



Best-start Guide

Kia ora and welcome to our Wintec whānau.

We are thrilled to have you here studying with us and are excited about what your future may hold now that you are embarking on your studies.

The first weeks of any new journey can be both challenging and exciting – and starting your study at Wintec is likely to be the same. The key thing we want you to remember is that you are never alone. There are people and resources on-hand to support you all the way through your journey, whether it's about the academic side of your study, or about your personal growth and needs.

This Best-start Guide is designed to make your initial weeks easier. It includes tips about the admin you can complete before you arrive and some things you can do when you first come to campus, to help ease your way into things. It also includes info about all the helpful resources and services we provide at Wintec. We hope this helps, so you can be really focused on your learning once you start your course.

If any part of this guide is difficult to understand, please call or email the Student Enrolment and Information Centre (SEIC):

Call: 0800 294 6832

Email: info@wintec.ac.nz

Visit: A Block, Hamilton City Campus
S Block, Rotokauri Campus

There is no need to make an appointment when coming to SEIC, just make sure you come during open hours which can be found [here](#) on our website.

Checklist

Having your admin sorted before your first day helps you to hit-the-ground-running. Throughout this guide, you will find instructions on how to do all of these things below. We recommend reading through the guide in full and then using this list as a way of checking-in and making sure you have completed the things that are relevant to you:

- Arrange your Student ID Card.
- Access My learning and Moodle to understand your learning resources.
- Check your timetable to understand where you need to be and when.
- Find your classroom locations by checking the campus maps.
- Arrange your parking permit.
- Learn where you can park your car, bike, or scooter.
- Understand where the bus stops are; which bus to take.
- Check out the [Student Services page](#) to understand all the support services you can access.
- Review the [Manaaki Pūkenga – Academic Learning Advisors](#) page to find our free study skills course that can help you prepare for study.
- Learn more about Orientation Days.

Where and how do I use my Student ID Card?

Student Identification (ID) Card

Your [Student ID Card](#) is a multi-purpose card, so it pays to always have it on hand. It gives you access to your classrooms, study areas, studios, and after-hour access to both the City and Rotokauri hubs. It is your library card (which can be topped up to pay for printing), and if you live at Wintec student accommodation, it will also work as your key. You can use it to prove you are a student to access discounts and giveaways at locations beyond Wintec, like at restaurants and on transport.

How do I get a Student ID Card?

Your Student ID card features a photo of you. Many students like to choose their own picture and arrange the card in advance. This saves you time and means you can either receive your card in the mail or collect it from the Student Enrolment and Information Centre (SEIC) on your first day. Alternatively, we can take the photo for you when you come on-site – please visit the main SEIC counter where the card will be made for you on the spot.

If you are a student at the Hamilton Gardens or one of our regional campuses, you can arrange your card by emailing a passport-size photo, with no filters, to idcards@wintec.ac.nz. Please include your name, Student ID Number, and postal address. The ID card will be mailed out to you, or you can visit one of our SEIC offices at the main campuses to collect it.

If you are choosing to use your own photo, please follow the three steps below:

1. Check your photo is suitable – it must be a head and shoulder portrait shot which clearly shows your face.
2. Email your photo to idcards@wintec.ac.nz – please include your Student Identification Number in the subject line so we can match your card to your details.
3. Outline in the email whether you will be collecting the ID Card, or whether you would like us to post it to you. If you would like it posted, please confirm the full postal address.

If you have any questions or concerns about your Student ID Card, please email us at idcards@wintec.ac.nz, and we will give you a hand.



What are the learning resources, and how do I access them?

My learning

[My learning](#) is home to a selection of online resources to help support your study. This includes course information, tools to support your learning, and quick access to your personal information.

Moodle

Access your lecture notes, research material, and practice tests in one location. As well as your course material, you can access the Help Centre where you will find information on referencing and assignment writing. You can use [Moodle](#) anywhere you have computer access and an internet connection. All you need is your student username and password to log in. This is the same username and password you have used throughout the application process.

Timetable

Access your timetable at the [timetable webpage](#) and use your username and password to log in. You can also find full instructions and a how-to guide on how to log in.

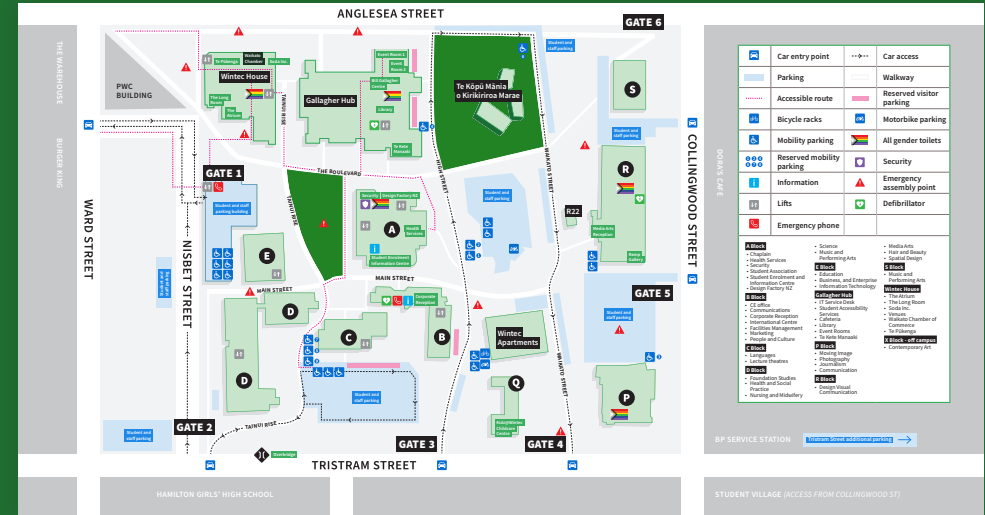


Maps

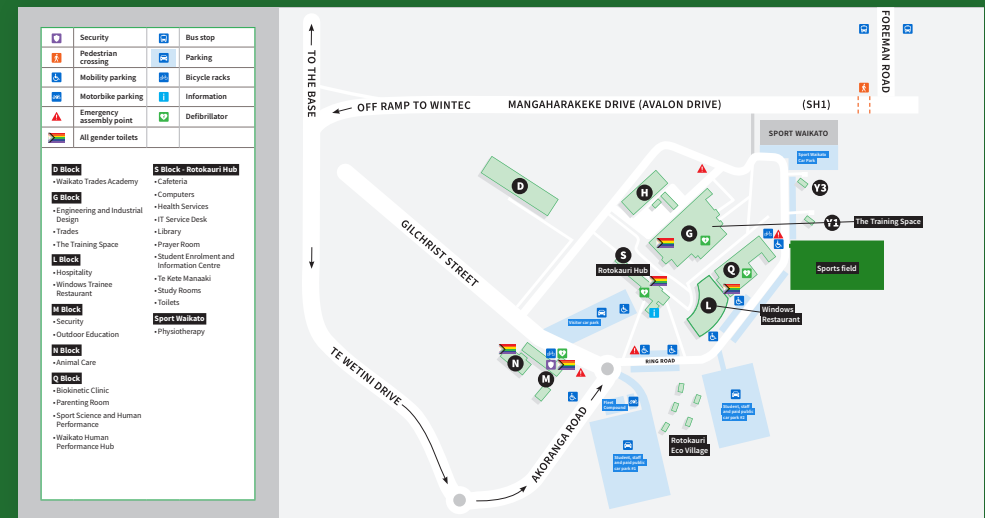
You can find location information on our site maps.
Click [here](#) to see them all.



City Campus map



Rotokauri Campus map



Parking

Do I need to pay?

Yes, payment is required, each time you park in a designated area. You can do this by either downloading the Parki App or using the parking machines around campuses. Parking costs \$1 per hour, with a maximum cost of \$6 per day during business hours (Monday-Friday, 8am to 4.30pm). Outside of these times, it is free.

Do I need a permit?

A permit is required to park at our City Campus only. This permit is free and you need to display this inside your windscreen. This permit allows you to look for a park on the Campus, but it does not guarantee a car park.

To apply for your City Campus permit:

1. [Click here](#) and sign in using your student username and password.
2. Fill out and complete the Parking Permit Form. Please check to ensure you enter your vehicle details correctly.
3. Collect your Parking Permit sticker from the Student Enrolment and Information Centre.
4. Attach your sticker to your vehicle on the inside windscreen, just above your registration label, on the passenger side.

Where do I park at Hamilton Gardens?

Parking is free-of-charge at the public car park at the Hamilton Gardens.

Where do I park at the Hamilton City Campus?

Cars: Parking is available in any non-reserved parking space on campus. Alternative parking can be found at 96 Tristram St (behind BP) – there are 31 car parks available there, but the Parki App must be used at this site.

Scooters and motorbikes: Parking for scooters and motorbikes is located outside the Wintec Apartments via Gate 3 off Tristram Street, and beside E Block through Gate 2 off Tristram St (identified with an 'MC' on the ground).

Bikes: Bike racks can be found at various locations around the campus, including beside the C Block staff car park, outside the Wintec Apartments, and on the east side of the Gallagher Hub.

Where do I park at Rotokauri Campus?

Cars: You can park your car on the Rotokauri campus in the designated areas and pay using the Parki App or parking machines available. You can also park for free on Gilchrist Street and Akoranga Road – these are public roads managed by Hamilton City Council and parking will be enforced as per road markings, signs and bylaws.

Scooters and motorbikes: Parking for scooters and motorcycles is available free-of-charge. Please note, these vehicles must be parked in their designated areas outside Car Park 1 and behind Q Block.

Bikes: You will find bike racks located outside the security office and by L and Q blocks.

Find out more about parking, permits and payments [here](#).



Bus information

City Campus

The City Campus bus stop is just a few minutes' walk south of the Campus on the corner of Ward and Anglesea streets.

Rotokauri Campus

Two bus routes stop within short walking distance of the Rotokauri Campus. [Bus 9 \(Nawton\)](#) or the [Orbiter](#) travels between the City Transport Centre to Rotokauri and back should you need to travel between the two campuses.

Hamilton Gardens Campus

You can catch Bus 29 from Hamilton Gardens to the City Transport Centre and vice versa.

Bus timetables and routes can change, so please check out the [BUSIT](#) website for the most up-to-date information.



Support Services

We understand that it can be really challenging balancing your study at Wintec with your commitments around family, work, and everyday life. Our friendly team offers you a range of services which incorporates Māori and Pacific best practice and cultural values. Our holistic approach acknowledges the physical, spiritual, mental, and whānau dynamics of a person as a whole. With this in mind, we have a range of [services](#) to help support you to achieve your study goals and make your time at Wintec successful and fun.

Kaiāwhina

Our Kaiāwhina are your first point of contact if you need a friendly face to help you navigate your journey. They work closely with all our student support services so they will be able to point you in the right direction, whatever you need. You will find them in the Te Kete Kōnae office in the City Hub, and Te Kete Kōnae at the Rotokauri Hub.

Peer Tutors and Tuākana-Tēina Mentoring

Peer Tutors are experienced and knowledgeable learners who are selected for their ability to provide effective tutoring on specific skills and topics and link you to other support services.

Tuākana are experienced Wintec learners who facilitate regular study groups within their programme of study. They understand the struggles and rewards of tertiary life for students navigating their first year of study and are committed to helping make the study journey as smooth as possible. Tēina are our learners seeking support.

In a study group, tuākana can support with:

- Course advice
- Moodle help
- Study tips and tricks
- Pastoral support (alongside our kaiāwhina)
- Links to other support services
- Fostering a safe place and space to ask questions and meet other people

Email help@wintec.ac.nz you are interested in connecting with a peer tutor or tuākana for your study needs.

Manaaki Pūkenga – Academic Learning Advisors

Contact [Manaaki Pūkenga – Academic Learning Advisors](#) if you would like help with study skills, researching, or other support with your assignments. The team provides workshop sessions, online resources, facilitated study groups, and if really needed, one-on-one sessions. Whether you have come straight from school or have been away from study for some time, our team can provide you with useful support across a lot of topics.

For more information, or to book an appointment, contact help@wintec.ac.nz or drop by Te Kete Kōnae in the Hub.

Manaaki Ākonga – Student Accessibility Services

We support students who may require short- or long-term support due to a physical or sensory disability, or a learning difficulty email us at help@wintec.ac.nz to see how we can help.

Student Career Services

If you need help preparing your application for a holiday job, for part-time work, or for your first graduate role, our workshops can provide you with excellent guidance. We can give you advice on compiling a CV, a cover letter, and interview planning. You can also book a time for a chat with a career advisor to discuss your plans and [career opportunities](#).

24-Hour Hub - Hamilton City Campus

The Hub is located at the City Campus and is open 24-hours-a-day, 7-days-a-week. This means you can access our resources late at night, early in the morning, or on the weekends.

Library

You will have access to [libraries](#) located in both the hubs at the City Campus and the Rotokauri Campus. They provide a broad range of [resource material](#) – from books to newspapers and specialist journals. If we do not have the material you need, you will have access to [online databases](#) that allow you to search for content in journals, magazines, and other online resources. If you are studying by distance learning, the library can send material directly to your door. To contact a librarian, [click here](#).

Support Services continued

Computer access

The Gallagher Hub at the City Campus has both PC and Apple Mac computers for you to use 24-hours-a-day, seven-days-a-week. Both the City and Rotokauri campuses have high-speed wireless internet so you can bring your own device to class and study wherever you like. You will also have access to the ITS [Service Desk](#). The [Service Desk](#) staff are here to help with any issues relating to computers, printing, Moodle, and My Learning. Service desk requests can be sent to servicedesk@wintec.ac.nz.

Multi-faith rooms

At both the City Campus and Rotokauri Campus hubs, prayer rooms and washing facilities are available.

Health Services and Counselling

You can find branches of the [Wintec Health Centre](#) at both the City Campus and the Rotokauri Campus. If you enrol at these centres, you will gain access to an excellent team of [doctors, nurses, counsellors](#), and a [chaplain](#). Students can also visit the centres as casual patients; however, services for casual patients are limited, so we encourage you to enrol.

The Wintec Health Centre is located at the rear of A Block at the City Campus. At the Rotokauri Campus, it is located at the Student Hub. To make an appointment, please contact 07 834 8869 or email us at healthservices@wintec.ac.nz.

Childcare

The City Campus has an on-site childcare centre. The centre, Kidz@Wintec, provides care for children up to the age of five. Places are limited — please phone 07 834 8812 to enquire.

Security

[Security staff](#) patrol the Wintec buildings 24-hours-a-day, seven-days-a-week, and emergency phones are located around our City and Rotokauri campuses.

Learner Voice

Current students can provide anonymous feedback to Wintec in several ways through [Student Voice](#). We encourage you to tell us about your experiences, whether they are [good](#) or [bad](#), as we are always trying to improve. You can access Student Voice by clicking [here](#), or via Moodle.

Community Services Card

It is worth checking whether you qualify for a [Community Services Card](#), which may reduce the cost of some health services. Head to the [Work and Income NZ \(WINZ\) website](#) to find out how to apply.

Te Kōpū Mānia Marae

Te Kōpū Mānia o Kirikiriroa, the [Wintec marae](#), provides a cultural space for all students and an identity for Māori on campus. We love seeing the marae being used by students. You may have classes or events scheduled there, but are also welcome to enjoy the space anytime while you study at Wintec. Nau mai, haere mai, all are welcome.

Orientation

Orientation involves a series of events that take place at the Hamilton City and Rotokauri campuses at the start of the semester. It is a chance for you to learn about internal and external resources that will assist with your student journey. Make sure you check out the [events page](#) for up-to-date details.

