

International Student Guide

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Disclaimer: Every effort has been made to ensure the information contained in this International Student Guide is accurate at the time of publishing in November 2019. However, no liability can be accepted for any errors or omissions or views expressed herein, and information is subject to change.

Kia ora and welcome!



Thank you for choosing to study at Toi Ohomai Institute of Technology.

We are looking forward to your arrival, getting to know you, and then continuing to assist you throughout your studies to ensure you have an enjoyable stay and a successful learning experience.

This guide will help you prepare for your trip and adapt more quickly to life in New Zealand. It highlights the many services we offer at our campuses and provides practical advice to help you with everyday tasks.

Why we call this the Bay of Plenty



Rotorua

Population: 78,200

Visitors per year: 3.4 million

Tourism spend per year: \$819 million

Climate: Temperate, with an average summer temperature of 25°C and an average winter temperature of 12°C.

What you can experience: Māori culture, geothermal activity, natural spas and therapeutic waters, spectacular scenery, mountain biking and walking in forests, golfing, kayaking, rafting, fishing, cultural festivals and sporting events.

Major industries: Tourism, hospitality, education, agriculture, forestry, manufacturing, construction, transport and engineering.

Closest airports: Rotorua Regional Airport (domestic travel); Auckland International Airport (45 minute flight away).

Life in Rotorua:

- Life in Rotorua : Forbes 50 list of global tourism
- Located on the shores of the large and beautiful Lake Rotorua
- One of New Zealand's top tourist destinations due to its geothermal activity, Māori culture and many other attractions
- International students have been part of Rotorua for many years and their contribution to the city's culture is welcomed and valued.

Tauranga

Population: 161,800
(New Zealand's fifth largest city)

Tourism spend per year: \$831 million

Climate: Temperate, with an average summer temperature of 25°C and an average winter temperature of 14°C. Tauranga frequently receives the highest annual sunshine hours in the North Island.

What you can experience: The best beaches in New Zealand (TripAdvisor), marine adventures like sailing, fishing, dolphin watching, surfing and kayaking, natural spas and therapeutic waters, spectacular coastal scenery, waterfalls, wineries, mountain biking and walking in forests, golfing, and cycle trails.

Major industries: Aquaculture, construction, engineering, education, event tourism, horticulture (kiwifruit), manufacturing, marine science, Port of Tauranga and transport.

Closest airports: Tauranga Airport (domestic travel); Auckland International Airport (40 minute flight away).

Life in Tauranga:

- Tauranga offers the perfect combination of a business-friendly infrastructure and an enviable coastal lifestyle and is positioned in New Zealand's golden triangle of economic prosperity (Auckland, Hamilton, Tauranga)
- New Zealand's fastest growing city - the bustling Port of Tauranga is also the country's largest port for exports
- One of the most popular holiday spots in New Zealand.

Preparing for your New Zealand experience



Student visa

If you plan to study full-time for 12 or more weeks at Toi Ohomai, you must have a valid student visa provided by Immigration New Zealand (INZ).

How to apply



Step 1: Once you have received your Offer Letter from Toi Ohomai, you (or your agent) will need to apply to Immigration New Zealand (INZ) for your visa. Visit immigration.govt.nz for the details and forms.



Step 2: When your visa application has been assessed and conditionally approved, you will receive an Approval in Principle (AIP) letter from INZ. You (or your agent) will then need to pay your programme fees directly to Toi Ohomai.



Step 3: Once Toi Ohomai has received full payment for your programme fees, we will email a Receipt of Payment to you (or your agent).



Step 4: You (or your agent) must send the Receipt of Payment to INZ. INZ will make a final decision regarding your visa application once they have received this receipt.

Step 5: Accept your enrolment link, send to you by email.

Student visa requirements

- You need to be a full-time student attending a course taught on campus.
- You must notify Toi Ohomai of any change to your personal details, such as your name, address, email or mobile number.
- You must participate in and meet all of your programme requirements, including maintaining 100% attendance. It is your responsibility to let your tutor know if you are unwell and you cannot attend class. You may be required to obtain medical confirmation from your medical provider.
- If your attendance or academic progress is not acceptable, you will be required to attend a counselling session with the tutor or faculty manager. Should your attendance or academic progress not improve, you will be required to attend a meeting with the International Centre manager.
- Do not travel home during the academic year unless it is absolutely necessary. If you urgently need to go home during a trimester, you will need to ask for written permission from the head of your faculty. Talk to your tutor about your plan first and they will be able to refer you to the right person.
- You cannot undertake any employment unless your student visa specifically states that you have permission to work. You must also respect any limits that are stated (e.g. do not work more than 20 hours a week if your visa states that you can only work up to 20 hours a week).

- If you are in New Zealand on a visitor visa or working holiday visa you may also be able to study, it depends on the conditions stated in your visa.

INZ can revoke your study visa if you do not comply with their conditions and could ask you to leave the country.

Student visa renewals

You must have a valid visa to study at Toi Ohomai and it must display your current programme of study. If you need to renew your visa, please submit your online INZ application at least four weeks before your current visa expires. Please talk to our International Centre team if you need assistance with this.

If you renew your student visa or passport, you must provide an updated copy to the International Centre as soon as you receive it. This is a requirement for both INZ and The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 – i.e. The Code of Practice.

Travel and medical insurance

The Code of Practice requires anyone living in New Zealand on a student visa to have travel and medical insurance for the duration of their visa. Professional health care is not free for international students.

In your offer letter we included a quote for travel and medical insurance through Uni-Care International Travel Insurance Service. **Uni-Care** is our preferred provider and its policies are designed to cover the cost of any essential medical treatments you might require while you are enrolled as a Toi Ohomai student. Pre-existing medical conditions will not be automatically covered by this insurance, however, in some circumstances, insurance cover can be arranged to include these conditions.

You have to let us know when you arrive 1 month before your actual start date of your course for insurance purposes.

We offer an easy claim system if you choose to insure with Uni-Care. We will provide your policy number during your orientation and an insurance certificate will also be sent to your student email address. Claim forms can be downloaded on the Uni-Care website, Moodle, or you can collect one from the International Centre.

You do not have to use Uni-Care for your insurance cover. You may decide to find another insurer and

arrange this yourself. If you have family members visiting or staying in New Zealand, we strongly recommend you purchase insurance for them too.

Accident insurance coverage

The Accident Compensation Corporation (ACC) usually covers most of the essential treatment costs related to any accident that a visa holder may have while they are staying in New Zealand. However, you may still be liable for some of these treatment costs (which can be covered by your insurance).

For more information visit acc.co.nz or see the staff at the International Centre or the Te Whare Hauora Health Centre.

Climate

The Bay of Plenty region enjoys a temperate climate, however, you must prepare for cold nights during winter because the temperature can fall below 0°C at times.

The warmest months are December until March, with July and August being the coldest months. Because rainfall is spread fairly evenly throughout the year, Rotorua and Tauranga are enjoyable year round and do not experience a wet season like some other countries.

Clothes for winter: Long pants, jeans and thermal undergarments are suitable for colder days and evenings. Bring wool or well insulated jumpers/sweaters, a warm jacket, hat and gloves. A raincoat and umbrella are also useful this time of year.

Clothes for summer: T-shirts, shorts, sandals, a sunhat and swimwear will be useful for the warmer months.

Other items

Book bag: You might want to bring a water-resistant backpack or book bag to carry your books and personal items in, especially to and from campus.

Electrical appliances: New Zealand appliances operate on 240 volts. Adapters are available for purchase upon your arrival if you bring your computer, chargers, hair dryer, shaver etc.

If you forget anything or find your suitcase is getting too full, there are a wide range of shops that sell clothing, shoes, sporting equipment, electronics and anything else you might need.

What not to bring

Rotorua and Tauranga have many grocery stores and some sell Asian and European products, therefore you will not need to bring these items with you.

The New Zealand Customs Service has very strict rules on what it allows visitors to bring into the country. This is to protect New Zealand's biodiversity. We advise you to not bring any type of plant or animal material into the country (e.g. fruit, vegetables, herbs, spices, seeds, meat etc). If you do feel it is absolutely necessary to bring any of these items, you must declare them when you complete the New Zealand Passenger Arrival Card. If you do not declare these items, you might be charged a fine of up to NZ\$100,000 or a prison term of up to five years for breaching biosecurity laws. If you have any questions, ask the airline crew or a New Zealand customs officer to assist you. For more details visit [customs.govt.nz](https://www.customs.govt.nz).

The following goods must be declared upon arrival

- food of any kind
- plants or parts of plants (alive or dead)
- animals (alive or dead) or their products
- equipment such as camping gear, hiking boots, golf clubs or bicycles that have been used outdoors
- biological specimens



Arriving in New Zealand



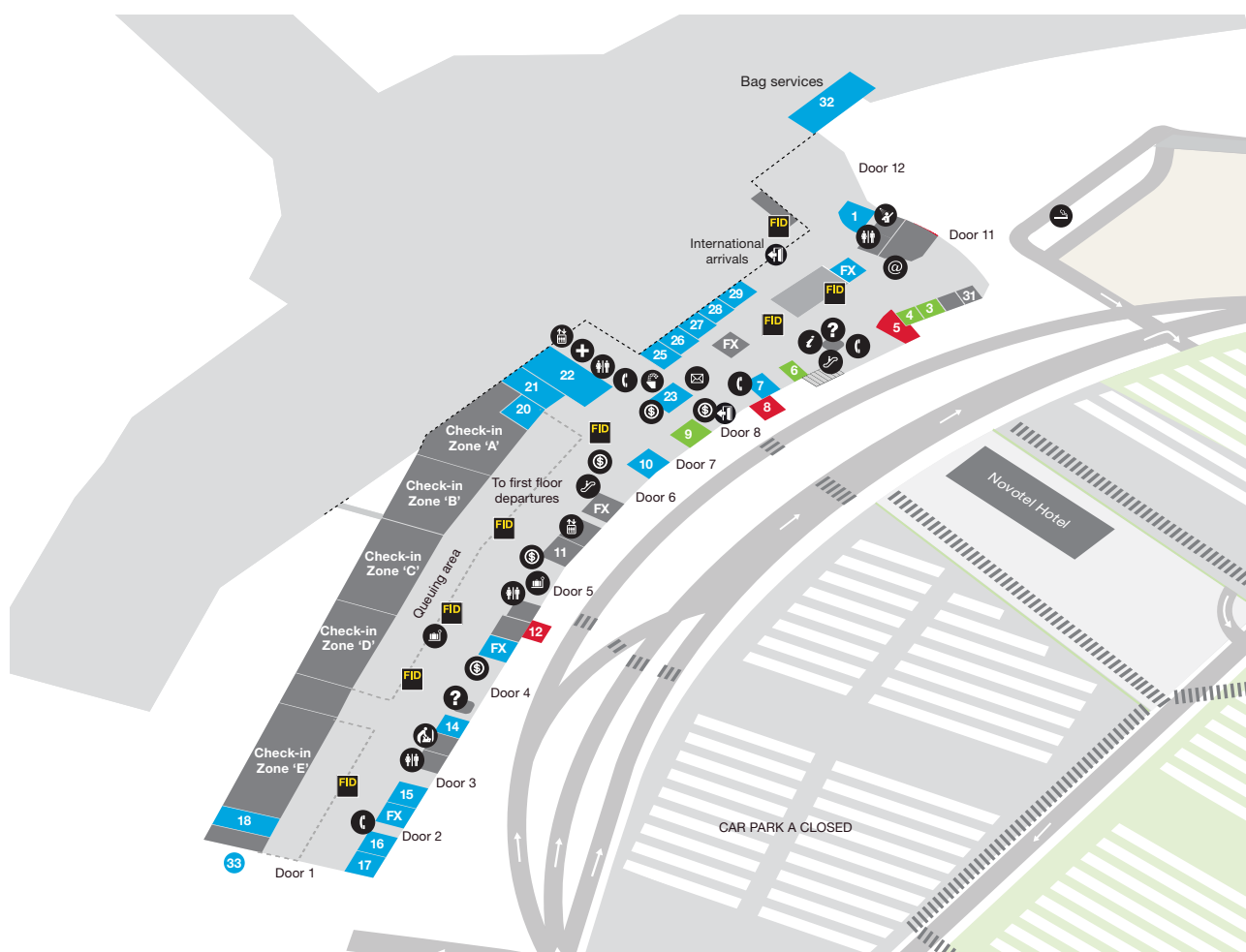
The majority of overseas visitors to New Zealand arrive at Auckland Airport. Follow the airport instructions and signs for International Passenger Arrivals. If you have any questions about procedures and immigration rules, ask a friendly airport official.

Rotorua is a three-hour drive from Auckland. Tauranga is just over two and a half hours away. The Toi Ohomai International Centre can arrange a pick-up service from Auckland Airport. You must request this service and provide your flight arrival details well in advance (before you depart from your own country). Transport for your spouse and family can also be pre-arranged at an additional cost, please email the International Centre to request this service.

If you have booked this pick-up service, a professional taxi shuttle driver will meet you in the Auckland Airport International Arrivals area holding a sign with 'Luxury Airport Shuttles' on it. The driver will then take you directly to your accommodation in Rotorua or Tauranga. Do not accept a ride with anyone else if you have booked and confirmed this pick-up service prior to your arrival. If you cannot find the driver, please call the Toi Ohomai International Centre student emergency number 0800 492 427 (which is a free call from any phone).

Rotorua and Tauranga also have domestic airports, so alternatively you can pre-book an additional airfare to fly from Auckland to one of these destinations. The transit process is a bit more complicated and there are luggage limits for domestic flights, so we recommend that it is best to use a shuttle service to travel to Rotorua or Tauranga.

International Terminal Map - Ground floor



KEY

- | | | | |
|--|---------------------|--|------------------------------|
| | Escalator | | Help desk |
| | Showers | | Drinking fountain |
| | Lifts | | First aid |
| | Smoking area | | Self weighing booth (bags) |
| | Baby changing rooms | | Telephone |
| | Toilets | | Visitor information (i-Site) |
| | ATM | | International Arrivals |
| | Internet | | Flight Information Display |
| | Mailbox | | |

FOOD & BEVERAGE

- | | | | |
|--|----------------|--|----------------|
| | Bistro Box | | Retro Espresso |
| | Retro Espresso | | Dunkin Donuts |

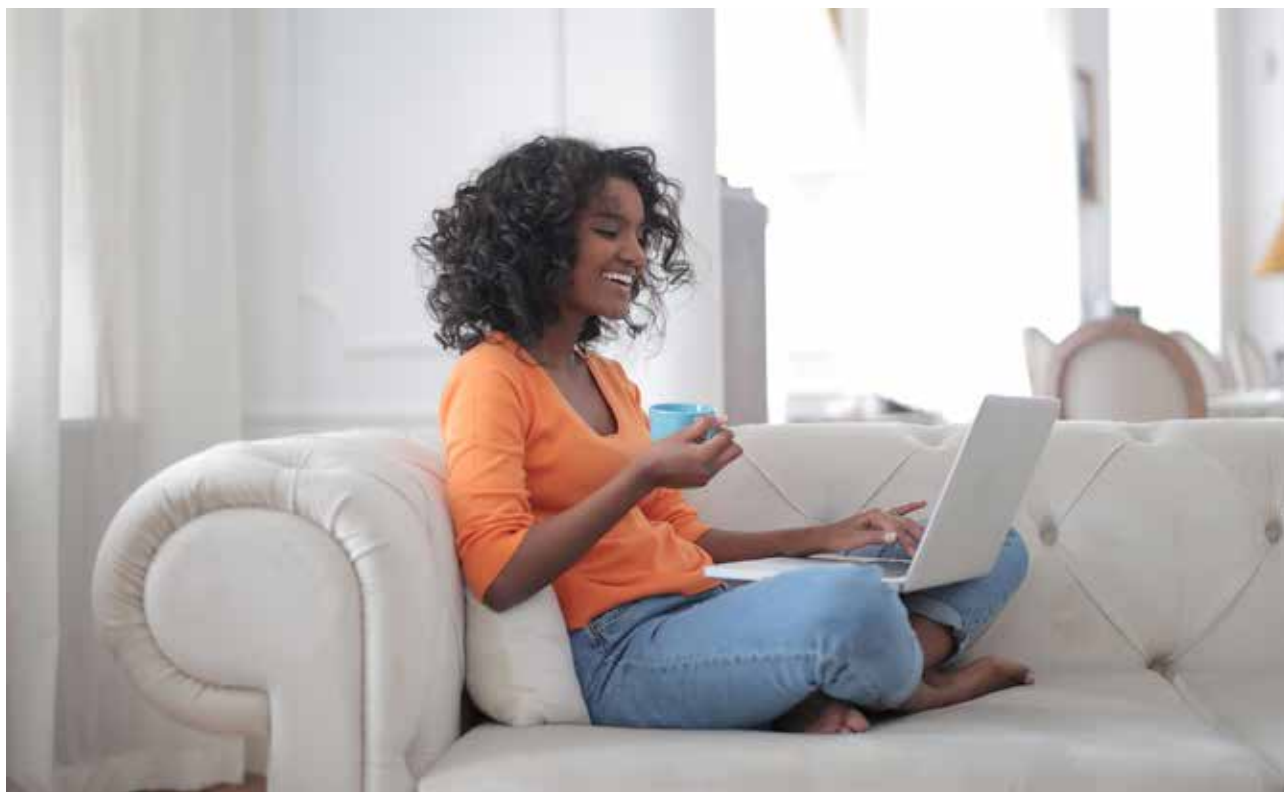
SHOPPING

- | | | | |
|--|--------|--|-----------------------|
| | Spark | | Take Home Convenience |
| | One NZ | | Carry On |
| | Relay | | |

AIRPORT SERVICES

- | | | | |
|--|--------------------------------------------|--|--------------------------------------------|
| | Media room / centre | | Oversized and fragile baggage |
| | Ezi Car | | Air NZ Premium Check-in |
| | Air NZ Customer Service & Sales | | Secure Travel Baggage Storage and Wrapping |
| | Qantas Ticketing | | Europcar |
| | Secure Travel Baggage Storage and Wrapping | | Budget |
| | Emirates Ticket Desk | | Hertz / Thrifty |
| | Menzies Ticket Desk | | Avis |
| | Oversized and fragile baggage | | Biosecurity |
| | Air NZ Domestic Transfers | | Bag Services (Air NZ, Menzies, Swissport) |
| | | | Lost Property |

Accommodation



Our International Centre team can organise accredited accommodation before your arrival.

You can choose from:

- homestay or boarding (living with a New Zealand family)
- shared student flats near the Tauranga campus
- privately owned, accredited hostels

The minimum stay in any accommodation is 3 months. After the minimum stay period, you may choose to continue in the same accommodation or make alternative arrangements.

You, your agent or your parent/s may also decide to organise your own accommodation arrangements prior to your arrival. We advise you to organise temporary accommodation prior to your arrival and then look for more permanent accommodation once you get here. It is important to get a feel for the city and view the accommodation in person to make sure you will be happy to stay there for a long period of time.

Before leaving your home country, you or your agent must advise the International Centre of your choice of accommodation. Under New Zealand law, Toi Ohomai must maintain accurate records for all international students. Therefore, it is your responsibility to advise the International Centre immediately of any change to your accommodation

address and/or phone numbers.

When you arrive in New Zealand, you will be responsible for paying your accommodation fees to the accommodation provider. Accommodation providers may also have a separate accommodation contract that you might be required to sign.

If your accommodation is temporary and you are ready to start looking for a long-term place to live in while you study, here are some tips:

- decide if you would prefer to live in a homestay, rent a room in a house or apartment with other students, or rent a house or apartment on your own
- ask how the house, apartment or room you are considering is heated, as most New Zealand houses do not have central heating and older houses may not be insulated and can be very cold in winter, especially if you come from a country with mild or hot temperatures.

Homestay accommodation

Living as part of a Kiwi family will help you adapt to your new environment faster, by talking to your host family, their neighbours and friends; practicing



your English with them; and learning more about New Zealand's way of life and culture. Homestay families can also provide support, understanding and assistance as you become familiar with daily activities in the local area. All homestay hosts are registered with Toi Ohomai to meet Code of Practice requirements.

Each family will do things differently - meals, chores, rules and responsibilities. It is important to interact with your homestay family, sharing chores and participating in recreational activities as though you are part of the family and not a guest at a hotel. Please treat your homestay family respectfully. Your room will be fully furnished, with linen provided.

Your own personality and lifestyle preferences will often influence your homestay experience. Should you become dissatisfied in your homestay, our International Centre team will be available to assist with any issues. After your fixed term period of three months, a minimum of two week's notice is required if you decide to change homestay locations or go into alternative accommodation.

Homestay guidelines

- A homestay can be with food included (three meals a day) or room only.
- If your meals (breakfast, lunch and dinner) are included in your homestay fees. Please respect your homestay hosts by letting them know if you are not going to be home for meals.
- Bathroom usage - the water supply in New Zealand is readily available, but you will need to be careful how much hot water you use. Your homestay host will advise how long and when to shower, so other members of the family can also enjoy hot water when they shower.
- Clothes washing - all homestay hosts have laundry facilities, making it easy to include your washing with your host's or to wash your clothes yourself. If you wish to hand wash your clothes, please ask your hosts how and where to do this. Do not wash your clothes in the bathroom.

- Electricity - the standard electrical power voltage is 240 volts. To use international appliances, you will need an adapter which can be purchased at the airport or at any hardware store in New Zealand. Electricity in New Zealand is expensive - most households try to limit their use of electrical appliances and lights.
- Most hosts will allow you to use the electrical appliances in their home. Always ask first and then ask your host to show you how to use it properly.
- Using a heater - if you use a heater in your room, you must turn it off before leaving the house or going to sleep otherwise it could become a safety hazard.
- Electric blankets - if you use an electric blanket, switch it on the recommended amount of time before bedtime (sometimes as little as 10 minutes) and switch it off before going to sleep.
- Smoking and vaping - New Zealand law bans cigarette, pipe and vape smoking inside all public buildings. You must check with your host if you or your guests intend to smoke or vape inside or outside the house. Please ensure that you respect your host's wishes in this regard.

Shared accommodation in Tauranga

Toi Ohomai houses are available next to, and near, our Tauranga campus. The bedrooms are lockable and furnished with a double bed, wardrobe, drawers, study desk and chair. Living areas and bathrooms are shared with at least one other student. More information and online applications can be found on the [accommodation](#) page on our website.

Flatting or sharing a house

Students often choose to live in rental houses or apartments around town that they share with others in order to keep living costs down. In New



Zealand, we call this 'flatting' and people who share a flat are called 'flatmates'. To find shared accommodation, try searching on trademe.co.nz or by checking the noticeboards around campus.

The owners or managers of these rental properties will require a tenancy agreement to be signed by one or more people (the tenants) who will be responsible for paying the rent and caring for the property. This includes keeping the property clean and tidy, disposing of rubbish and recycling properly, and notifying the owner or manager of any problems. The tenancy agreement will state all the expectations that the tenant/s must meet, including any bond requirements and termination notices when you move out of the property.

Flatting agreements between tenants are not covered under the Residential Tenancies Act 1986, so we recommend you design a written agreement when you move in and ask that all flatmates sign this agreement. You can find an example of a flatting agreement at tenancy.govt.nz. The agreement should include an understanding of how bond and bill payments and food shopping will be divided, meal preparation arrangements, and how common areas will be maintained and shared.

Make sure you are allowed to see the house and your room before you make any commitments to move in. Find out where you can park your car, if you have one. Check what is included in the rental fee, for example internet services, power, firewood costs or food.

In most situations, you will need to provide your own bed, linen, chest of drawers, desk and light. Many people (including former students) sell their used furniture and household items online and this can be a great way to save money when furnishing your home. You can find used and new items for sale on facebook.com/marketplace and trademe.co.nz. Local second-hand shops also sell used furniture and other household items.

Renting privately

Rental houses and apartments are available throughout town and near bus routes, shopping and entertainment zones, but the availability of rental properties may be limited. Most rental houses in New Zealand are unfurnished or semi-furnished. In some cases, a fridge/freezer may be provided, but if not you will need to supply your own.

If you are renting accommodation in New Zealand for the first time, we recommend that you become familiar with your rights and responsibilities, see tenancy.govt.nz. There are two different type of tenancies available in New Zealand - fixed term or periodic. Fixed term tenancies indicate a rental's start and end date and cannot be changed by either the landlord or the tenant unless both parties agree to the change. Periodic tenancy provides more flexibility, since it can be terminated by either party giving notice if circumstances change.

Landlords can request that you pay a bond equivalent to up to four weeks of rent. Bonds provide security for the landlord if you cause any damage or fail to pay the rent. Your bond will be refunded at the end of your contract if all rent has been paid in full and the property has been well maintained.

You will be required to provide references and sign a tenancy application form. If you have not rented in New Zealand before, character references from employers or any other person not directly related to you and your family will be required. You will be asked for ID (a copy of your passport or driver's licence) and may also be required to provide proof of income.

You can visit realestate.co.nz or trademe.co.nz to view your rental options.



Smoke-free and vape-free regulations

New Zealand law does not allow smoking or vaping in any building except in privately owned houses. All Toi Ohomai campuses and accommodation properties are smoke-free and vape-free zones.

If you choose to live in a homestay or hostel, ask your host or manager if and where you are allowed to smoke or vape. If you are renting privately, ask the landlord, home owner or property manager if smoking or vaping in the house is allowed.

Because New Zealanders have experienced smoke-free buildings for many years, non-smokers are often very sensitive to the odours and dangers of cigarette smoke and vape fumes. Please be courteous and stand away from non-smokers as well as entrances and open windows while you smoke or vape.

Cost of living in New Zealand

It is important to be financially prepared for your stay in New Zealand, especially if you are not planning to work. It might also take longer than you expect to find a job (if your visa allows you to work). The cost of living here may be quite different to your home country. Immigration New Zealand has an online calculator which will give you some idea of what your income and expenses might be – see [newzealandnow.govt.nz](https://www.newzealandnow.govt.nz).

Most New Zealand supermarkets offer online grocery shopping. As an experiment, try pricing the weekly shop you usually do in your own country on one of their websites. Remember that Kiwi supermarkets regularly have special offers, so you may well pay less in store.

The [numbeo.com](https://www.numbeo.com) website also contains the world's largest database of living costs and conditions in cities and countries around the world.

Approximate cost to flat in a three-person house

Item	Monthly (per flat)	Each person (per month)
Rent	\$ 2,400	\$ 800
Power	\$ 200	\$ 67
Internet Wi-Fi	\$ 100	\$ 33
Gas heating (not in all homes)	\$ 80	\$ 27
Food	\$ 1,284	\$ 428
Totals	\$ 4,064	\$ 1,355

All prices are in NZ dollars.

If you are considering renting a house for you and your family, the cost to rent an unfurnished two or three-bedroom house in Rotorua is approximately \$450-550 per week, and in Tauranga is approximately \$500-650 per week - excluding power, Wi-Fi and food.

Bringing your family

Many of our international students intend to bring their spouses and/or children to New Zealand while they study.

Most of the accommodation providers Toi Ohomai works with are set up to host individual students and are unable to accommodate a family or couple.

We recommend that it is best to travel to New Zealand on your own, complete your first trimester of study, and then have your family join you here. This gives you time to settle into your new environment and study routine, both of which can be more stressful if your family is also here adjusting at the same time. It will give you time to learn the layout of your town or city, where the bus routes are, find a suitable place for your family to live, and perhaps make decisions about the schools that your children, if you have any, might attend.

If you feel that a trimester is too long to wait, we strongly recommend that you arrive in New Zealand on your own two weeks before the Toi Ohomai orientation programme and then have your family join you once your orientation has been completed. This will give you some time to look for a home for your family and schools for your children before they arrive.

If you and your family arrive in New Zealand at the same time you will need to stay in a hotel or motel while you try to find long-term accommodation. Hotels and motels can be very expensive and some providers may limit the length of each booking to just a few weeks.

Living costs

Living in New Zealand is not cheap. It is important that you are financially prepared for your stay in New Zealand, especially if you are not planning to work. An average adult will need at least NZ\$20,000 per year to cover basic living expenses (excluding course related costs). A family of four (two adults, two young children) will need more than NZ\$80,000. Check out newzealandnow.govt.nz and numbeo.com/cost-of-living.

Other costs for you to consider include visas and medical checks, insurance, airfares, rent, food, clothing, and uniforms and school expenses for any children you might have.

Insurance

Any person who is travelling to New Zealand on a student visa must have medical insurance. It is also highly recommended that all family

members who intend to travel with you get travel and medical insurance to cover the costs of medical care; the loss, damage or theft of personal property; travel delays or missed flight connections. Our International Centre can recommend an insurance company, or you can find another insurer and arrange this yourself.

Health care

Once you know where you will be living, we suggest you check nearby medical clinics that you or your family can use if illness or injury occur.

Childcare

New Zealand has many types of early childcare services. Some are led by registered teachers, while others are run by parents or caregivers. Some offer all-day education and care, while others are only open for part of the day.

Allow some time to research the early childcare centre options near your home or campus. Ask questions to check how your expectations compare to what the centre you are considering has to offer. For an overview of New Zealand education options visit parents.education.govt.nz.

If you will be studying at our Tauranga campus, you may want to consider the on-site Toi Ohomai Childcare Centre, which recently celebrated its 30th year of providing quality early childhood education.

In New Zealand, it is compulsory for all children aged 6-16 to attend school (this can also include homeschool programmes). Your choice of childcare or school may depend on the area you choose to live in.

Most children start school on their fifth birthday or soon after. Schools are usually divided into three main age groups:

- 5-10 year olds (primary)
- 11-12 year olds (intermediate)
- 13-17 year olds (college)

The year group each child is placed into is often based on the age they are at around April or May of any given year. The school year runs from late January or early February until mid-December. For a list of term dates, see education.govt.nz.

Depending on the type of visa you and your spouse have, you may be charged an international fee for your children to attend school. This fee can be approximately NZ\$9,000-\$12,000 per year.

International student support



The International Centre team at Toi Ohomai is renowned for the excellent pastoral care of our international students and we are passionate about ensuring your time in New Zealand is happy and successful.

We will be your first point of contact when you arrive on campus.

Living and studying overseas can be challenging, so please see us if you need help with any questions or concerns you may have. We will work closely with you and other support services to ensure you are happy and secure. If we cannot help you directly, we will find services on campus or in the community that can. Throughout the year we will also organise some fun social events for you to enjoy.

Our International Centre teams are always available to offer assistance and advice regarding:

- enrolment processes
- visa queries
- medical and travel insurance
- temporary accommodation
- Māori culture and practices
- wellbeing and guidance based on the Code of Practice
- grievance procedures
- termination of enrolment and refund policy

We are also here to discuss, in strict confidence, any difficulties or personal problems you maybe facing (e.g. homesickness, health issues or concerns around your study etc). It is usually best to discuss these issues or concerns with us when they first arise, before they get too big and overwhelming.

Campus arrival & orientation

Our International Centre team has a great orientation programme planned, which you must attend as part of the New Zealand Ministry of Education international student policy.

Your offer letter explains the day, time and campus location where you will need to meet us to begin your orientation. This fun and informative programme offers an introduction to New Zealand, the city you will be living in, and the campus you will be studying at.

You will meet many of our International Centre team members. We will explain how to access all of the Toi Ohomai services and facilities to support you during your studies and you will connect with other international students and community representatives.

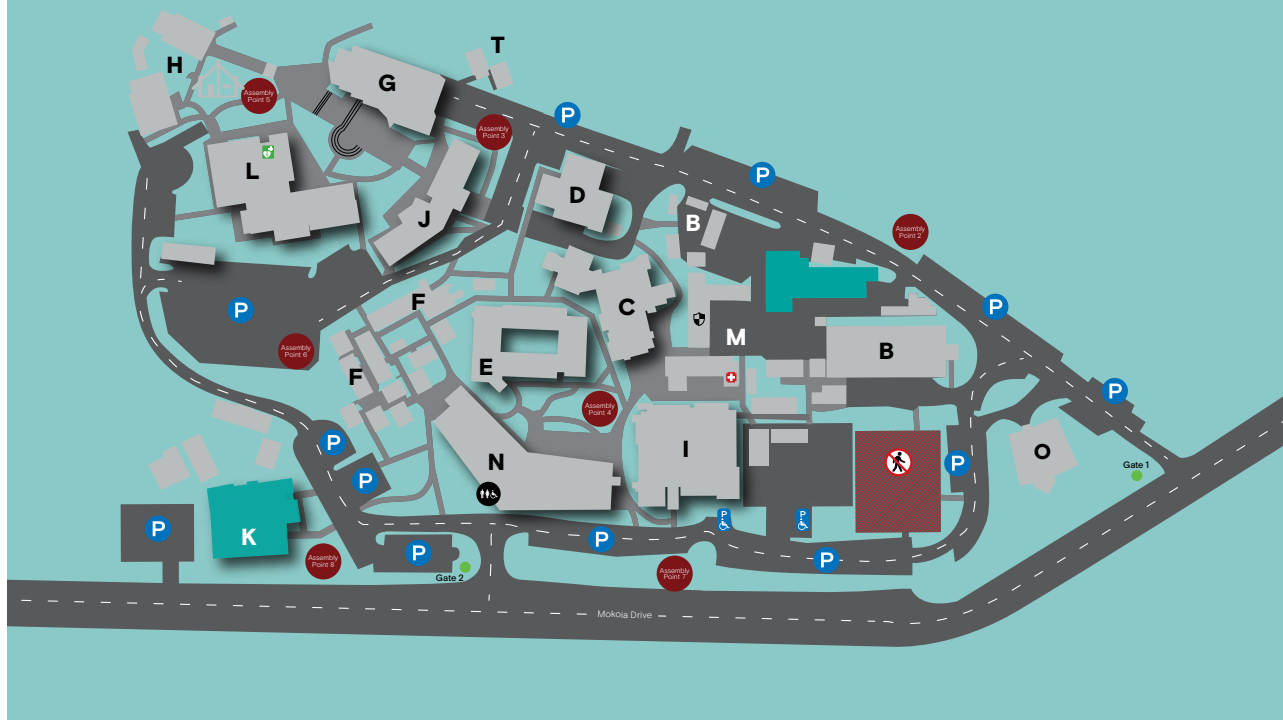
You will need to bring these items with you to the orientation:

- your passport
- your visa
- your offer letter and receipt of fees payment from Toi Ohomai
- NZ\$10 cash for the bus to town and back
- pen and paper
- your lunch

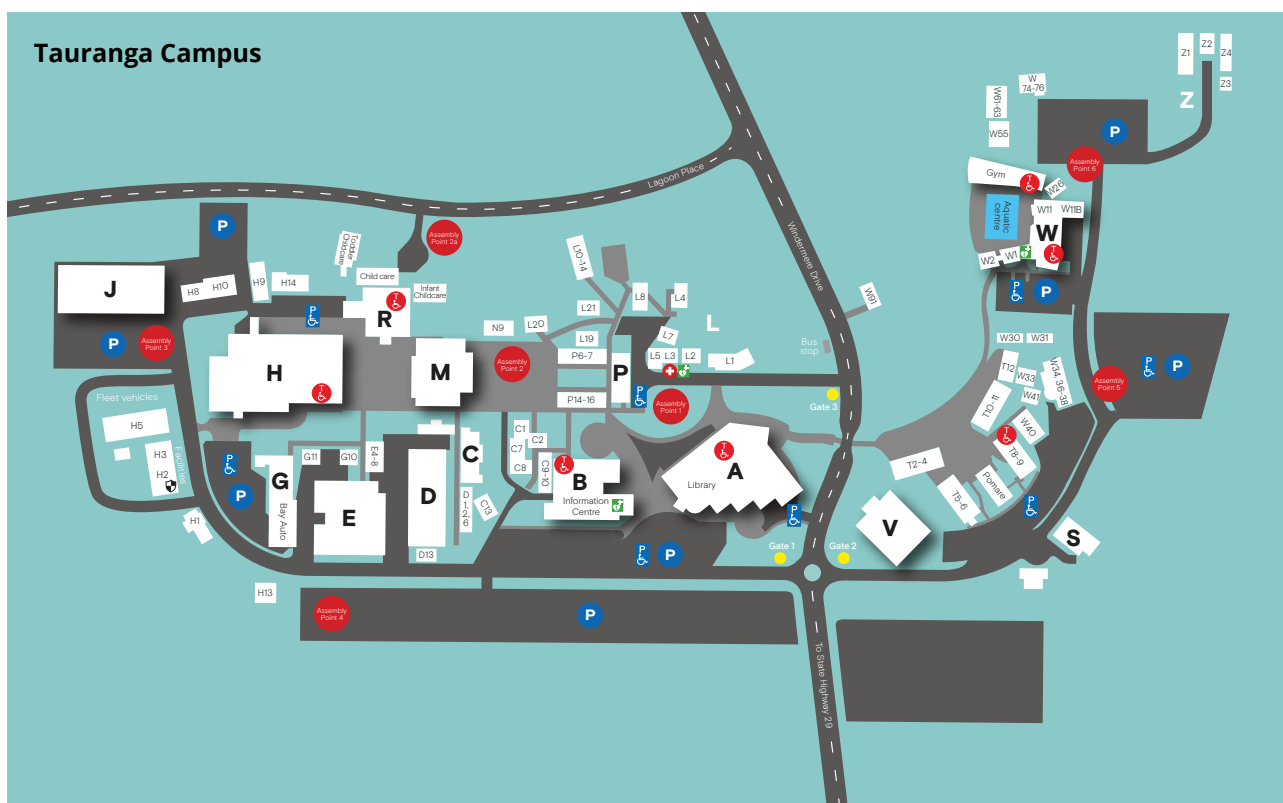
We will explain many of the topics mentioned in this Guide, including how to use public transport. You will also participate in a fun city tour which includes all the important places you will need to know.



Rotorua Campus



Tauranga Campus





Biculturalism

Toi Ohomai's vision is strongly focused on biculturalism, recognising and celebrating our country's Māori and non-Māori heritage and culture.

Many names, practices, teachings and even some of our buildings reflect our Māori history and you will learn about, witness and participate in some Māori traditions during your studies here.

Pōhiri

As a new student, you will be welcomed to Toi Ohomai with a pōhiri (traditional Māori welcome ceremony) at the marae or wharehau (meeting house) at your campus. This is an important event for you to attend.

The pōhiri is a formal event and traditional Māori practices and protocol are strictly followed. We ask that you respect these protocols regardless of your own beliefs or background. Please wear the clothing you would usually wear to a formal daytime event.

What to expect

Please arrive at the time you are told to assemble at the marae or waharoa (gateway). Do not go any further than the gateway. Here you can mingle and introduce yourself to others while you wait to be invited onto the grounds. Please ensure your mobile phone is turned off.

When you hear a kaikaranga (female caller) standing near the entrance and chanting her welcome to you, please silently follow your leader as she guides you onto the marae. Women follow directly behind the leader, with men following the women.

Walking onto the marae is a time of remembrance and showing respect. It is polite to be silent and it is important to stay close together as a group. Do not take photos or videos during this process; you will have time to take photos inside the marae later on.

Elders of the tribe will welcome you to Toi Ohomai. In fine weather this will take place outside; during poor weather it will occur inside the meeting house. Remove your shoes if you enter the meeting house and follow the host's guidance about where to sit. Only pre-selected male visitor speakers are allowed to sit in the front row, everyone else will sit behind this row.

These proceedings are considered sacred and will include several speeches and songs. Please remain silent during speeches and stand only if you are invited to. Do not walk around or out of the meeting house. Do not eat or drink inside or around the marae.

At the conclusion of these proceedings, some or all of your group will be invited to hongi (pressing of noses) or harirū (handshakes, and perhaps a light kiss on the cheek for females). Everyone will then be invited to come together in the wharekai (dining hall) to eat and drink.

Studying at Toi Ohomai

The first week of classes is a very busy time. The best way to enjoy it is to plan ahead. What time does your first class start? What public transportation or parking spaces will you use? Will you bring or buy your lunch, snacks and refreshments? What stationery will you need?

Punctuality

Everybody's time is valuable. In New Zealand it is important to be on time for meetings and appointments - for your classes, casual or formal meetings with classmates, or appointments with your tutors and other staff. It is considered rude to be late so we suggest you aim to be at your classes and appointments five minutes early, particularly if you have class presentations.

If you have a meeting scheduled with Toi Ohomai staff and you find yourself running late or unable to attend, be courteous and contact the person you are meeting to alert them and to ask if the meeting can be rescheduled if necessary.

Transportation

If you intend to drive or bus to campus, check the route you will take and the amount of time it will take to complete the journey.

If travelling by bus, you can review the timetable at baybus.co.nz.

If you are driving, keep in mind you may have to park in an area that requires a five-minute walk to your classroom. Factor this into your plans to ensure you will arrive in class on time.

Class timetable

The schedule that shows the day, time and room number for each of your classes is called your timetable. Your room number will begin with a building letter such as G, L, M, N etc, followed by the room number within that building. Please arrive at your classes on time to avoid disrupting your tutor and classmates.

What to bring on your first day of classes

Bring your laptop/tablet or a notepad and pen. You do not need to bring any text books or other equipment on your first day because the first lecture is usually just an introduction.

Getting organised

- Read the Student Handbook, Programme Guide and Course Outline you will be given before or after you start your classes - ask questions if you are unsure about anything.
- Gather as much information as possible about your programme and what is expected of you, such as tutorials etc.

- Find out where and how to contact tutors – the hours they are available; their phone number, office location and email address.
- Check the assessment requirements – what and when.
- Organise a suitable place to study – if your home environment does not have desirable study conditions this could be at your campus library or the library in town.
- Know where and when you can use computers and other campus resources; also take advantage of the many free computer skills sessions available.
- Come prepared for class, having completed any reading or written work previously handed out by tutors.

Time management

Good time management means you must take responsibility for making the best use of the hours in each day. It is not just about setting aside a specific time for self-directed study each day. You also need to consider your energy levels and the best time for you to devote to your studies. Use a diary or a planner to organise your time and keep track of when assessments are due. It is important to make good choices about balancing family, fun, work and study so that you can be successful.

Active learning

Successful students are active learners in class. They make the most of their time with tutors by paying attention, participating in class activities, taking notes, asking questions, and looking for ways to link new information to what you already know. Make an effort to find meaning in what you are learning to help you remember it. If you are shy about asking questions in class, you can use the online forum in Moodle to communicate with your tutor.

Questioning

Unlike some other cultures, challenging and questioning tutors can be an important part of New Zealand education. At all levels students are expected to have original thoughts and to be able to defend them in debate. This is how we show respect for our teachers, by participating fully in the academic process.

You are also expected to be a self-starter, particularly at this level where programmes typically

involve relatively few hours per week of formal lessons. A high degree of self-motivation and self-discipline are needed as you will be expected to do a lot of preparation to take part in class discussions. Be prepared to work hard, work in teams and think innovatively.

Plagiarism, turnitin and referencing

Plagiarism is when you use someone else's ideas or words in an assignment or essay as though they were your own. These ideas or words could come from other students, a published piece of work, or an assignment or essay that you have handed in for a different assessment. Plagiarism is considered dishonest and is not tolerated at Toi Ohomai.

Your tutor may ask you to use Turnitin to hand in your written assignments. Turnitin is a web-based tool used to identify original or plagiarised work; it also helps tutors find and evaluate the sources you reference. The programme is used to promote academic honesty and encourage writers to find their own voices.

Academic misconduct is a serious offence and any student who is found to be guilty of academic misconduct will be subject to disciplinary action, which may include receiving no marks for the assessment involved, being summoned to appear in front of the disciplinary panel, and potentially failing the programme. The severity of the disciplinary action will vary depending on the severity of the offence.

Tertiary students often fail to reference their work properly, which can result in lower grades and can affect their ability to successfully complete their programme. Please ask your tutor or a library learning facilitator if you are unsure or need some help with your references.

Tips to help you achieve

- Take notes of all key points. Good note taking is the key to future success.
- If you don't understand something, ask for clarification. This is the time for you to learn!
- Do your own work. Don't copy others as this will not help you remember. It may also cause you to fail when work is being assessed.
- Use valid information resources whenever possible. This is what future employers are going to expect you to do.
- Complete theory during class/study time.
- Keep tutorial or workshop time for practical skills development.
- Don't waste class time talking with others. It not only holds up your progress, but theirs also.

Teaching methods

Our tutors take into account the range of learning styles and cultural backgrounds in each class. The teaching methods may be different to what you might be accustomed to, but you will soon adapt and become independent. Please remember to tell your teacher about any difficulties you may be experiencing, they will always be happy to assist.

Learning English

English, like any new language, takes time to learn. You may experience some difficulty communicating in English and it may take time to become proficient. This is natural. You will be using conversational (spoken) English, which may be different from what you have been taught prior to your arrival.

One way of improving your conversational English is to ask for assistance from your English speaking friends, teachers and host family. You can also say to an English speaker: "I did not understand you. Can you please say that again slowly?" New Zealanders are very familiar with speaking to non-English speakers, so do not be shy about asking for assistance.



Life in New Zealand

Settling in and culture shock

After the initial excitement of arriving in New Zealand, it is common for students to experience some feelings of isolation and homesickness. This is a period of adjustment, often called culture shock, and is something nearly everyone goes through.

New Zealanders describe themselves as friendly, open and respectful. Still, adjusting to a new country can be a challenge, and it is a big step to start a new life in another country where everything is different from your home, like the language, weather, geography, culture, customs, system of education, shopping and food. It will take time to understand and get used to your new surroundings and routines.

Hearing stories from other migrants will help you, and as you get more involved in New Zealand life and the community you will be able to tell your own stories. Give it time and be patient and eventually you will understand just how New Zealanders work.

Don't be afraid to ask someone to explain anything you find confusing. It is the quickest way to learn and you will learn that most people are quite approachable and happy to help. You can also ask New Zealanders to tell you if you are doing something that is not appropriate.

- Remember that culture shock is normal; be patient, it takes time to adapt.
- Talk to someone who has been through this.
- Keep yourself busy and active to keep your mind occupied.

- Try to meet new people and maintain contact with other students. This will increase your feeling of belonging and can reduce your feelings of loneliness and alienation. Once you begin to understand New Zealand culture you will not feel as lost and will begin to gain a sense of direction.

Religion

Most large towns and cities, including Rotorua and Tauranga, have churches, temples, mosques, synagogues and centres of worship to suit a range of religions. Many of New Zealand's public holidays are based on Christian traditions.

Socialising

Sharing meals is a traditional Kiwi way of bringing people together in a relaxing atmosphere. Whether it is a picnic on the beach, a hāngi at your child's school, or a barbeque with neighbours - you'll find that food and friendship go hand-in-hand in New Zealand.

It is common to contribute to this hospitality, bringing a plate of food to share. If the host says "don't bring anything", you can still bring a small gift to show your appreciation for inviting you.

New Zealanders have a relaxed attitude to invitations. Sometimes people will say they are coming to a party but will not turn up. Do not take it personally.

Coffee and tea are an important part of Kiwi socialising. If you visit someone's home you will usually be offered a coffee or tea, and "going out for coffee" (even if you drink tea) is a regular activity.



Workplace gatherings

Shared morning and afternoon teas are very common at work. Often they are used to celebrate a birthday or special event within your work team and sometimes everyone will bring food to share - this is called 'bring a plate'. If someone is 'shouting' drinks or food, it means they will provide the food or drink at their cost.

Unwritten rules

On the surface, Kiwis are friendly and outgoing, but we are also quite private. We come from a land of wide open spaces so we don't like having people stand too close to us. We walk on the left of the footpath, and we smile at each other a lot.

Although it is easy to start a conversation with us, we do not like sharing a lot of personal information. Topics to avoid include how much people earn, why they do not have any children or are not married, and their weight – anything very personal like that. It is OK to ask people what they did on the weekend or how their children are. Sport and the weather are also safe topics.

Some of the 'unwritten rules' in New Zealand come from Māori culture. For example, you will often be expected to take your shoes off before you enter someone's house and it is important to never sit on tables or pillows. Māori people will often say a prayer (karakia) to bless food before eating it, and they may greet you with a kiss on the cheek or a hongi (when noses touch each other).

Kiwi slang

Kiwis speak very quickly and use a lot of slang (local terms). Even if English is your native language, this can be confusing. Don't be afraid to ask people to slow down or repeat what they said. You can also get used to the Kiwi accent by listening to local radio stations.

Help with language and communications

If English is not your first language, Toi Ohomai has several **programmes** which can boost your English for study or work purposes. A test during the English Language enrolment process will determine which level you will need to start at, and you will then be placed in a level 3, 4 or 5 programme.



Banking in New Zealand

We recommend you open a bank account if you are staying in New Zealand for more than 12 weeks. This will ensure your money is in a safe place.

Several banks offer various services and charge different fees for their services. Some impose daily cash withdrawal limits (generally around NZ\$800). We suggest you check the websites from several banks to compare their services and fees to determine which one will best suit your needs.

When you are ready to open a bank account, you will usually need to contact the bank to make an appointment. You will then need to take proof of your New Zealand address (such as a bill that has been mailed to you), a copy of your passport, and a copy of the entry stamp in your passport.

Bank cards

A debit card or EFTPOS card will allow you to access your money and account information 24 hours a day by using automated teller machines (ATMs) which are often located near banks and retail centres. Be aware that your bank and other banks may charge fees for withdrawals from an ATM.

Using a card is also the most common way to pay for items, even small purchases. PayWave and mobile payments are becoming more popular too. For contactless transactions under \$200, you can still tap your card without entering your PIN. For transactions over \$200 you can still tap your card, but you will be prompted to enter a PIN to complete the transaction. Contactless transactions are protected by multiple layers of security and meets all the same security standards as traditio

Credit cards

Credit cards can be used at ATMs and at retail shops to withdraw money or purchase goods. Commonly accepted credit cards are Visa, MasterCard and American Express. Be aware that making ATM withdrawals using your credit card may incur additional fees.

For most people it is better to use a debit card instead of a credit card, because the fees for exceeding your credit card are very costly.

Online banking

Another benefit of having a New Zealand bank account is that your family will be able to transfer money directly into your account from overseas, ensuring that your money is safely deposited. This process usually takes several business days. Online banking also enables you to monitor your account, transfer money, make electronic payments and more, all via your computer or smartphone.

Keep your bank cards and identity safe

- Be careful who you give personal information to. Do not give out your bank account information.
- Minimise the number of cards and ID (personal identification) you carry in your wallet.
- Keep an eye on your bank card every time you use it and make sure you get it back as quickly as possible. Try not to let your credit card out of your sight.
- Keep your bank cards in a purse or wallet close to your body where it can't easily be snatched away.
- Shield your credit card number and PIN (personal identification number) so that others around you can't copy it or capture it on a cell phone or camera.
- If you bank card or credit card gets lost or stolen, it is important to notify your bank straight away.

Campus services & facilities

Being a successful student is not just about being academic, you need to take care of yourself as well.

Toi Ohomai is committed to providing a high level of care and support to our students – and some fun along the way.

We have a range of amazing campus services available at student prices, including:

- aquatic, fitness and recreation centres
- automotive workshops
- a childcare centre
- copy centres
- hair and beauty salons.

Cafés are located at our Rotorua and Tauranga campuses so you can grab breakfast, lunch or snacks. A delicious variety of fresh food and drinks are available, including healthy food options, vegetarian food and espresso coffees, all at reasonable prices. A sink, hot water and microwave are also available for your use.

Keep an eye out for treats from the hospitality students too – serving up a selection of tasty delights from their pop-up cafés.

Not all services are available at all campuses. Please ask our Information Centre if you would like to know more.

Orientation week

Student life would not be complete without O'Week. This is your opportunity to get to know your classmates with a range of fun activities, live music and free food.

Student news

Arriving in your inbox each fortnight, our #oncampus student e-newsletter keeps you informed about what's going on.

Student app

The Toi Ohomai Hub app offers quick access to:

- assessment and course results
- class timetables

- print balances
- campus maps
- library services
- news and events

The app can be easily downloaded on Android or Apple phones - look for Toi Ohomai Hub in **Google Play** or **Apple App Store**.

Student experience

Throughout the year we also host a range of different events which will help you meet new people and make the most of student life. Join our multicultural celebrations, quizzes, free BBQs and other fun events.

Class representatives

'Class Reps' are elected to reflect the views of their classmates and provide valuable feedback about courses, tutors and facilities, including improvements that could be made or issues that may need to be addressed.

Student Voice

You will be invited to participate in occasional surveys, to help maintain the high quality of our courses and services.

You can also provide online feedback at any time - check out the Life on Campus tab on our website.

Online resources

There are a variety of online resources available (via Moodle) to assist students with their academic study, including a study help service and after-hours support.

All of our students receive a free email account through Microsoft Office 365 and online file storage. Depending on programme requirements, you may also get access to specialist software packages and printing.

Learning and indoor spaces

Our libraries offer a mix of learning and social spaces, which include quiet study spaces and rooms for group study or meetings. Opening hours vary, depending on the campus. You are welcome to eat, drink and socialise in our libraries and there are cafés nearby.

Students have free access to all library collections - physical and digital. If you are studying off-site or online, we can send resources to you free of charge within New Zealand.

There are a wide range of resources to support your studies and our learning facilitators can help you make the most of them.

You can access computers and printers and connect your own device to the free Wi-Fi.

You can also talk to our help desk team about booking appointments for your learning support needs.

Student support

Our learning facilitators support students to develop their academic and study skills to make learning easier and more enjoyable. These skills include:

- managing your learning needs
- reading and writing for purpose
- understanding and planning for assessments
- effective note taking
- successful study practices
- revision tips
- locating and using study resources

Our engagement facilitators enable students to access internal and external support services for help with:

- time management
- stress and anxiety management
- student advocacy
- budgeting
- hardship
- accommodation
- health services

Information Communication Technology support

Our learning success team have specialised ICT facilitators who support students to develop:

- technological skills and knowledge to assist learning
- technological skills to produce quality assignments
- skills to access learning resources and online information.

Students can also contact the ICT facilitator to get

support in the following areas:

- Microsoft Office
- file management
- troubleshooting
- new software
- operating systems
- beginner to advanced Google Suite
- e-portfolios
- email assistance
- ICT shortcuts

Equity and accessibility support

If you require equity support you'll need to make your needs known during the enrolment application process. You'll also need to provide documentation from a specialist to verify the support you'll need.

The equity and disability facilitator offers the following services:

- course information
- campus orientation
- facilitating meetings with students, their support people and teaching staff
- creating personalised plans for students requiring specific learning support
- notetaking services
- alternative arrangements for tests or examinations
- equipment loan of chairs
- dictaphones
- referrals to wider student support services
- referrals to community organisations

Careers & employability

Our careers and employability team offer support with career planning, job and volunteer opportunities, and employability skill development. The team provides student workshops, one-on-one appointments, and a range of industry focused events to help you take control of your career journey.

Health care

Te Whare Hauora - Health Centre provides a range of free and subsidised healthcare services at our campuses. Discretion is always assured.

Services include:

- assessment and support for minor illnesses
- nurse services

- counselling
- health education and awareness
- sexual health services
- support to quit smoking
- support with mental health issues such as stress and anxiety, or any other challenges you may be facing
- referral to internal or external support services
- cervical screening*
- doctor consultations are available on selected days*

*These two services are only available at our Rotorua and Tauranga campuses.

If a health emergency occurs while you are at any campus, please phone the Toi Ohomai emergency numbers 07 557 8888 (Tauranga) or 07 346 8888 (Rotorua).

Prayer facilities

A prayer room is available Monday to Friday, 8am-5pm, at Mokoia Campus (Rotorua). A prayer room is also available Monday to Saturday, 7am-11pm, at Windermere Campus (Tauranga).

No smoking or vaping

We want to provide an environment that is safe and healthy for all students, staff and visitors – protecting the right of everyone to breathe clean air. This means that all Toi Ohomai campus buildings and grounds are smokefree and vape free (including parking areas and behind buildings).

Free support for students who want to quit smoking is available at Te Whare Hauora - Health Centre.

Driving on campus

Students and visitors must adhere to the sign-posted speed limits at all times while driving on campus.

Vehicle parking

Drivers need to ensure their vehicle is parked in an appropriate parking zone while they are on campus. Unauthorised vehicles (for example, those parked on yellow lines or on the footpath) will be clamped and may be towed away.

Security

Security services operate 24 hours a day, seven days a week to promote a safe environment at our Rotorua and Tauranga campuses.

For any urgent concerns regarding the safety of people or property while you are on campus, please call the Toi Ohomai emergency numbers 07 557 8888 (Tauranga) or 07 346 8888 (Rotorua).

Personal property

Toi Ohomai cannot accept responsibility for any loss or damage to your property or vehicle while you are visiting, or studying at, our campuses or delivery sites.

Safety and emergencies

Health and safety is everyone's responsibility. Your tutor will explain emergency exits, and emergency evacuation procedures are posted in all classrooms. Practice drills are also occasionally held. You must follow the instructions of evacuation wardens during any emergency.



Employment in New Zealand

Employer expectations and how people relate to each other in the workplace is slightly different in every country.

To fit successfully into a job in New Zealand, you will need to be aware of these differences and be prepared to adjust to the New Zealand way of working.

New Zealanders are known for getting the job done and finding solutions. This goes back to our relatively recent pioneering history when people had no choice but to get things done using whatever resources were at hand. Today, we still expect people to think and work independently and we know that collaborating and working with others is also sometimes essential to get things done. In New Zealand workplaces it is expected that everyone will contribute ideas and feedback, although we are more likely to make a suggestion than tell someone directly how things should change.

You might be used to a more structured way of working in your country so, in the early stages while you get used to working more independently, it is OK to ask for more detailed guidance. After all, you need to understand what you are expected to do. A New Zealand manager will usually appreciate it if you tell them if you are unsure about something.

Status, rank and hierarchies are often much less important in New Zealand workplaces than what you might expect elsewhere. Managers are respected by the staff, but they are also seen as one of the team.

One thing your employer and work colleagues will be looking for is a positive, can-do attitude.

Finding work

The best way to predict your likely income is to look at current job listings online. This will also help you assess where in New Zealand your skills are most needed and the specific skills employers need.

These websites offer a valuable overview of the New Zealand job market:

- newzealandnow.govt.nz
- careers.govt.nz
- mbie.govt.nz
- skillshortages.immigration.govt.nz

The following websites can also be very helpful to help you find employment while you are in New Zealand:

- seek.co.nz
- trademe.co.nz
- sjs.co.nz

LinkedIn is a great way to manage your CV, career and network; to find potential companies and recruiters and to be found by them – see linkedin.com.

Do not come to New Zealand with the expectation of finding a job in the first few weeks to earn money to support yourself and your family. It is important to be financially prepared and to have enough money to set up your life in a new country without having to rely on earning money straight away.

Getting an IRD number

Before you start working in New Zealand you must apply for an IRD (Inland Revenue Development) number online at ird.govt.nz. You can lodge this application before or after you arrive in New Zealand.

Employment rights

New Zealand employment laws help keep workplaces fair. This means you and your employer both have certain legal rights and obligations. For example, your employer is obliged to pay you an agreed wage and to make sure wherever you have to work is safe. Your responsibility is to perform your job with care and competence.

The Ministry of Business Innovation and Employment (MBIE) has information about minimum wages, parental leave, holidays and sick leave and employment agreements at employment.govt.nz.



Keeping safe in New Zealand

Police services

New Zealand police officers are here to help and assist you at any time (24 hours a day, seven days a week) and their services are free. The New Zealand police do not accept bribes, and they do not accept money or gifts in payment for any help they may give you.

Call 111 in the case of an emergency (fire, ambulance and police). Calls are free from any phone.

For non-emergency police matters, call 105.



If it's happening now
call 111

If it's happened already
call 105

Call 105 or go online to
[105.police.govt.nz](https://www.105.police.govt.nz)

Keep yourself safe

Rotorua, Tauranga and other New Zealand cities are generally safe places to live, work and study. However, you do need to take some basic precautions to protect yourself and your property.

- Do not walk alone late at night and avoid unlit areas.
- Do not carry lots of cash, valuables or expensive jewellery with you.
- New Zealanders are very sociable but you need to be sensible. Do not accept drinks from strangers and do not leave your drink unattended.
- Be aware of people around you when you're using ATMs (cash machines) and cover your hand when entering your PIN.
- Do not carry any weapons to protect yourself as they may be used against you. It is illegal to carry mace or pepper sprays, firearms or other weapons.
- Hitchhiking and accepting rides from people you do not know is not recommended. If you do decide to hitchhike, police strongly advise not to hitchhike alone.
- Make sure there is always someone who knows where you are going and when you should arrive at your destination.
- Get to know your neighbours and perhaps exchange contact details. Once your neighbours have proven that they are trustworthy, let them know if you go on holiday so they can be aware of any suspicious activity.

Keep your items safe

- Always lock your house/room, your vehicle, and keep windows secure.
- If there is a safe at your accommodation, use it to store your valuables.
- Keep a record of the description and serial numbers of valuable items such as cameras. You can do this online at snap.org.nz.
- Do not leave valuables, passports or laptops visible in parked cars.
- If you have to carry valuables in your vehicle, lock them in the boot (trunk).
- Do not leave bags, backpacks, wallets, mobile phones or cameras unattended in public places (e.g. the grocery store, library, bus or bus station, airport).
- Report lost or stolen possessions as soon as possible at the nearest police station.

Keep safe around alcohol

- The legal age to purchase alcohol is 18. If you look 25 years or younger you might be asked for proof of age.
- The only acceptable proof of age documents are a passport, a New Zealand driver's licence, or a Kiwi Access card (you can apply for this at a local PostShop).
- Most towns have liquor bans (i.e. no liquor allowed) in designated public places such as central business districts or around sports stadiums or at specific times of the year (e.g. the New Year's Eve period). Drinking alcohol in a liquor ban zone could result in an instant \$250 fine or you could be arrested.
- You can also be fined for drinking alcohol while using public transport, including taxis.
- Intoxicated people cannot legally be served alcohol or allowed entry into licensed premises such as pubs, cafes, bars or hotels.
- If you do drink alcohol, get a sober friend to take you home or get a taxi/cab.
- Look after your friends and make sure they get home safely after drinking alcohol.

Keeping safe outdoors and around water

New Zealand is known for its beautiful scenery and adventurous outdoor activities, but people often get into difficulty because they overestimate their ability or underestimate the risks.

- Know your limits and do not take unnecessary risks.
- Check the weather and conditions before you start an outdoors excursion.
- Plan your adventure thoroughly and tell someone where you are going. Prepare a back-up plan in case things go wrong.
- Take the correct equipment, including communications so you can call for help.
- Do not rely on cell phone coverage. Consider using a personal locator beacon in remote areas or at sea.
- Always wear a life jacket when boating (this is a legal requirement on all boats less than 6m in length).

Civil Defence

Civil Defence helps communities prepare for, respond to, and recover from natural disasters such as floods, fires, earthquakes or a tsunami. It is not an emergency service that will turn up at your door. Your survival after a major disaster could depend on the food and resources you and your neighbours have between you and emergency services may take several days to provide relief or supplies.

You are responsible for ensuring you and your family will have enough non-perishable food, bottled water, warm gear and shelter to last for at least the first three days after an emergency.

Transport in New Zealand

Around town

Our campuses are all on main bus routes, making it easy and affordable to get to and from your classes. Show your student ID card to get the discounted rate.

Cycling and walking are also popular methods of transport. By law, all cyclists must use a helmet and you could face an instant fine if you do not have one.

For your own safety, we advise you not to hitchhike or accept rides from people you do not know.

Land transport rules and regulations

You must know the road rules in New Zealand before driving. Visit nzta.govt.nz and download the booklet which explains the rules in your own language. We also strongly advise that you undertake a minimum of two hours' of driving lessons from a professionally registered driving teacher before you start driving independently.

Getting a New Zealand driver's licence

You can drive for up to 12 months on your current, full, valid driver's licence each time you enter New Zealand, as long as you have not received a suspension or disqualification and you have not been granted a New Zealand driver's licence. If your licence is not in English, you must get an accurate translation or use an international driving permit.

If you are here more than 12 months, you can convert your overseas licence to a New Zealand licence by completing the form on nzta.govt.nz and taking it to a specialist overseas conversion site. Depending on your home country, you may also need to take a theory and practical test.

To get a New Zealand driver's licence, you must first sit a theory test. Once you have passed the theory test you will receive a learner's licence. You cannot drive a car alone on a learner licence; you must have a supervisor with you who has held a full New Zealand licence for at least two years. We recommend getting a driving instructor to help you learn safe driving.

Once you have held your learner licence for at least six months, you will be eligible to sit a practical test to get a restricted licence (which will allow you to drive unsupervised) and then later on another practical test to get a full licence (which will allow you to drive other unlicensed drivers).

You are allowed and encouraged to take free online tests to become an excellent driver in New Zealand. These free road code tests will teach you the road rules and help make you a safer driver - drivingtests.co.nz

Purchasing a car and insurance

If you plan to purchase a vehicle, we recommend purchasing from a licensed vehicle dealer. If you purchase a car from an individual, we advise you to make sure the car is legal by having a current registration (often called a rego) and Warrant of Fitness (WOF).

It is important to buy car insurance to protect you against theft and potential damage to your car or another person's vehicle. You can ask the International Centre staff to help you organise this. It is a good idea to pay a bit extra on your policy to get road side assistance if your car breaks down.

Important New Zealand driving laws

- You must carry your driver's licence every time you drive.
- Drive on the left-hand side of the road and yield/give way to other traffic when you make a right-hand turn.
- Obey posted speed limits – they are rigorously enforced by police and speed cameras.
- If you are driving slowly, pull over to the left if it is safe and let faster traffic pass.
- It is illegal to drive any vehicle or bicycle while under the influence of alcohol (beer, wine etc) and/or drugs. Penalties are severe and your vehicle could be impounded.
- There is a zero alcohol limit for drivers under 20 years old. That means if you drive after even one drink you can be charged with drink driving.
- It is illegal to use a hand-held mobile phone while driving (hands free kits are acceptable).
- All drivers and passengers must wear safety belts at all times. Children under seven years old must be buckled into approved child restraints.
- In case of an accident, the driver of a vehicle involved in a crash is required to:
 - stop and check if anyone needs help
 - exchange phone numbers with any other vehicle or property owner if one or both of these have been damaged

- advise police within 24 hours if anyone was injured
- advise police within 48 hours if private property was damaged
- contact your own vehicle insurer with information about the crash.
- If you hold a restricted New Zealand driver's licence, you can only drive between 5am and 10pm. If you carry passengers, at least one of the passengers must hold a full New Zealand driver's licence.

Keeping safe on our roads

Before you start driving in New Zealand, it is important to understand how to keep safe on our roads. It is easy to underestimate travelling times as our roads are narrower, more winding and sometimes steeper than you might expect.

Check out the weather forecast and road conditions before you start a long journey and prepare to be flexible with your expected travel time. Drivers are advised to take a 15-minute break every two hours, to ensure they remain fresh and alert.

During winter, weather and road conditions change quickly, so driving usually requires extra skill and concentration. Snow and ice, which isn't always visible or obvious, can make roads even more hazardous.

Stopping for police

If police require you to stop your vehicle, they will drive behind you and activate red and blue lights and maybe a siren. You must pull over and stop as soon as it is safe. Park your car off to the left side of the road and stay seated inside your car. The police officer will approach you.

You must also be prepared to safely pull over to the left if any emergency vehicle activates their lights and sirens and needs to pass you.



Student Code of Conduct

More than 91% of our students are satisfied with their Toi Ohomai experience and we want to keep aiming high.

We have expectations about how our students should behave, and in return you have rights that we need to uphold.

Our expectations relate to things like attendance, mobile phone use, health and safety practices, and academic rules.

Meanwhile, students have the right to be treated respectfully at all times, to receive accurate course information and to be assessed fairly, amongst other things.

Check out the latest versions of the Student Code of Conduct, Student Code of Rights, and the Student Discipline Procedure on our [website](#). They are important!

Non-attendance

Full participation and 100% attendance in classes is required of all international students. There may be circumstances under which a student may be absent from class for legitimate reasons. It is your responsibility to let your tutor know if you are unwell and you cannot attend class. You may be required to obtain medical confirmation from your medical provider.



Code of Practice

All New Zealand education providers, including Toi Ohomai, that have students enrolled on international study programmes are required to sign The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Providers are responsible for the welfare of all international students and must ensure they are well informed, safe and properly cared for. This Code of Practice only applies to pastoral care and the provision of information, not to academic standards.

The Code of Practice sets standards for education providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- the information supplied to international students is comprehensive, accurate and up to date
- students are provided with sufficient information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students under the age of 18 are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances.

The New Zealand Qualification Authority (NZQA) is an independent body which can also handle complaints from international students about the pastoral care and services they have received from an educational provider or the education provider's representative – see nzqa.govt.nz. NZQA enforces the standards in The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Withdrawal & refund policy

Course fee refunds, if applicable, will be determined as follows:

- If you have accepted a place at Toi Ohomai and have an approval in principle of a visa which is then declined by Immigration New Zealand, you will be entitled to a full refund of fees paid, however, you will be charged an administration fee of NZ\$500.
- If you have accepted a place at Toi Ohomai, have paid your fees and have been issued a visa, and then withdraw during the month before the programme start date, you may be entitled to a refund of 70% of the fees paid less any taxes and other costs incurred and you will be charged an administration fee of NZ\$500. A refund will be made only after consideration by Toi Ohomai of your individual situation and reason for your withdrawal.
- If you withdraw less than one month before the programme start date, or after the programme has started, you will not be entitled to a refund of fees paid except in exceptional mitigating circumstances and at the discretion of Toi Ohomai. In this case, a refund of up to 70% of fees paid less any taxes and other costs incurred may be given. You will be charged an administration fee of NZ\$500. Toi Ohomai will require documentary evidence to support any case for exceptional mitigating circumstances, e.g. a medical condition evidenced by a recommendation from a hospital/specialist that states you are unable to continue or return within a reasonable timeframe. (Statements from a general practitioner will not be considered adequate evidence.)

The date of withdrawal will be the date you complete, sign and submit your Withdrawal Form to Toi Ohomai, not the last day you attend class.

Please be aware that a withdrawal might affect any visa you may be using to live and study in New Zealand, which means you may need to leave the country promptly.

For more information about our withdrawal and refund policy, please check our [website](#). You can also discuss any questions you may have with our International Centre team.

Concerns & complaints

If you have any concerns or complaints about your programme, there are lots of people who can support you.

Talking to someone can help you define the problem, figure out ways to resolve it, and find the best outcome.

The first steps might be all or some of the following:

- talk with your friends or family
- talk to your Class Rep
- talk to your tutor or Academic Leader
- talk to your International Students Wellbeing Advisor or anyone you feel comfortable with, at the International office.

If that does not resolve the issue, you can lodge a formal complaint by:

- emailing the Complaints Officer at tellus@toiohomai.ac.nz
- completing a Complaints Form, available on our website (under the About Us tab).

Complaint resolution procedure

Purpose

This procedure describes the process for resolving concerns or complaints from students about other students, actions of staff members or concerns or complaints with their course. This procedure also covers concerns and complaints received from the public about operational matters.

Principles

This procedure is governed by natural justice and principles of Kaupapa Māori, transparency and advocacy.

Procedures

1. Information

- 1.1. Students will be advised of the institution's complaints process and tellus@toiohomai.ac.nz contact email, and the contact details for the Ombudsman and NZQA through information on the Toi Ohomai website, in the Student Handbook and using other appropriate forms of communication to ensure student awareness.
- 1.2. Members of the public have access to the complaints policy, complaints form and Tell Us contact information on the Toi Ohomai website.

2. Investigation

- 2.1. Upon receiving a concern or complaint, a fair process must be followed before taking action. This applies to all concerns and complaints, whether involving employees, students, or both. While poor performance and behaviour may appear to warrant disciplinary action, an

investigation is always required to determine the facts before such action can be taken; and while concerns and complaints may appear trivial, an investigation is required to determine whether they are trivial or not, and to be able to provide the complainant with an accurate response.

- 2.2. All complaints will be investigated using the following steps:

- i. Upon receiving a concern or complaint, clarify the issue/s with the complainant. This includes: clarity around dates, times, others involved, what occurred, what was witnessed, what was heard, the tone, body language, emotion displayed, and by whom.
- ii. Show compassion, but not bias. Advise the complainant that you will ensure the matter is investigated, and express appreciation for them bringing the matter to your attention.
- iii. Advise the respondent that you have received a complaint that involves them, relaying the issues as they have been relayed to you. Note clearly that you need to meet with them as soon as possible to hear their side of the story. Make particular point that such a meeting is simply to investigate matters and is in no way to be considered a disciplinary meeting. Show compassion, but not bias.
- iv. Where appropriate, advise the respondent that disciplinary action may be taken, but make it clear that any action depends on the outcome of the investigation. Show no predetermination.
- v. Invite the respondent to bring support to their investigation meeting if they wish, but make it clear, again, that this is merely an investigative

meeting, to clarify the facts, and hear their side of the story, with no conclusion having been drawn on any matter. It is always useful for those attending an investigation meeting to bring support. This can be a stressful experience for the respondent but gathering the facts is critical in any investigation, so it is important they feel as relaxed as they can be.

- vi. In some instances, a neutral person can be useful to attend the meetings both to listen and to record the investigative meeting notes.
- vii. When the respondent arrives at the investigative meeting, warmly welcome them and their support person if they have brought one, thank them for coming, acknowledge that this process can be difficult, reiterate again that this is purely an investigation meeting, not disciplinary, purely a fact gathering exercise. Talk through the process, who you will be interviewing and that there may be others to interview depending on the information gathered. Explain the role of the neutral note taker. Give an indication of timeframe when you expect to complete the investigation and the report.
- viii. Ask open questions e.g. 'can you describe for me what happened when...'. Avoid leading questions e.g. 'is that when you threatened him?' After hearing the respondent's side of the story, request they keep the matter confidential. Thank them for clarifying matters from their perspective and ask them if there is anything else they would like to add to finish before the meeting closes.
- ix. Interview third party witnesses and collect relevant evidence, if available e.g. emails. Ensure the respondent has an opportunity to respond to any new statements made against them.
- x. Summarise the findings in writing by listing and clarifying the issue/s; reviewing policy and quoting the relevant clause breached; describing the specific elements of the poor performance or behaviour as it applies to the policy you are relying on; conclude with recommended action.
- xi. Advise the respondent that they have an opportunity to respond to the draft findings as to matters of accuracy, by a certain date.
- xii. Consider their response to the draft findings. Amending your findings as to matters of accuracy is acceptable, but not conclusions drawn based on the evidence you have. Finalise your findings in writing advising of the disciplinary action (if any) that will be taken.
- xiii. In many cases, disciplinary action may be either a Performance Improvement Plan (PIP) – for employees, or a Learning Contract (LC) – for students, where performance and/or behavioural deficiencies have been identified. The PIP or LC sets out the reasons such a document is required, the steps they are required to take for improvement, the results expected, and the

consequences for failing to adhere to the PIP or the LC e.g. termination of employment, or being withdrawn from the programme.

- xiv. All notes taken at every interview during the investigation, as well as your findings, and the PIP or LC, must be in writing and kept electronically so that they can be relied on later if there is a repeat occurrence of the poor performance or the behaviour.
- xv. Investigating poor performance or behaviour, complaints or disputes, must follow this process. Do not take short cuts, even where you are sure of the outcome as this may result in action being taken against Toi Ohomai, including legal action, and/or costs.

3. Concerns and complaints at Faculty level

- 3.1. A student wishing to raise a concern or make a complaint should, in the first instance seek help or support from friends, family, another student, student advocates, Student Pulse, tutors or other Toi Ohomai employees such as Toi Ohomai's Kaitiaki Māori or an Engagement Facilitator to clearly define the problem and seek ways to resolve it. Clearly defining the problem means to be specific when describing the issue, including the date/s that the problem occurred, and what was said or done that gave rise to the problem. It also means giving the complainant the opportunity to state what they want / their ideal outcome, and for an initial assessment to be made whether this is a realistic solution.
- 3.2. Once the problem is clearly defined, and before any formal written complaint is made, students are encouraged to discuss the issue with the employee most directly associated with the matter, or if the complaint is against an employee, then with that employee's line manager to see if a resolution can be agreed. If agreement is reached at this point, the complaint is considered resolved and the process will be completed.
- 3.3. If the complaint is unable to be resolved at this stage, or the student is not satisfied with the outcome, the student may raise the matter with the Faculty Leader/Group Manager who will investigate and work with them to find a resolution.
- 3.4. If agreement is reached at this point, the complaint is considered resolved and the process will be completed. If the resolution suggests changes to institution policy or practice this must be reported to one of the institution's directors.
- 3.5. If support is needed to resolve a complaint the

complaint must be escalated to the Executive Dean: Teaching and Learning and notified to the Complaints Officer - Academic.

- 3.6. All concerns and complaints received in the Faculty must be documented and the record accessible to the Faculty Leader, Executive Dean: Teaching and Learning, and Executive Dean- Academic Development, Innovation and Research.

4. Concerns and complaints from members of the public

- 4.1. Where these come through the formal complaints process, those procedures will be followed.
- 4.2. 4.2 Complaints received by employees on the telephone or face to face at an Information Centre will be:
 - i. listened to
 - ii. documented and submitted through the Tell Us email address
- 4.3. The complainant will be advised of the complaints process that will be followed.
- 4.4. A decision will be made by the Complaints Officers whether this is Academic in nature or services related (vehicles, facilities, smoking etc.).
- 4.5. Service related complaints will be forwarded to the Head of Facilities for investigation, action and feedback to the Complaints Officer – Services.
- 4.6. Academic related complaints will follow the steps from 2.0 on.

5. Formal academic related complaints

- 5.1. Failing a satisfactory resolution at Faculty level, the student (or support person) should make a formal complaint in writing to the Complaints Officer.
 - i. The Registration of Complaint Form is available to assist with this and asks for the nature and details of the complaint and the resolution requested by the complainant
 - ii. Complaints should be submitted via the tellus@toiohomai.ac.nz email address.
- 5.2. All written complaints will be acknowledged in writing within five (5) working days, and will include an estimated timeframe for response to the complaint.
- 5.3. The Complaints Officer will send the written complaint to the Faculty Leader/ Department Head for investigation and resolution.

6. Faculty/Department Investigation

- 6.1. All complaints investigations will uphold the principles of natural justice and will follow the process described in section 2.0 Investigation.

- 6.2. If the complaint involves an institutional process or service, and if, in the opinion of the relevant Faculty Leader/Department Head, the complaint has substance, they must arrange for the relevant process or service to be reviewed, with a view to preventing a recurrence.
- 6.3. Complaints that indicate that the Student Code of Conduct has been breached will be handled as described in the Student Discipline Procedure.
- 6.4. Complaints that indicate the Staff Code of Conduct has been breached will be referred to People Engagement and Capability.

7. Appeal

- 7.1. A student or member of the public who is unhappy with the outcome of the complaints resolution process may appeal the findings by writing to the Chief Executive (CE) requesting an appeal of the decision, within 10 working days of their receipt of the notification of the outcome.
- 7.2. The CE will investigate the process used in arriving at the resolution to ensure that it has been fair and consistent with natural justice principles and that the outcome is appropriate. They will notify the appellant of their decision in relation to this investigation within ten (10) working days of receiving the appeal. Possible outcomes include upholding the decision, initiating a further investigation or approving an alternative action.
- 7.3. Students who are not satisfied with the CE's decision may appeal it to the Tertiary Ombudsman or to NZQA.

8. Documentation and Records

- 8.1. Faculty Leaders will maintain a record of all Faculty based concerns and complaints, the investigation notes, and their resolution. This record will be open to review by the Executive Dean: Teaching and Learning and the Executive Dean – Academic Development, Innovation and Research.
- 8.2. The Complaints Officer will keep a register of all formal complaints and their resolution. They will follow up whenever necessary and bring the register to the notice of the Executive Dean: Teaching and Learning, who will ensure that an analysis of complaints is made to identify potential improvement to procedures and systems and that all complaints are addressed within an appropriate period of time.
- 8.3. A summary of complaints both Faculty based and through the formal tellus@toiohomai.ac.nz email is reported to Academic Board twice a year and noted to Council in the Academic Board summary.

- 8.4. Documentation held relating to complaints comprises :
- i. Registration of Complaint form
 - ii. Acknowledgment of the complaint
 - iii. Reports of investigations
 - iv. Record of intention to take disciplinary action
 - v. Written records of all meetings and discussions
 - vi. Formal communication to the complainant and/or person being disciplined of the resolution.
- 8.5. Access to the Complaints Register will be limited to the Complaints Officer, Executive and the Tertiary Ombudsman.

For more information, you can also view the Toi Ohomai regulations on our website: [**toiohomai.ac.nz**](http://toiohomai.ac.nz).

Further option – contact NZQA

If Toi Ohomai has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation which can provide an independent assessment of your complaint.

1. Download the Complaint Form
2. Send your completed Complaint Form, along with any supporting evidence, to: The Complaints Officer Quality Assurance Division, PO Box 160, Wellington 6140; or email a scan of your completed form, along with scans of any supporting evidence, to qadrisk@nzqa.govt.nz.

If you need more information regarding the NZQA complaints process, phone 0800 697 296.

iStudent

iStudent is an independent dispute resolution scheme, set up by the New Zealand Government, which can also assist with any complaints international students may have.

If the complaint is of a financial or contractual nature, NZQA will refer it to the Dispute Resolution Scheme operator. Information about the Dispute Resolution Scheme operator can be found on their [website](#).

Useful information

Websites

Rotorua information	rotoruanz.com
Tauranga information	bayofplentynz.com
Uni-Care insurance	uni-care.org
Immigration New Zealand	immigration.govt.nz
Code of Practice	nzqa.govt.nz
Job vacancies	trademe.co.nz or seek.co.nz
Employment information	employment.govt.nz
Toi Ohomai accommodation	toiohomai.ac.nz
Rental accommodation	tenancy.govt.nz
Inland Revenue Department (IRD)	ird.govt.nz
Driving in New Zealand	nzta.govt.nz
Citizens Advice Bureau	cab.org.nz
Healthline	health.govt.nz
New Zealand public holidays	employment.govt.nz
Events and activities	eventfinda.co.nz
Common Māori words	nzhistory.govt.nz
Weather forecast	metservice.com
Natural disaster information	civildefence.govt.nz

Phone numbers

Police, Fire or Ambulance emergency services	111
Toi Ohomai international student emergency service	0800 492 427
Toi Ohomai campus emergency service	07 346 8888 (Rotorua) or 07 557 8888 (Tauranga)
Immigration New Zealand (free call from NZ landlines only)	0508 558 855
Healthline (free 24-hour nurse-led health assessments and information)	0800 611 116
Uni-Care insurance	0800 864 227
Citizens Advice Bureau	0800 367 222

* most phone numbers beginning with 0800 are free to call from any landline or mobile phone



Graduation

You will be eligible to graduate once you have successfully completed all of the requirements of your qualification.

Toi Ohomai encourages all students to graduate in person at one of our formal graduation award ceremonies, however you may choose to graduate in absentia (without attending a ceremony) if you prefer.

Graduation is not an automatic process. Important registration information will be given to all eligible Toi Ohomai students in the months leading up to this event.

Ceremonies for students who have successfully completed diploma, degree, graduate, postgraduate or master's courses are held at various locations in April each year.

Ceremonies for students who have successfully completed certificate courses are held at various locations in December each year.



Kia kaha – stay strong

Most of our international students tend to look back at the time they spent studying and living in New Zealand as a challenging and rewarding experience.

While your studies are very important, do not forget to take the time to get involved in activities on and off campus to see new places, meet new people and try new experiences. This will make your time at Toi Ohomai more enjoyable and memorable.

Please remember that if you require assistance at any stage of your studies, the International Centre team is available and we want to help! Feel free to contact us or visit us at any time.

toiohoma.ac.nz

0800 86 46 46

Rotorua (Mokoia Campus)

Mokoia Drive, Rotorua, New Zealand
Private Bag 3028, Rotorua 3046, New Zealand
Phone: +64 7 346 8712

Tauranga (Windermere Campus)

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