

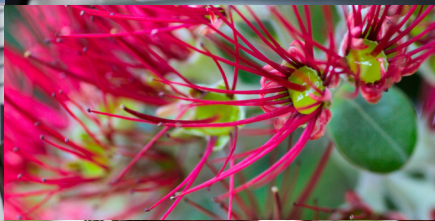


UNIVERSITY OF  
**AUCKLAND**  
Waipapa Taumata Rau  
NEW ZEALAND

# International

## Student Handbook

Your guide to university life



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# A warm welcome to the University of Auckland

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I welcome you to the University of Auckland. It is important to us that you get the greatest possible value out of your University experience, both in your studies and in student life outside the classroom.

We look forward to your contribution to the life of our very international University, bringing your insights and experience to our community.

This publication aims to help you make that contribution and to ensure you have an exciting and fulfilling time at the University. It provides you with a guide to services and facilities offered to international students by the University and the wider community.

I wish you every success at the University of Auckland!

DAWN FRESHWATER

Vice-Chancellor

The University of Auckland





The University of Auckland City Campus

# Our campuses

## 1 City Campus

Located in the heart of Auckland, City Campus provides a full range of amenities, including cafés, health services, libraries, childcare facilities, and a recreation centre.

## 2 Grafton Campus

Home to the Faculty of Medical and Health Sciences, the Grafton Campus is situated opposite Auckland City Hospital.

## 3 Newmarket Campus

Covering five hectares, this campus is designed to be a high-quality environment that supports our research activities for the faculties of Engineering and Science.

## 4 Epsom Campus

The Epsom Campus is the main Faculty of Education and Social Work campus, offering programmes in teacher education, sport, health and physical education, and social services.

## 5 Goldie Vineyard

This 14-hectare vineyard and winery provides a unique venue where students live, study and work in a boutique winery in an important winegrowing region of New Zealand.

## 6 Tai Tokerau Campus

The Faculty of Education and Social Work offers courses at the Tai Tokerau Campus, located in Whangarei, the capital of the Northland Region of New Zealand.

## 7 Leigh Marine Laboratory

The Leigh Marine Laboratory is the “marine campus” of the University, offering opportunities for postgraduate teaching and research at the Goat Island Marine Reserve.



# Orientation

**Don't miss Orientation Week including the special International Office Welcome.**

Find out all you need to know about studying at the University of Auckland, living in Auckland and enjoying your New Zealand experience.

Through a comprehensive series of information sessions, you'll learn about all the support services available to help you reach your academic potential. There is also a wide variety of social activities and events organised.

This programme is for all postgraduate and undergraduate students.

## International Orientation

This is your essential introduction to the University of Auckland. Meet International Office staff, other international students and receive your welcome pack. We will provide information about important University services, and tips for enjoying your time in New Zealand. This session is strongly recommended for all new international students.

## Faculty Orientation Days

Each faculty also hosts an Orientation Day filled with information and activities to help you get prepared for the start of your studies. You'll meet other students in your faculty, get a campus tour from a student mentor, pick up useful study skills and find out faculty-specific information.

## Online Orientation

The Orientation sessions are recorded and will be made available to watch in the first few weeks of the semester.

## UniGuides

The UniGuide Programme is designed to help make your first semester easier by connecting you with a senior student who can help you settle in. You will meet your UniGuide at your faculty's Orientation Day.

[www.auckland.ac.nz/uniguide](http://www.auckland.ac.nz/uniguide)

## AUSA Buddies (Auckland University Student Association)

Your Buddy is an existing student at the University of Auckland, who is keen to form a strong friendship with you in your first semester. They will respond to your questions, meet up with you and connect you with activities on campus. This support network is brought to you by the Auckland University Students' Association (AUSA) – here to support your transition to Auckland.

[www.ausa.org.nz/support/findabuddy](http://www.ausa.org.nz/support/findabuddy)

## Student events

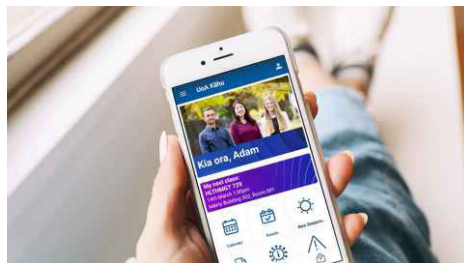
What's On is the University's hub for events and activities on campus, not just at Orientation, but for the whole year. Sign up to the fortnightly newsletter and we'll keep you up to date with what's happening on campus. Events range from concerts to stand-up comedy, exploring the outdoors to cooking classes, poetry slam and quiz nights and everything in between.

[www.auckland.ac.nz/whatson](http://www.auckland.ac.nz/whatson)

## NauMai NZ

A variety of information for international students in New Zealand. Find out everything you need to know about making the most of your experience in Aotearoa.

[www.naumainz.studyinnewzealand.govt.nz](http://www.naumainz.studyinnewzealand.govt.nz)



Download Kāhu, the University's official student app providing access to useful student tools and information: [www.auckland.ac.nz/en/students/my-tools/kahu](http://www.auckland.ac.nz/en/students/my-tools/kahu)

# International Student Support

There is a range of support services available around the University for our international students.

## International Student Support team

We recognise the pressures that students face when studying at an overseas university. Our friendly team of International Student Advisers can help with a range of matters, including immigration, health and wellbeing, finances, work and accommodation. We advise you to consult with the Student Hubs team (see pages ???) first for any academic questions, e.g. degree planning, course advice, enrolment help, etc.

[www.auckland.ac.nz/international-student-support](http://www.auckland.ac.nz/international-student-support)



## The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

When students from other countries come to study in New Zealand, it is important they are well-informed, safe and properly cared for.

New Zealand educational providers have an important responsibility for the welfare of international students.

[www.auckland.ac.nz/intl-code-of-practice](http://www.auckland.ac.nz/intl-code-of-practice)

### What is the Code of Practice?

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) supports the wellbeing of tertiary and international learners enrolled with New Zealand education providers. It sets out the requirements that education providers must meet for the wellbeing and safety of their learners. The Code applies to pastoral care and provision of information only. It does not apply to academic standards.

## The Disputes Resolution Scheme

What to do if something goes wrong?

The Code requires all institutions to have fair and equitable internal grievance procedures for students. You need to go through these internal processes before you can take the complaint any further. For more information about the processes for handling student complaints, visit [www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/know-the-code/learner-complaints/](http://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/know-the-code/learner-complaints/)

## Under 18 international students

If you will be under 18 years of age on the first day of semester, you have to contact the International Student Support Team prior to the start of your studies and before applying for your student visa.

Until you turn 18 you will be required to meet regularly with an International Student Adviser to discuss your wellbeing.

The International Student Advisers are available for any questions you might have.

[www.auckland.ac.nz/under-18-int-students](http://www.auckland.ac.nz/under-18-int-students)

## Insurance

The Code requires all international students studying in New Zealand (including doctoral students) to have appropriate health and travel insurance during their period of study. Allianz Partners is our preferred insurance provider. Enrolled international students will be charged Allianz's Studentsafe Inbound University insurance premium when enrolment is completed. You must pay this fee unless the University approves the use of an alternative insurance provider. You must have approved insurance for the duration of your study, regardless of the type of visa you have.

A student visa holder is also required to have approved health and travel insurance for the duration of their visa or until they depart New Zealand, whichever comes first.

**Your University of Auckland student ID number is also your insurance policy number.**

## Pre-existing medical conditions

You are not automatically covered for pre-existing medical conditions. However, cover can be arranged in certain circumstances on application to Allianz before your programme starts.

For more information on the Studentsafe Inbound University policy, pre-existing and family packages, visit [www.auckland.ac.nz/is-insurance](http://www.auckland.ac.nz/is-insurance)

For all Studentsafe Inbound University insurance and claim related queries, contact the insurance directly.

[www.insurancesafenz.com/studentsafe](http://www.insurancesafenz.com/studentsafe)

In addition to your insurance cover, the Accident Compensation Corporation (ACC) provides comprehensive, no-fault personal injury cover for all New Zealand residents and visitors to New Zealand.

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

## 360 International

360 International provides access to international learning experiences through a diverse, inspiring, attainable and credit-bearing set of opportunities. From semester-long exchange to short-term/summer programmes, research placements to internships, we've got you covered.

[www.auckland.ac.nz/360](http://www.auckland.ac.nz/360)

## Study Abroad Team

The Study Abroad team looks after our short term international students – incoming Study Abroad and Exchange students from around the world.

**Email:** [studyabroad@auckland.ac.nz](mailto:studyabroad@auckland.ac.nz)





# Essential information

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## Student Hubs

Visit one of the Student Hubs for help and advice on any aspect of your studies and life at the University.

**www.auckland.ac.nz/student-hubs**

**Phone:** 0800 61 62 63

**Email:** studentinfo@auckland.ac.nz

## School of Graduate Studies

If you are a PhD or named doctoral student, the team at the School of Graduate Studies will be there to assist.

**www.auckland.ac.nz/sgs**

**Phone:** +64 9 373 7513

**Email:** doctoraladvice@auckland.ac.nz

## Academic year dates

All important dates for the academic year including semester and quarter dates are available here:

**www.calendar.auckland.ac.nz/en/keydates/dates**

## Student visa

You must have a valid student visa to study at the University of Auckland (if studying in New Zealand). Your visa must show the “University of Auckland” as your education provider and your correct programme of study.

You must provide the University with a copy of your passport and visa when you first enrol **and** whenever you renew your passport or obtain a new visa. This is a requirement of Immigration New Zealand and the Code. You can upload a copy of your visa online.

If you do not have a valid visa, or for questions about student visas, please contact Student Hubs or the International Student Support team.

## Providing your Passport and Visa

The University of Auckland requires international students in New Zealand to submit the following

documents:

- A copy of the bio page of your passport and
- A copy of your valid visa

Upload these documents online:

**[www.forms.auckland.ac.nz/en/student/student-contact-support/student-visa](http://www.forms.auckland.ac.nz/en/student/student-contact-support/student-visa)**

## Campus Card

A Campus Card (student ID card) can only be issued after you have enrolled and uploaded a photo to Student Services Online. You will receive an email when it is ready for collection from the Student Hubs.

## Student information technology

### Your username

Your username (UPI) is created at the start of your formal relationship with the University and will remain the same even if your personal details change (e.g. your name). Usernames are generated automatically by the University and are not based on your preferences.

Your username is unique to you – like your ID number, nobody else has the same one as you.

You can look up your username in the “update personal details” section at

**[iam.auckland.ac.nz/identity](http://iam.auckland.ac.nz/identity)**

### MyAucklandUni

MyAucklandUni is a student portal that gives you access to your important information in one place. It's a one-stop-shop that makes it easy to see Student Services Online, your calendar and timetables, email notifications, course updates, library information, financial information and personal details.

**[www.myaucklanduni.ac.nz](http://www.myaucklanduni.ac.nz)**



## Student Services Online

Student Services Online (SSO) allows you to enrol in classes, view your timetable, update your personal details, generate fees statements/receipts and much more.

**Keep your personal details up-to-date at all times in SSO.**

[www.auckland.ac.nz/sso](http://www.auckland.ac.nz/sso)

## Online enrolment

For information on enrolment, please visit

[www.auckland.ac.nz/sso-enrol](http://www.auckland.ac.nz/sso-enrol)

## Student email

All students have a University email account. Check your student email regularly. It is the University's official means of communication. Information related to your studies are sent to this email address.

Your account will be activated within 24 hours after you enrol in a course at the University.

Your email address will be:

<username>@aucklanduni.ac.nz

[www.auckland.ac.nz/email](http://www.auckland.ac.nz/email)

## Printing, photocopying and scanning

Copiers and printers are available in all libraries, computer labs and information commons. There is a charge to copy and print.

[www.auckland.ac.nz/copy-print](http://www.auckland.ac.nz/copy-print)

## Internet access

Internet access is provided on all campuses.

Unlimited, free, high-speed access is available to all University students.

[www.auckland.ac.nz/internet](http://www.auckland.ac.nz/internet)

## CANVAS

CANVAS is the University's web-based Learning Management System. All students enrolled in courses at the University have access to CANVAS.

You can use CANVAS to:

- Access information and materials for your courses.

- Check course announcements, marks for coursework and exam times.
- Download learning resources.
- Complete online tests.
- Participate in online discussions/chats

[canvas.auckland.ac.nz](http://canvas.auckland.ac.nz)

## IT essentials

For everything you need to know about IT services and support at the University of Auckland visit:

[www.auckland.ac.nz/it-essentials](http://www.auckland.ac.nz/it-essentials)

## Safety on campus

The University's security service maintains a safe and secure campus environment for students, staff and visitors.

Security officers patrol the University grounds and respond as required. They qualified to manage all security incidents and emergency situations.

## Campus security

**Phone numbers for all campuses:**

**Phone:** +64 9 373 7599 ext 85000

**or emergency ext 966**

**Free phone:** 0800 373 7550

## UoA Alert App

UoA Alert is the official emergency and safety app of the University of Auckland. The app will send you important safety alerts and provide instant access to campus safety resources, information and other useful links. Download UoA Alert via Google Play or App Store.



The image shows the UoA Alert app logo, which is a blue square with a white shield containing a book and the text 'THE UNIVERSITY OF AUCKLAND NEW ZEALAND' and 'ALERT'. To the right of the logo are three smartphones displaying the app's interface. The interface features a red 'ALERT' banner at the top, followed by a list of emergency services (Police, Fire, Ambulance) and a section for 'Emergency Contacts' with icons for various services like Student Services, Health and Wellbeing, and Security. At the bottom, there is a section for 'Emergency Services' with icons for Police, Fire, and Ambulance.

**In an emergency dial 111 for Police, Ambulance and the Fire Emergency Services.**



## Examinations

Examinations may be different from those you've experienced in other institutions.

At the University, examinations start during the week following the end of lectures, and end on the last day of semester.

The examination timetable is published before the mid-semester break **and** you are expected to be available for the entire examination period. Examination regulations and instructions will be sent to you in an email, and they are also available on the Examinations website.

### Examination dates 2023

Semester One	8 June - 26 June
Semester Two	26 October - 13 November

## Illness, injury or misfortune

If you feel that personal circumstances have affected your exam preparation or your performance on the day of your examination, you can apply for aegrotat or compassionate consideration.

Please be aware there is no possibility of re-sitting an examination.

[www.auckland.ac.nz/exams](http://www.auckland.ac.nz/exams)

## Graduation

More than 10,000 students graduate from the University of Auckland each year.

Once you have completed all the requirements for a degree or diploma you are eligible to graduate. You can graduate in person by attending the graduation ceremony or in absentia. Graduation is not an automatic process – you must apply to graduate using Student Services Online.

Email: [graduation@auckland.ac.nz](mailto:graduation@auckland.ac.nz)

[www.graduation.ac.nz](http://www.graduation.ac.nz)

## Alumni Relations Office

When you graduate from the University of Auckland you automatically become one of our alumni. The word “alumni” comes from the Latin verb “alere” and literally means “nourished ones”. We currently have over 190,000 alumni living both in New Zealand and overseas. Our aim is to develop a vibrant, global alumni community.

To be a part of this community, be sure to stay in touch with us by keeping your contact details up to date on our website.

[www.auckland.ac.nz/alumni-update](http://www.auckland.ac.nz/alumni-update)

Our international alumni often tell us that one of their key advantages in the job market is the international network of friends and contacts they develop during their time at the University. You can continue to build these networks after you graduate. Visit our website to find out more about our international alumni contacts in various cities across the globe.

[www.auckland.ac.nz/globalalumni](http://www.auckland.ac.nz/globalalumni)

[www.alumni.auckland.ac.nz](http://www.alumni.auckland.ac.nz)



# University support services

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## International Student Support

The International Student Support Team is here to help you with questions you might have around settling into life at the University and in New Zealand.

[www.auckland.ac.nz/international-student-support](http://www.auckland.ac.nz/international-student-support)

## Te Papa Manaaki | Campus Care

The Te Papa Manaaki | Campus Care team supports students to better understand their concerns and needs, streamlining interactions with campus services, and developing a treatment plan that works in the best interests of each individual. You can access this service for personal support or connect with the team in order to help out another student.

[www.auckland.ac.nz/campus-care](http://www.auckland.ac.nz/campus-care)

## Health and Counselling Services

Student Health and Counselling on campus is here to help you look after your health and wellbeing.

The primary care team is a skilled and experienced group of doctors and nurses committed to providing a quality health care service. We also offer a confidential service providing a wide range of support staffed by counsellors and clinical psychologists. We strongly encourage you to register with Student Health and Counselling at the beginning of your study.

Location: City Campus, Grafton Campus and Epsom Campus.

**Phone:** 0800 698 427

**Opening hours:** Refer to the website.

## After hours

A registered nurse is available after hours by phone to advise you throughout the night, weekends, public holidays and at any time the centre is closed.

Phone: 0800 698 427

[www.auckland.ac.nz/healthandcounselling](http://www.auckland.ac.nz/healthandcounselling)

## Career Development and Employability Services (CDES)

Thinking about life after university and taking steps to increase your employability will enable you to create the future you want, and there's plenty of help to get you started.

Our team of Career Development Consultants, including our specialised International Career Development Consultant, can help you gain the skills you need to be employable in New Zealand at the end of your degree. CDES will help you identify opportunities, meet and network with employers and become work ready. You will be able to use our online career management system MyCDES, which features a job board, resources and bookings for workshops, events, and appointments with Career Development Consultants.

We run special events, both virtual and on campus, to help you connect and engage with employers and understand the New Zealand job market:

- Careers expos
- Recruitment events
- Networking opportunities
- Workshops
- Workplace experience
- Employer presentations

CDES also runs programmes dedicated to international students, such as the Workplace Insights Programme (WIP). This programme is aimed at enabling the students to have a deeper cultural understanding of the Kiwi workplace environment by partnering them with alumni working in various industries.

[www.cdes.auckland.ac.nz](http://www.cdes.auckland.ac.nz)



**create your future**  
*kei ōu ringaringa te ao*

## Libraries and Learning Services

While studying at the University of Auckland you may need to find articles and course readings, learn how to reference, improve your academic writing or find a quiet place to study. Libraries and Learning Services provide the following resources and services to help you succeed while at university.

### Libraries

You can access a variety of electronic and hard copy resources. Subject guides will give you a starting point to find information for assignments and to keep up-to-date with current research.

Our libraries provide you with quiet study spaces, print and multimedia resources, manuscripts and archives. Libraries are located on most of the University campuses.

[www.library.auckland.ac.nz](http://www.library.auckland.ac.nz)

### English Language Enrichment

English Language Enrichment (ELE) is a dedicated English language service available to all University of Auckland students on campus and online.

Visit ELE, speak to the staff, access resources online or take part in a discussion group to help develop your academic English.

[www.library.auckland.ac.nz/ele](http://www.library.auckland.ac.nz/ele)

### Information Commons and IC Helpdesks

Information Commons provide study spaces, computers, laptops for loan, photocopiers, printers and scanners. IC Helpdesk staff can help with student computing resources and services including username and password, student email, internet access, wireless network, Student Services Online and student file storage.

[www.auckland.ac.nz/information-commons](http://www.auckland.ac.nz/information-commons)

### Developing your study skills

Studying at university requires a wide set of academic skills. If you want to enhance your skills, check out our resources. These cover a variety of topics such as referencing, time management, academic reading and writing.

[www.library.auckland.ac.nz/study-skills](http://www.library.auckland.ac.nz/study-skills)

Libraries and Learning Services also offer workshops to help you develop your study skills. Go online to see the workshops currently on offer.

[www.library.auckland.ac.nz/workshops](http://www.library.auckland.ac.nz/workshops)

Ask your questions at a library or information commons. You may be referred to an adviser for help with more in-depth queries.

### Academic Integrity Course

The University of Auckland requires **all students** to complete the Academic Integrity Course in their first semester.

This is an online course designed to increase student knowledge of academic integrity, University rules relating to academic conduct and the identification and consequences of academic misconduct.

The course requires you to work through a series of modules outlining scenarios you may encounter while studying at the University. At the end of each module you must complete a test. You have until the end of your first semester to complete the course.

[www.auckland.ac.nz/academic-honesty](http://www.auckland.ac.nz/academic-honesty)

### DELNA

All new students, no matter their language background, must complete the Diagnostic English Language Needs Assessment (DELNA).

DELNA is a free check of your English language ability. You begin with the 30-minute DELNA Screening and may be asked to proceed to the DELNA Diagnosis, a finer assessment of your academic English language skills.

Following the DELNA Diagnosis, you will be able to discuss your results with a language adviser who will talk to you about the language enrichment services available on campus and how to use them. This will get you off to a really good start!

Note that your faculty may require you to act on the advice from DELNA staff.

Book at [www.delnatask.com/booking](http://www.delnatask.com/booking)

To learn more about DELNA, visit [www.delna.auckland.ac.nz](http://www.delna.auckland.ac.nz)





## Student Disability Services

We welcome international students with disabilities to the University of Auckland. Student Disability Services has a range of support available, including assessment of support needs, access to disability study spaces and special accommodations for tests and exams. It is important that you check the University is able to meet your specific requirements, as the type and level of support for international students with disabilities may differ from those at your home university. Contact us early so we can discuss your support requirements.

**Email:** [disabilities@auckland.ac.nz](mailto:disabilities@auckland.ac.nz)  
**www.**[disability.auckland.ac.nz](http://www.disability.auckland.ac.nz)

## Accommodation

At the University of Auckland, we understand that a happy, healthy and supportive living environment is integral to your success as a student here. With over 4000 beds on offer, from fully catered halls to self-catered flats and studio style living, there is an accommodation option to suit all lifestyles.

Our Accommodation Solutions team is here to help you with any questions or concerns you may have.

### University-managed accommodation

If you are a recent high school leaver you'll find your options in our catered Halls of Residence, or if you are an undergraduate or postgraduate student there are a variety of self-catered options for you to consider.

### Privately managed accommodation

If you wish to look for accommodation outside of the University residences, our website gives you some

ideas where to start and what to look out for.

## Application dates

Applications for the 2023 full academic year and Semester One 2023 accommodation opened online on 1 August 2022. If you still require accommodation for the 2023 year please contact the Accommodation Solutions team to discuss the options that may be available to you. For accommodation commencing in Semester Two, applications open online on 1 April 2023.

We strongly recommend you apply even before you have confirmation of your University admission, so you have the best chance of getting a place in your preferred residence.

**Email:** [accom@auckland.ac.nz](mailto:accom@auckland.ac.nz)  
**www.**[accommodation.auckland.ac.nz](http://www.accommodation.auckland.ac.nz)

## Disputes and grievances

The University is committed to maintaining an open, fair and respectful environment in which all staff and students can pursue their individual and shared teaching, learning, research and administrative activities. In such a large and complex organisation, with a diverse body of students and staff, disputes and disagreements will sometimes arise.

The University encourages resolution of disputes initially through informal processes, but there are also formal procedures if an informal approach is not appropriate or is unsuccessful.

The University has a Proctor's Office which is the primary reference point in the University for matters relating to student conduct (non-academic), including complaints against students or disputes between students. The Proctor's Office is also the point of contact for students who have any concern about bullying or harassment.

## Code of Conduct

The purpose of this Code is to develop and maintain a standard of behaviour that supports and enables the University's commitment to being a safe, inclusive, equitable and respectful community; both in-person and online.

**www.**[auckland.ac.nz/en/on-campus/life-on-campus/code-of-conduct](http://www.auckland.ac.nz/en/on-campus/life-on-campus/code-of-conduct)

## Student learning and research grievances

Difficulties in academic matters can often be resolved informally through such measures as: raising the matter directly with the other person; approaching a Course, Stage or Programme Coordinator or the Head of Department; or approaching the Department Postgraduate Adviser or Faculty Associate Dean (Postgraduate). For further information, visit:

**[www.auckland.ac.nz/dispute-resolution](http://www.auckland.ac.nz/dispute-resolution)**

The University statute on Resolution of Student Academic Complaints and Disputes explains the procedures to be followed where informal resolution is not successful or appropriate.

For further information, visit:

**[www.auckland.ac.nz/academic-disputes](http://www.auckland.ac.nz/academic-disputes)**

If a problem or dispute arises within a research supervision situation, this should be addressed as soon as possible. Suggestions to help with this can be found at:

**[www.auckland.ac.nz/postgrad-policies](http://www.auckland.ac.nz/postgrad-policies)**

## Personal disputes and conflicts

Sometimes conflicts arise between individuals, or people have difficulties with another person's behaviour or attitudes. The University encourages individuals to work together to resolve such disputes. The Proctor's Office is available to assist with cases of conflicts between students or problems to do with student behaviour and can refer students to independent external mediation services if this is required. Where disputes or conflicts involve staff members, the Academic Head or manager of the staff member may need to be involved.

## Harassment

The University is committed to providing an environment which is free from harassment, bullying and discrimination, as explained in the Prevention of Bullying and Harassment Policy. Harassment is unwelcome conduct that is "offensive, humiliating or intimidating to any other person and is either repeated or of such significant nature that it has a detrimental impact on the person, their performance or their work and study environment". Any student who feels they are being harassed should approach



the Proctor's Office, or if a member of staff is involved, the Academic Head or manager of the staff member.

The Proctor's Office can provide advice in such matters and support is available from a variety of support and advocacy services.

### University Proctor Office

**Email:** [proctor@auckland.ac.nz](mailto:proctor@auckland.ac.nz)

**[www.auckland.ac.nz/proctor](http://www.auckland.ac.nz/proctor)**

## Spiritual and religious support

Students of all religious and cultural beliefs are welcome at the University of Auckland, and we offer interdenominational pastoral care and spiritual guidance. Places of worship available on campus include a Christian chapel and Muslim prayer rooms. Nearby there are numerous churches, as well as a Hindu temple, a synagogue and a mosque.

**[www.auckland.ac.nz/spiritual](http://www.auckland.ac.nz/spiritual)**

## Wellbeing support

Caring for your physical, emotional and spiritual wellbeing is essential so you can thrive in your studies and balance life's challenges. The University offers a range of tools to support you with this. You can also contact the International Student Support team (page 6) if you need to chat or some additional support

**[www.auckland.ac.nz/wellbeing](http://www.auckland.ac.nz/wellbeing)**





# Life on campus

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## Auckland University Students' Association (AUSA)

AUSA is a voluntary student-run organisation committed to representing and advocating for students at the University of Auckland. It is free to join.

AUSA provides a wide range of services including an Advocacy Service, Welfare Office, Class Representative system, the University's lost property service, a bookshop (ubiq), 1400 lockers for hire, Shadows (student bar), Parentspace, Womenspace, Radio 95bFM, and a wide range of events.

### Contact:

AUSA House, 4 Alfred Street  
(opposite the General Library), City Campus.

**Email:** [ausa@ausa.org.nz](mailto:ausa@ausa.org.nz)

**[www.ausa.org.nz](http://www.ausa.org.nz)**

## AUSA Advocacy

AUSA offers all students access to a free and confidential advocacy service, which is completely independent from the University. The Advocacy team can provide you with advice on academic, financial or personal issues. We ensure that you are treated fairly and with respect while you study.

**[www.ausa.org.nz/advocacy](http://www.ausa.org.nz/advocacy)**

## Welfare Office

AUSA's Welfare Office helps AUSA members experiencing financial difficulties. It provides grants for food, optometry, textbooks and other hardship grants.

**[www.ausa.org.nz/support](http://www.ausa.org.nz/support)**

## Sport and recreation

Sport and Recreation provide a wide range of facilities and services to students, staff and graduates.

If you're keen on sport you could get some friends together and sign up for one of the UNIM8S Social Sports Leagues, or represent your faculty in one of 13 sports in the Interfaculty Sports Championship.

Recreation is also offered, with all memberships including access to a wide range of group fitness classes, weights and cardio equipment.

Additional programmes and services are also available such as boxfit, self-defence, personalised programmes and much more.

### University Recreation Centre

City Campus

**Phone:** +64 9 923 4788

**Email:** [universitiesport@auckland.ac.nz](mailto:universitiesport@auckland.ac.nz)

**[www.auckland.ac.nz/sportandrec](http://www.auckland.ac.nz/sportandrec)**

## Student space

### Parent Space

You may be studying full-time or part-time, be an undergraduate or postgraduate student. Regardless of your level of study, if you have/care for children under 16 you are a student parent. Student parents are invited to use these spaces, with or without their children with them.

### Queerspace

Queerspace is AUSA's provided community space for every student who identifies as queer. Queerspace is a great place to hang out, connect with other queer people on campus, and is a safe space away from the normal din of study. Queerspace is managed by the AUSA Queer Rights Officer.

**Email:** [qro@ausa.org.nz](mailto:qro@ausa.org.nz)



## Womenspace

Womenspace welcomes all students who identify as women. It's run by AUSA's Womens' Rights Officers. Womenspace is down the walkway from the Student Health Services, and the Womens Rights Officer's office is the second door on the left in the Womenspace hallway. We have oodles of pamphlets, free condoms, sanitary products, lollies and a long list of contacts and community groups that we can refer you to if you're in need of some more specialised assistance.

**Email:** [wro@ausa.org.nz](mailto:wro@ausa.org.nz)

## O lagi Atea Moana (Culture/C-Space)

Located on level 4 of the Student Union building, directly above the Common Room, C-Space has places to sit, shower facilities, a kitchenette and toilet. It's also the home of the Auckland University Pacific Island Students' Association (AUPISA), a parallel organisation to AUSA with its own executive committee, whose delegates sit on the AUSA exec as our Pacific Island Student Officers (PISO). You can usually find AUPISA and the PISOs in C-Space.

## Volunteering

Volunteer Hub gives you the opportunity to volunteer for a wide variety of organisations and community projects, as well as for various initiatives on campus.

[www.auckland.ac.nz/volunteer](http://www.auckland.ac.nz/volunteer)

## Student leadership

A range of opportunities is available for students who want to develop leadership skills and an increased self-understanding.

[www.auckland.ac.nz/leadership](http://www.auckland.ac.nz/leadership)

## Campus Store

The Campus Store offers a wide range of University of Auckland branded apparel, merchandise and memorabilia. Shop the range online or visit the store in the Student Quad, City Campus.

[www.campusstore.auckland.ac.nz](http://www.campusstore.auckland.ac.nz)

## Clubs and societies

Joining a club is a great way to balance your academic career with something that takes you away from the books. You could try something new, or continue with an interest you have already.

There are more than 200 clubs and societies on campus, ranging from cultural associations from all over the world, to clubs for hiking, canoeing, social responsibility, photography, film and yoga.

[www.auckland.ac.nz/clubs](http://www.auckland.ac.nz/clubs)





# Living in Tāmaki Makaurau

Tāmaki Makaurau Auckland is a great place to live and study. With a population of around 1.6 million people, the city has a bustling centre with many activities, from international concerts and sporting events, to cultural festivals and celebrations. If you like to relax, there are many beaches to enjoy close to the central city. You can also make a day of it and explore the islands of the Hauraki Gulf or the wild west coast surf beaches. Whether you're looking for an outdoor adventure or a quiet morning coffee and browse in the local markets, there's always something to do in Auckland.

## Transport

There are many ways to get around Auckland. You can walk or cycle, or take ferries, buses, trains, taxis or cars.

### Buses, trains and ferries

There are different modes of transport you can opt for to get around Auckland. Make sure to download the AT Mobile app and get your AT HOP card organised before using public transport. Ensure you have the tertiary concession activated to receive extra discounts. Full-time tertiary students are eligible to receive up to 20% discount on travel when using an AT HOP card.

[www.at.govt.nz/bus-train-ferry](http://www.at.govt.nz/bus-train-ferry)

## Cars

Carparks within Auckland's Central Business District (CBD) are expensive, costing from \$20-40 per day. University parking is available underneath the Owen G Glenn building, 12 Grafton Road.

[www.auckland.ac.nz/parking](http://www.auckland.ac.nz/parking)

For information about great things to do in Auckland, visit:

[www.aucklandnz.com/visit](http://www.aucklandnz.com/visit)

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

For information on living in Auckland, visit:

[www.auckland.ac.nz/is-living-nz](http://www.auckland.ac.nz/is-living-nz)

## Cost of living

Below are some of the costs you can expect to pay per person, per week, living in rented accommodation in Auckland. Please note that these costs are approximate. We recommend to use this calculator to get the most accurate estimate of cost of living in Auckland:

[www.newzealandnow.govt.nz/live-in-new-zealand/money-tax/cost-of-living](http://www.newzealandnow.govt.nz/live-in-new-zealand/money-tax/cost-of-living)

Approximate weekly living costs 2021 (\$NZ) <sup>1</sup>		
	Fully-catered University residence	Room in a shared private house*
Accommodation	\$398 - \$412	\$217 - \$307
Electricity	Included in residence fee	\$23
Internet	Included in residence fee	\$8
Mobile phone plan	\$10	\$10
Household insurance <sup>2</sup>	\$8	\$8
Food	Included in residence fee	\$120
Transport (bus or train from nearby suburbs)	Residences are walking distance from campus	\$22 (\$17 student discount ) <sup>3</sup>
Entertainment	\$55	\$55
Gym membership	\$27	\$27
Estimated weekly costs	\$498 - \$512	\$482.40 - \$593

Typical Purchases <sup>1</sup>	
Milk (1 litre)	\$2.38
Eggs (1 dozen)	\$4.40
Bread	\$1.7
Big Mac Combo	\$11
Pizza (large)	\$5-16
Other costs to consider <sup>1</sup>	
Medical visit	From \$60
Dental visit	From \$150
Haircut	From \$30

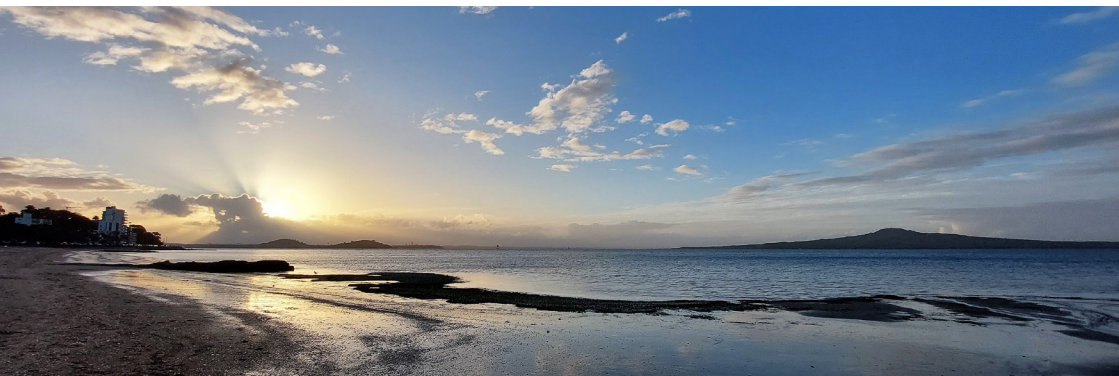
\* Please note, for a private studio apartment, rent could start from \$370 per week.

Remember to also take into account the cost of buying text books, clothing, medicine, beauty products and going on holidays.

<sup>1</sup> These costs are approximate, and are as at January 2021. All prices are quoted in \$NZD. You can convert these prices to your own country's currency on [www.xe.com](http://www.xe.com)

<sup>2</sup> Based on insuring household items

<sup>3</sup> One-zone return, five days per week Hop-card fare



# Travelling around New Zealand



For information on travelling around New Zealand, check out the following:  
[www.newzealand.com/int](http://www.newzealand.com/int)  
[www.tourism.net.nz](http://www.tourism.net.nz)



## Working

To work, you must have a current student visa which allows work rights. If you do not have a visa allowing work rights, you must apply for one at Immigration New Zealand.

[www.immigration.govt.nz/new-zealand-visas](http://www.immigration.govt.nz/new-zealand-visas)

## Inland Revenue Department (IRD)

If you are permitted to work while in New Zealand, you must apply for an IRD number (income tax number) before working. For further information, visit [www.ird.govt.nz](http://www.ird.govt.nz)

New Zealand has minimum wage regulations. Employers are not allowed to pay their employees less than the minimum wage.

[employment.govt.nz/hours-and-wages/pay/minimum-wage](http://employment.govt.nz/hours-and-wages/pay/minimum-wage)

## Student Job Search

Student Job Search (SJS) is a non-profit organisation that assists students to find employment while studying.

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

## Ambassadors

The Student Ambassador Programme offers casual employment to University of Auckland students to provide support for key University events.

[www.auckland.ac.nz/ambassador](http://www.auckland.ac.nz/ambassador)

## CDES

Our Career Development and Employability Services can help you with career planning and increasing your employability. For more details, see page 15.

## Driving

Driving in New Zealand is permitted if you hold a valid driver licence (in English). Any restrictions or conditions on your licence will continue to apply in New Zealand.

You can drive for a maximum period of 12 months from the date you arrive in New Zealand. If your licence is not in English, you must obtain an international driver permit or an approved translation of your licence and carry it with your original driver licence when driving in New Zealand.

After you have been here for longer than 12 months, you must convert it to a New Zealand licence. If you are not carrying your driver licence with you when driving, you will be fined. Anyone who drives without any licence at all will be fined.

For more information visit:

[www.nzta.govt.nz/licence/residents-visitors](http://www.nzta.govt.nz/licence/residents-visitors)

For more information visit

- [www.nzta.govt.nz](http://www.nzta.govt.nz)  
(where you can find New Zealand road rules)
- [www.drivesafe.org.nz](http://www.drivesafe.org.nz)  
(tips on driving in New Zealand safely)

# New Zealand **law** when driving



**Everyone wears  
SEATBELTS**



**Keep  
LEFT**



**MAXIMUM  
speed**



**NO overtaking  
on yellow lines**

**Your trip may take longer than you expect  
Allow extra time on New Zealand roads**



## Personal safety

### Essential safety advice

New Zealand is regarded as a safe place. However, as in all big cities, it is sensible to take precautions to protect your personal safety:

- Avoid walking home alone at night; If you are walking, go in a group and keep to well-lit streets.
- Be aware of your surroundings.
- Avoid carrying large amounts of cash. If you must carry valuables, keep them hidden from view.
- Protect your mobile phone. Activate your "Find my mobile" app
- Take care when using cash machines late at night.
- Never keep your PIN number with your cash card.
- Keep your home secure by locking all windows and doors. Leave some lights on while you are out.
- Get property insurance so that you can replace your property in case of theft.
- Back up work on your computer regularly (external hard drives, cloud services).
- If your credit or cash cards are stolen inform the card provider immediately and block them on your banking app if possible.

### What to do in an emergency

If you need to call the police, fire rescue or an ambulance dial 111. It is free to dial 111 from your mobile or from a landline. The emergency operator will ask whether you need the police, fire or ambulance.

Only use the 111 number when a crime is actually being committed, or if life is at risk.

For non-emergency calls to the police (for example, when a burglary has already taken place and the burglars are no longer on the scene), call 105. You can also go to your local police station.

If the emergency is not urgent enough to call 111, and takes place on the University campus you can contact University Security (see pg. 11).

### Online scams

International students are often the target of scams. They receive phone calls pretending to come from legitimate organisations such as government departments, Embassies or Consulates. Trustworthy companies and institutions will never call to ask for personal details or money to be sent. These types of calls/emails/messages are scams and you should inform police if you have been targeted.

### COVID-19 information

All the latest information about Covid-19 in New Zealand are available on the government's website.

[www.covid19.govt.nz](http://www.covid19.govt.nz)

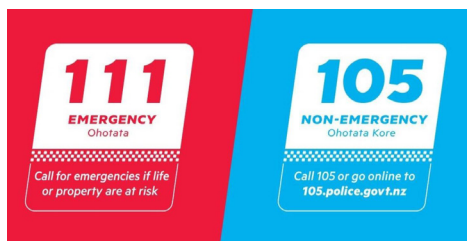
### Water and beach safety

New Zealand's beaches and coastline attracts many visitors. Before spending a day at the beach familiarise yourself with the dos don'ts of staying safe in and around the water.

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

### Drinking water

New Zealand cities have excellent water supplies and in all cases tap water is safe to drink. Water from rivers and lakes should be boiled, chemically treated or filtered before drinking.





## Proof of age – KiwiAccess Card

The KiwiAccess card is useful whenever you need to prove your age, such as when buying alcohol. You should obtain one if you do not have a New Zealand driver's licence and do not wish to carry your passport with you.

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

## Your rights

New Zealand is a modern democratic country in which human rights are protected. It is illegal to discriminate on grounds such as gender, race, religion or ethnicity. Complaints about discrimination should be made to the Human Rights Commission.

Newcomers to New Zealand have the same rights and obligations under New Zealand law as any other person living here. It is against the law for anyone to steal or damage your property. It is against the law for anyone to deliberately attempt to injure you or anyone in your family.

## Climate

The north of New Zealand is subtropical, while the south is more temperate. The warmest months are January to March and the coldest are July to September.

Average daily temperature (high/low)			
	Temp (°C)	Temp (°F)	Rain days/month
Spring	18/11	65/52	12
Summer	24/12	75/54	8
Autumn	20/13	68/55	11
Winter	15/9	59/48	15

## Banking

New Zealand has a very modern banking system and almost everybody has a bank account. It is the safest, most convenient way to manage your money.

There are a number of banks to choose from including Kiwibank, ASB, BNZ, ANZ, Westpac and TSB Bank.

## Consumer rights

New Zealand has laws to protect you from misleading advertising, faulty goods, poor workmanship, unfair trading and other problems you might meet as a consumer. Help is available from the Citizens Advice Bureau. Always keep receipts, quotes and estimates, copies of agreements and other such documents, since these can help if a dispute arises.

## Citizens Advice Bureau (CAB)

The CAB provides free information, advice, support and advocacy. The service deals with subjects such as immigration, tenancy, flatting, health, social welfare, pathways to employment, employment relations, legal disputes, rights of individuals and family issues. They also have information on ethnic communities, and local and central government.

**Phone:** 0800 367 222

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

**Disclaimer:** The information in this handbook have been correct as at June 2022. For most up-to-date information, please refer to the relevant websites.



**UNIVERSITY OF  
AUCKLAND**  
Waipapa Taumata Rau  
NEW ZEALAND

## International Office

Alfred Nathan House  
24 Princes Street  
City Campus  
Auckland 1010  
New Zealand

[www.international.auckland.ac.nz](http://www.international.auckland.ac.nz)

### Where to get help:

#### International Student Advisers

[www.auckland.ac.nz/international-student-support](http://www.auckland.ac.nz/international-student-support)

Phone: +64 9 373 7599

Email: [int-questions@auckland.ac.nz](mailto:int-questions@auckland.ac.nz)

#### Student Hubs

[www.auckland.ac.nz/student-hubs](http://www.auckland.ac.nz/student-hubs)

Phone: 0800 61 62 63

Email: [studentinfo@auckland.ac.nz](mailto:studentinfo@auckland.ac.nz)

#### University Health and Counselling Services

[www.auckland.ac.nz/healthandcounselling](http://www.auckland.ac.nz/healthandcounselling)

Phone: 09 923 7681 (also after-hours)

Email: [uhsinfo@auckland.ac.nz](mailto:uhsinfo@auckland.ac.nz)

#### Safety and Security

Dial 111 for Police, Ambulance and Fire  
Emergency Services

Campus Security Freephone (all  
campuses): 0800 373 7550

### Find us on:

