



# MEETING THE CHALLENGE

**HANDBOOK**  
FOR INTERNATIONAL STUDENTS STUDYING AT WITT

[WITTWORKS.ac.nz](http://WITTWORKS.ac.nz)



*Te Kura Matatini o Taranaki*

**WITT**

WESTERN INSTITUTE  
OF TECHNOLOGY  
AT TARANAKI

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# KIA ORA - WELCOME

Greetings and a very warm welcome to the Western Institute of Technology at Taranaki (WITT).

Congratulations on choosing a top quality tertiary institute in which to study and a wonderful city in which to live. Moving to another country to study and experience another way of life can be exciting but it can also be challenging.

This handbook has been designed to give you information to help you meet the challenge and ensure you have a safe, happy and successful stay with us. Please read it and put it somewhere safe for future reading. We hope you have a great time living and studying with us.

For more detailed information on living and studying in New Zealand, go to: [www.minedu.govt.nz](http://www.minedu.govt.nz) click on "international education" then on "international students and parents" and download the "Guide to Living and Studying in New Zealand".

## LEARNING ABOUT LIVING AND STUDYING IN NEW ZEALAND

Soon after arriving in New Zealand you will participate in an induction programme. This will help you adjust to life in New Zealand. We will also familiarise you with the Code of Practice for the Pastoral Care of International Students (the Code). For a copy of the Code visit [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international) (Refer section: for international students and their parents).

At the start of your course you will undertake an orientation programme. This will help prepare you for studying in New Zealand.

### EMERGENCY CONTACTS

#### IN AN EMERGENCY: DIAL 111

- An operator will ask what service you need: Police, Fire or Ambulance
- Tell the operator where you are and what has happened
- The call is free
- **You should also ring the WITT 24/7 contact number - 027 4660 412**
- Someone will be available to support you

# WITT SUPPORT STAFF & SERVICES

## **\*Te Pūna Manaaki - student support**

Te Pūna Manaaki has people to look after your health needs, your accommodation needs and provide pastoral support.

Te Pūna Manaaki is located at 20 Bell St, B Block Ground Floor,  
Telephone (06) 757 3100

### **Staffing:**

\*Manager Student Support Services

\*International Student Advisor

\*Counsellor

Chaplain

Occupational Health Nurse

Medical Clinic

## **The Learning Resource Centre**

The Learning Resource Centre staff provide learning and study support and help you understand learning in a New Zealand classroom.

The Learning Resource Centre is located at L Block.

Telephone (06) 757 3100

### **Staffing:**

Learning Skills Tutors

Librarians

## **International Students' Office**

The International Students Office staff assist with course applications, enrolments and fee payments, visas, medical and health insurance, course transfers and withdrawals or fee refunds.

The International Students Office is located at The Reception and Administration building, 20 Bell Street.

Telephone +64 6 7573260 (Direct Dial)

### **Staffing:**

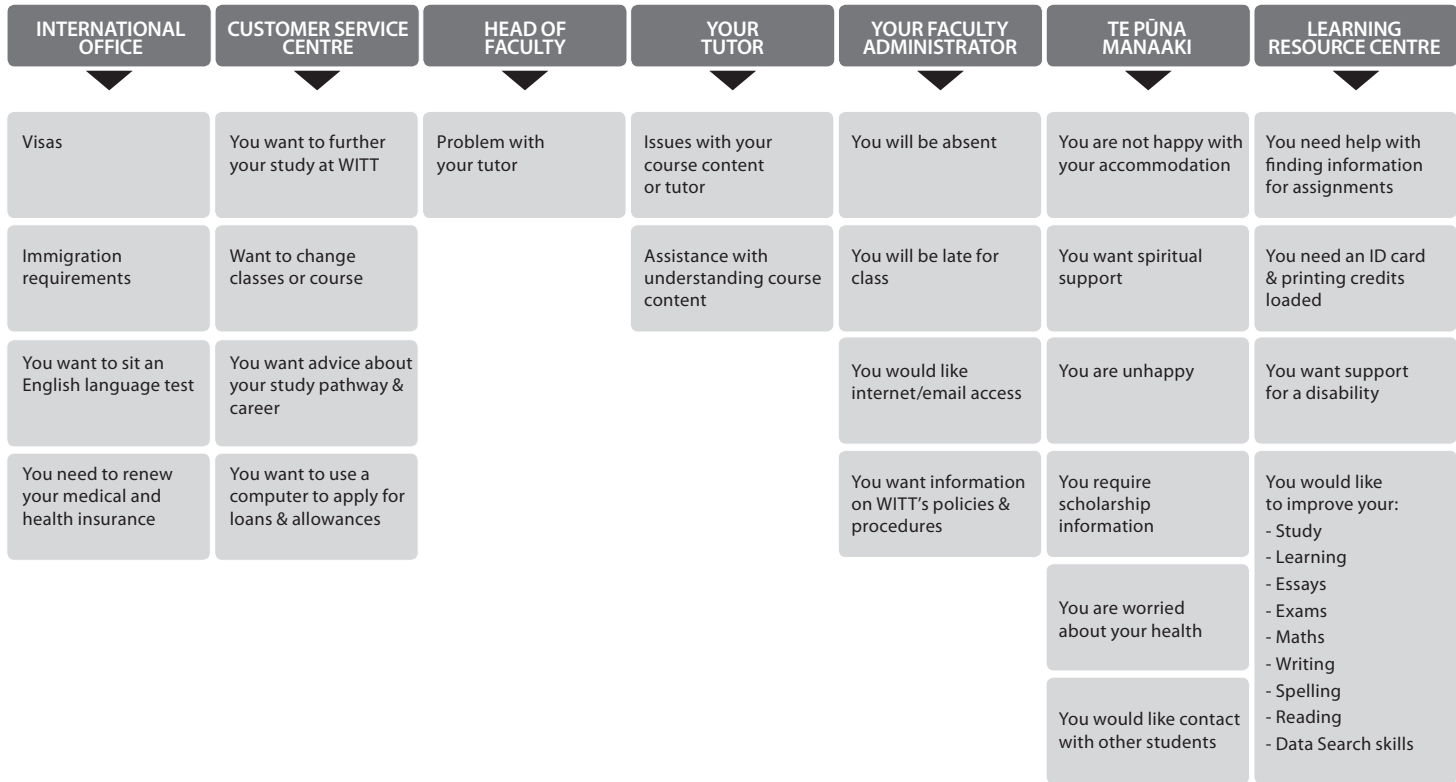
International Relationship Manager

International Administration Assistant

For more information on WITT's student support services go to:  
[www.witt.ac.nz](http://www.witt.ac.nz)

\*People/unit designated to provide pastoral support to International Students

# WHO TO SEE



# ABOUT NEW ZEALAND

## Facts about New Zealand

- New Zealand is a Pacific country with a Pacific culture.
- New Zealand has a population of around 4 million people.
- New Zealanders are often called “kiwis”. A “kiwi” is also one of our native birds.
- New Zealand has two official languages - English and Māori. English is the language used for tuition.
- The Māori people are the indigenous people of New Zealand.
- Nearly two million people in New Zealand are Christian and about one million do not have a religious affiliation.

## New Zealand is known as Clean and Green

In New Zealand we ...

- Care for the environment.
- Try to keep New Zealand ‘smokefree’. Smoking is banned in many public places.
- Recycle rubbish.
- Do not spit. Spitting is seen as unhygienic.
- Do not drop rubbish. You can be fined for littering in public places in New Zealand.

## The New Zealand Climate

New Zealand’s seasons are ...

- Summer - December to February
- Autumn - March to May
- Winter - June to August
- Spring - September to November

The weather in New Zealand can change very quickly from warm to cold or vice versa. Some people say, in New Zealand you can experience four seasons in one day.

There is very little variation between summer and winter temperatures. In New Plymouth, summer is around 15°-25°C and winter around 6°-14°C

## For more information about New Zealand go to:

[www.tourism.net.nz](http://www.tourism.net.nz)

[www.nzhistory.net.nz](http://www.nzhistory.net.nz)

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

# ABOUT NEW ZEALANDERS

- New Zealand society is a mix of Māori, Pacific Islander, Asian, European and people from many other countries.
- New Zealand people like to relax and enjoy outdoor activities and sports. New Zealand's national sport is rugby.
- New Zealanders are casual and informal. We dress informally on most occasions including when we go to cafes and shopping.
- Personal privacy is important in New Zealand so private papers are not looked at by visitors and subjects such as salary, mortgages and age are not talked about.
- New Zealanders are friendly people. They will smile and say hello even if they don't know you.
- New Zealanders do not tip and do not bargain when they are shopping.
- New Zealanders do not carry large amounts of cash. Electronic methods of payment are preferred.
- It is common for New Zealanders to keep a pet (a dog, cat, bird, fish etc).
- Women, men and people from different ethnic cultures are treated equally in New Zealand and given the same amount of respect.

## Making friends with New Zealanders

New Zealanders show they like you by:

- Asking you to join in with what they are doing
- Teasing or joking with you
- Asking you questions about yourself and your country.

## New Zealanders show respect for you by:

- Giving you the freedom to make your own decisions
- Treating you as an individual with your own ideas and opinions
- Helping you when you ask. If you don't ask they may think you don't need help.

## New Zealanders appear to be informal by:

- Calling people by their first names
- Wearing casual clothes
- Joking with you.

## Social occasions and invitations

- If you receive an invitation, it is polite to answer as soon as possible.
- If you cannot go, it is better to say no than to say nothing and not turn up.
- If someone invites you out, it is polite to offer to pay for yourself.
- If someone says it's their "shout", this means they want to pay for you.
- If you are invited to a 'pot luck' meal or you are asked to bring a plate, this means you are being asked to bring a plate of food to share.
- If you are invited to someone's home for dinner, it is usual to take your own drink such as wine, beer or juice.
- It is polite to arrive on time.

## For more information on New Zealanders go to:

[www.tourism.net.nz](http://www.tourism.net.nz)

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

# ABOUT NEW ZEALAND LAWS

## The New Zealand Law and You

New Zealand laws apply to all international students. If you break the law, you will be treated in the same way as if you were a New Zealand citizen. It is important therefore, to know about New Zealand laws and the New Zealand legal system.

For information on New Zealand laws and how the legal system of New Zealand works go to: [www.justice.govt.nz](http://www.justice.govt.nz) or [www.govt.nz](http://www.govt.nz) - click on "law and justice"

## The New Zealand Police

The police are responsible for enforcing the law in New Zealand. The New Zealand police have a good reputation and do not accept bribes. The New Plymouth Police Station is on Powderham St, Telephone 759 5500. For information on the New Zealand Police go to: [www.police.govt.nz](http://www.police.govt.nz)

The police have access to a free telephone interpreting service called Language Line. Language Line operates Monday to Friday 10 am to 6 pm and is available in 35 languages. For more information on Language Line go to: [www.languageLine.govt.nz](http://www.languageLine.govt.nz)

## Driving Laws

If you own and drive a car in New Zealand, you MUST be over 15 years of age, you MUST have a current International or New Zealand drivers licence and you MUST follow the road rules of New Zealand.

A copy of the official New Zealand Road Code and Fact Sheet 56 (New Residents and Visitors Driving in NZ) is available from [www.itsa.govt.nz](http://www.itsa.govt.nz) – click on "Road Code or publications", or can be purchased from most bookshops or the AA office - Powderham Street, New Plymouth.

## General Information about Driving in New Zealand

- Vehicles in New Zealand drive on the left-hand side of the road.
- You must have your drivers licence with you whenever you drive.
- If your drivers licence is not in English, you must provide an English translation.
- After one year, you must have sat the New Zealand Driving Test and obtained a New Zealand drivers licence.
- Speed limits are in kilometres per hour (kph), not miles per hour (mph).
- New Zealand has strict drink-driving laws and permit only very low blood/alcohol levels.
- You must always wear a seat belt when driving or travelling as a passenger in a motor vehicle, including people in the back seat.
- The police will impound a car that is involved in racing.

Parking areas are signposted. If you park illegally, your car may be towed away. Most parking areas need money and a machine is provided for you to pay. Parking on yellow lines, in "no parking" areas, or in disabled carparks will incur a fine.

## For more information about driving in New Zealand go to:

[www.experiencenz.com/driving.cfm](http://www.experiencenz.com/driving.cfm)

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

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

## Medicine and Drug Laws

In New Zealand, it is illegal to smoke marijuana and to have, use and distribute non-prescribed drugs. The law makes no distinction between international students and New Zealand citizens.

## Alcohol Laws

The minimum legal drinking age in New Zealand is 18 years. In New

Zealand, it is illegal to:

- Purchase alcohol if you are under 18 years of age,
- Enter licensed premises if you are under 18 years of age,
- Purchase alcohol to give to another person who is under 18 years of age.

If you wish to purchase alcohol or enter licensed premises, you will be asked to provide photographic proof of your age. An acceptable form of identification is:

- A passport
- A New Zealand drivers licence
- A HANZ 18+ card.

## **Tobacco Products and Smoking Laws**

NZ has strict laws about where people can smoke tobacco.

Smoking is often not permitted in indoor public places although some bars, cafes and pubs have smoking areas. It is illegal to purchase cigarettes if you are under 18 years old.

All WITT buildings are smoke free and there are designated areas to smoke when outside.

## **Personal Safety Laws**

In New Zealand, you are breaking the law if you hit, punch, kick or in any way assault another person. Violence is unacceptable including violence amongst family members. New Zealand takes all violence very seriously. If you are subject to any violence, contact the New Zealand Police.

## **Privacy Laws**

In New Zealand, a person's privacy is protected by the Privacy Act 1993. WITT must follow the Privacy Act law. This means:

- You have the right to view information that WITT holds about you,
- You have the right to ask that incorrect information be changed,

- Information cannot be shared with your parents or agent without your permission.

For more information about the Privacy Act 1993 go to:  
[www.legislation.govt.nz](http://www.legislation.govt.nz)

## **Human Rights Laws**

In New Zealand, your rights are protected by the Human Rights Act. This states that all people are to be treated equally and given the same amount of respect regardless of sex, age, ethnicity, disability or religion.

To find out more about your rights in New Zealand, go to [www.hrc.co.nz](http://www.hrc.co.nz) or ring the Human Rights Commission on Freephone 0800 496 877. Sometimes international students may experience 'racial abuse' where they are treated unfairly or disrespectfully because of 'race'. This is illegal in New Zealand. If you experience racial abuse, talk to a WITT student support staff member.

## **Legislation Acts (simplified versions)**

**Consumer Guarantees 1993** - [www.consumer.org.nz](http://www.consumer.org.nz)

**Fair Trading Act 1986** - [www.consumer.org.nz](http://www.consumer.org.nz)

**Disputes Tribunal 1988** - [www.consumer.org.nz](http://www.consumer.org.nz)

**Residential Tenancy Act 1986** - [www.lawaccess.lsa.govt.nz](http://www.lawaccess.lsa.govt.nz)

**Immigration Act 1987** - [www.immigration.govt.nz/opsmanual](http://www.immigration.govt.nz/opsmanual)

**Harassment Act 1997** - [www.lawlink.co.nz](http://www.lawlink.co.nz)

**Consumer Affairs** - [www.consumeraffairs.govt.nz](http://www.consumeraffairs.govt.nz)

# LIVING IN NEW ZEALAND

It is important that you arrange where you are going to live before you arrive in New Zealand. Staff at the International Students Office will help you with this.

**If you are under 18 years of age, you are required to live in WITT approved accommodation.** This must be arranged before you arrive in New Zealand. Students 18 years and older can live in any accommodation however, WITT strongly encourages students, particularly those new to New Zealand, to stay at the on-campus hostel or in WITT approved homestay accommodation for at least the first semester. This will give you time to become familiar with New Zealand people, customs and laws and with the New Plymouth city and services.

## Accommodation Options

### Homestay

Homestay is where you live with a family in their home. You will be treated like one of the family and will be expected to help out with household chores and to live by the rules of your host family. Meals are provided and meal times are usually shared together. Homestay is assessed and monitored by WITT and is “WITT approved” accommodation. Homestay costs \$200 per week (cost includes food and power).

## For students over 18 years of age

### Temporary Accommodation

Temporary accommodations are hotels, motels, hostels, lodges or other tourist accommodation.

Temporary accommodation is **NOT** assessed and monitored by WITT.

### On campus hostel accommodation -Accommodation on Bell

The on campus hostel provides hostel-style living located on the Bell Street Campus. It offers spacious, secure, modern facilities with a live-in manager. You can have your own room and bathroom or you can share with others. Cleaning services are provided but you have to care for your own room. There is a shared dining room, living room, TV room, kitchen and laundry. You are required to provide your own bed linen (sheets, pillow, towels), supply your own food and cook your own meals.

**WITT CANNOT guarantee that rooms at the on-campus hostel will be available and we strongly recommend that students apply for accommodation as soon as possible to ensure they do not miss out on accommodation.** The on-campus accommodation is **NOT** assessed and monitored by WITT. For more information or an application form go to: [www.accommodationonbell.co.nz](http://www.accommodationonbell.co.nz)

or email [info@accommodationonbell.co.nz](mailto:info@accommodationonbell.co.nz)

**PLEASE NOTE THAT THE ON-CAMPUS HOSTEL IS NOT FAMILY ACCOMMODATION AND RESIDENTS MUST BE 18 YEARS OF AGE OR OLDER.**

**For advice and support** with accommodation see The International Student Advisor located at Te Pūna Manaaki, Ground Floor B Block.

Phone: 64 6 7573 100 ext 8823

Website: [www.witt.ac.nz](http://www.witt.ac.nz)

# EATING IN NEW ZEALAND

## Eating in

At first, New Zealand food may seem strange to you.

We suggest:

- be prepared to try new things.
- if you really don't like something - say so.

Breakfast is often informal and each person in a family may prepare their own. Lunch, the midday meal, is not a family meal and often cold food is prepared at home and eaten at school or work. Dinner, also called "tea" in New Zealand, is the main meal of the day and is eaten in the evening. Food for dinner is usually served on one big plate and often includes bread and potatoes.

## Eating out

New Zealand is a multicultural society with a large numbers of restaurants and cafes offering dishes from around the world. Chinese and other Asian food is popular although the taste may be different to what you are used to. Depending on the restaurant or café you choose you can eat out from NZ\$8-15 for lunch and NZ\$15-30 for an evening meal.

## Takeaways

New Zealand has many options for takeaway foods from fish and chips, McDonalds and pizzas to Chinese, Italian, Indian, Thai etc.

## Where to buy food

### Supermarkets

Most supermarkets are open 7 days a week from 7am to midnight – some have longer hours. There are four major supermarkets in New Plymouth city and other supermarkets can be found in the suburbs.

### Dairies

Dairies are small shops usually located in the suburbs. Dairies sell a range of things such as newspapers, bread, milk, soft drinks, pies, potato chips and condoms. Dairies do not usually sell meat. Opening hours are usually from 7am – 7pm - some have longer hours.

### Organic stores

Organic stores sell a selection of food and other items that have been grown or produced in a chemical free environment. All major supermarkets sell a selection of organic foods.

### International food suppliers

New Plymouth has a number of shops which specialise in selling international foods. See the yellow pages phone directory.

# KEEPING SAFE IN NEW ZEALAND

## Personal safety

New Zealand is a safe country but you still need to be careful and look after yourself and your possessions. To keep yourself safe, we recommend:

- Do not carry large amounts of cash on your person or in your bags and do not keep large amounts of cash in your home or flat. Keep money safe in a bank account. The International Student Advisor will help you open a bank account and arrange for EFTPOS or Credit Cards.
- Do not lend money to other people.
- Do not leave your bag unattended. Always keep an eye on your personal possessions.
- Be very careful when crossing a street. Remember, cars in New Zealand drive on the left.
- Do not go out at night by yourself. Go with a friend or in a group.
- Do not accept a drink from someone you do not know. Always hold onto your own glass when out drinking. Drink spiking does happen.
- Do not go off alone with a stranger.
- Do not do things that are against the law.
- Choose your friends carefully.

**Remember, help is never far away. •**

- **Call 111 for Fire, Ambulance and Police**
- **Call 027 4660 412 - WITT Emergency Contact (available 24 hours)**

## Water safety

New Zealand has beautiful beaches, lakes and rivers. They are very popular but can be very dangerous. If you want to enjoy New Zealand's lakes, rivers, swimming pools and beaches or participate in any water based activity, we recommend you:

- Learn to swim. Contact the New Plymouth Aquatic Centre for details about lessons phone 759 6060.
- If you are in trouble in the water, let people know by raising your arm.
- Always swim (kayak or fish) with someone else – never go alone.
- Always swim between the flags at the beach.
- Always check the depth of the water before diving or jumping in.
- Always wear fins or flippers when body-boarding.
- Always swim at a comfortable depth.
- Always wear a life jacket in a boat.
- Never swim in loose, long or baggy clothing. They get heavy when wet.

## Sun safety

New Zealand has strong ultra violet sunrays and high rates of skin cancer. To keep yourself safe while in the sun, we recommend you:

- Stay out of the sun during 11 am and 3 pm.
- Cover up with loose clothing.
- Use sunscreen.

**For more information go to:**

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

## Bicycle Safety

Bikes are a great way to get from one place to another and to keep fit and healthy. When riding a bike in New Zealand, remember:

- Wear a helmet - it is the law in New Zealand.
- Do not ride on the footpaths.
- At night, you must have lights - white in the front and red at the back.
- Always use hand signals when turning.
- Learn the New Zealand road rules (NZ Road Code).
- Remember to buy a bicycle lock.

## Pedestrian Safety

In New Zealand, cars do not stop for pedestrians unless they are on a pedestrian crossing, therefore:

- Always walk on the footpath.
- Take extra care when crossing the street.
- If there is no footpath and you need to walk on the road, always walk facing the traffic so you can see cars coming.
- Never walk on the main highway.
- Cross at a pedestrian crossing (white lines painted across the road) or at a traffic light. Wait until cars stop for you.
- When crossing at a traffic light only cross when the green "cross" signal is on.

## Safety Outdoors

If out walking in New Plymouth's beautiful parks, walkways or climbing the mountain, remember:

- Take warm clothes as the weather can change very quickly.
- Take some food and drink.
- Tell someone where you are going and when you will be back. Most mountain visitor centres have a visitor book that you need to write in before walking on the mountain tracks.
- All rubbish must be carried out
- You can get weather reports by phoning 0900 999 + STD code – 06 for New Plymouth, 09 for Auckland, etc.

**For more information on the New Zealand's parks and reserves go to:**

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

# KEEPING WELL IN NEW ZEALAND

## Culture Shock

Living in another country can be fun and exciting but after a time, you can experience feelings of loneliness, frustration and sadness.

Sometimes you may feel as if you don't know what to do or how to do things in New Zealand. This is called "culture shock" and all International students living in another country are affected by it in some way.

### Ways to help culture shock

- Talk to people - the international advisor, counsellor, chaplain or nurse at WITT.
- Spend time outside in the fresh air and sunshine.
- Keep busy.
- Do things outside of study.
- Join a club in the community or group on campus or do voluntary work.
- Do things to keep fit.
- Do nice things for yourself.

Remember, culture shock is a normal part of adapting to another country and given time, you will soon get used to the new ways of doing things.

### Homesickness

Most people miss family and friends at some time in their lives. Feeling homesick is normal. Here are a few suggestions that may help

if you are homesick:

- Talk to someone about it - a tutor, the international advisor, nurse, chaplain or counsellor at WITT.
- Bring familiar items from home to your new country.
- Keep in contact with family and friends in your home country.
- Get plenty of sleep and eat good food.
- Get involved in a favourite activity or try new ones.
- If work is proving too difficult talk to your tutor or a Learning Skills Tutor.

### For more information go to:

[www.counselling.cam.ac.uk/hsick.html](http://www.counselling.cam.ac.uk/hsick.html)

## Health Services in New Zealand

There are good professional health services in New Zealand including doctors, pharmacies, dentists, hospitals and health specialists. It's a good idea to find out where the local doctor, dentist and hospital are located in case you get sick or have dental problems. The New Plymouth telephone book has a section at the front that lists these. For "cost friendly" dentists see the health clinic staff.

If your English is poor, take a translator with you when you visit a health service.

Remember you must have medical insurance. This is compulsory for all international students living in New Zealand. Medical insurance will cover medical, specialist and hospital costs while in New Zealand.

### For information on the New Zealand health system go to:

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

## What happens if you have an accident?

The Accident Compensation Corporation (ACC) provides 24-hour personal injury and accident cover for New Zealanders and visitors to New Zealand. This means that while you are a student here, you are also entitled to this cover. For more information go to: [www.acc.co.nz](http://www.acc.co.nz)

ACC have a free telephone interpreting service called Language Line. Language Line operates Monday to Friday 10 am to 6 pm and is available in 35 languages.

For more information on Language Line go to: [www.languageline.govt.nz](http://www.languageline.govt.nz)

## Sexual Health

In New Zealand, the age of sexual consent is 16 years. It is illegal to have sexual relations with a person under the age of 16 years even if he or she agrees. If you choose to have a sexual relationship during your time in New Zealand, you must protect yourself against unwanted pregnancy and sexually transmitted infections (STI's).

Most New Zealanders receive sexual health education at secondary school. This includes education on contraception. Contraception and sexual health are not something to be embarrassed or ashamed about and can be discussed freely with a doctor or nurse. You can be confident that whatever you discuss with them will be completely confidential.

For advice and support on contraception, unwanted pregnancies or sexually transmitted illnesses, see a doctor or visit the Family Planning Association (FPA):

- Refer to their website: [www.familyplanning.org.nz](http://www.familyplanning.org.nz)
- Visit your local FPA clinic located at 56 Gover St, Ph 7598269.
- Ring the free and confidential helpline: 0800 372 5463 (interpreters available).

## Mental Health

Studying can be very stressful for any student. When you are studying overseas, language and culture differences can increase stress levels.

If you are having difficulty coping contact the international advisor, counsellor, chaplain, nurse or one of the help agencies in this handbook. Do not wait too long before you ask for help. Do not feel ashamed. There are people available to help you.

# STUDYING IN NEW ZEALAND

## Changing your address?

If you change your address you must:

- Fill out a "Change of Address" form - available from the International Students Office, Reception and Administration or your faculty administrator.

\*NOTE: Students under 18 years of age cannot change their address without consultation with WITT staff.

## Your student visa

While you are in New Zealand, most of you will need to renew your visa. To do this, you will need to know:

### What kind of visa do you have?

- Visitors visa
- Student visa
- Limited purpose visa

### What date does your visa expire?

- Plan to apply for a new visa one month before the old visa expires.

### What kind of visa do you need?

- You can study part-time or full-time for three months with a visitors visa.

- If you study for longer than 3 months, you must have a student visa.
- If you have a student visa you must study full-time.

### Where to apply for a new visa?

- If you have a limited purposes visa you need to return to your own country.
- If you have a visitors visa or a student visa you can apply through the International Students Office at WITT.

### What you need to renew your student visa?

- Your passport must be valid at least 3 months past the date you either plan to leave New Zealand or the period of your study,
- A completed Application for Studying in New Zealand form (available from International Students Office),
- An offer of a place from WITT (International Students Office),
- An original tuition fee receipt (International Students Office),
- Two passport photographs (with your signature on the reverse side),
- A bank statement showing you have \$1,000 per month of enrolment or \$10,000 per year.
- Evidence of previous student performance,
- Payment of the Visa application fee.

### For information on student visas go to:

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

## Travel and Medical insurance

It is compulsory for all international students studying in New Zealand to have medical and travel insurance. The travel and medical insurance premium is provided within your "Offer of Place". Our preferred supplier is UNI-CARE and details of the student insurance policy may be found on the website [www.uni-care.org](http://www.uni-care.org). If you wish to provide your own medical and travel insurance you must provide a copy of the insurance policy (translated into English) to WITT for verification of acceptable cover.

## The New Zealand classroom

You may be a successful student in your home country but studying in New Zealand may be different from what you are used to. It helps to know what to expect in New Zealand. New Zealand teachers expect students to ask questions of them, ask questions about the textbook and provide ideas and opinions for discussion.

### **New Zealand students are expected to:**

- Attend all lectures and tutorials.
- Complete all course requirements.
- Ask questions.
- Give opinions.
- Listen to other students.
- Use English.
- Take part in discussions.
- Use many textbooks and reference them in your written work.
- Work in groups to complete projects and assignments.
- Do any homework.
- Clarify anything you do not understand.
- Read the course textbooks, take notes during lectures and review and understand the information discussed in lectures and tutorials.

## Assessments and Exams

- There are in-course assessments eg. essays, presentations, tests, as well as exams.
- Exams in New Zealand do not generally involve reproduction of factual rote learning.
- Exams in New Zealand are designed to test how well students understand concepts and ideas presented during study.
- Performance and progression are linked; if you fail a course you may not be able to go onto the next course.

## Cheating

In New Zealand you are cheating if you...

- Copy another students work and hand it in as your own.
- Copy work from a textbook or from the Internet without referencing the work (This is called Plagiarism)
- Take material into the examination room without the tutors permission.
- Get someone else to write an assignment or sit a test or exam for you.

Cheating in New Zealand is unacceptable. New Zealand teachers will fail any work that has been copied or where you have cheated. If you are caught cheating it is very serious and you will be penalised.

## Study and Learning Support

All these differences might make you feel like you cannot succeed studying in New Zealand. Don't worry - there are places to go for help:

- Your tutor.
- Other students.
- Learning Resource Centre staff.

Read "Study for Success" student study skills handbook. It is located on the WITT Library homepage (under the facebook box) with the direct link as follows: [http://libraryhome.witt.ac.nz/data/files5/168369/1122 STUDY FOR SUCCESS MK8.pdf](http://libraryhome.witt.ac.nz/data/files5/168369/1122_STUDY_FOR_SUCCESS_MK8.pdf)

**Remember ... it is OK to ask for help. If you need help, do not wait - access it early.**

## Attendance

It is important that you attend all classes and tutorials. Research shows that attendance is closely related to your success.

**You must inform your tutors:**

- If you are going to be late to class.
- If you are going to be absent from class.
- If you are going to be away for a period of time.

Your tutors will keep a record of your attendance at classes. Any students with frequent or prolonged absences will be contacted. INZ will be informed if necessary.

## Computer Use

WITT offers all students generous use of computing and networking facilities on campus. The Student Code of Conduct states that students must NOT:

- Use WITT's computing and networking facilities to transmit objectionable material such as:
  - pornography.
  - crime or violence.
  - articles that describe or depict material in a manner, or of a nature, that is likely to cause offence.
  - material that may slander or harass another person.
- Waste computer and networking resources.
- Play games - except where it is included as part of course prescription.
- Engage in inappropriate use of WITT's computing and networking facilities e.g. computer hacking.

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

The Code of Practice for the Pastoral Care of International students (the Code) is an agreement to ensure that all educational providers take responsibility for the well-being of International students. It means WITT is more than an education provider - we have promised to look after you. You will receive a Summary of the Code of Practice for the Pastoral Care of International Students at the time that your Offer of Place documents are issued. A full copy of the "Code" is available at the Ministry of Education website at [www.minedu.govt.nz/codeofpractice](http://www.minedu.govt.nz/codeofpractice)

\*Refer section: For International Students and their Parents

## Transferring to another programme / course

If you want to change programme, you must complete a “transfer” form. If you wish to change your course or programme, you must obtain the approval of the Head of Department who (if they agree), will sign the transfer form.

### **When considering an application for transfer, the Head of Department will take into consideration:**

- When the programme started (how long it has been running).
- The time required for a student to catch up on missed classes.
- The level of the programme.

## Withdrawing from your programme of study

### **If you decide to withdraw from your programme:**

- You must complete a “withdrawal” form – available from the International Students Office.
- You may apply for a refund of your fees. For “refund” information, see the Conditions of Enrolment form in the back of this handbook or WITT’s International Refund Policy.
- Students who withdraw from a programme have the right to apply for re-enrolment in the future.
- Withdrawal from a programme will be written on the students academic transcript.
- Immigration New Zealand will be notified of all student withdrawals.

## Protection of funds

If WITT chooses not to offer a programme that you have enrolled in, you will get a full refund. If there is an insurable disaster (eg fire, flood), WITT will run the programme at an alternative site or refund you. WITT reserves the right to terminate a student’s tuition as outlined in the Code of Practice for the Pastoral Care of International Students in the following circumstances:

- Continued and unexplained absenteeism
- Exclusion or expulsion in accordance with the Education (Stand-down, Suspension, Exclusion, and Expulsion) Rules 1999
- Provision of false or misleading information by the student on enrolment
- Insufficient academic progress
- Failure to pay fees
- Where WITT is unable to guarantee accommodation for an international student due to the student’s behaviour
- In the event of criminal behaviour (including such behaviour outside WITT’s premises)
- An inability to attend due to reasons such as illness or family obligations, where the student cannot make up the missed course time and will need to re-enrol to complete the course.

Please note that students have the opportunity to respond to any allegations of prejudicial information before a termination is made, and all students have the right to appeal any decision in accordance with Academic Appeals policy and procedure.

All terminations will be reported to Immigration New Zealand.

**For more information on termination of tuition, on the appeal process and on your rights as a student and WITT’s obligations, see the Student Code of Conduct Policy available from Student Support or the International Students Office.**

# WORKING IN NEW ZEALAND

To work in New Zealand you require a "Variation of Conditions" to your student visa. Contact Immigration New Zealand or the International Office staff for further details.

When eligible to work you may:

- Work 20 hours a week
- Work full-time during the summer vacation

For information on work permits go to: [www.immigration.govt.nz](http://www.immigration.govt.nz)

## Finding work in New Zealand

You can find out about job vacancies in New Zealand by looking on the internet, in the local newspapers or by contacting employers yourself. For help with these options visit [www.careers.govt.nz/finding\\_work\\_new\\_zealand.html](http://www.careers.govt.nz/finding_work_new_zealand.html)

## Internet sites to view Job Vacancies

Internet sites to view Job Vacancies

[www.careers.govt.nz/2059.html](http://www.careers.govt.nz/2059.html)

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

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

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

## Applying for a Job

When applying for jobs in New Zealand you will be asked for a "Letter of Application" and a current Curriculum Vitae (CV). For information on writing these visit [www.careers.govt.nz/tips\\_new\\_zealand\\_cv.html](http://www.careers.govt.nz/tips_new_zealand_cv.html)

You may also be required to participate in a job interview. For information on what this involves and questions to expect visit [www.careers.govt.nz/interview\\_new\\_zealand.html](http://www.careers.govt.nz/interview_new_zealand.html)

## Working and the law

When working in New Zealand

- Do not work without a "Variation of Conditions" to your student visa.
- Do not work for cash. In New Zealand this is called "working under the table".
- Make sure you pay tax.
- If working you must be paid a minimum wage.

# COMPLAINT OVERVIEW

## How Do I Voice A Concern?

In the first instance you are encouraged to raise your concern directly with the relevant staff member or Head of Faculty or discipline leader and seek resolution. It is often helpful to discuss your concern with someone else who can provide initial advice, such as the Student Association, Student Support Services or Student Counselor.

If your concern is of a more general nature you might like to raise it via the "Concerns & Suggestions Box", located outside the Student Association. The box is cleared regularly and concerns raised, suggestions made and actions taken are reported to the Student Association and WITT Leadership.

You have the option to be contacted about what has happened with your concern/suggestion or remain anonymous.

## What If My Concern Is Not Resolved Or I Wish To Make A Formal Complaint?

If you do not reach a satisfactory resolution, you may lodge a formal complaint. Formal complaints should include the complainant's name UNLESS there are special circumstances for which confidentiality must be maintained. WITT is committed to ensuring that all complaints are resolved quickly and satisfactorily. Complaints will be managed in a manner that protects the rights of both students and staff. The

complaints process aims to achieve a positive outcome for all parties concerned.

The formal complaints policy and procedure can be obtained from the intranet or from the Student Association. Please note that this policy does not cover complaints about harassment which are covered by Policy and Procedure Harassment Prevention.

## What Happens To My Formal Complaint Now That I Have Raised It?

All formal complaints are forwarded to the Complaints Officer, at the Customer Service Centre and are logged on the Complaints Register. You will receive a letter of acknowledgement and your complaint will be reported to the Head of Faculty or manager responsible for your area of concern, for investigation. The Head of Faculty or manager will try to resolve the complaint through discussions with you and other parties involved (if applicable), or through mediation if this is required. If your complaint is satisfactorily resolved, it will be closed off on the Complaints Register and all parties will be notified in writing.

## How Can I Be Sure My Complaint Will Not Affect My Marks?

WITT is committed to ensuring that any person raising a concern or complaint is protected against harassment, retaliation or victimisation. If at any time you feel you are being treated unfairly since making your complaint, you can bring this to the attention of the Head of Faculty or the Academic Director.

## What Happens With All The Information About Complaints?

The Complaints Officer keeps a copy of documents relating to each complaint on file. This is a confidential file.

## Raise your concern with your tutor or discipline leader.

It may also be helpful to talk to the International Student Advisor for initial advice.

If your concern is not resolved or you wish to make a formal complaint you can do so by:

- Completing a Confidential Complaint form
- Written letter
- Email
- Discuss directly with the Complaints Officer

The Complaints Officer will log your complaint in the complaints database and forward to you a letter of acknowledgement, within 7 days of receipt of complaint.

The Complaints Officer will forward your complaint to the Head of Faculty (for your area) or relevant manager for investigation.

The investigation may involve discussions with you and/or other parties involved, or through mediation, if required.

Once your complaint has been investigated by the Head of Faculty

or Manager, you will be notified in writing of the outcome of the investigation and any action/s to be taken (where applicable).

If the complaint is unresolved or you are not happy with the outcome, you have the right to appeal in writing to the Chief Executive.

### **If you are not satisfied with the outcome of the investigation, you should contact:**

International Education Appeal Authority (IEAA)

You can write to the IEAA at: International Education Appeal Authority, Tribunals Unit, Private Bag 32-001, Panama Street, Wellington 6146.

International Education Appeal Authority Tribunals Unit Level 1, 86 Customhouse Quay Wellington 6011

Phone: 64 4 462 6660

Fax: 64 4 462 6686

Email: [ieaa@justice.govt.nz](mailto:ieaa@justice.govt.nz)

# CONDITIONS OF ENROLMENT

## **PAYMENT OF FEES:**

You must pay in advance for the period of study you request on our Student Application Form up to one year. If you intend to stay at the Western Institute of Technology at Taranaki for more than one year, you may pay your fees in yearly instalments.

- 1.2 Fees cannot be transferred to any other person, course or institution.

## **REFUND POLICY:**

Refunds of tuition fees will only be made in accordance with the following policy:

- 2.1 By accepting a place in a programme at WITT, a student enters a contract with WITT for the period of one academic year (or the length of the programme if it is less than one year). This contract means there is an obligation to pay the fee for the year (or for the length of the shorter course).
- 2.2 No refunds will be given after programme commencement.
- 2.3 There is no automatic right to a refund of fees if a student changes his/her mind about studying at WITT. Supporting information must be submitted, in writing to the International Student Office, with any refund application.

Applications for refunds will be considered under the following categories:

## **FULL REFUNDS**

- 2.4.1 Immigration New Zealand (INZ) has refused to grant an initial visa for study in New Zealand.
- 2.4.2 WITT is unable to proceed with the course offered.
- 2.5 OTHER REFUNDS
  - 2.5.1 Visa extension is refused by Immigration New Zealand. A partial refund of tuition fees will be made from the date of refusal until the end of the paid study period.
  - 2.5.2 International students in a semester-based programme who gain permanent residency will not receive a refund of fees for the semester in which residency is granted. However, they will be treated as a New Zealand Permanent Resident for the following semester and refunded any international fees paid beyond the semester in which residency was granted.

International students in programmes designed with full year non-semester-based courses must pay the international fees for the full year, regardless of the date on which permanent residence has been granted during that year.
  - 2.5.3 If a student wishes to withdraw their application and notice is received by the International students Office prior to course commencement, a refund of 85% of tuition fees paid will be given. (15% is retained for administrative purposes)
  - 2.5.4 Special circumstances of a compassionate nature, may necessitate withdrawal from a course. Supporting information must be supplied in writing. In such cases the Director Finance & Performance will consider the circumstances and determine the level of any refund if any.

- 2.5.5 Refunds will be paid in NZ dollars or a nominated currency by cheque or bank draft sent to : The applicant's registered address (in country of origin); or  
To another institution; or  
Under special circumstances, the refund can be paid directly into a nominated back account.

### **FEE PROTECTION POLICY**

In the event that WITT chooses not to offer a programme, enrolled students will have their funds returned in full.

In the event of an insurable disaster, eg fire, flood, WITT is insured by a Business Interruption Policy. This policy provides for the running of our programme at an alternative site, or meeting contractual obligations to refund students where WITT is unable to deliver as a result of the insurable event.

### **INSURANCE:**

- 3.1 Travel and Medical Insurance is compulsory for international students studying at WITT. A provision for the premium for Travel and Medical Insurance is included within your offer of a place. Our preferred supplier is UNI-CARE and details of the NZ student insurance policy may be found on the web site [www.uni-care.org](http://www.uni-care.org). If you wish to provide your own medical and travel insurance, you should provide a copy of the insurance policy translated into English to WITT for verification of acceptable cover. The premium provision will then be refunded to you on arrival at WITT on submission of the receipt for your insurance.

### **GENERAL:**

- 4.1 You must attend classes regularly in line with the attendance policies of the Western Institute of Technology at Taranaki, to ensure satisfactory progress.  
Failure to attend as required could result in Immigration New Zealand being advised of you non-attendance, which could result in cancellation of your visa.
- 4.2 Immigration New Zealand, parents, educational agents or potential employers may request information about your academic records, results or progress.  
You agree to the International Students' Office of the Western Institute of Technology at Taranaki releasing this information.
- 4.3 If you have been issued with a Student Visa or Permit and you cancel or withdraw from your course, the Western Institute of Technology at Taranaki will inform Immigration New Zealand.

While enrolled, you must abide by the General Regulations as outlined by the Western Institute of Technology at Taranaki.

# ABOUT NEW PLYMOUTH

## New Plymouth Information Centre

Puke Ariki  
65 St Aubyn St  
Telephone 759 6060  
[www.newplymouthnz.com](http://www.newplymouthnz.com)

## New Plymouth Public Library

If you live in NP you can use the library free! All you need is:

- one form of photo ID
- proof of residence in NP eg. a tenancy agreement (must include address details)

The central library is in Puke Ariki, Brougham St - Telephone 759 6060

## Internet Café

You will find an internet café in the central city as well as at the NP Public Library

## AA Tourism Services

Provide maps, guides, accommodation bookings and enquiries free!  
49-55 Powderham St, New Plymouth  
Telephone 0800 500 543

## Taxi Services

Energy City Taxis 757 5580  
NP Taxis 757 3000

## Telephone Cards

You can buy these at any service station, supermarket, dairy or at the WITT Student Association

## Citizens Advice Bureau

The Citizens Advice Bureau gives free advice to anyone living in NZ on a wide range of subjects including personal, housing, financial and legal issues.

They can be contacted at:

Community House  
32 Leach St  
New Plymouth  
Freephone: 0800 FOR CAB  
[www.cab.org.nz](http://www.cab.org.nz)

## Websites of Interest

[www.taranaki.co.nz](http://www.taranaki.co.nz)  
[www.edtaranaki.ac.nz](http://www.edtaranaki.ac.nz)  
Google and wikipedia search: Taranaki

# IMPORTANT NATIONAL AND LOCAL CONTACTS

<b>LIVING IN NEW ZEALAND</b>	<b>Contact</b>	<b>Phone / Email</b>	<b>Website</b>
<b>Racial / sexual harassment</b>	<b>Human Rights Commission</b>	0800 496 877 Email: infoline@hrc.co.nz	<a href="http://www.hrc.co.nz">www.hrc.co.nz</a>
<b>Work</b>	<b>Student Job Search</b>		<a href="http://www.sjs.co.nz">www.sjs.co.nz</a>
	<b>Inland Revenue Department</b>	Automated Services: 0800 257 777 General Tax Enquiries: 0800227 774	<a href="http://www.ird.govt.nz">www.ird.govt.nz</a>
	<b>NZ Department of Labour</b> - Employment Relations Service	Email: info@ers.dol.govt.nz	<a href="http://www.ers.govt.nz/audienceinfo/employees.html">www.ers.govt.nz/audienceinfo/employees.html</a>
<b>Your rights while working in NZ</b>	<b>Employment Relations Infoline</b>	0800 800 863	
<b>Living in NZ</b>	<b>Department of Building and Housing</b>	0800 TENANCY (0800 836262)	<a href="http://www.flatting101.co.nz">www.flatting101.co.nz</a>
	<b>New Zealand Tenancy Service</b>	Bond Enquiries - 0800 737 666 Tenancy Advice - 0800 83 62 62	<a href="http://www.tenancy.govt.nz">www.tenancy.govt.nz</a>
	<b>Accommodation on Bell</b> (WITT's on-site accommodation)	(06) 968 3002	<a href="http://www.accommodationonbell.co.nz">www.accommodationonbell.co.nz</a>
<b>Driving and owning a vehicle</b>	<b>Land Transport Safety Authority</b>	General Road Safety: 0800 699 000 Driver Licensing: 0800 822 422 Motor Vehicle Registration: 0800 108 809 Email: info@ltsa.govt.nz	<a href="http://www.ltsa.govt.nz">www.ltsa.govt.nz</a>
<b>General advice</b> (personal, housing, financial, vehicle and legal issues)	<b>Citizens' Advice Bureau (CAB)</b>	0800 FOR CAB (0800 367 222) CAB in Mandarin: (09) 625 8831	<a href="http://www.cab.org.nz">www.cab.org.nz</a>

<b>Legal issues</b>	<b>Taranaki Community Law Centre</b>	(06) 759 1492	
<b>To report a crime or talk to the Police</b>	<b>New Zealand Police</b>	Emergency Services only 111 New Plymouth Police (06) 759 5500	<a href="http://www.police.govt.nz">www.police.govt.nz</a>
<b>For support if you have been the victim of a crime</b>	<b>Victim Support</b>	0800 VICTIM (0800 842846) Email: <a href="mailto:victim@xtra.co.nz">victim@xtra.co.nz</a>	<a href="http://www.victimsupport.org.nz">www.victimsupport.org.nz</a>
<b>Relationship Advice</b>	<b>Relationship Services</b>	0800 735 283 email: <a href="mailto:receptn@relate.org.nz">receptn@relate.org.nz</a>	<a href="http://www.relate.org.nz">www.relate.org.nz</a>
<b>HEALTH</b>	<b>Contact</b>	<b>Phone / Email</b>	<b>Website</b>
<b>Medical Services</b>	<b>Ambulance</b>	111	
	<b>Taranaki Base Hospital</b>	(06) 753 6139	
	<b>Medicross</b>	759 8915	
	<b>Phoenix Doctors</b>	759 4294	
<b>Sexual health and Sexual abuse</b>	<b>Family Planning Association</b>	(06) 759 8269	<a href="http://www.familyplanning.org.nz">www.familyplanning.org.nz</a>
	<b>Taranaki Safer Centre</b>	(06) 758 4178	
	<b>Rape Crisis</b>	(06) 757 9570	
<b>Counselling services (for confidential help with personal crisis or suicidal feelings)</b>	<b>Lifeline</b>	0800 111-777	<a href="http://www.lifeline.org.nz">www.lifeline.org.nz</a>
	<b>Chinese Lifeline (Mandarin and Cantonese)</b>	0800 888-880	<a href="http://www.lifeline.org.nz">www.lifeline.org.nz</a>
	<b>Youthline</b>	0800 376 633 Email: <a href="mailto:Youthline@youthline.co.nz">Youthline@youthline.co.nz</a>	<a href="http://www.youthline.co.nz">www.youthline.co.nz</a>

<b>Problem Gambling Counseling</b>	<b>Problem Gambling Helpline</b>	0800 654-655 Email: info@gamblingproblem.co.nz	www.gamblingproblem.co.nz
	<b>Problem Gambling Foundation</b>	Asian Hotline 0800 862 342 Email: pgf@pgfnz.co.nz	www.pgfnz.co.nz
<b>Alcohol Problems</b>	<b>NZ Drug Foundation – Alcohol Helpline</b>	0800 787 797	www.nzdf.co.nz
<b>Smoking</b>	<b>Quit Smoking Line</b>	0800 778 778	
<b>Asian Health Services</b>	<b>Asian Mental Health Service</b>	(09) 410 0604	
	<b>Asian Health Support Service</b>	(09) 486 8347	
	<b>Asian Public Health Service</b>	(09) 262 1855 Ext 5719	
	<b>Asian Sexual Health Service</b>	(09) 307 2885	
	<b>Chinese Helpline</b>	0800 888 880	
<b><i>EDUCATION + IMMIGRATION</i></b>	<b>Contact</b>	<b>Phone / Email</b>	<b>Website</b>
<b>The Code of Practice for the Pastoral Care of International Students</b>	<b>Ministry of Education</b>	(09) 302 9263 Email: info.code@minedu.govt.nz	www.minedu.govt.nz/goto/ International and click on 'Code of Practice'
<b>Making a complaint relating to a breach of the Code of Practice</b>	<b>International Education Appeal Authority (IEAA)</b>	(04) 918 8390 Email: info.ieaa@minedu.govt.nz	www.minedu.govt.nz/goto/ International and click on 'Code of Practice' and then 'IEAA'
<b>Making changes to and renewing your student visa</b>	<b>Immigration New Zealand</b>	Check the website or telephone book for your local office	www.immigration.govt.nz/Study/
<b>Translations Translation Services</b>		0800 872 675	www.translate.govt.nz



**NOTES:**



**WITT – NEW PLYMOUTH**

Bell Street  
Private Bag 2030  
New Plymouth

**PHONE: 0800 WITT WORKS OR 0800 948 896**

+64 6 757 3100

Email: [info@witt.ac.nz](mailto:info@witt.ac.nz)

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

**WITTWORKS.ac.nz**

