate and challenges of understandings and ideas, between students and staff members. That is the essence of the rights associated with academic freedom. However, with rights come responsibilities.

As a student, you are expected to exercise your rights to academic freedom while maintaining respect for others' views and beliefs that may differ from your own. The Wintec Code of Conduct for Students, Peer Tutors and Student Mentors outlines the principles of conduct you are expected to follow.

Academic Regulations

The Academic Regulations set out the regulations governing academic programmes at Wintec and covers student admission, assessment, progression, and graduation.

Purpose of the Academic Regulations

- To be used as a reference and action guide by students and staff.
- To promote a shared understanding of academic requirements and expectations of staff and students.
- To promote transparency and consistency, ensuring all students are treated fairly and equitably.
- To uphold the academic standing of Wintec and the integrity of its awards.

The Academic Regulations apply to all staff and students of Wintec. You should familiarise yourself with the Academic Regulations and seek advice and guidance if needed.

More information:

www.wintec.ac.nz/student-resources/policies-and-forms/policies

Anti-bullying and harassment

Bullying and harassment in any form is not acceptable at Wintec.

Harassment may include an unwelcome comment, conduct, or gesture that is insulting, intimidating, humiliating, malicious, degrading, or offensive. This may include sexual or racial harassment.

Wintec is committed to ensuring our learning environment is healthy and safe for students an staff. We want to promote a culture of dignity and respect, where people are free from bullying and harassment in all its forms, and we take our obligations in this respect seriously.

More information (or to raise a concern):

www.wintec.ac.nz/student-resources/anti-bullying-and-harassment

Prevention of and Response to Family Violence

We are committed to ensuring a healthy and safe place of work and study. We will do all we reasonably can to support staff or students who experience the effects of family violence whilst at Wintec.

More information (or to raise a concern):

www.wintec.ac.nz/student-resources/policies-and-forms/policies

Education (Pastoral Care of International Students) Code of Practice

This Code is a document which provides a framework for service delivery by educational providers and their agents to you, as international students.

The Code sets out the minimum standards of advice and care that are expected of education providers with respect to you. It applies to pastoral care and provision of information only and not to academic standards. The Code applies to all New Zealand education providers with international students enrolled.



View and download the Code of Practice here:

www.nzqa.govt.nz/providers-partners/education-code-of-practice/

What to do if something goes wrong

If you have concerns about your treatment by Wintec or by an agent of Wintec, the first thing you must do is contact the International Centre. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are related to your course or experiences at Wintec, it is very important that you give Wintec the opportunity to respond to your concerns.

You may do this informally in the first instance (for example, discuss an academic issue with your tutor), but use the Wintec formal complaints procedure if that is not successful.

If your concerns are not resolved by the internal grievance procedures, you can contact New Zealand Qualifications Authority (NZQA) who will manage your complaint.

More information

www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaintabout-a-provider/

Computer Use Policy

When you sign your Student ID Card, you are agreeing to the conditions set out in the Wintec Computer Use Policy.

These conditions state that you must:

Obtain approval before:

- Accessing the system.
- Allowing any other person to access the system.
- Undertaking work for any individual or any organisation other than Wintec.
- Accessing any other computer system within New Zealand or overseas.

Ensure that where the use of the system incurs costs:

- By Wintec, they must obtain the authority of the appropriate Head of School.
- By any other person or organisation, they must obtain authority.
- Only access, alter, delete information on the system they are authorised to use.
- Obtain appropriate approval before making, holding, running, or modifying copies of any software provided by Wintec.
- Use the System only for the purposes for which access is granted.

Improper use may result in:

- Temporary or permanent cancellation of computer access.
- Removal from your programme of study.

International Student Attendance Policy

Your teachers will record attendance for all teaching sessions. If you attend (in class or on Zoom for example), you will be marked as present. If you are marked as anything other than present, we will get in touch with you to find out if everything is ok and what support you need. Please respond to our messages — we're here to help.

If your attendance is below 80%, Immigration New Zealand will be notified. If your attendance is poor and you are not making satisfactory progress, Immigraton New Zealand may decide to revoke your visa.

Student complaints

Complaints and complaints resolution is important for us to monitoring the quality of your time at Wintec — if we do not get complaints, we cannot correct what is wrong.

Verbal complaints

If you have a complaint, please discuss it with a staff member first — either your tutor, Programme Manager or Team Manager at your Centre or a staff member from the International Centre. You can also post feedback in Student Voice, to receive a response within one working day. If your complaint cannot be resolved, you can make a formal complaint. Forms: www.wintec.ac.nz/student-resources/student-feedback

Immigration Matters

Visit us at the Student Enrolment and Information Centre for more information or help with immigration matters.

Attendance

You've made the commitment to study in New Zealand and are expected to attend all classes. It is a condition of your student visa. Your health, wellbeing and academic success are important to us and we know that when students miss classes, they miss important information.

If you are sick and cannot come to class, please let your teachers know. Please see a doctor and get a medical certificate. If you cannot get to a doctor, call the Wintec Health Services and tell them about your symptoms.

Expired visa

Make sure you remember to review your visa before it expires - if you forget, you may become unlawful in New Zealand and be asked to leave the country.

Compulsory insurance

It is compulsory for you as an international students to have current medical and travel insurance while studying in New Zealand. Your insurance must cover you from the beginning of your studies until at least the expiry date of your student visa. This is a New Zealand Government requirement as outlined in the Education (Pastoral Care of International Students) Code of Practice and under Immigration New Zealand policy.

You will be automatically enrolled into the Wintec Insurance scheme and a policy charge will be added to your tuition fees upon enrolment. Students who have opted to purchase an alternative policy will have this charge removed once you have presented your policy to Wintec at the Student Enrolment and Information Centre. Where insurance is provided by an overseas provider, students must provide Wintec with the policy details in English.

Student passports and visas

If your programme of study goes for more than 12 weeks, you must have a current student visa on your passport. It is your responsibility to ensure your visa and your passport are is up to date at all times.

If you do not have a valid student visa, or an interim visa, you are not allowed to attend class, submit assignments or sit examinations.

You may need to get the help of a licenced immigration advisor if your visa expires before you apply for a new one.

Police conviction

If you are arrested and convicted of an offence, Immigration New Zealand may terminate or revoke your permit visa and and ask you to leave the country.

Visa renewal on campus

Immigration New Zealand and Wintec have formed a partnership to make the student visa renewal process easier for international students through Students Online.

What is 'Students Online'?

Students Online is a student visa system, developed by Immigration New Zealand, to process student visa applications. Wintec can apply to Immigration New Zealand to renew your visa on your behalf through Students Online. Applications for changes from work or visitor visas to student visas will be processed. Wintec provides your application details to Immigration New Zealand electronically and they let us know if it has been accepted. It so, they provide visas electronically.

You are eligible to use Students Online if:

- You are a full fee-paying international student.
- · Your attendance is 95% or higher.
- You already have a valid visa and passport.
- You study at or are being transferring to study at Wintec.

You are not eligible if:

- You do not already hold a visa.
- You only hold a limited purpose visa.
- You do not meet academic enrolment requirements at Wintec.
- Your attendance is < 95%.



What do you need to do?

Come and see us with your passport at the Student Enrolment and Information Centre. We will provide you with the correct application forms and advise you of any additional information you may need to provide.

Forms are also available here: www.wintec.ac.nz/international/how-to-apply/visas.

You can also renew your visa at the Hamilton branch of Immigration New Zealand on the 5th Floor of the Westpac Trust Building, on Victoria Street, Hamilton.

If your visa expires and you are in New Zealand illegally, you risk being sent home.

Other Useful Information

Taxation

Goods and Services Tax (GST)

In New Zealand, everything incurs a Goods and Services Tax (GST). This tax is 15% and is normally included in advertised prices. However, if a price states 'excluding GST' or 'plus GST', you need to add 15% to the price.

Inland Revenue Department (IRD)

The Inland Revenue Department (IRD) is employed by the New Zealand Government to collect taxes.

The main situations in which you will be taxed are:

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

You will need to apply for an IRD tax number, so you are taxed at the correct rates. The penalties for evading tax or working illegally in New Zealand are high and can affect your immigration status, so it is important you follow these laws.

Download the application form for a IRD tax number here:

www.ird.govt.nz/managing-my-tax/ird-numbers/ird-numbers-for-individuals/living-overseas---ird-number-application

Learn more

www.ird.govt.nz

Justice of the Peace

Justices of the peace (JPs) are respected and trusted members of the community who have been given legal authority. They can witness and sign important documents and verify photocopied documents. Deniss Yeung is a JP available at Wintec (07 834 8800 ext 8537), along with Rachel Posa (07 834 8800 ext 3547). You can find JPs in Hamilton here: www.justiceofthepeace.org.nz.

Embassies and high commissions

If you need to contact the Embassy or High Commission from your country while in New Zealand, ask at the Student Enrolment and Information Centre.

New Zealand Foreign Affairs & Trade

www.mfat.govt.nz/en/embassies/

Useful Links

Immigration New Zealand

www.immigration.govt.nz/

Current Events

www.tvnz.co.nz

New Zealand Customs

www.customs.govt.nz

Ministry of Health

www.moh.govt.nz

Accident Compensation Corporation

www.acc.co.nz

Language Line

www.ethnicaffairs.govt.nz

Kiwi Careers/Career Services

www.kiwicareers.govt.nz

Department of Building and Housing

www.dbh.govt.nz/housing/tenancy

Ministry of Education

www.minedu.govt.nz/goto/international

Lifeline Aotearoa (24/7 help line)

www.lifeline.org.nz

Family Planning Association Sexual and reproductive health

www.fpanz.org.nz

Inland Revenue Department (tax)

www.ird.govt.nz

InterCity (national bus network)

www.intercitycoach.co.nz

Hamilton Bus Service

www.busit.co.nz

Hamilton Information

www.hamilton.co.nz

Budgeting Advisory Trust

www.budgeting.co.nz

Waikato Migrant Resource Centre

www.wmrc.org.nz

NZ Police

www.police.govt.nz

NZ Civil Defence

www.civildefence.govt.nz

YWCA Hostel Hamilton

www.ywcahamilton.org.nz

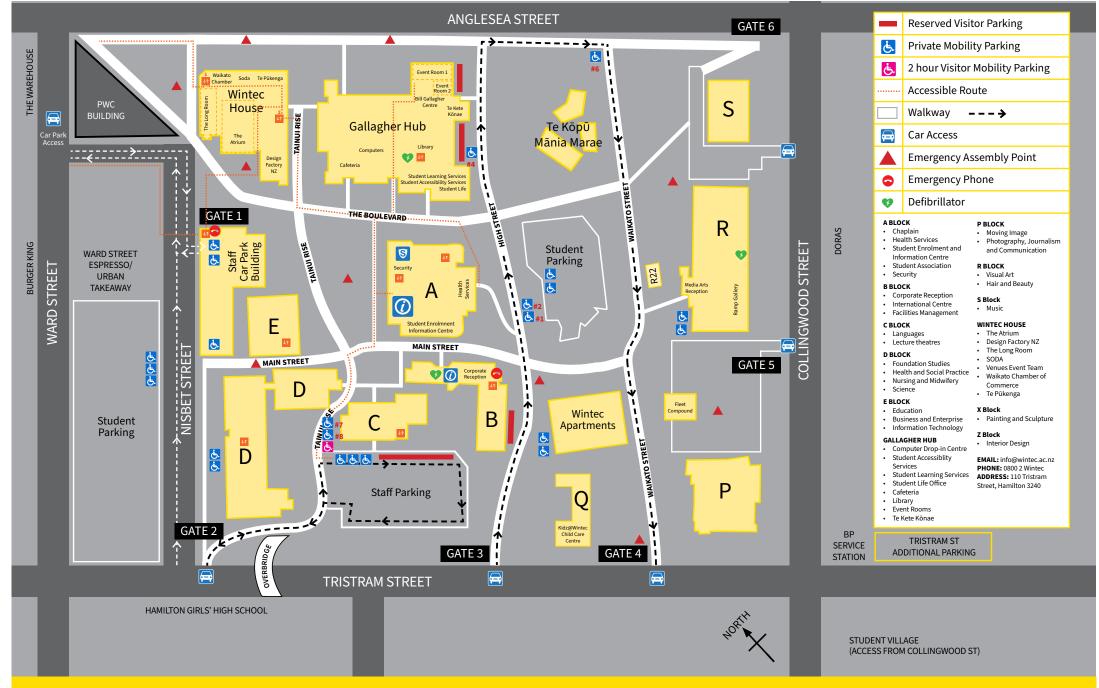
NZ Land Transport Authority

www.ltsa.govt.nz

Hamilton Events

www.whatsonhamilton.co.nz www.hamiltonwaikato.com









- The Training Space
- Engineering and Industrial Design
- Trades

L BLOCK

- Hospitality
- Windows Trainee Restaurant

M BLOCK N BLOCK

• Animal Care

Q BLOCK

- Sport Science and Human Performance
- Biokinetic Clinic
- Waikato Human Performance Hub

S BLOCK - ROTOKAURI HUB



- Toilets
- Prayer Room
- Study Rooms
- Cafeteria
- Library
- Computers
- Health Services
- Student Support
- IT Service Desk
- Student Enrolment and Information Centre

SPORT WAIKATO

Physiotherapy

