



UNIVERSITY OF
AUCKLAND
Waipapa Taumata Rau
NEW ZEALAND

International student essentials

Karyn Floyd

International Student Services Manager

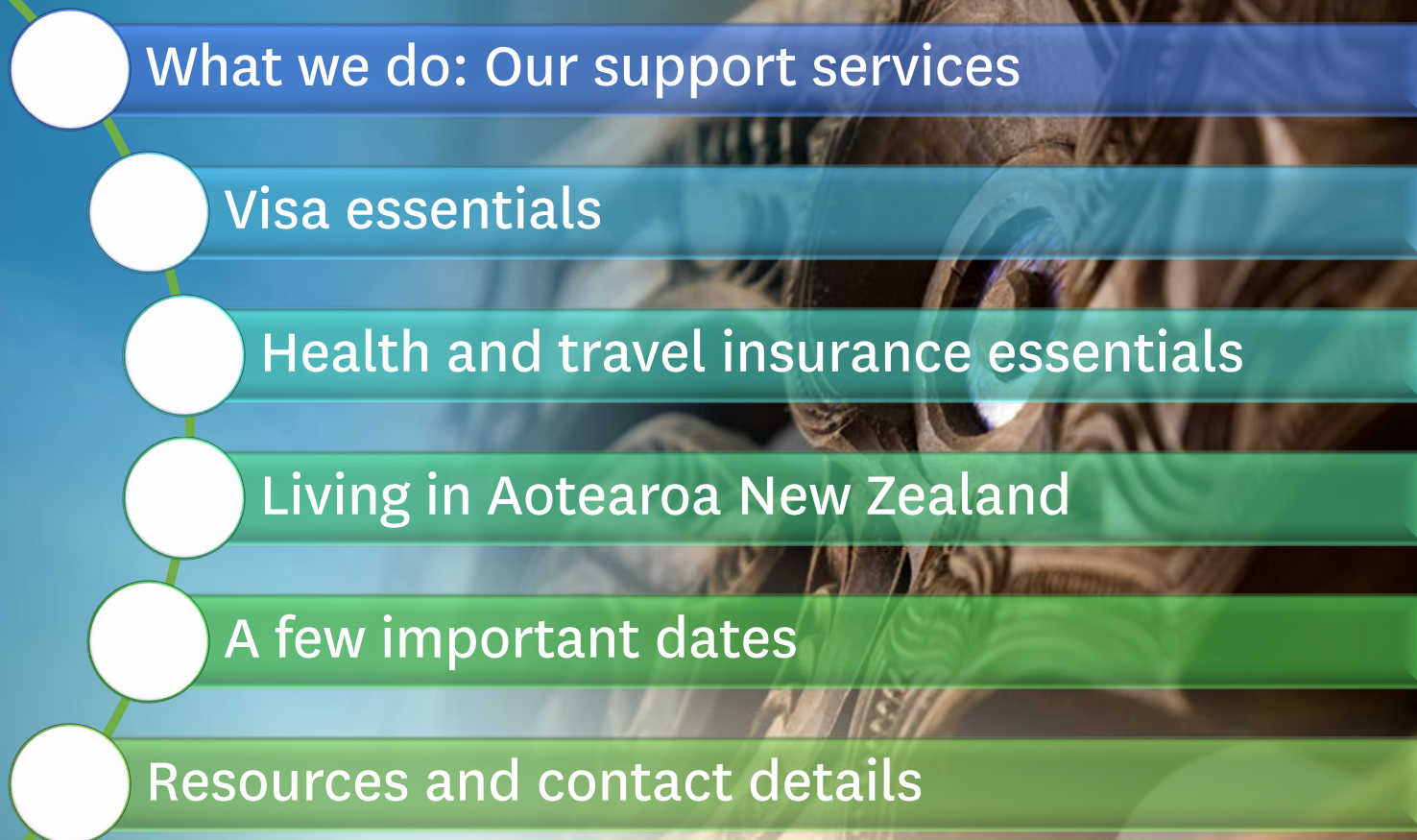
Karen Dai

Immigration Manager (Students)

Te Tari ki te Ao | International Office

Te reo Māori

- Kia ora
- Aotearoa
- Tāmaki Makaurau
- Waipapa Taumata Rau
- Kai
- Whānau
- Mahi
- Hello / Welcome
- New Zealand
- Auckland
- University of Auckland
- Food
- Family
- Work

- 
- What we do: Our support services
 - Visa essentials
 - Health and travel insurance essentials
 - Living in Aotearoa New Zealand
 - A few important dates
 - Resources and contact details

Our support services

- Access a range of free support services on campus or online
- Academic, pastoral care, wellbeing and learning support services
- Award-winning career development services
- Dedicated International Student Support team



Student Hubs

- Course selection, enrolment, degree planning and structuring your studies.
- Help and advice with fees, transcripts, and visa enquiries.
- University support options, including connection to wellbeing, disability, and engagement services.
- Library services and student IT support.
- Campus cards, AT Student Concessions
- www.auckland.ac.nz/student-hubs

int-questions@auckland.ac.nz



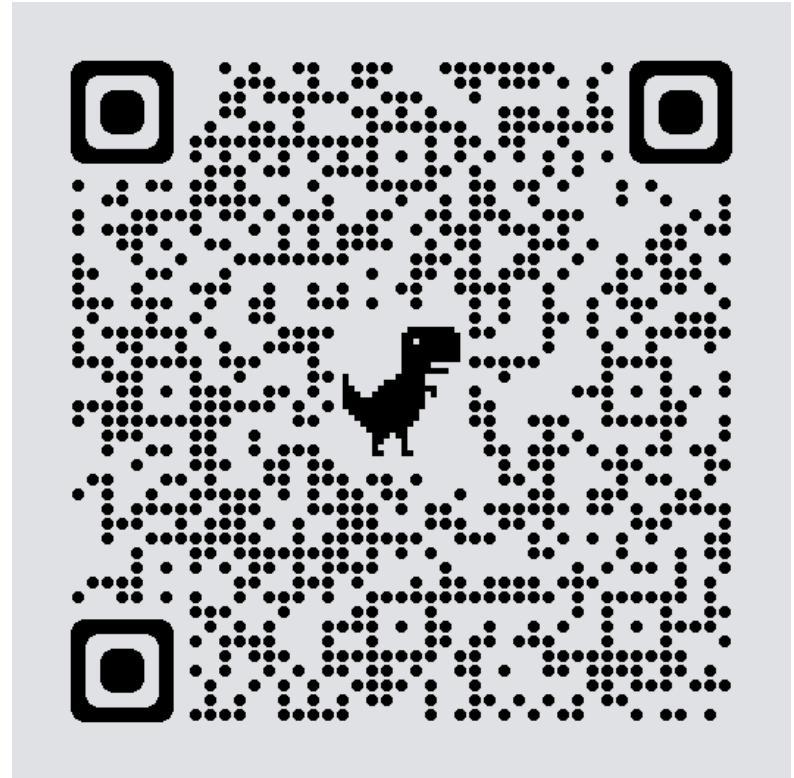
International Office

- Experienced International Student Advisers
- Personal and emotional issues
- Adjusting to life at the University and in New Zealand
- Pastoral care support (health and wellbeing, finance, accommodation)
- Insurance and student visa questions



International Student Support resources

Check the flyer in your bag!



Student visas

- All international students must have a **valid visa to study** at the University of Auckland
- Student visa must state the correct programme and the University of Auckland as the education provider
- Students need to provide evidence of their visa status by first day of semester
- Upload [online](#)



Student visa process

- University does not process visa applications anymore.
- Applications are made online via www.immigration.govt.nz

When to apply

Onshore – Apply for new visa at least **1 month** before the current visa expires, INZ recommends that students renew their student visa **2-3** months before it expires.

Student Visa Checklist

- Immigration New Zealand requires a number of documents.
- For a full list, refer to INZ [Student Visa Checklists](#) - provides guidance to visa applicants include the information INZ needs to assess the application.

Visa information

Find out how to apply for your student visa with step-by-step instructions, facts about Post-study work visa regulations and other useful information relating to your immigration status.



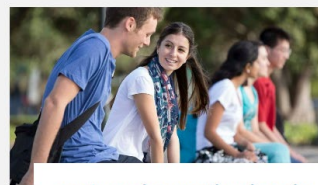
- [Apply for a student visa outside New Zealand](#) >
- [Apply for a student visa in New Zealand](#) >
- [Student visa applications for PhD and Doctoral candidates](#) >
- [Post-study work visa](#) >
- [Evidence of your visa](#) >
- [Frequently Asked Questions](#) >
- [Visa info sessions](#) >



Student visa applications outside New Zealand

Find out how to submit your student visa application if you are outside New Zealand.

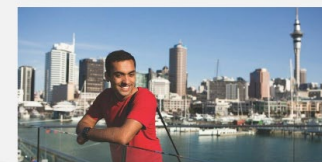
[Discover more](#) >



Student visa applications in New Zealand

Guidelines for international students in New Zealand about submitting your student visa application.

[Get started](#) >



Student visa applications for international PhD students

Step-by-step information for international PhD candidates to submit your student visa application.

[Check it out](#) >



Work after study

If you want to stay in New Zealand to work after your studies, you need to fulfill all the requirements.

[Discover more](#) >



Visa evidence

You have to supply evidence of your visa to the University so we know you are eligible to study.

[Submit your visa](#) >



FAQ about visas

We collated a series of questions and answers to help you understand the visa process.

[Get the answers](#) >

www.auckland.ac.nz/visa-information

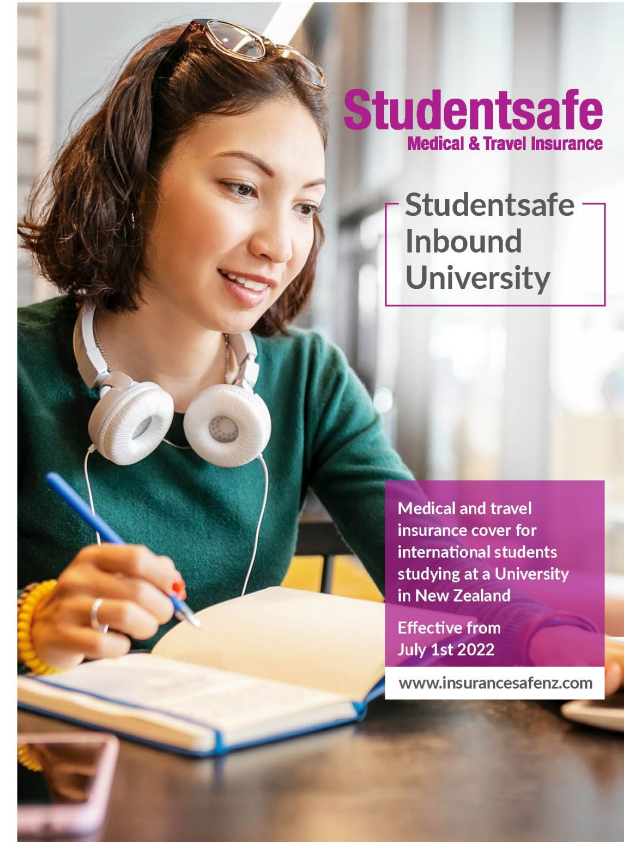
Working and employment laws

- Check your work conditions on your student visa
- Employment contract
- Strict employment laws
- Minimum wage \$22.70 per hour (\$23.15 from 1 April 2024)



Health and travel insurance

- Compulsory for all international students
- You have been automatically charged with insurance when you enrol in your courses
- University of Auckland preferred policy:
Studentsafe Inbound University
- **Student ID number = Insurance number**



Studentsafe
Medical & Travel Insurance

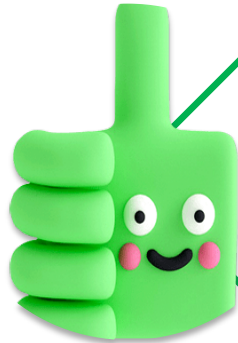
Studentsafe
Inbound
University

Medical and travel insurance cover for international students studying at a University in New Zealand

Effective from July 1st 2022

www.insurancesafenz.com

Studentsafe Inbound University policy



- Medical and related expenses including mental health
- Repatriation and travel disruption
- Luggage, personal effects
- Personal liability
- Read policy for the fine print



- Very limited dental and optical cover
- Pre-existing medical conditions
- Drug or alcohol related claims
- Pregnancy and contraception
- Leaving belongings unattended or in car overnight
- False claims = loss of cover

Health and travel insurance



[Insurance at the University of Auckland](#) >

[Studentsafe University policy](#) >

[Family insurance](#) >

[Insurance waivers](#) >

[Making an insurance claim](#) >

[Pre-existing medical conditions](#) >

[Change in circumstances](#) >

[Travelling overseas](#) >

[Offshore student insurance](#) >



Insurance at the University of Auckland

All international students must have health and travel insurance while studying in New Zealand. These guidelines apply to international students only.

[Discover more](#) >



Studentsafe University policy

Find out detailed information on the University's insurance policy for international students.

[Find out more](#) >



Insurance waivers

You may be eligible for an insurance waiver if you already have an alternative insurance policy.

[Check it out](#) >



Making an insurance claim

Follow these simple steps to lodge a Studentsafe Inbound insurance claim.

[See how](#) >



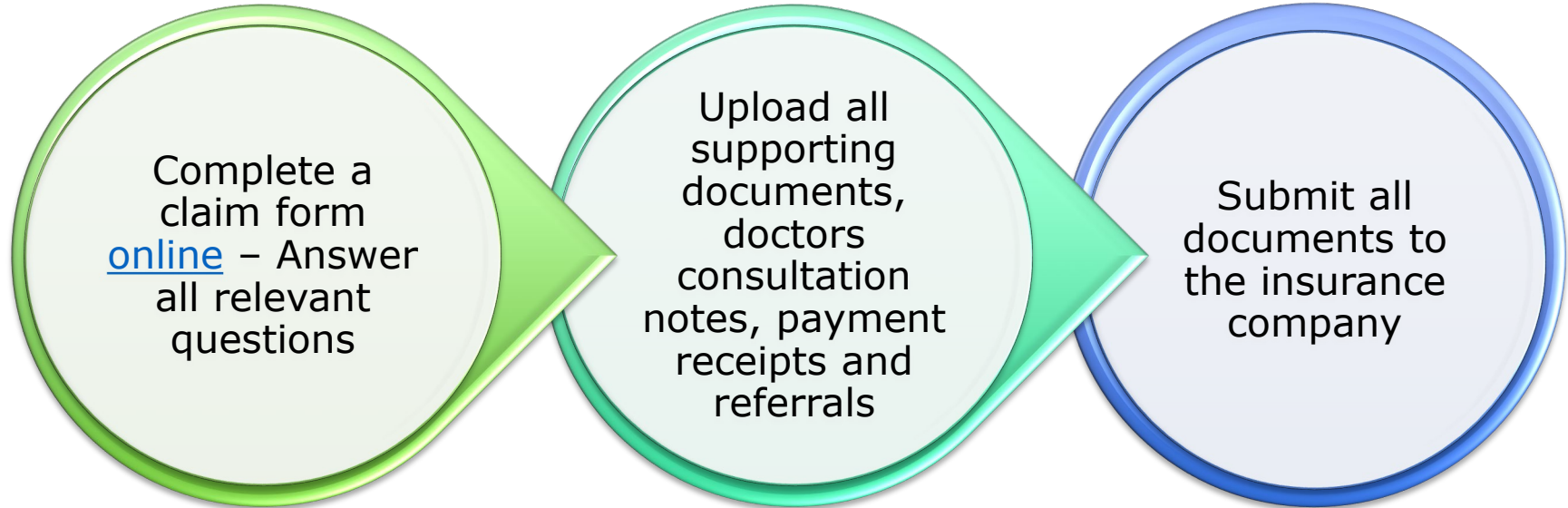
Family insurance

Learn more about adding your family to your Studentsafe Inbound University insurance policy.

[Learn more](#) >

www.auckland.ac.nz/is-insurance

How to make an insurance claim (Studentsafe Inbound University)



Enquiries and support: claims@insurancesafe.co.nz

Living in Aotearoa and Tāmaki Makaurau

- **Auckland Transport (AT) – public transport**

- Set up AT HOP card with student concession
- Download AT Mobile App



- **Bank accounts**

- Passport, student visa
- Proof of address letter

- **Shopping**

- 7 days a week (except for some public holidays)
- Loyalty cards can give you better prices in some stores
- Malls: Newmarket, Sylvia Park, St Lukes, Albany



NEW WORLD

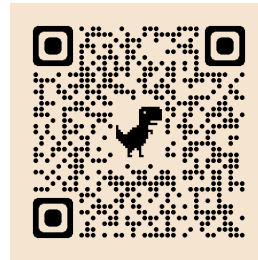


countdown

UoA Alert App

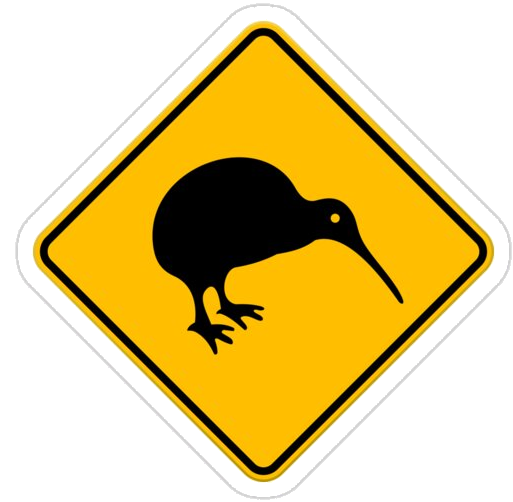
- Official emergency and safety app of the University
- Sends important safety alerts and
- Provide instant access to campus safety resources, information and other useful links

Download from
your app store



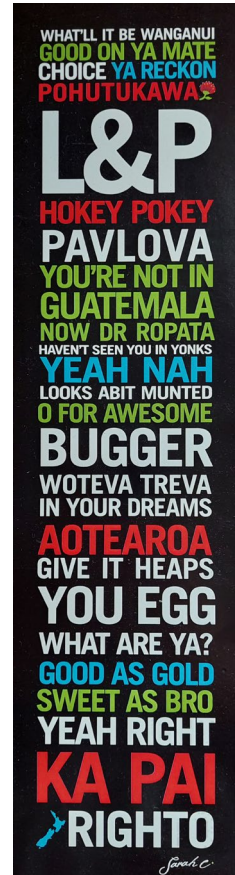
Kiwi culture

- **We don't tip**
- **Culturally inappropriate to sit on tables**
- **We call each other by our first name (including teachers, lecturers and managers)**
- **People walk around barefoot**
- **Signal the bus driver when your bus arrives by holding the arm out**
- **We thank the bus driver when leaving the bus**



Kiwi slang

- **Yeah, nah** • non-committal way of saying no
- **Sweet/sweet as** • thank you, it's all good, no worries, you're welcome
- **Choice** • sweet, great, excellent, awesome, fantastic, or similar
- **Togs** • swimsuit
- **Jandals** • flip flops
- **Far out** • "wow" or "awesome", or used to express surprise and awe
- **Aye** • anything from "could you repeat that?", to "what do you think?"
- **Bach** • Holiday house close to the beach
- **Dairy** • A corner store/convenience shop



Travelling in New Zealand

NauMai NZ

'Nau mai' is a Māori phrase of invitation and welcome.

Your place for information on life as an international student in New Zealand.

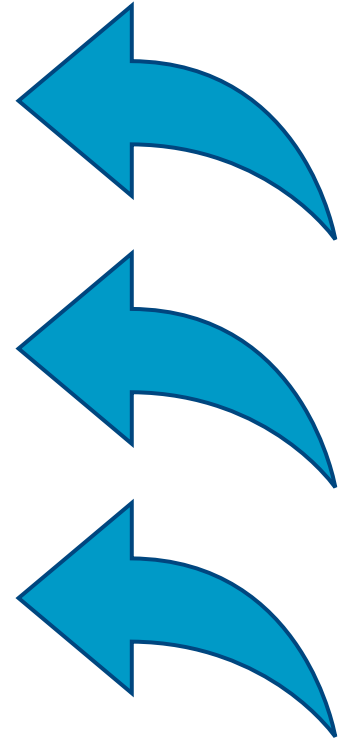
Information and suggestions to help you find your way, connect with and explore your new home.

[Get started](#)



Important Deadlines for Semester One 2024

- **26 February (first day of semester)**
 - Supply evidence of your valid student visa
- **8 March (second Friday of semester)**
 - Deadline for adding or deleting courses with refund of fees
 - [How to change your enrolment](#)
 - Submit insurance waivers
- **31 May (end of lectures)**
 - Deadline to apply for a [Late Deletion](#)



Online resources

- www.auckland.ac.nz/international-student-support
- www.auckland.ac.nz/visa-information
- www.auckland.ac.nz/is-insurance
- www.auckland.ac.nz/student-hubs
- [NauMaiNZ](#)

Contact us:

- int-questions@auckland.ac.nz
- Include **Student ID** when emailing us

Ngā mihi nui
thank you

*Enjoy the rest of Orientation Week and
your studies at Waipapa Taumata Rau!*