

# International Student Handbook









# Welcome to Wintec

Our dedicated International Centre, committed tutors and staff, will ensure that you get the most out of your journey during your time at Wintec.

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 [facebook.com/wintecstudent](https://facebook.com/wintecstudent)

 [@wintecnz](https://www.instagram.com/wintecnz)

 [wintecnz](https://www.snapchat.com/add/wintecnz)



## Welcome! Nau Mai!

Congratulations! You've chosen to study at one of New Zealand's largest and most respected Institutes of Technology.

Wintec offers internationally recognised programmes that have been developed in association with respected industry professionals. This means you're learning the practical skills that employers are looking for. It's the perfect first step to launching your career!

In this handbook, find the information that you need to get the most out of your time here. Support services, free workshops, induction and welcome orientation information... Keep reading to find out more.

## The International Centre

Our friendly International Student Services team are ready to provide you with the support and advice you need to have a positive experience.

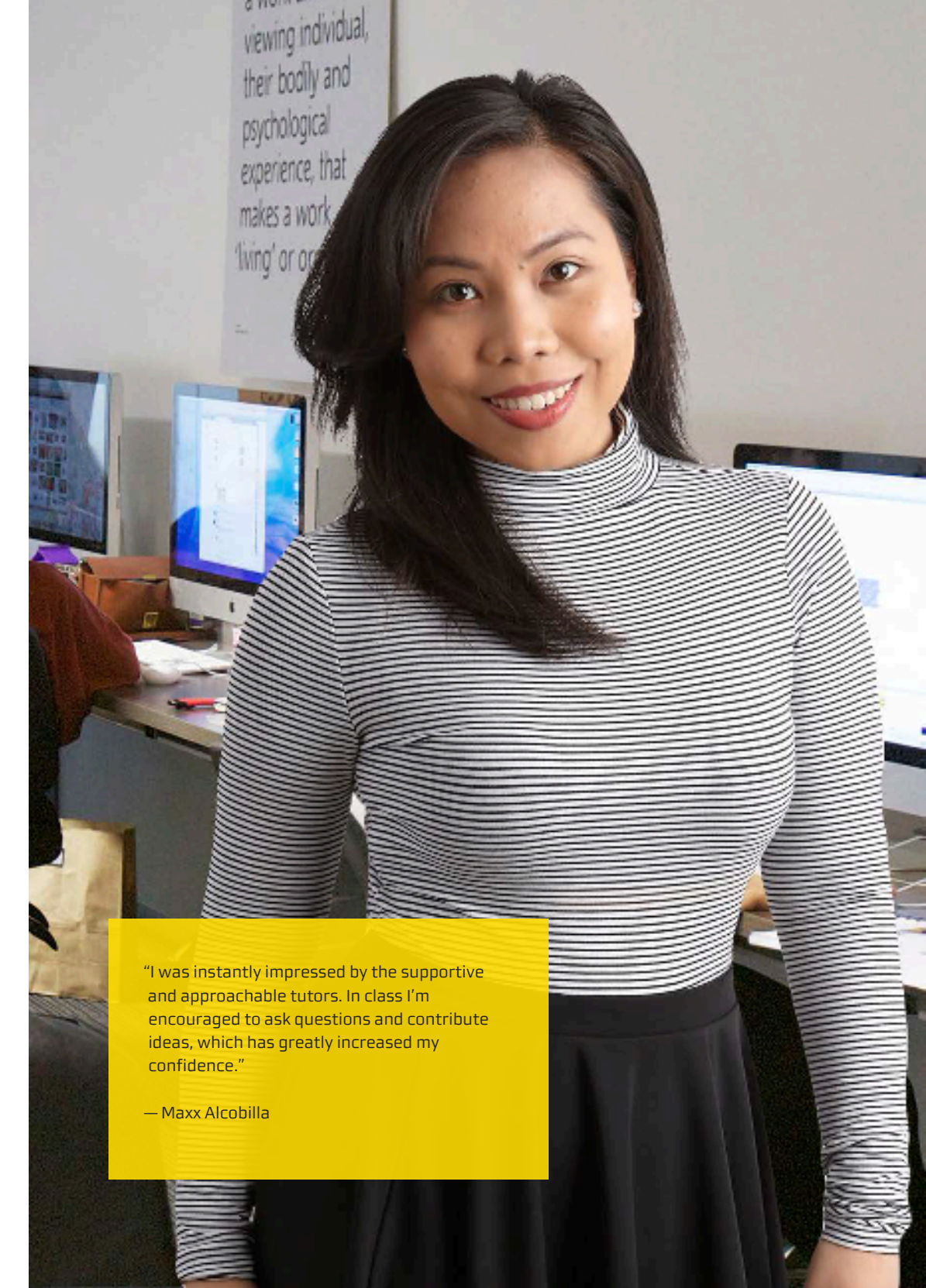
We can help you with your accommodation needs, getting you settled into your studies, emergency assistance and pastoral care.

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

You'll find us in B Block on the City Campus.







a work  
viewing individual,  
their bodily and  
psychological  
experience, that  
makes a work  
'living' or or

"I was instantly impressed by the supportive and approachable tutors. In class I'm encouraged to ask questions and contribute ideas, which has greatly increased my confidence."

— Maxx Alcobilla

## International Orientation

The programme will provide you with essential information to ensure you have a positive experience at Wintec. Attendance at these sessions is **compulsory** and it is endorsed by Immigration NZ and NZQA [www.nzqa.govt.nz/providers-partners/caring-for-international-students/](http://www.nzqa.govt.nz/providers-partners/caring-for-international-students/)

## Timetables

Check out your timetable on Moodle or at [www.wintec.ac.nz/timetables](http://www.wintec.ac.nz/timetables) (be sure to re-check it as last minute room changes may occur).

## Checklist

- ☐ I have a current International Student Visa.
- ☐ I have current medical insurance.
- ☐ I have met the staff at the International Centre.
- ☐ I have attended the International Student Welcome Orientation.
- ☐ I have current medical insurance.
- ☐ I am aware that I must attend all of my classes.
- ☐ I have emailed or phoned my family to say I have arrived safely.
- ☐ I've completed my English assessment test (language students only).
- ☐ I've met my programme manager and organised my modules of study.
- ☐ I have found my lecture theatre, tutorial or laboratory rooms.
- ☐ I have converted my mobile phone for use in New Zealand.
- ☐ I have opened my bank account.

## 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 are a great way to meet new people. Throughout your time at Wintec there will be plenty going on so don't miss out!

We like to celebrate cultural events. For more information about events visit the International office located in B Block, Hamilton City Campus.





# Accommodation in Hamilton

There are three main accommodation options available to you: flatting, homestay or hostel. The International Office has a placement service to assist you to find the most suitable accommodation. Students who choose to go into a flat must make their own arrangements. For information about accommodation options please visit the student accommodation advisor in the International Centre.

You must complete the accommodation application forms and send through to [international.accommodation@wintec.ac.nz](mailto:international.accommodation@wintec.ac.nz). Accommodation application forms can be found here: [www.wintec.ac.nz/international/living-and-studying-in-new-zealand/accommodation](http://www.wintec.ac.nz/international/living-and-studying-in-new-zealand/accommodation).

## Students Under the Age of 18

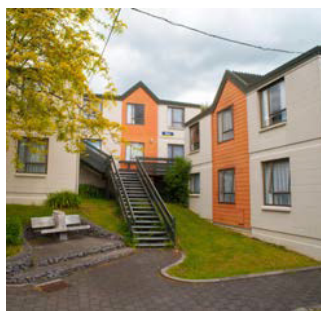
Under the NZQA Code of Practice for the Care of International Students, Wintec requires all students who are under the age of 18 to be housed in Wintec approved accommodation. You will find under 18 accommodation application forms, outlining your options here: [www.wintec.ac.nz/international/living-and-studying-in-new-zealand/accommodation](http://www.wintec.ac.nz/international/living-and-studying-in-new-zealand/accommodation).

## Wintec Accommodation

### Wintec Student Village

Only a 5 minute walk from the Wintec city campus and downtown Hamilton, the Wintec Student Village offers a relaxed atmosphere, a pastoral care environment and a range of social and cultural activities through the year.

Bedrooms include a bed, study desk, cupboards and a wardrobe, with access a phone, wireless internet, kitchenette (excluding oven), separate toilet and shower. There is a shared full kitchen, TV lounge, games room and laundry. There are 3 main meals provided on week days and 2 main meals on the weekend.



#### Costs - Wintec Student Village

Single Room (includes rent & meals)	\$290/week
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Not including bond, administration or activity & equipment fees



## Wintec Apartments

Wintec Apartments offer a modern, self-catered style of accommodation situated in a three-level apartment complex building located on the Wintec City campus. Wintec Apartments include four apartments per level, each containing 5 or 6 rooms, separate shower and toilet facilities, plus full kitchen and dining facilities. Each level of the building offers a large common room/ study area, with shared laundry facilities and storage for bicycles and other large items available on the lower ground floor.

Services include telephone for local calls and full access to Wintec's high speed wireless internet available free to students staying in the apartments.

Security features include - swipe card access into your own apartment and into your individual room, site-wide



Costs - Wintec Apartments  
(based on a minimum 22-week contract / 1 Semester)

Single Room (includes rent)

\$200/week

Not including meals, bond, activity & equipment or laundry fees

## Homestay Accommodation

Homestay is where you stay with New Zealand families, in their homes. Our Homestay Hosts are carefully selected for their kind and caring responsibilities. A Homestay can be a retired couple, a single-parent family, a single, divorced or widowed individual, as well as a traditional family. They can be young or older, with or without children, and have one or more pets. Many of the families have travelled, lived abroad or have hosted students before so they can know the challenges you face while in New Zealand.

The minimum period you must remain in your Homestay is 4 weeks. If you wish to leave after the 4 weeks, you must give 2 weeks notice. If you do not advise your Homestay Host in advance, you will have to pay a further two weeks rent.

## YWCA Hostel

The YWCA is a 10 minute walk from Wintec City Campus and very close to the Waikato Hospital, Lake, Supermarkets and the Central Business District of Hamilton. It provides permanent or casual accommodation for both males and females. The minimum stay is 4 weeks. The YWCA is a smoke-free environment.

- Each floor has: A shared kitchen equipped with fridge, freezer, microwave, oven, jug and toaster, a lounge with a television and DVD, bathrooms with shared unisex toilets and showers.

Costs - YWCA Hostel	
Single Room	\$145/week
Twin Room (if sharing with a friend)	\$130/week per person
Twin Room (alone)	\$155/week

Not including bond, key deposit or linen. You will need to provide your own kitchen and eating utensils, blankets, linen, pillows, towels and food - or you can temporarily hire these items for an extra \$10 per month (2 months maximum)

Address: 28 Pembroke Street, Hamilton

Phone: 07 838 2219 ext 2.

Visit the YWCA website for office hours, check in times & more information - [hamilton.ywca.org.nz/hostel/](http://hamilton.ywca.org.nz/hostel/)



## Flatting

Flatting is when you rent a home with a group of your friends. If you are thinking of going flatting, you will need to consider the following:

- You will need to pay a bond, which is approximately 2 or 4 weeks rent.
- Some flats do not have furniture, fridge, washing machine, bed, linen, cutlery and cooking utensils so you will need to buy these yourselves.
- You may have to pay a deposit for your electricity connection.
- You may have to pay a deposit for your phone/internet connection.
- Also, you will need to budget for other expenses, like food, electricity, telephone and Sky TV costs (if available).
- You will also need to think about any problems that may occur if some of your friends do not think the same way, or if some friends don't contribute to the rent on time, or if some of your friends move out, you will end up paying more for the rent.

*If you are looking for a flat, visit [www.studentflat.co.nz](http://www.studentflat.co.nz) or [www.trademe.co.nz/property](http://www.trademe.co.nz/property)*

For guidance on flatting/renting, please visit: [www.tenancy.govt.nz](http://www.tenancy.govt.nz)

Here are some Rental Agencies in Hamilton that can help you if you are looking to move out into a flat.

### **Ray White Real Estate**

91 Victoria Street, Hamilton  
Phone: 07 839 7060  
[hamiltoncity.nz@raywhite.com](mailto:hamiltoncity.nz@raywhite.com)  
[www.rwhamilton.co.nz](http://www.rwhamilton.co.nz)

### **Harcourts Hamilton Rentals**

Shop B, GO1 / 1 Village Quarter  
Phone: 07 834 0980  
[hamilton.rentals@harcourts.co.nz](mailto:hamilton.rentals@harcourts.co.nz)  
[hamiltonrentals.harcourts.co.nz](http://hamiltonrentals.harcourts.co.nz)

### **Lugtons, Central Hamilton**

1010 Victoria Street, Hamilton  
Phone: 07 838 3800  
[property@lugtons.co.nz](mailto:property@lugtons.co.nz)  
[www.lugtons.co.nz/rental\\_list.php](http://www.lugtons.co.nz/rental_list.php)

### **Lodge City Rentals**

931 Victoria Street, Hamilton  
Phone: 07 856 4500  
[admin@lodge rentals.co.nz](mailto:admin@lodge rentals.co.nz)  
[www.lodge.co.nz/Rentals](http://www.lodge.co.nz/Rentals)

### **Quinovic**

226 Tristram Street, Hamilton  
Phone: 07 839 0400  
[enquiries@quinovic-hamilton.co.nz](mailto:enquiries@quinovic-hamilton.co.nz)  
[www.quinovic.co.nz/hamilton](http://www.quinovic.co.nz/hamilton)

### **Waikato Real Estate Ltd**

871 Victoria Street, Hamilton  
Phone: 07 838 9988  
[info@wre.co.nz](mailto:info@wre.co.nz)  
[www.wre.co.nz](http://www.wre.co.nz)



# Adjusting to life in New Zealand

When you leave your own culture and go to another, you may experience a wide range of feelings and reactions.

## Culture Shock

It is common for international students to experience feelings of excitement and enthusiasm on arriving in New Zealand. Everything appears new and exciting.

After you have settled into your studies, you may experience feelings of loneliness, sadness, home-sickness, isolation and possibly frustration and anger or you may doubt your decision to come to New Zealand.

Experiencing some or all of these feelings is known as culture shock. Don't worry, this is normal and you are not alone. Every student is affected by it in one way or another.

Some of the differences between life in your home country and life in New Zealand may be: Language, food, climate, social life, religious beliefs,





education system, family life and occupations.

Other differences that you may experience include:

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

Due to these feelings, you may be asking yourself questions such as:

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

Your body and your mind may react in unusual ways to the stress and confusion of living in a new culture. Some of the reactions you experience may be:

- Feeling isolated or alone.
- Feeling confused.
- Missing your family and friends back at home.
- Sleeping too much or tiring easily.
- Suffering body pains, especially in the head, neck, back and stomach.
- Wanting to return home or feeling angry towards local people.
- Dependent on other people from your home country.
- Feeling nervous.
- Finding it difficult to express yourself in English.

## **How You Can Adjust to a New Culture**

Understand that there will continue to be uncertainties and confusion. Imagine how a local resident might react to living in your own country.

Observe how people in your new environment act in certain situations that are confusing to you. Try to understand why they behave as they do. Avoid judging things as either right or wrong; regard them as being different.

If you are facing a difficulty, try to take a long walk, or write a letter.

Accept the difficult challenge and believe in yourself that you are able to adjust to the new culture.

Recognise the advantages of living in a new culture and share your

experiences with different people. Avoid having friends only from your country, learn to mix with domestic students and share each other's cultures.

Acknowledge your progress and that you will make a successful adjustment to your new culture.

Throughout the period of cultural adaptation, take good care of yourself. Read a book or rent a video in your home language, take a short trip if possible, exercise and get plenty of rest, write a letter or telephone home, eat good food, and do things you enjoy with friends. Take special notice of things you enjoy about living in the new culture.

Although it can be a little scary, the "shock" will gradually go away as you begin to understand the new culture. If you are struggling, please come and see us at the International centre. We have are here to help!

## **Ethnicities in New Zealand**

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

People of European and Māori ethnicity make up 67.6% and 14.6% of the population respectively. 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 are interested in learning about other people's culture and society. You will find that they will ask questions about you, and that they are happy for you to ask questions about them, and about New Zealand in general.

## **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, such as grandparents, aunties, uncles and cousins, to be living together in one house. Most families in New Zealand live in modest houses with three or four bedrooms and a small garden, though, in recent years, 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.

## Clothing

On most occasions 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 the summer. During Winter, it is common for men and women to wear 2-3 layers including a warm jacket.

## 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 with friends.

New Zealanders rarely visit each other without calling in advance and letting the person know that they intend to visit and what time they will arrive.

## Religion

According to 2006 Census information, just over two million people in New Zealand (55.6%) categorise themselves as Christian (Anglican, Catholic and Presbyterian are the main denominations), and nearly 1.3 million do not have a religious affiliation. Other religions in New Zealand include Buddhism, Islam, Hinduism and Judaism.

There are many religious groups and organisations throughout the country. The best way to find contact information for them is to look in the phone book, under the 'Churches and Religious Organisations' section of the Yellow Pages or under the name of the religious group or denomination in the White Pages.

[www.yellowpages.co.nz](http://www.yellowpages.co.nz) or [www.whitepages.co.nz](http://www.whitepages.co.nz)



## NZ Society

New Zealand is a very open society. On the whole, 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.

All tertiary education is mixed, with males and females in the same class. You will probably have both male and female teachers, 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 the wife/mother in a New Zealand family may be slightly different from what you are used to.

## Personal Space

New Zealanders like a large 'personal space' so when talking with someone, it is a good idea to stand a few feet away from that person.

## Touching

Men and women in a relationship are usually 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 acceptable not to drink alcohol when socialising.

## 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.

Dogs in particular are very common. 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, you should be cautious about approaching them.

Here are some 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 from a dog

if you are uneasy about it.

- Never tease dogs.
- Supervise children at all times when a dog is nearby.
- Don't behave excitedly around a dog or run close to it.

Should you find that you are allergic to cat or dog hair, anti-histamine tablets can treat these allergies and may be purchased at chemists (also known as pharmacists).

*For guidance on how to handle dogs safely see: [www.dogsafety.govt.nz](http://www.dogsafety.govt.nz)*

## Gambling

There are 4 types of gambling that are legal in New Zealand:

- Lotteries: Lotto, Daily Keno. There is no age limit.
- Instant Kiwi: scratch card. You must be 16 years of age or over to purchase this card.
- TAB: gambling on horse racing and other sports. You must be over the age of 18 years.
- Casinos: legal age to enter any casino is 20 years.

*If you know of 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](http://www.pgfnz.org.nz).*

## Alcohol

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

If you are 18 years of age and over, you will be asked to show your ID card, your Passport or a Drivers Licence before entering these places. It is also illegal to drink alcohol in public places, like parks, city streets or the beach.

You are not allowed to drive a vehicle if you have gone over your limit of alcohol. If the Police catch you, you will be fined, your vehicle taken away from you or you may also be jailed. [www.police.govt.nz](http://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 the car horn is hardly used. 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 very passionate about the outdoors. Much of their entertainment is done outdoors.

New Zealanders also love sport. Popular sports include rugby, cricket and netball.

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 go ahead of someone else, who was already in the queue when you arrived.





## **Making Friends**

New Zealanders are very friendly. They like to joke and smile but are slow to make friends with others. 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 doesn't matter if you make mistakes with your English. Making mistakes and learning from them will improve your communication.

## **Punctuality**

In New Zealand, you need to be on time. For example if you have an interview or you are required to meet someone at 3:00pm, you should be there at 3:00pm. 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 say thank you, or please.

## **Discrimination**

Discrimination is against the New Zealand law. All people are equal. 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.

## **Meals and Table Manners**

Most New Zealanders eat three meals each day: Breakfast (from 7:00am to 8:00am), lunch (from 12:00 noon to 2:00pm) and an evening meal, dinner or tea (from 6:00pm to 8:00pm).

New Zealanders usually eat with a knife, fork and spoon. If you are not sure which one to use, ask your hosts. If your host asks you if you would like 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.

## Servants

There are no servants in New Zealand. Children are taught how to do tasks around the house and husbands usually share the household duties. Sometimes people employ a cleaner, who may come once a week to clean the house, but usually people do their own housework, child care and gardening themselves.

## Tipping

Tipping is not expected. People sometimes tip the waiter/waitress in an expensive restaurant. Tips are not given in cafeterias or fast food restaurants, eg. McDonalds.

## Safe in the Sun & Water

New Zealand has the highest skin cancer rate in the world. The ozone layer is thinner over New Zealand than any other part of the world, so be sure to wear sunscreen in the Summer (SPF 30+) (reapply it regularly and avoid the sun during the middle of the day). See more sun and water safety tips here: [www.sunsmart.org.nz](http://www.sunsmart.org.nz) / [www.surflifesaving.org.nz](http://www.surflifesaving.org.nz)

Before you go out and enjoy adventures New Zealand has to offer visit [www.adventuresmart.org.nz](http://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 life jacket when you are on a boat.

## Toilets

New Zealand toilets are used in the western manner. This means that men either sit on the toilet or lift up the toilet seat and stand in front of the toilet bowl. Women always sit on the toilet seat. Most people use toilet paper rather than 'splashing' themselves. Toilet paper is flushed down the toilet but women's sanitary towels are wrapped and placed in the rubbish bin provided.

Public toilets in New Zealand are generally free to use and are usually segregated for male and females. They are non-squatting, European-style toilets and often there are urinals provided for men. Water basins are available for washing hands and usually have two taps: one for hot water and one for cold.



## Rubbish and Litter

The Hamilton City Council keeps the streets clean and takes away household rubbish. It has a rubbish collection service which collects rubbish that is placed in rubbish bags near the street once a week. There is also a recycling service – each household has a green bin for items that can be recycled, for example plastic bottles, tin cans and newspaper. This is also collected and emptied on the same day as your rubbish. Littering or dropping rubbish on streets, or public places is an offence and you will be fined.

## Noise

In most cities, it is an offence to make very loud noises that are annoying to other people, 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.

## Safety Tips

- At night walk in areas where there is a lot of light. If you are coming out of class in the dark on your own advise security or walk with a friend.
- When you go out let one of your friends or your home stay know where you are going and when you will be coming back home.
- Don't carry a lot of money with you.
- Carry a mobile phone or local telephone card, a map, your address and telephone number.
- Save Wintec's Security number in your mobile: 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.
- Keep your house or room locked.
- In an emergency call 111.

## Natural Disasters

Due to its location and environment, New Zealand can have weather related or volcanic disaster, 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's vital that you are prepared. For more information visit [www.getthru.govt.nz](http://www.getthru.govt.nz)



## New Zealand Māori Culture

Māori are recognised as the 'Tangata Whenau' (the people of the land) of New Zealand. One in seven New Zealanders are identified 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'.

Most Māori people 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 will have to follow the protocol of the Marae in that region.

When visiting a Marae, try to go with someone from that Marae.

If you are welcomed onto a Marae, there are various protocols you should follow to show respect:

- Watch and copy behaviour rather than asking questions all the time.
- Never shout.
- Don't walk in front of people who are speaking.
- Do not sit on pillows or tables and benches.
- Turn off your cell phones during the ceremonies.
- Take off your shoes when entering the sleeping house ('Wharenui')
- The Māori form of greeting is the 'Hongi'. This is known as the 'pressing of noses'. If you find this hard to do, it is alright to shake hands with the host people instead. On the Marae, men usually sit in front of the women. During the formal events on most Maraes, men make the speeches and women sing in support.

If you want to take photographs or video at a Marae, you must ask the people of the Marae before you take your camera out of its case. If you do get permission, ask your hosts when you should not take photos (this might be during the formal events).

## New Zealand Words and Phrases

The following is a list of some New Zealand slang expressions and their meanings. Warning – care should be taken with the use of these words, as some are only appropriate for use in conversation with close friends!

**Awesome** - Fine or excellent.

**Bach** - A holiday home. Also known as a crib in the south island.

**Barbie** - Barbecue (BBQ)/food cooked outside over a charcoal or gas fire.

**Bro** - Term of address for a male friend or relative.

**Bring a Plate** - Everyone brings food to share. Don't bring an empty plate.

**Bush** - New Zealand native forest.

**BYO** - Bring Your Own. A BYO restaurant is a restaurant that allows customers to bring their own wine to drink with their meal.

**Cheers** - Thanks.

**Chocker** - Full.

**Choice** - Fine, excellent.

**Cool** - Good, acceptable.

**Feed** - A meal.

**Gumboots** - Waterproof rubber boots (called Wellingtons in Britain).

**Gutted** - Very disappointed.

**Hard Case** - An eccentric person.

**Hard Core** - Something/someone that represents the extreme.

**Jandals** - Rubber sandals or thongs (called flip flops in Britain).

**Jersey** - Sweater or warm top.

**Kiwi** - New Zealand native bird and symbol of New Zealand. Also, a general term for a New Zealander.

**Lolly** - The usual word for sweets or candy.

**Mate** - A friend, also a term of address.

**No Worries** - No problem, it's alright.

**Potluck Dinner** - Everyone brings a prepared food to share with all the guests. Same as bring a plate.

## Garage Sales

These are advertised in the classified section of the newspaper on a Friday afternoon and are held at private houses on Saturdays and Sundays. You may also see signs outside people's houses.

Make sure you go early to a garage sale before everything gets sold.

## Notice Boards

Sometimes Wintec notice boards advertise a lot of items.

## Trade Me

[www.trademe.co.nz](http://www.trademe.co.nz)

## Rental and Hire

Below are names of rental and hire places where you can hire furniture and whiteware for a low cost per month.

### **Budget Appliance Hire Centre**

13 Jolly Street, Hamilton  
Phone : 07 847 8070

### **Mr Rentals Home Appliances**

27A Lincoln Street  
Free phone: 0800 111 313  
[www.mrrentals.co.nz](http://www.mrrentals.co.nz)

### **Lawrences Home Appliances Centre**

14 Clyde Street, Clyde Shopping Centre, Hamilton East  
Phone 07 856 7612

## Used Furniture Stores

### **Secondhand Specialists**

379 Grey Street, Hamilton  
Phone: 07 859 0227

### **Cash-Inn**

30 Alexandra Street, Hamilton  
Phone: 07 839 9939

### **Hamilton Secondhand**

135 Ward Street, Hamilton  
Phone: 07 839 4102

### **Bader Bargain Centre**

21 Bader Street, Hamilton  
Phone: 07 843 4956

**Heaphy Terrace Used Furniture and Appliances**

991 Heaphy Terrace, Hamilton  
Phone: 07 855 5004

**Waikato Secondhand Centre**

441 Anglesea Street, Hamilton  
Phone: 07 839 3570

**Cash Converters**

311 Barton Street, Hamilton  
Phone: 07 838 0114

**Salvation Army Family Store**

716 Victoria Street  
Phone: 07 839 2223

## Specialty Food Shops in Hamilton

**Binn Inn** (*Flour, grains, spices, sauces and oils*)

Clyde Street Shopping Centre,  
Hamilton East  
Phone: 07 856 3494

**Gouda Cheese Shop** (*Dutch and European speciality foods*)

Thomas Road, Rototuna Shopping  
Centre, Hamilton  
[www.goudacheese.co.nz](http://www.goudacheese.co.nz)

**New Save Asian Supermarket - Hamilton Central**

(*Vegetables, fruit, butchery, groceries and food court*)  
130-136 Tristram Street, Hamilton

**New Save Asian Supermarket - Hamilton East**

(*Vegetables, fruit, butchery, groceries and food court*)  
246 Clyde Street, Hamilton East

**Thai Shop** (*Asian Speciality Goods*)

693 Grey Street, Claudelands,  
Hamilton  
Phone: 07 854 9216

**Asian Foods** (*Korean*)

Clyde Shopping Centre, Hamilton  
Phone: 07 859 1312

**Manbok Mart** (*Korean food and takeaway*)

509 Grey Street, Hamilton East  
Phone: 07 839 1971  
[www.manbokmart.co.nz](http://www.manbokmart.co.nz)

**Frankton Market**

Commerce Street, Frankton,  
Hamilton  
Saturday mornings, 8.00am to  
1.00pm

**Firdaus Halal Meats**

Shop 4, Fifth Avenue, Fairfield,  
Hamilton  
Phone: 07 855 5914

**Village Organics** (*Flour, grains, lentils, specialised foods*)

245 Commerce Street, Frankton,  
Hamilton  
Phone: 07 848 1155

**Hamilton Night Markets**

Kmart Undercover Carpark  
Bryce Street, Hamilton  
Saturdays 5.00pm-9.00pm





# Student Support Services

Wintec has support services to help you.

## International Centre - Specialised Support

Our friendly International Student Services team are ready to provide you with the support and advice you need to have a positive experience.

We can help you with your accommodation needs, getting you settled into your studies, emergency assistance and pastoral care.

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

You'll find us in B Block on the City Campus.

## Student Enrolment and Information Centre

If you haven't completed your enrolment requirements you need to visit the Student Enrolment and Information Centre (SEIC). They'll help you sort out your enrolment details, parking permits, and your student ID card. You can use this 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 Wintec's computer use policy. The SEIC team are also the people you need to speak to when you want to change programmes and re-enrol for next year.

*Located at A Block, Hamilton City Campus or Rotokauri Hub, Rotokauri Campus. To contact phone 0800 2 946 832 or [www.wintec.ac.nz/contact](http://www.wintec.ac.nz/contact).*

## Student Learning Services

If at any time you need help with your studies, there's a team of people at Wintec whose job it is to provide that help. Student Learning Services (SLS) staff give you the learning support you need. They offer free workshops, individual or small group tutoring, support in understanding English or your topics ranging from: Introduction to study; reading and essay writing, to science, maths and advanced study skills.

*Located at the Hubs on both City and Rotokauri campuses contact them on 07 834 8815 or email [sls@wintec.ac.nz](mailto:sls@wintec.ac.nz).*

## Health Services

You must declare to Wintec any medical conditions you may have as you may need extra help once you arrive. 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 when required.

For more information please visit [www.wintec.ac.nz/healthcentre](http://www.wintec.ac.nz/healthcentre).

*Located A Block, Hamilton City Campus or Rotokauri Hub, Rotokauri Campus. Call 07 834 8869 or email [healthcentre@wintec.ac.nz](mailto:healthcentre@wintec.ac.nz).*

Good resources for Mental Health can be found here Mental Health Foundation website [www.mentalhealth.org.nz/get-help/in-crisis/worried-about-someone](http://www.mentalhealth.org.nz/get-help/in-crisis/worried-about-someone)

## Library

Libraries are located at both the City and Rotokauri Campuses. Services are also offered to distance learners. Our friendly Librarians are happy to help should you have enquiries or require assistance to access resources. Individual and group study space is available at the Wintec libraries.

*For more information please visit [www.wintec.ac.nz/library](http://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, 7 days a week and can assist you with car parking, access, lost property, security advice and emergencies. They're also available to escort students around campus and to their vehicles after hours.

Please make sure you follow the directions of security staff at all times and if asked, produce your current student ID card. Bright yellow emergency phones located outside B block and in the large Collingwood Street student car park on the City Campus connect directly to Security.

In an emergency always dial 111.

Located at N Block, Hamilton City Campus or M Block, Rotokauri Campus.  
Call City on 07 8348800 ext 9000 or Rotokauri on 07 8348800 ext 8149 or  
email [security@wintec.ac.nz](mailto:security@wintec.ac.nz).

## Disability Support Services

If you would like short term or long term support due to a disability, come and meet our Disability Services Coordinator- Wade, or for more information please visit: [www.wintec.ac.nz/services](http://www.wintec.ac.nz/services)

Wade Limpus, 07 834 8800 ext 8552 or email [disability@wintec.ac.nz](mailto:disability@wintec.ac.nz).

## Study Buddy Programme

The Study Buddy Programme is designed to make you feel more at home and help you make friends. If you sign up to the programme, we will pair you up with a kiwi student who will help you adjust to life in New Zealand and meet with you periodically to do a fun activity. Activities could include, but are not limited to: Attend a comedy show, walk around the lake, meet for a coffee or meal, go shopping, study together, and more.

If you'd like more information about the Study Buddy Programme, visit the team in the International Centre (B Block, Hamilton City Campus).

## Kidz@Wintec

A great on-site child-care centre is available for Wintec student's children of up to five years old. Please enquire very early, as there are limited spaces available.

Located at Gate 3 , Hamilton City Campus. To contact phone 07 834 8812.





## Parking

If you're studying at or dropping into Hamilton City or Rotokauri Campus, find up-to-date parking information (including permits) at [www.wintec.ac.nz/parking](http://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.

## Student Feedback

Wintec welcomes student feedback (concerns, complaints or compliments). To provide feedback follow instructions on touch-screen computers in the Hub at City or Rotokauri Campus; or fill in a InformUs feedback form which can be found next to the red submission boxes in various campus locations.

## SAWIT

Wintec Students' Association (SAWIT) acts as a source of independent advocacy, information and representation for students. Membership of SAWIT is voluntary and makes you eligible for all sorts of benefits, including subsidised USBs, binding, advice and much more. SAWIT is also the point of contact for Student Job Search for all Wintec students.

*Located at the Hub, Hamilton City Campus and Rotokauri Campus. Phone 07 838 0557 or email [sawit@wintec.ac.nz](mailto:sawit@wintec.ac.nz).*

## Te Kete Kōnae

“Mā te mātauranga, te rangahau, me te whai mahi e ora ai te iwi”. The Māori and Pasifika Learning and Support Centre is a warm welcoming space that provides academic, cultural and pastoral support to all students and their whānau.

*Located at the Hubs on both City and Rotokauri campuses, email them at [tkk@wintec.ac.nz](mailto:tkk@wintec.ac.nz)*

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"When I started at Wintec I found it hard, but Student Learning Services helped me. They found me a peer tutor who helped me to understand what I didn't in class and helped me to find resources for my assignments. I'm having no problems now."

— Skyla Ha





## What's on Campus

One of the great things about being a student... is being a student! Here is some additional information so that you can have the best possible student experience during your time here at Wintec!

### Campus Cafés

You'll 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.

In the student areas of all our campuses there are microwaves, hot water and snack vending machines.

### Urban Hair and Urban Spa

Located in Wintec House on the City Campus, Urban Hair and Urban Spa offer a full range of inexpensive hair and beauty services from their

modern refurbished facilities. Contact them to book an appointment.

*For more information please visit [www.wintec.ac.nz/urban](http://www.wintec.ac.nz/urban).*

## Windows Training Restaurant

At Windows you'll be spoilt for choice from a varied seasonal menu, beautifully prepared and served by our Centre for Hospitality students.

Windows has been refurbished recently and offers you the option of dining in a modern, peaceful environment at the Rotokauri Campus at extremely good value.

It's a great, low-cost dining option for you and your friends or family!

*For more information please visit [www.wintec.ac.nz/windows](http://www.wintec.ac.nz/windows).*

## Prayer Room

The prayer room is available for student use and has washing facilities. You can find prayer rooms in the Gallagher Hub at the City Campus and the Gallagher Hub at Rotokauri Campus.

## Employment Advice and Support

If you need help with preparing your application for your holiday job, part-time work or in preparation for your first graduate role, visit the Student Life Office or find more information on our website [www.wintec.ac.nz/student-life/support-services/careers-centre](http://www.wintec.ac.nz/student-life/support-services/careers-centre).

Students MUST attend one of the Fortnightly CV and Cover Letter Info sessions before they can book an appointment with the Careers Advisor.

They can come to the Student Life office for dates of sessions.

Contact the Student Life Office at [careers@wintec.ac.nz](mailto:careers@wintec.ac.nz)

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

## Clubs

If you are interested in creating a club or joining the International Student Union, come to the International Centre in B Block.





## Technology

Computers are available to all enrolled students at Wintec campuses. The Gallagher Hub has computers for students to use 24 hours a day, seven days a week.

### Find your nearest Computer Labs

Hamilton City Campus - Gallagher Hub, open 24 hours.

Rotokauri Campus - Rotokauri Hub.

Hamilton Gardens Campus - Computer suite.

### ITS Service Management Team

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

Make sure you attend a technology training session - you'll find it all so easy when you know everything from the start!



Visit [www.wintec.ac.nz/access](http://www.wintec.ac.nz/access) to reset or change your password.

*Located at the Gallagher Hub, Hamilton City Campus and the Rotokauri Hub, Rotokauri Campus. Phone 0800 587 500 or 07 834 8800 extn 7000 or email [studenthelpdesk@wintec.ac.nz](mailto:studenthelpdesk@wintec.ac.nz).*

## 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's also where you will find out about student discounts, upcoming events and access student notices.

Go to [mytec.wintec.ac.nz](http://mytec.wintec.ac.nz) to see how it can work for you.

## 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 can work for you, or you can attend one of the free technology workshops.

# Free Workshops

Take advantage of these free workshops to help you get the results you want during your studies.

## Get Started Programme - Helping you discover more

Created for International Students, the Get Started Programme is a way to meet new friends through teambuilding experiences. This programme includes workshop topics such as Maori Culture, NZ Environment and Job Club. It also gives advice about Wintec life/studies such as APA Referencing, stress, being sick and more. For more information please visit the International Centre in B Block, City Campus.

## Technology Workshops

You will get so much more out of your time at Wintec if you know how to use the technology that is available to enhance your learning. At the workshop you'll learn about Mytec, Moodle, Password Portal, Live@Edu, SkyDrive, PC Booking System and Multi Function Devices. Book in for one of these sessions at the Library Information Desk or email your booking through to [lbcatt@wintec.ac.nz](mailto:lbcatt@wintec.ac.nz).

*For more information contact the ITS Service Management Team at [studenthelpdesk@wintec.ac.nz](mailto:studenthelpdesk@wintec.ac.nz). Phone 0800 587 500 or 07 834 8800 ext 7000.*

## Study Skills Workshops

The step from school to Wintec, or getting back into study after some time out can be a bit daunting. Our workshops will help you study effectively and successfully. Assignment writing, managing time, learning strategies, note taking, reading and research, APA referencing, learning science strategies and many more useful skills to help you in your studies.

*Find out more about upcoming workshops and book in for the courses by emailing [sls@wintec.ac.nz](mailto:sls@wintec.ac.nz) or [tkk@wintec.ac.nz](mailto:tkk@wintec.ac.nz).*



# Transport in New Zealand

If you want to drive in New Zealand, you must first understand the New Zealand Road Code. You can buy a copy from most book stores.

## Public Transport

To get around Hamilton you can use the Hamilton bus public transport. With around 28 different bus routes you will be able to find a bus to get to where you need to go.

It is recommended to buy a Busit card as this makes the bus fares cheaper (there are no discount for students). Busit cards cost \$15 (\$5 for card and \$10 credit) these can be purchased from the bus station or from the bus driver. Fares cost \$2.40 one way with a busit card or \$3.30 if you pay in cash.

*For more information please look at the Busit website [www.busit.co.nz](http://www.busit.co.nz)*

## Seatbelts

You must wear your seatbelt at all times while driving, even if you are a passenger. You will have to pay a fine if you do not wear a seatbelt.

## Driving on the Left Hand Side of the Road

Driving through intersections and roundabouts can be dangerous for foreign drivers. We recommend you have a few lessons with a licensed instructor before you begin driving.

## Licences

To drive in New Zealand, you must have a New Zealand Driver's Licence or hold a current and valid drivers license/International Drivers Permit from another country and you meet the required conditions. If you do not have a legal driver's licence, you are not permitted to drive in New Zealand.

If you have a full licence from your home country you can get an International Driver's Licence. This is valid for one year in New Zealand. Before your International Driver's Licence expires, you should apply for a

New Zealand Driver's Licence. Do not wait until it expires. You must carry your driver's licence with you when you are driving.

## Obtain your New Zealand Licence

To obtain your New Zealand licence, you will have to convert your overseas drivers licence to a New Zealand drivers license.

To find out how visit the Land and Transport Safety Authority's website [www.nzta.govt.nz](http://www.nzta.govt.nz), or phone the Automobile Association on 07 839 1397.

New Zealand Driver's Licence can be obtained from:

### **Automobile Association (AA)**

313 Barton Street, Hamilton  
Phone: 07 958 3600

### **Vehicle Testing Station**

49 Lincoln Street, Hamilton  
Phone: 07 846 6984

### **Hamilton Warrant of Fitness Station**

2 Brooklyn Road, Hamilton  
Phone: 07 855 2400

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

## Speed Limit

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.

Please keep to the speed limit and drive according to the conditions. Speed and alcohol are the biggest killers on New Zealand roads.

Visit the following website for more information: [www.nzta.govt.nz](http://www.nzta.govt.nz)

## Other Tips

- Helmets are compulsory if you are 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.



## Buying a Car

New and used cars can be bought from car sales yards. Used cars are also sold privately through the newspaper or at auctions or car fairs.

If you are not buying a vehicle from a licensed motor vehicle dealer, get the car checked by a mechanic before you buy it. 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.

Phone Baycorp (NZ) Limited for information, phone 0800 BAYCORP or 09 356 5800.

## Car Insurance

Car insurance is very important and should be purchased at the same time you buy your car. If you fail to purchase car insurance and crash your car, 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. If you would like more information about car insurance, some contact details are provided in this table.

You can find more insurance companies through the yellow pages of your phone book under Insurance.

### **Automobile Association (AA)**

Free phone: 0800 500 213  
[www.aainsurance.co.nz](http://www.aainsurance.co.nz)

### **SIS Insurance**

Free phone: 0800 801 701

### **AMI**

Free phone: 0800 100 200  
[www.ami.co.nz](http://www.ami.co.nz)

### **Fintel**

Free phone: 0800 801 801  
[www.fintel.co.nz](http://www.fintel.co.nz)

### **Tower Insurance**

Free phone: 0800 808 808  
[www.tower.co.nz](http://www.tower.co.nz)

### **State**

Free phone: 0800 80 24 24  
[www.state.co.nz](http://www.state.co.nz)





# Policies

New Zealand Education Providers, like Wintec have an important responsibility for International Students' welfare.

## Code of Practice for the Pastoral Care of International Students

The Code of Practice 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. The Code applies to pastoral care and provision of information only and not to academic standards.

The code applies to all Education Providers in New Zealand with international students enrolled.

### **How can I get a copy of the Code?**

You can get a copy of the Code from the International Office at Wintec. The Code is also available online from



[www.nzqa.govt.nz/providers-partners/caring-for-international-students/](http://www.nzqa.govt.nz/providers-partners/caring-for-international-students/)

### **What do I do if something goes wrong?**

If you have concerns about your treatment by your Education Provider or by an agent of the provider, the first thing you must do is contact the principal, the International Office. 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 you are a student, and your concerns are related to your course or experiences at Wintec, it's very important that you give the organisation the opportunity to respond to your concerns. You may do this informally in the first instance (for example, discussing an academic issue with your tutor), but use your organisation's 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.

Please check this website for further information

[www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/](http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/)

## **Compulsory Insurance**

It is compulsory for International students to have appropriate and 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 Code of Practice for the Pastoral Care of International Students 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 invoice at your 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. Further details of the Wintec Insurance scheme - including policy documents and an insurance

claim form - can be found on the Wintec website [www.wintec.ac.nz/international/how-to-apply/insurance](http://www.wintec.ac.nz/international/how-to-apply/insurance)

## Computer Use Policy

When you sign your Student ID Card, you are agreeing to the conditions set out in Wintec's Computer Use Policy requiring students to:

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 NZ 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 the programme of study.

## International Student Attendance Policy

Monitoring your attendance is a very important requirement of Wintec. As a requirement by Immigration New Zealand, you are required to attend 100% of your programme.

If you are sick and cannot come to class, please let your Programme Manager know. If you are absent for 2 days or more, you are required to bring a Medical Certificate from your doctor.

If your attendance is less than 100%, we are required to advise Immigration NZ. If your attendance is poor and you are not making satisfactory progress INZ may decide to revoke your Visa, in which case you may be sent home.

*Go to [www.immigration.govt.nz](http://www.immigration.govt.nz) for more information or freephone*

0800 558 855.

## Student Complaints

Wintec considers complaints and complaints resolution to be an important part in monitoring the quality of your time at Wintec. Remember, if we don't get complaints, we cannot correct what's wrong!

### Verbal Complaints

If you have a complaint to make, first you must see a Staff member, either your Tutor, a Student Consultant from the Enrolment Centre or one of the staff from the International Centre.

If your complaint cannot be resolved, you will need to submit in writing to the Office of the Dean at Wintec. [www.wintec.ac.nz/student-life/policies-and-forms/forms](http://www.wintec.ac.nz/student-life/policies-and-forms/forms)

### Serious Complaints

If you have a serious complaint, it must be lodged in writing and submitted to the Office of the Dean at Wintec. [www.wintec.ac.nz/student-life/policies-and-forms/forms](http://www.wintec.ac.nz/student-life/policies-and-forms/forms)

### Compliment and Complaints Boxes

There are red 'Compliments and Complaints' boxes around the Campus where you can tell us if you are not happy with anything. These boxes are cleared regularly.



# Immigration Matters

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

## Attendance

Students must have a 100% course attendance. If you are not attending class, Wintec is required by law to advise Immigration New Zealand and you will risk being deported.

Please note that this is an unofficial summary and while we believe it is correct, you should check with Immigration New Zealand. Visit [www.immigration.govt.nz](http://www.immigration.govt.nz) for more information, or free-phone 0800 558 855.

## Expired Visa

If you forget to renew your Visa, you may be asked to leave the country.

## Student Passports and Visas

If you are studying a programme over 12 weeks in length you are required to have a current student Visa on your passport. It is your responsibility to ensure you have an up-to-date Visa on your passport at all times.

If you do not have a valid student visa, or an interim visa, you are not permitted to:

- Attend class
- Submit any assignments
- Sit any examinations

## Police Conviction

If you are arrested and convicted of an offence, Immigration New Zealand may revoke your permit 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 application process easier for our growing number of International students. Welcome to Students Online!

Applying for your renewal Visa has never been easier. Wintec can apply to the Immigration New Zealand to renew your Visa on your behalf through Students Online.

### **What is Students Online?**

Students Online is a student Visa system that has been developed by the Immigration New Zealand to process student Visa applications. 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 in turn advise us of acceptance and provide Visas or declines electronically.

### **Are you eligible to use Students Online?**

- You must be a full fee paying international student.
- You must already have a valid Visa and passport.
- You must study at or be 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.

### **So 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 be required to provide. This is also downloadable from [www.wintec.ac.nz/international/how-to-apply/visas](http://www.wintec.ac.nz/international/how-to-apply/visas)

You can 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 illegally in this country, you risk being sent home. If this happens you may not be allowed to enter this country for 5 years.

# 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. Check if a price states 'excluding GST' or 'plus GST'. In this case 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 that you will be taxed in are 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. 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.

You can download an application form for an IRD Tax Number from the following website: [//www.ird.govt.nz/?id=globalnav](http://www.ird.govt.nz/?id=globalnav)

IRD free-phone number: 0800 227 774.

## Justice of the Peace

Justices of the Peace (JP's) are respected and trusted members of the community who have been given legal authority. They are able to witness and sign important documents and verify photocopied documents. There is a large number listed in the yellow pages section of the telephone book. Deniss Yeung is a JP available at Wintec. Phone 07 834 8800 ext 8537.

## Embassies and High Commissions

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

### New Zealand Foreign Affairs & Trade

[www.mfat.govt.nz/en/embassies/](http://www.mfat.govt.nz/en/embassies/)

## Useful Links

### Settling into New Zealand

<https://www.immigration.govt.nz/new-zealand-visas/options/study>

### Current Events

[www.tvnz.co.nz](http://www.tvnz.co.nz)

### Ministry of Health

[www.moh.govt.nz](http://www.moh.govt.nz)

### Wintec's default insurer

[www.healthinsurance.co.nz](http://www.healthinsurance.co.nz)

### YWCA Hostel Hamilton

[www.ywcahamilton.org.nz](http://www.ywcahamilton.org.nz)

### Hamilton Bus Service

[www.busit.co.nz](http://www.busit.co.nz)

### Budgeting Advisory Trust

[www.budgeting.co.nz](http://www.budgeting.co.nz)

### Family Planning Association

(sexual and reproductive health service)

[www.fpanz.org.nz](http://www.fpanz.org.nz)

### NZ Land Transport Authority

(driver licences)

[www.ltsa.govt.nz](http://www.ltsa.govt.nz)

### Ministry of Education

[www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international)

### Hamilton Events

[www.whatsonhamilton.co.nz](http://www.whatsonhamilton.co.nz)

[www.hamiltonwaikato.com](http://www.hamiltonwaikato.com)

### NZ Police

[www.police.govt.nz/](http://www.police.govt.nz/)

### New Zealand Customs

[www.customs.govt.nz](http://www.customs.govt.nz)

### Accident Compensation Corporation

[www.acc.co.nz](http://www.acc.co.nz)

### Inland Revenue Department (Tax department)

[www.ird.govt.nz](http://www.ird.govt.nz)

### Inter-city Coaches

[www.intercitycoach.co.nz](http://www.intercitycoach.co.nz)

### Hamilton Information

[www.hamilton.co.nz](http://www.hamilton.co.nz)

### Language Line

[www.ethnicaffairs.govt.nz](http://www.ethnicaffairs.govt.nz)

### Waikato Migrant Resource Centre

[www.wmrc.org.nz](http://www.wmrc.org.nz)

### Department of Building and Housing

[www.dbh.govt.nz/housing/tenancy/index.html](http://www.dbh.govt.nz/housing/tenancy/index.html)

### Kiwi Careers / Career Services

[www.kiwicareers.govt.nz](http://www.kiwicareers.govt.nz)

[www.careers.co.nz](http://www.careers.co.nz)

### Lifeline Aotearoa 24/7 Help Line

[www.lifeline.org.nz/corp\\_Home\\_378\\_2001.aspx](http://www.lifeline.org.nz/corp_Home_378_2001.aspx)

### NZ Civil Defence

[www.civildefence.govt.nz/](http://www.civildefence.govt.nz/)

# City Campus Map

## A Block

Chaplain  
Health Services  
Student Enrolment and Information Centre  
Student Life Office

## B Block

Reception  
International Centre  
Corporate Offices

## C Block

Centre for Languages

## D Block

Centre for Foundation Studies  
Health and Social Practice  
Nursing & Midwifery

Science

## E Block

Education  
Centre for Business and IT  
Tourism

## Gallager Hub

Computer Drop-in Centre  
Disability Support Services  
Cafeteria  
Student Learning Services  
Library  
Events Room 1 and 2  
Te Kete Kōnae  
SAWIT

## Te Kōpū Mānia Marae

Kaumatua

Māori Achievement Unit

## Wintec House

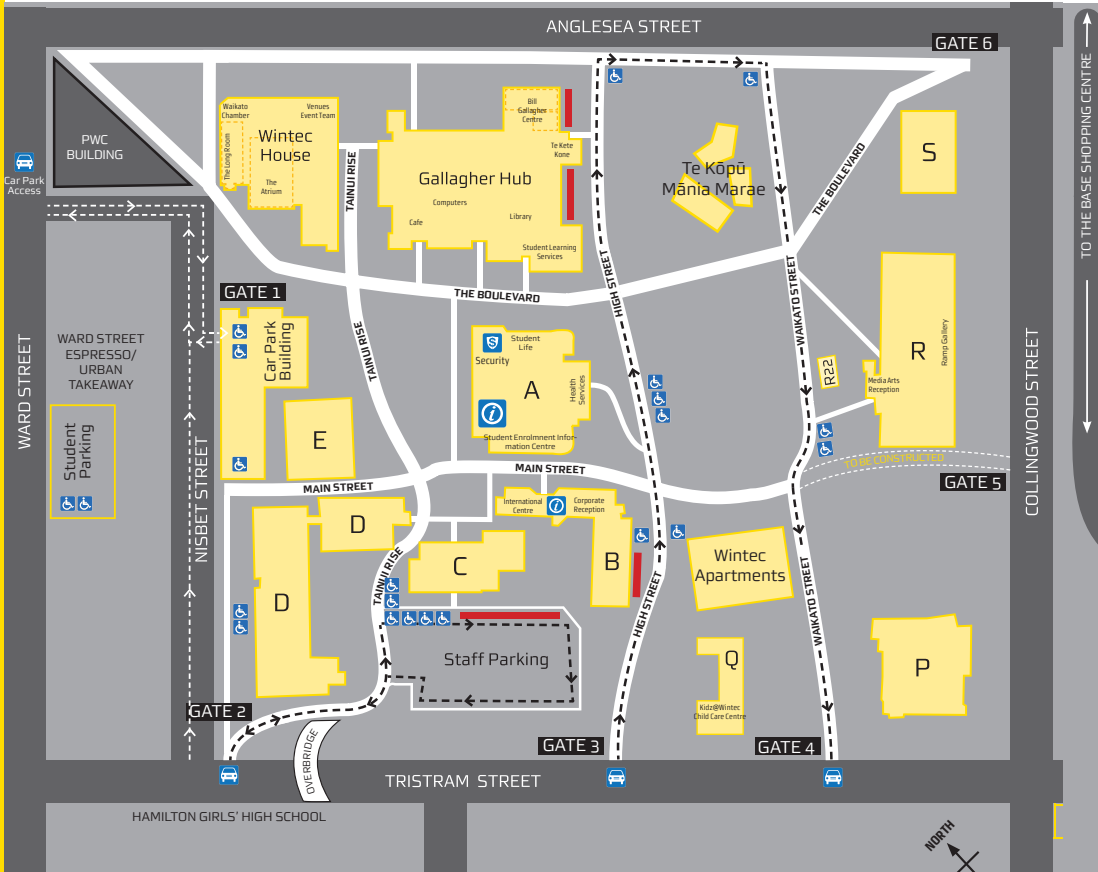
Hairdressing and Beauty  
The Long Room  
The Atrium  
Waikato Chamber of Commerce  
Venues Event Team  
Soda Inc and Skills Org

## S, R and P Block

Media Arts

## Address

Tristram Street  
Private Bag 3036  
Waikato Mail Centre  
Hamilton 3240, NZ





# Rotokauri Campus Map

## G Block

The Training Space  
Centre for Engineering and Industrial Design  
School of Trades

## L Block

Centre for Hospitality

## N Block

Animal Technology

## P Block

Prayer Rooms

## Q Block

Centre of Sport Science and Human Performance

## S Block (Rotokauri Hub)

WTA Staff

Study Rooms

Café

Library

Computers

Health Services

Student Support

IT Service Desk

Student Enrolment and Information Centre

## Address

51 Akoranga Road  
Hamilton  
NZ

