



# International Student Handbook 2024



Te Pūkenga



# Kia ora Welcome

**Nau mai, haere mai and a very warm welcome to WITT | Te Pūkenga.**

Congratulations on choosing our quality government-owned tertiary institute to study and a wonderful city in which to live.

Moving away from your home country is very exciting but it can also be challenging. This international student handbook contains information to help you adapt to a different way of life in a new country, and to ensure you have a safe, happy and successful study journey with us.

Please read the information and keep it as a resource for your future reference.

We look forward to you having a rewarding and enjoyable time living and studying with us at WITT.

Your success is our priority.

Kia ora tatou katoa

## Emergency contacts

**In an emergency dial 111 (free call)**

An operator will ask what service you need: Police, Fire or Ambulance?

Tell the operator where you are and what happened. Someone will be available to support you.

**You should also ring the WITT 24 hour number: +64 27 466 0412**



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All information contained within this booklet is confirmed to be correct at time of printing.  
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# International support and services

The International Support Team, along with enrolment staff, will assist you with course applications, enrolments, fee payments, visas, medical insurance and course information as well as be your point of contact for your ongoing support while you study at WITT.

For general inquiries call us on +64 6 757 3100 or email [info@witt.ac.nz](mailto:info@witt.ac.nz)



**Rita Zhang**  
International Manager



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Student Liaison and Pastoral Support



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Senior Advisor International



## Te Whare Mātauranga (Learning Resource Centre)

The Learning Resource Centre consists of library and learning support staff. They assist with resources to support your learning and teach a wide range of study skills on an individual and small group basis.

Te Whare Mātauranga is located at 20 Bell Street, L Block.

+64 6 757 3100

### Staff available

Library staff  
Learning Advisors



## Te Puna Manaaki (Wellbeing Hub)

Te Puna Manaaki - Wellbeing Hub has trained staff to look after your health and to provide pastoral care and support.

Te Puna Manaaki is located at 20 Bell Street, B Block Ground Floor.

+64 6 757 3100

### Staff available

Counsellor  
Chaplain  
Health Clinic

# Moving to New Zealand

## Important information to prepare for your arrival in New Zealand.

Before leaving home, make sure you have all relevant information and paperwork to enter New Zealand, and that you have planned your travel through to New Plymouth, arranged your accommodation and set up your New Zealand bank account.

### Accommodation

- It is important that you arrange where you are going to live before you arrive in New Zealand.
- 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. Check out our website for accommodation options and contact details.

### On campus accommodation – Te Henui Lodge

The lodge provides hostel-style living located on the Bell Street Campus. Residents must be 18 years of age or older to live at the lodge.

It offers spacious, secure, modern facilities with a live-in manager. You can have your own room and bathroom or you can share a room (subject to availability). There is a shared dining room, living room, TV room, kitchen and laundry.

- On arrival you will be required to pay 4 weeks bond and 1 week's rent in advance.
- There is a minimum of 1 week's stay.

**Student rooms** cost \$230 per week. You will need to bring your own linen and cookware. Rooms are not serviced.

**Regular rooms** cost \$260 per week. Linen and cookware are provided, and rooms are serviced.

You must buy your own food.

For more information or an application form go to: [tehenuilodge.co.nz](http://tehenuilodge.co.nz) or email [stay@tehenuilodge.co.nz](mailto:stay@tehenuilodge.co.nz)

WITT cannot guarantee that rooms at the lodge will be available and we strongly recommend that students apply for accommodation as soon as possible to ensure they do not miss out.

### Flat and house rentals

'Flating' is when you rent a house or apartment. You can flat on your own or with others. Flats are usually unfurnished. You may have your own room or share with others. Rent is usually paid per room with all other expenses (food, power, telephone, internet) divided, and cooking and cleaning shared.

Prices vary from \$150 – \$230 per room per week. Flats are NOT WITT assessed accommodation.

To find flats to rent go to the [property section of the Trade Me website](#).

Tenancy services is a government agency that can help you with information about the rights and responsibilities of both tenants and landlords. Find this information at [tenancy.govt.nz](http://tenancy.govt.nz).

For advice and support with accommodation see the Student Liaison and Pastoral Care Staff.

See the [accommodation page](#) on our website for more information.

### Opening a New Zealand bank account

Students can experience issues with setting up appointments to open a bank account in New Zealand.

To avoid delays, we strongly recommend that students open and set up an account prior to their departure.

You can find more information on opening an account via [the ANZ website](#).

### Your arrival

#### Arriving at Auckland International Airport

When you arrive at Auckland International Airport you will need:

- Passport and visa documentation
- Completed passenger arrival card



Go to baggage claim to collect your bags. After collecting your baggage, proceed to the exit where your passenger arrival card will be checked by an officer prior to passing through Customs and the New Zealand quarantine inspection service.

When you have cleared customs at Auckland International Airport, you can choose to either walk across to the Domestic Terminal or catch the free bus. The walk will take about 10 minutes, it is well signposted and the pathway is very flat – follow the green line and enjoy a walk in the fresh air after your flight. At the domestic terminal you can check in for your flight to New Plymouth.

### How will I get to New Plymouth?

New Plymouth is about 350km south of Auckland.

Choose to fly or bus to New Plymouth. The flight is 50 minutes and the bus trip is about seven and a half hours. Please ensure that you arrange your internal travel prior to your departure. WITT staff will arrange for you to be met either at the New Plymouth airport or bus station, but this service must be booked prior to your arrival.

### Booking domestic flights

- Go to the [Air New Zealand website](#)
- You must have a credit card to be able to book online.
- Students should book flights direct to New Plymouth. When booking domestic flights, please allow at least three hours from when your flight arrives in Auckland and the departure time for New Plymouth. If the international flight is delayed or there is a hold up at customs, the domestic flight ticket may not be transferable and it is expensive if another flight is required.

### Booking bus transport

- Book your bus online via [the Intercity website](#)
- You must have a credit card to be able to book online.
- Please allow at least three hours between the scheduled arrival time at Auckland Airport and your bus check-in time. Only suitcases/bags are permitted on the bus. No other forms of luggage can be carried (e.g. bicycles, boxes, car seats, surfboards etc.).
- There is a bus stop at the Auckland International Airport Terminal.

### Airport/bus terminal pick-up

A pick up service is available to students when they arrive at New Plymouth airport or bus station. A minimum of 48 hours notice (longer at weekends) is required to arrange the pick-up.

Our emergency cell phone number is +64 27 466 0412. Please call this number if you miss your flight or if you have an emergency en route to New Plymouth.

Complete the [International Student Arrival Form](#) to advise us of your travel and accommodation details as soon as these are confirmed – even if you are being met by friends.

**Bring warm clothing and a rainproof jacket— even if you are arriving in the summer.**

## Facts about New Zealand

- New Zealand is a Pacific country with a Pacific culture
- New Zealand has a population of around five million people
- New Zealanders are often called “kiwis”. A “kiwi” is also one of our native birds
- New Zealand has three official languages – English, Māori and New Zealand sign language. English is the language used for tuition.
- The Māori people are the indigenous people of New Zealand.

## New Zealand is known as clean and green

In New Zealand:

- We care for the environment.
- Smoking is banned in public places.
- We recycle rubbish.
- We do not spit. Spitting is seen as unhygienic.
- We do not drop rubbish. You can be fined for littering in public places in New Zealand.

## Taranaki weather

Taranaki’s mild climate allows residents and visitors ample opportunity to enjoy the many outdoor activities on offer. Taranaki has more sunshine hours than most of the country while the rainfall is enough to keep the grass green and the fauna flourishing.

<b>Spring</b>	Sept – Nov	average 16.4°C
<b>Summer</b>	Dec – Feb	average 21.2°C
<b>Autumn</b>	March – May	average 18.5°C
<b>Winter</b>	June – Aug	average 13.7°C

For more information about New Plymouth and Taranaki go to:

[taranaki.co.nz/visit/](http://taranaki.co.nz/visit/)

[tripadvisor.co.nz](http://tripadvisor.co.nz)



# About New Zealanders

New Zealand society is a mix of Māori, Pacific Islander, Asian, European and people from many other countries.

- Many New Zealand people like to relax and enjoy outdoor activities and sports — New Zealand's national sport is rugby.
- Personal privacy is important so private papers are not looked at by visitors and subjects such as salary, mortgages and age are not usually discussed.
- New Zealanders are friendly people. They will smile and say hello even if they don't know you.
- New Zealanders generally do not tip and do not bargain when they are shopping.
- Do not carry large amounts of cash. Electronic methods of payment are preferred.
- It is common for New Zealanders to keep a pet – dog, cat, bird, fish, etc.
- Women and men are treated equally in New Zealand and given the same amount of respect. Women should not be treated as sexual objects; or have explicit sexual suggestions made towards them. Such behaviour is illegal in New Zealand.

## Making friends with New Zealanders

New Zealanders show they like you by:

- asking you to join in with what they are doing
- 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 visit the [New Zealand Tourism Guide website](#).

# New Zealand laws

If an international student breaks the law, they will be treated in the same way as a New Zealand citizen. It is important therefore, to know about New Zealand laws and the New Zealand legal system.

## Alcohol laws

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

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

## Driving in New Zealand

If you own and drive a car in New Zealand, 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 is available from [www.nzta.govt.nz](http://www.nzta.govt.nz)

### 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 driver's licence.
- Speed limits are in kilometres per hour (kph), not miles per hour (mph).
- New Zealand has strict drink-driving laws. Do not ever drink and drive!
- 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.
- It is important to hold car insurance if you own a vehicle.

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:

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

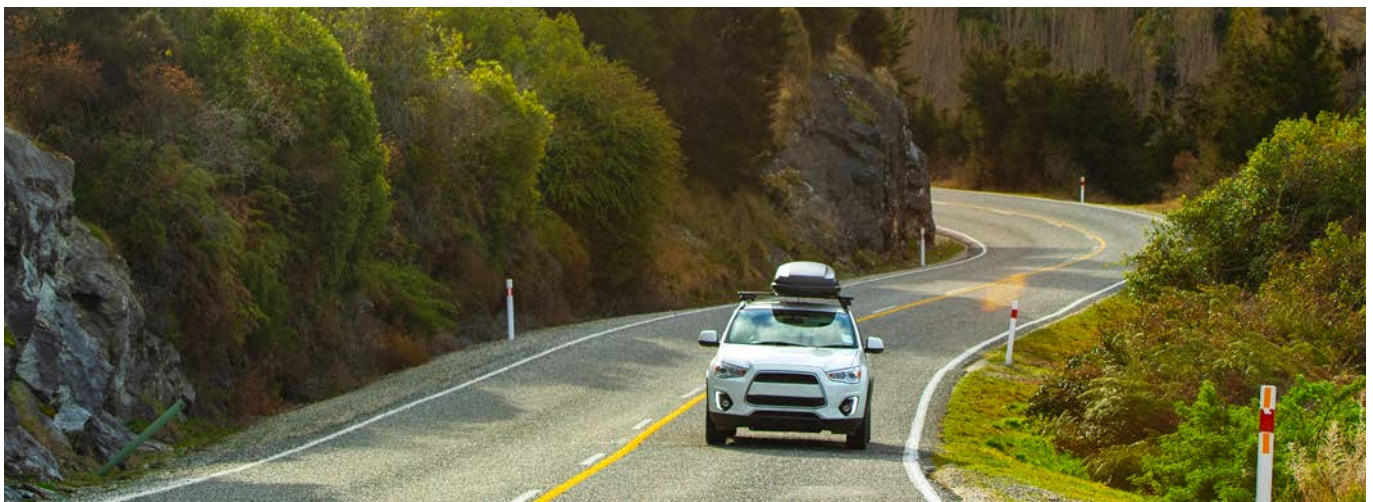
[aainsurance.co.nz/](http://aainsurance.co.nz/)

[drivesafe.org.nz/](http://drivesafe.org.nz/)

[nzta.govt.nz/safety/visiting-new-zealand](http://nzta.govt.nz/safety/visiting-new-zealand)

Download a copy of [Driving in New Zealand](#), an overview for immigrants and visitors to New Zealand.

Find out more about New Zealand laws and how the legal system works [on the government website](#).





## Entering Contracts – legal rights and obligations

When you enter into and sign a contract, you're bound by everything written in the contract. Before signing we recommend seeking advice from the [Citizens Advice Bureau \(CAB\)](#). They offer information and services about legal rights and obligations. New Zealand laws and legislation apply to all people living and studying in New Zealand.

## 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.

## 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.

## New Zealand police

The police are responsible for enforcing the law in New Zealand and do not accept bribes. The New Plymouth Police Station is on Powderham Street.

For information on the New Zealand Police [visit their website](#).

## 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.

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. 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: [legislation.govt.nz](http://legislation.govt.nz)



## Sexual assault laws

Sexual assault is any unwanted act of a sexual nature and includes anything from unwanted sexual touching, to rape and sexual exploitation.

In New Zealand law, sexual assault happens when one person does not freely consent to sexual activity.

There is no consent if:

- You say no, or behave in a way that implies no (e.g. pushing someone away).
- You don't reply – you're too drunk or stoned to know what you're doing, or you're sleeping/ passed out.
- The other person lies about what they are going to do.
- The other person manipulates, pressures, threatens, or forces you to say yes.

## Tobacco products and smoking laws

New Zealand has strict laws about where people can smoke tobacco. Smoking is not permitted in indoor public places.

It is illegal to purchase cigarettes if you are under 18 years of age.

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

# Keeping safe and well in New Zealand

New Zealand is a safe country but you still need to be careful and look after yourself and your possessions.

## Personal safety

To keep yourself safe, we recommend that you:

- Do not carry large amounts of cash on your person, in your bags and in your home or flat. Keep money safe in a bank account. The International Student Liaison Officer 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.
- Party safely and avoid excessive use of alcohol and / or other drugs that impair your judgement and leave you vulnerable.
- Do not accept a drink from someone you do not know. Always hold onto your own glass when out. 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.
- Do not behave towards women in a way that could result in you being accused of sexual assault.

Remember, help is never far away — Emergency Contact (24 hours).

- Call 111 for Fire, Ambulance and Police.
- WITT student 24/7 contact number 027 4660 412.

## 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 that you:

- Learn to swim. For details about lessons contact New Plymouth Aquatic Centre on 06 759 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.

## 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.

## 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.
- You must have lights at night, 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.

## 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 that you:

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

For more information on sun safety visit the [Cancer Society website](#).

## Outdoors safety

If out walking in the beautiful parks, walkways or climbing the mountain, remember to:

- 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 and 09 for Auckland.

For more information on New Zealand's parks and reserves go to the [Department of Conservation website](#).

## Culture shock

Living in another country can be fun and exciting but sometimes you may 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 many international students living in another country are affected by it in some way.

### Ways to help culture shock

- Talk to WITT staff – the Student Liaison and Pastoral Support Officer, Counsellor, Chaplain or Nurse.
- Spend time outside in the fresh air and sunshine.
- Keep busy.
- Join a club in the community or group on campus or do voluntary work.
- 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

Missing family and friends is normal. Here are a few suggestions that may help if you are homesick:

- Talk to someone about it - a tutor, the Student Liaison and Pastoral Care Officer, Nurse, Chaplain or Counsellor.
- 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 Advisor.

You can find more information on homesickness via the [Immigration New Zealand website](#).

## Health services

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 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.

Medical insurance 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 the [Ministry of Health website](#).

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

ACC 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: [ethniccommunities.govt.nz/language-line/](http://ethniccommunities.govt.nz/language-line/)

## 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, you must protect yourself against unwanted pregnancy and sexually transmitted infections (STI's).

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: [familyplanning.org.nz](http://familyplanning.org.nz)
- Visit your local FPA clinic located at 56 Gover Street, New Plymouth, ph 06 759 8269.
- 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 Student Liaison and Pastoral Care Officer, Counsellor, Chaplain, Nurse or one of the help agencies in this handbook.

Ask for help.

We are here to help you.



# Studying in New Zealand

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

### New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live

About the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

The New Zealand Government's Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website.

## About NZQA

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

[nzqa.govt.nz](http://nzqa.govt.nz)

## Changing your address or contact details?

If you change your address you must:

- Fill out a 'Change of Address' form — available from the Student Liaison and Pastoral Care Officer, reception or your faculty administrator.

## Your student visa

While you are in New Zealand, most students will need to renew their visa — To do this, you will need to know:

What kind of visa do you have?

- visitors visa
- student visa
- interim visa
- working holiday 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 may study part-time or full-time for three months with a visitors visa.
- If you study for longer than three months, you must hold a student visa.
- If you have a student visa you must study full-time.

Where to apply for a new student visa?

- Apply online at [immigration.govt.nz/new-zealand-visas/explore-visa-options](http://immigration.govt.nz/new-zealand-visas/explore-visa-options) when applying for a new visa.

What you need to renew your student visa online?

- your passport (must be valid at least 3 months past the date you either plan to leave New Zealand or

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

It is strongly recommended that students undertake dental and optical checks before coming to New Zealand — Dental services can be very expensive in New Zealand.



the period of your study)

- a Student Visa Application (INZ1012 is available online)
- an Offer of a Place from WITT Te Pūkenga
- an original Tuition Fee Receipt
- passport photograph (saved as a JPEG)
- bank statement showing you meet Immigration New Zealand funds requirements including return airfare
- evidence of previous student performance and class attendance
- credit card to pay the Visa application fee.

For information on student visas go to: [immigration.govt.nz](http://immigration.govt.nz)

## Need immigration advice?

The Immigration Advisers Authority is responsible for protecting people who receive immigration advice. For further information please see [www.iaa.govt.nz](http://www.iaa.govt.nz)

## Travel and medical insurance

It is compulsory for all international students to hold medical and travel insurance, which the education provider considers acceptable, for the period of enrolment until the expiry of the student visa, unless you depart New Zealand earlier. The travel and medical insurance premium is provided within your 'Offer of Place'.

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.

Please note that your insurance policy will not cover you for the cost of routine dental maintenance and optical aids unless you had already been prescribed them before leaving your home country.

## 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.

Students are expected to:

- Attend all classes 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 e.g., 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.

## Academic conduct

Do not...

- Copy another student's 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 tutor's permission.
- Get someone else to write an assignment or sit a test or exam for you. New Zealand teachers will fail any work that has been copied or is not your own. Refer to the WITT Student Charter Policy, available online.

## Study and learning support

If you feel worried about your ability to succeed, don't worry, there are places to go for help:

- your tutor
- other students
- learning advisors.

Read Study for Success student study skills handbook. It is located on the [WITT Library homepage](#).

Utilise the staff at WITT. They are here to help you succeed.

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

## Attendance

Students are required to attend their course at all times, unless they have genuine reasons for their absence.

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:

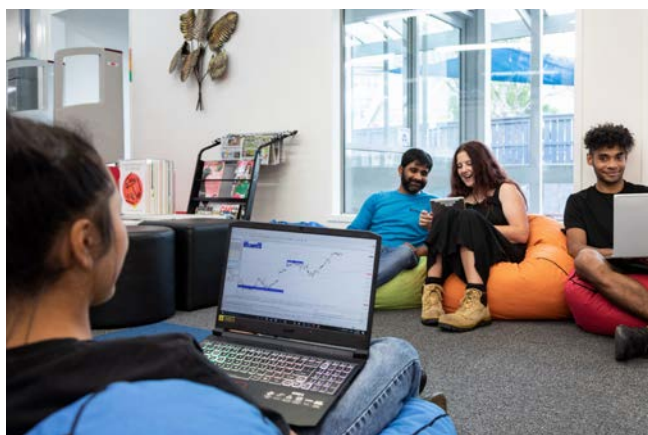
- if you are going to be late to class
- if you are going to be absent from class
- if you are going to be away for a period of time.

Your tutors will keep a record of your attendance at classes. Any students with frequent or prolonged absences will be contacted. Immigration New Zealand will be informed if necessary. Non attendance may affect your Visa eligibility.

## 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 the WITT 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 the WITT computing and networking facilities e.g. computer hacking.

## Withdrawing from your programme of study

If you decide to withdraw from your programme:

- You must complete a 'withdrawal' form – available from reception or your school administrator.
- 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 the WITT 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.

## 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 (e.g., fire, flood), WITT will run the programme at an alternative site or offer a refund.

## Termination of tuition

WITT reserves the right to terminate a student's tuition in the following circumstances:

- continued and unexplained absenteeism
- 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 the premises of WITT)
- 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
- any breach of disciplinary regulations
- being unable to comply with The Code regulations to ensure duty of care.

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 the obligations of WITT, see the Student Code of Conduct Policy available from the enrolment team.

# Working in New Zealand

**While on a student visa you are allowed to work for up to 20 hours a week and full-time during all scheduled holidays and/or during the Christmas and New Year holiday period.**

For information on work visas go to the [Immigration New Zealand website](#).

## Finding work in New Zealand

You can find out about job vacancies in New Zealand by looking on the internet, through the Job Opportunities tile on MyWITT, in the local newspapers or by contacting employers yourself.

For help with these options visit [careers.govt.nz](#)

For more information on job vacancies go to:

Internet sites to view Job Vacancies:

[jobs.mbie.govt.nz](#)

[seek.co.nz](#)

[trademe.co.nz/a/jobs](#)

[taranaki.co.nz/live-work-and-learn/work-here/jobs/](#)

## Applying for a job

When applying for jobs in New Zealand you will be asked for a letter of application or cover letter and a current Curriculum Vitae (CV).

You may also be required to participate in a job interview.

There is an online course at WITT to help with these processes. The Careers Advisor will show you how to access this.

## Volunteering

Volunteering is a great way to build work experience and offers a great way to network with people in New Zealand.

You can check what type of volunteer jobs best suit you by visiting Volunteering New Zealand or SEEK. Also the Neighbourly website is a great way to help or get involved in your community where you will live.

## Earning income and paying tax

In accordance with New Zealand law, when working, the income you earn will have tax deducted.

To find out more about your tax responsibilities and how to pay correct tax, please visit the [Inland Revenue website](#).



## Working and the law

When working in New Zealand:

- Do not work without permission from Immigration New Zealand.
- Do not work for cash. In New Zealand this is called 'working under the table' and is illegal.
- Make sure you pay tax.
- If working you must be paid a minimum wage [employment.govt.nz/hours-and-wages/pay/minimum-wage/](#).

For more information on working and the law go to: [newzealandnow.govt.nz](#)

## Employment Exploitation

"Labour exploitation is the abuse of people in the workplace for profit"

To avoid exploitation (being used) in the workplace, it is recommended that you have an employment contract. This will determine that the terms of your employment are clear and both parties are aware of their obligations. Please ensure you read this carefully, and understand the terms and conditions. You may wish to seek advice.

Before signing if you have any concerns you can seek advice from:

[Citizens Advice Bureau](#)

[Taranaki Community Law](#)

Or speak to the pastoral support team at WITT.



# Under 18-year-old students

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 has special requirements for students under 18.

## Accommodation

- You have to live in WITT assessed, approved and police vetted homestay or designated caregiver accommodation.
- You cannot change your accommodation provider without WITT approval.

## Indemnity form

An indemnity form must be completed by parents and returned to WITT prior to enrolment.

## Emergency contact information

- WITT must have your current emergency contact information of parents and agents. **Note:** Translators will be used if required.
- Ensure parents have the 24/7 emergency contact number: +64 27 466 0412.

## Reporting to parents

- WITT staff are required to interview (meet) the student each term and keep records of having done so.
- WITT will send to parents/agents reports each term on your attendance, your wellbeing, accommodation arrangements and progress in your studies.

**Note:** New Zealand Privacy laws apply.

## Transfer of Care form

When a student who is under the age of 18 years is transferring from an approved residential caregiver, they must consult with the Student Liaison Officer and ensure that the Transfer of Care Plan is followed.

For more information on the code requirements for under 18 year olds visit [www.nzqa.govt.nz](http://www.nzqa.govt.nz)



# 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 and seek resolution. It is often helpful to discuss your concern with someone else who can provide initial advice, such as the Student Liaison Officer, counsellor, nurse or chaplain.

## What if my concern is not resolved or I wish to make a formal complaint?

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 or email
- discussing it directly with the Complaints Officer.

The formal complaints policy and procedure can be obtained from the intranet, a Student Liaison and Pastoral Care Officer or any member of the student success team.

## What happens to my formal complaint now that I have raised it?

All formal complaints are forwarded to the Complaints Officer, who will log your complaint and forward to you a letter or email of acknowledgement, within seven days of receipt of complaint.

The Complaints Officer will forward your complaint for investigation. The investigation may involve discussions with you and/or other parties involved.

Once your complaint has been investigated 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 Executive Director.

If you are not satisfied with the outcome from the ED, you should contact [New Zealand Qualifications Authority \(NZQA\)](#).

0800 697 296

[risk@nzqa.govt.nz](mailto:risk@nzqa.govt.nz)

Forward completed complaints to:  
The Complaints Officer / Quality Assurance Division,  
PO Box 160, Wellington 6140.

If it is a financial dispute, you can contact iStudent Complaints

Phone 0800 00 66 75. More information is available on the [Study Complaints website](#).

## Will my complaint affect my marks?

Complaints are seen as opportunities to make improvements. 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 Complaints Officer or the Executive Director Student Success.



**I have a problem**

Discuss your problem

- directly with the relevant staff member
- with the Programme Lead or
- with the Student Liaison and Pastoral Support Officer.

**I have a concern**

Raise your concern

- talk to the Student Liaison and Pastoral Care Officer
- talk to your tutor.

**Problem solved?**

**No**

**Yes**

**I want to make a formal complaint**

Take your complaint to Registry to be lodged.  
This formal complaint will follow the WITT Complaints Process (available on iWITT or from any success team staff member)

**Problem solved?**

**No**

**Yes**

**Contact NZQA**

Dispute Resolution Scheme (DRS)  
0800 697 296  
[risk@nzqa.govt.nz](mailto:risk@nzqa.govt.nz)

# International students conditions of enrolment

## Refund policy:

- 1.1 Refunds of tuition fees will be made in accordance with the Policy and Procedure International Student Withdrawals, Transfers and Refunds:
  - 1.2 By accepting a place in a programme at WITT, an international student enters a contract with WITT for the period of the one academic year (or for the length of the programme if less than one year).
  - 1.3 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 enrolment team with any refund application.
  - 1.4 If Immigration New Zealand (INZ) refuse to grant an initial student visa for study in New Zealand the student is entitled to a 100% refund of the tuition fee, less a \$500 administration.
  - 1.5 No refunds to international students will be given after the programme has commenced.
  - 1.6 Full refunds may be given if:
    - WITT is unable to proceed with the programme or course offered
    - WITT ceases to be a Code signatory
    - WITT ceases to be a provider
  - 1.7 Other refunds may be given if:
    - An international student's visa renewal is beyond the expiration date and the student cannot obtain an Interim Visa, the student will not be able to attend classes, and is not entitled to a refund of fees
    - A student 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
    - If a student wishes to withdraw or transfer to another institution, his/her application and notice is received by the enrolment team prior to programme commencement, a refund of 70% of tuition fees paid will be given (30% is retained for administration purposes). The registration and homestay placement (if applicable) are not refundable.
  - 1.8 Refunds will be paid in New Zealand dollars:
    - To another institution
    - Into a nominated bank account.
  - 1.9 WITT will not be liable for any exchange rate loss or bank fees charged upon repayment of a refund.
  - 1.10 Exceptions may be made in exceptional circumstances for compassionate reasons. Compassionate grounds are considered to be events outside the individual's control that could not have been predicted and that have had a significant impact on the person's ability to continue studying in the current academic year or the foreseeable future. This could for example include such things as significant accidents or personal injury to self or a close family member that would affect the student's ability to continue studying. Compassionate grounds will not be considered sufficient for a refund of fees where the student could have continued in the programme with support or where the student has chosen to withdraw for other reasons.
  - 1.11 • Consideration may be given to a refund upon receipt of written evidence which must be submitted by the student, or the school on the student's behalf, to Registry at the same time as the completed Change of Enrolment, Withdrawal and Refund Form
    - Exceptions may also be considered on the grounds of medical, supported in writing by a health professional
    - The application should be made prior to withdrawal, or where circumstances prevent prior application at the earliest possible time
    - All withdrawals for compassionate consideration must be forwarded by the Information and Enrolments Administrators to the Director – Corporate Services.
- The decision to refund fees on compassionate grounds will take into consideration the length of time in a programme/courses. The Director – Corporate Services has authority to decide the refund on compassionate or other grounds for any individual case.
- 1.12 Variations to Policy
- Under exceptional circumstances, the Chief Financial Officer may authorise a variation to rules set out within this policy. Requests for any variation in policy must be submitted in writing.

## Termination of tuition

- 2.1 WITT reserves the right to terminate a student's tuition in the following circumstances:
- Continued and unexplained absenteeism
  - 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 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
  - Any breach of disciplinary regulations
  - Being unable to comply with The Code regulations to ensure duty of care.
- 2.2 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.
- 2.3 All terminations of tuition 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 the obligations of WITT, see the Student Charter or contact [international@witt.ac.nz](mailto:international@witt.ac.nz)

## Fee protection policy:

- 3.1 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, e.g. 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

- 4.1 Travel and Medical Insurance is compulsory for international students for the period of their visa. A provision for the insurance premium is included within your Offer of a Place. If you wish to provide your own insurance, you must provide a copy of the insurance policy, translated into English, to WITT for verification of acceptable cover. The premium will be refunded on arrival at WITT on submission of appropriate evidence.

## General

- 5.1 You must attend classes at all times, as required, unless you have a genuine reason for your absence. Immigration New Zealand require us to report non-attendance.
- 5.2 Immigration New Zealand may request information about your academic records, results or progress. You agree to WITT Te Pūkenga releasing this information.
- 5.3 If you have been issued with a Student Visa and withdraw from your programme of study, WITT will report to Immigration New Zealand.
- 5.4 While enrolled, you must abide by the Rules and Regulations as outlined by WITT.

# Useful kiwi phrases

## English phrases

Barbie	Barbecue
Bro	Friend
Bush	Native forest
Cheers	Good luck / Goodbye / Thanks
Chemist	Pharmacy / Drug store
Chippies	Potato crisps
Chips	French fries
Dairy	Corner store
Flat	Apartment / Shared rental accommodation
Heaps	A lot
Jandals	Thongs / Flip-flops
Lift	Elevator
She'll be right	It will be OK
Sunnies	Sunglasses
Sweet as	Good / Cool
Tramping	Hiking
Togs	Swimsuit / Bathing suit

## Te Reo Māori phrases

Aotearoa	New Zealand
E noho rā	Farewell
Haere mai	Welcome / Enter
Haere rā	Goodbye
Ko wai tō ingoa?	What is your name?
Ka kite anō	Until I see you again
Kai	Food
Ka pai te kai	This is great food
Kia ora	Hello / Thank you
Koha	Donation / Gift
Ko ... ahau	My name is ...
Marae	A gathering / meeting place
Mihimihi	Greetings
Tēnā koutou	Greetings (to three or more people)
Whānau	Family
Whenua	Land



# New Plymouth Resources

New Plymouth (Māori: Ngāmotu) is the main city in the Taranaki region on the west coast of New Zealand's north island.

## Accommodation

Te Henui Lodge (the WITT on-site accommodation)

06 758 0431

[stay@tehenuilodge.co.nz](mailto:stay@tehenuilodge.co.nz)

[tehenuilodge.co.nz](http://tehenuilodge.co.nz)

## Citizen's Advice Bureau

The Citizens Advice Bureau gives free advice to anyone living in NZ on a wide range of subjects including personal, housing, financial & legal issues. They can be contacted at:

Community House

32 Leach Street

Freephone 0800 367 222

06 758 9542

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

## Legal issues

Taranaki Community Law Centre

06 759 1492

0800 529 1492

## Medical services

Taranaki Base Hospital

06 753 6139

Medicross Urgent Care & GP Clinic

8 Egmont Street

06 759 8915

Phoenix Urgent Doctors

95 Vivian Street

06 759 4295

## Migrant Connections Taranaki

Migrant Connections Taranaki is a service aimed at assisting migrants to integrate into the local community.

[mctnz@xtra.co.nz](mailto:mctnz@xtra.co.nz)

06 759 1492

## New Plymouth Info Centre

Puke Ariki

65 St Aubyn Street

06 759 6060

## New Plymouth Puke Ariki Library

If you live in New Plymouth you can use the library for free. All you need is:

- one form of photo ID
- proof of residence in New Plymouth (e.g. a tenancy agreement with your address details).

11 Ariki Street

06 759 6060

## Police

New Zealand Police

06 759 5500

[police.govt.nz](http://police.govt.nz)

## Sexual health & sexual abuse

Family Planning Association – 06 759 8269

Taranaki Safer Centre – 06 758 4178

Rape Crisis – 06 757 9570

## Taxi services

Energy City Cabs – 06 757 5580

NP Taxis – 06 757 3000

Blue Bubble – 06 757 3000

## Telephone cards

You can buy these at any service station, supermarket or dairy.

## Websites of interest

[taranaki.co.nz/visit/](http://taranaki.co.nz/visit/)

[taranaki.info](http://taranaki.info)

[newzealand.com/int/taranaki/](http://newzealand.com/int/taranaki/)

# National resources

## General

### Accommodation

New Zealand Tenancy Service  
Bond Enquiries – 0800 737 666  
Tenancy Advice – 0800 83 62 62  
[tenancy.govt.nz](http://tenancy.govt.nz)

### Driving and owning a vehicle

New Zealand Transport Authority  
General Road Safety – 0800 699 000  
Driver Licensing – 0800 822 422  
Vehicle Registration – 0800 108 809  
[nzta.govt.nz](http://nzta.govt.nz)

### General advice (personal, housing, financial, vehicle and legal issues)

Citizen's Advice Bureau (CAB)  
0800 FOR CAB (0800 367 222)  
CAB in Mandarin – 09 625 8831  
[cab.org.nz](http://cab.org.nz)

Immigration NZ – Information for New Migrants  
0800 776 948  
[live-work.immigration.govt.nz/](http://live-work.immigration.govt.nz/)

### Racial and sexual harassment

Human Rights Commission  
0800 496 877  
[infoline@hrc.co.nz](mailto:infoline@hrc.co.nz)  
[tikatangata.org.nz/](http://tikatangata.org.nz/)

### Relationship advice

Relationship Services  
0800 735 283  
[receptn@relate.org.nz](mailto:receptn@relate.org.nz)  
[relationships.co.nz/](http://relationships.co.nz/)

### Reporting a crime or talking to the police

New Zealand Police  
Emergency Services only – 111  
[police.govt.nz/](http://police.govt.nz/)

## Victim support

Victim Support  
0800 VICTIM (0800 842 846)  
[victim@xtra.co.nz](mailto:victim@xtra.co.nz)  
[victimsupport.org.nz/](http://victimsupport.org.nz/)

## Work

Inland Revenue Department  
Automated Services – 0800 257 777  
General Tax Enquiries – 0800 227 774  
[ird.govt.nz/](http://ird.govt.nz/)

NZ Department of Labour  
Employment Relations Service  
0800 20 90 20  
[employment.govt.nz/](http://employment.govt.nz/)

## Workers' rights

Employment Relations  
Infoline – 0800 800 863

## Health

### Counselling services (for confidential help with personal crisis or suicidal feelings)

Lifeline  
0800 111 777  
Chinese Lifeline (Mandarin & Cantonese)  
0800 888 880  
[lifeline.org.nz/](http://lifeline.org.nz/)

Youthline  
0800 376 633  
[youthline@youthline.co.nz](mailto:youthline@youthline.co.nz)  
[youthline.co.nz/](http://youthline.co.nz/)

### Gambling counselling

Problem Gambling Helpline  
0800 654 655  
[info@gamblingproblem.co.nz](mailto:info@gamblingproblem.co.nz)  
[gamblinghelpline.co.nz/](http://gamblinghelpline.co.nz/)





## Medical Services

Ambulance  
111

## Drug or alcohol counselling

NZ Drug & Alcohol Helpline  
0800 787 797  
[drugfoundation.org.nz/](http://drugfoundation.org.nz/)

## Smoking

Quit Smoking Line  
0800 778 778

## Asian health services

Asian Mental Health Service  
09 410 0604

Asian Health Support Service  
09 486 8347

Asian Public Health Service  
09 262 1855 ext 5719

Asian Sexual Health Service  
09 307 2885

Chinese Helpline  
0800 888 880

## Education & Immigration

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

New Zealand Qualifications Authority (NZQA)  
04 463 3000  
[nzqa.govt.nz](http://nzqa.govt.nz)

### Making a complaint relating to a breach of the code of practice

New Zealand Qualifications Authority (NZQA)  
0800 006 675  
[qadrisk@nzta.govt.nz](mailto:qadrisk@nzta.govt.nz)

### Student visa

Immigration New Zealand  
[immigration.govt.nz](http://immigration.govt.nz)

### Translation services

[dia.govt.nz](http://dia.govt.nz)

### Immigration advisers authority

09 925 3838  
[iaa.govt.nz/](http://iaa.govt.nz/)

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

**0800 WITT NZ**

**+64 6 757 3100**

**New Plymouth**

20 Bell Street  
Welbourn  
New Plymouth 4310

**Hāwera**

40a Union Street  
Hāwera 4610



WITT - Western Institute of  
Technology at Taranaki



WITT\_Taranaki

