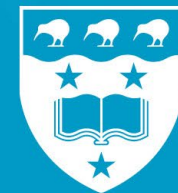


International Students' Essentials

Juliane Adamietz

Kairuruku Tāuteutetanga Taura | Student Engagement Coordinator

Te Kahu Taura | Student and Scholarly Services

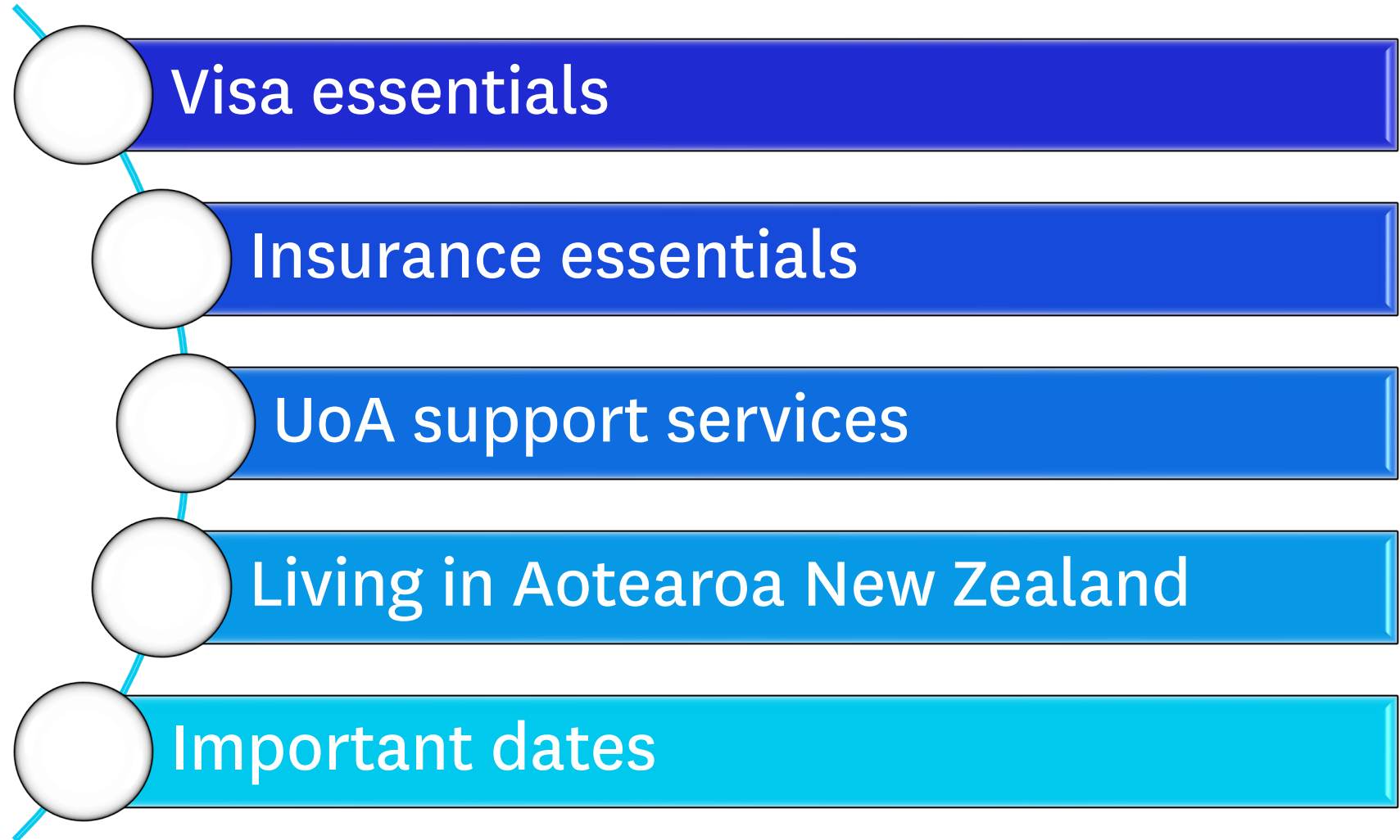


Waipapa
Taumata Rau
**University
of Auckland**

Te reo Māori

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

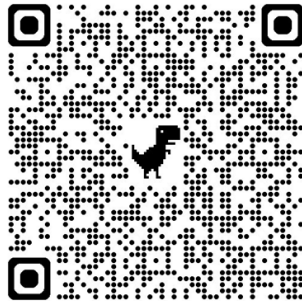
What we'll cover



Student visas

- You must have a **valid visa** to be enrolled in your programme
- Your visa must state the **correct programme** and University of Auckland as your education provider
- You must submit evidence of your visa when you **first arrive** and **every time** you renew your visa while enrolled

Submit evidence of your visa



Important:

- It is **your responsibility** to comply with your visa conditions and inform Immigration New Zealand of any change in your circumstances
- Read your visa letter carefully
- Take note of your visa expiry date and apply for a new visa before the current one expires

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.



How to apply for your University of Auckland student visa

Find out how to submit your student visa application to Immigration New Zealand with our detailed guides.

[Take the next step >](#)



Frequently asked questions

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

[Get the answers >](#)



Supply evidence of your visa

It is crucial to supply evidence of your visa to the University so we know you are eligible to study.

[Submit your visa >](#)



Changing your programme

Changing your study programme as an international student will impact your student visa.

[Discover more >](#)



Work after study

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

[Check it out >](#)



Part-time enrolment

There are a few important things to know when considering studying part-time as an international student.

[Read more >](#)



Visa webinars

Details about our upcoming visa information events to help you prepare for future visa applications.

[Find out more >](#)

www.auckland.ac.nz/visa-information

Health and travel insurance



- Compulsory for all international students
- University of Auckland preferred policy: **Studentsafe Inbound University**
- You have been automatically charged with this insurance and paid it with your fees
- **Student ID number = Insurance number**
- **Insurance certificates:** Emailed to your university email address in week four of the semester



Studentsafe
Medical and travel insurance



Studentsafe Inbound University: What is and isn't covered



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

- Elective treatment, oral surgery or normal dental maintenance
- Pre-existing medical conditions
- Medical costs for immigration application or clearance; Vaccinations
- Drug or alcohol related claims
- Pregnancy and contraception
- Leaving belongings unattended; in unlocked spaces or in car overnight
- No owned car cover – get car insurance if you buy a car
- False claims = loss of cover

Pre-existing medical conditions

Why is it so important to declare these?

- Pre-existing **medical** conditions are a **general exclusion, i.e. not covered** under the policy wording
- **All** claims related to a pre-existing condition will be declined (excluding mental health claims as per policy coverage) unless you have declared them and they have been accepted
- Refer to the [policy document](#) to know what is considered a pre-existing medical condition

How do you apply for cover of a pre-existing medical condition

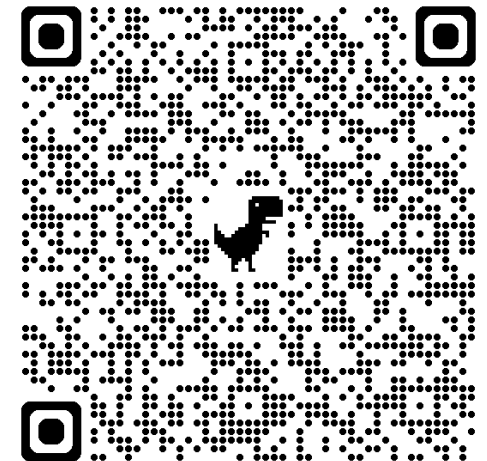
1. Complete a [medical risk assessment form](#) within **31 days** of arriving in New Zealand or at the start of the next new policy period
2. Send to: MedicalAssessments@allianz-assistance.co.nz
3. If approved, pay the one-off charge, which covers all study years unless a gap in cover

What will it cover?

Unexpected events / exacerbations related to the condition / changes in medication

What it won't cover

Ongoing maintenance or medication that was in place prior to cover under the policy



Family insurance

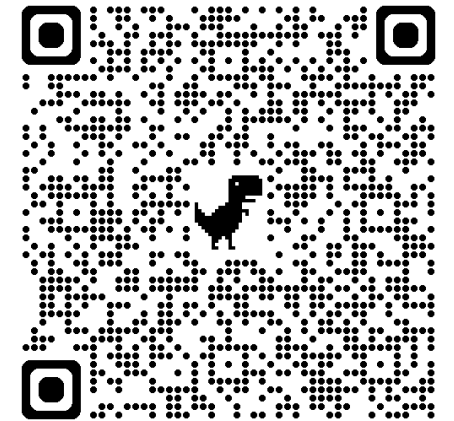


- You can add immediate family member(s) such as your child, children or spouse/partner to your Studentsafe Inbound University policy at an additional cost
- Deadlines apply - Second Friday of the semester
- Reapply each new enrolment term



Insurance waivers

- If you already have a **compliant alternative insurance policy** that can be used instead of Studentsafe, you may be eligible for an insurance waiver
- You have to apply for an insurance waiver by the deadline
- If approved, you can apply for a refund of your Studentsafe premium
- The list of compliant alternative policies and other criteria for an insurance waiver can be found on our website
- Deadline: Second Friday of the semester



[Insurance waiver](#)

How to make an insurance claim

Complete a claim form
online – Answer all
relevant questions

Upload all supporting
documents, e.g.
doctors consultation
notes, payment
receipts and referrals,
police reports

Submit all documents
to the insurance
company.

Processing time is
approximately 10
working days.

Police reports must be
made within 24 hours of
incident occurring

Claims are handled by the insurance **not** the University claims@insurancesafe.co.nz

www.auckland.ac.nz/is-insurance

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 >](#)

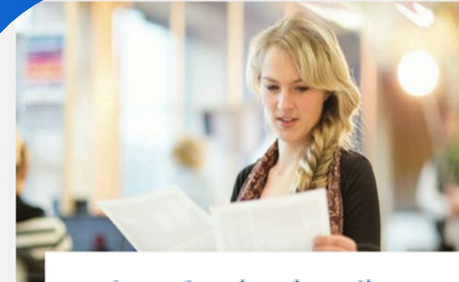
[Offshore student insurance >](#)



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.

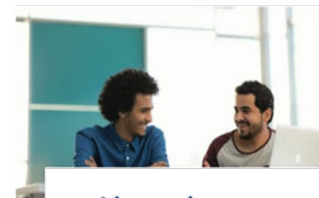
[Find out more >](#)



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 >](#)

Deadline:
31 July 2026

Student support at UoA

Visas & insurance
support

Academic & learning
support

Physical & mental
wellbeing support

Careers &
employability support



<https://www.youtube.com/watch?v=zP2GS66lAac&t=1s>

Student Hubs

- Student information centre
- Course selection, enrolment, degree planning and structuring your studies.
- 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
- Located in the General Library



www.auckland.ac.nz/student-hubs

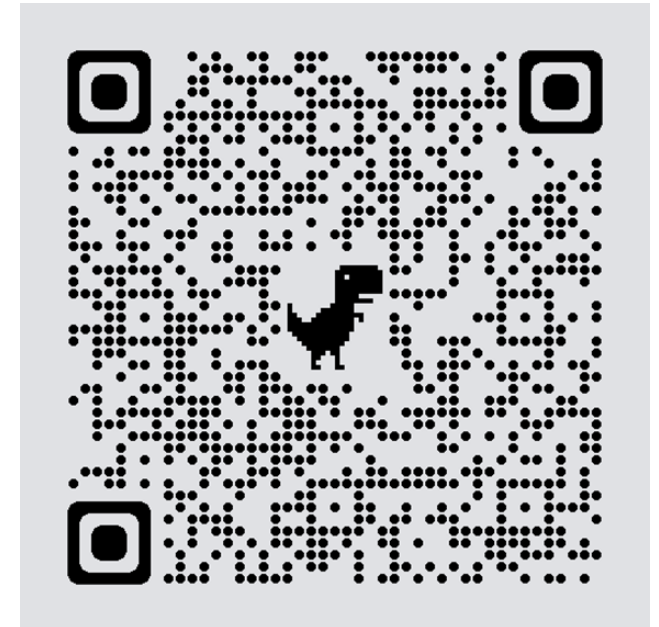
International Student Support



int-questions@auckland.ac.nz



- All UoA support services are available to our international students
- Reach out to them when needed
- Dedicated Student Support Advisers for international students within Te Papa Manaaki | Campus Care
- Visa and insurance compliance team



University Health and Counselling (UHCS)

- General practitioners (GP) and counselling on campus
- For students only - you must register
- No pay claims service at UHCS and Campus Pharmacy:
 - If covered by Studentsafe Inbound University, all services covered in the policy will be billed directly to the insurer (no claim needed)
- Fill out the [enrolment form](#) to register with UHCS
- Location: Level 3, Kate Edger Information Commons



Healthcare in Aotearoa

- International students are **not eligible** for public-funded health
- Register with a GP practice/family doctor (on- or off-campus)
- Prescriptions needed for medications that you may buy over the counter at home (e.g. antibiotics, contraceptive pill)
- Referrals from GP required for most specialist visits, excluding optometrist or dentist



More resources:

- [Information in different languages](#)
- [Video series](#)

Transport and shopping

Auckland Transport (AT) – public transport

- Set up AT HOP card with student concession (40% discount)
- Download AT Mobile App to plan your journey



Other modes of transport

- Bicycles, scooters: Helmets are compulsory, road rules apply
- Driving: Familiarise yourself with local road conditions and ensure you have the correct driver licence

Shopping

- 7 days a week (except for some [public holidays](#))
- Customer reward cards can give you instant discounts
- Malls: Newmarket, Sylvia Park, St Lukes, Albany
- Markets often sell fruit and vegetables at lower prices, e.g. Avondale Market or Otara Market ... also a great way to explore Auckland
- OP shops/second hand stores



NEW WORLD





Money matters

Opening a bank account - you need:

- Your passport
- Proof that you're an enrolled student in New Zealand, such as your Offer of Place or a student identity card.
- Proof of your NZ address
- Your Tax Identification Number from your home country (and any other country where you're a tax resident)
- Email int-questions@auckland.ac.nz if you need assistance with your proof of address



Tax

- Inland revenue department (IRD)
- To work in NZ you have to have an IRD (income tax) number
- Apply for as soon as possible if you are planning on working here



New arrival to New Zealand - IRD number application

Update your contact details

The University needs to have a record of your New Zealand contact details

- NZ physical address
- NZ mobile number

Update before semester start!



Know your employment rights

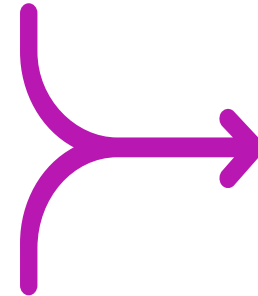
Working in New Zealand

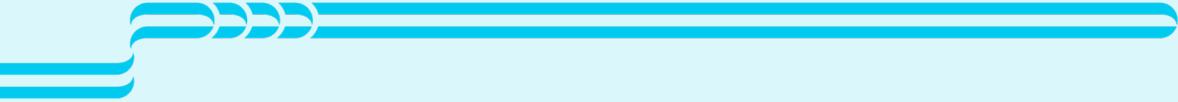
- Adhere to the work conditions on your visa
- Ensure you have a tax (IRD) number
- Your main purpose is to study – keep a healthy balance.



Examples of what your employer must do:

- ✓ Employment agreement – read before you sign
- ✓ Minimum wage \$23.90 per hour
- ✓ Not charge you a fee for giving you a job
- ✓ Paid annual holidays, paid rest breaks & unpaid meal breaks
- ✓ Minimum entitlements for public holidays
- ✓ Not take money from your wages
- ✓ Provide a safe workplace; not discriminate against you, treat you fairly and with respect.





Important deadlines for Semester Two 2026



20 July (first day of semester)

- Supply evidence of your valid student visa

31 July (second Friday of semester)

- Deadline for adding or deleting courses with refund of fees
- [How to change your enrolment](#)
- Submit insurance waivers or family insurance application



Additional resources

NAUMAI NZ

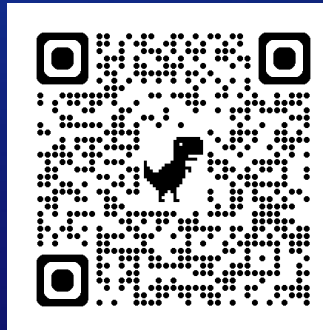
'Nau mai' is a Māori phrase of invitation and welcome.

As an international student this is your place to learn about Aotearoa New Zealand, find the information and advice you need, and connect with and explore your new home away from home.

[Join the community](#)



Scan the QR code and find even more information about living in Auckland and New Zealand



Exploring Auckland and New Zealand

[Visit Auckland](#)

[Heart of the City](#)

[Our Auckland](#)

[Auckland Regional Parks](#)

[Auckland Transport \(AT\)](#)

[NauMaiNZ](#)

[Tourism New Zealand](#)

[Visitor Information Centres \(i-Site\)](#)

[Department of Conservation](#)



Staying safe in Aotearoa

[New Zealand Police](#)

[Fire and Emergency NZ](#)

[Health New Zealand](#)

[Scamwatch](#)

[Department of Conservation](#)

[DriveSafe](#)

[New Zealand Transport Agency](#)

[Drowning Prevention Auckland/NZ](#)

[Surf Life Saving NZ](#)

[Safety in the outdoors](#)





Waipapa
Taumata Rau
**University
of Auckland**

Ngā mihi mō ngā tau kei mua i te aroaro
Good luck for the future.

Enjoy your time studying with us.