

# STUDENT GUIDE



# WELCOME TO OPAIC

Otago Polytechnic is pleased to welcome students to our International Campus located in the heart of central Auckland. Our Auckland team is made up of top quality teachers and support staff who come from a wide range of cultural backgrounds.

The quality of our programmes and the work-readiness of our graduates is recognised far and wide, making us one of New Zealand's best and most preferred tertiary organisations.

All members of our staff are here to help you. If you are unclear about anything, need advice, or simply want someone who will listen to the challenges you are facing, please talk to us.

With our hands-on learning environment and friendly student support, studying at Otago Polytechnic Auckland International Campus will be one of the best experiences of your life!

## CONTACT US

New Zealand 0800 111 212  
International **+64 9 309 0301**  
Visit us at [www.auckland.op.ac.nz](http://www.auckland.op.ac.nz)  
[facebook.com/OtagoPolyAIC/](https://facebook.com/OtagoPolyAIC/)

## PHYSICAL ADDRESS

Level 1, 350 Queen Street,  
Auckland, New Zealand 1010

## POSTAL ADDRESS

PO Box 5268, Auckland,  
New Zealand 1142



# WHO WE ARE AND HOW WE CAN HELP

We aim to provide our students with an exceptional experience during their time at OPAIC. Here is a list of our support teams, with information on how they can help students on their study journey.

## REGISTRY (ADMISSIONS & ENROLMENT) – LEVEL 1

Email: [aklregistry@op.ac.nz](mailto:aklregistry@op.ac.nz)

- Timetables and class selection
- Enrolments and fees
- Processing applications
- Withdrawals and refunds
- Visas and insurance
- Results and completion
- Issuing official documents
- Forms such as insurance

## ACADEMIC TEAM – LEVEL 4

Please contact the relevant lecturer for questions about study

- Programmes and courses
- Assignments and projects
- Academic skills and writing
- Referencing
- Research skills
- Academic integrity
- Online resources
- Study resources
- Grades and resubmissions
- Academic progress and support

## STUDENT SUCCESS – LEVEL 1

Email: [studentsuccessaic@op.ac.nz](mailto:studentsuccessaic@op.ac.nz)

- Orientation
- Trips and events
- Attendance issues
- Personal issues
- Student counselling
- Policies and processes
- Student representation
- Student forums and focus groups
- Graduation

## ICT AND FACILITIES - LEVEL 1

Email: [aicservicedesk@op.ac.nz](mailto:aicservicedesk@op.ac.nz)

- Student ID cards
- Logging onto the OPAIC computers
- Wi-Fi
- Printing
- Student email and Office 365 apps
- Online Student Hub
- Facilities and equipment

## EMPLOYABILITY – LEVEL 1

Email: [OPAICEmployability@op.ac.nz](mailto:OPAICEmployability@op.ac.nz)

- Work experience
- Industry placements and internships
- Employment rights and trends in New Zealand

- Networking and industry events on and off campus
- Employability workshops (CVs; Interviews; Job searching; LinkedIn)
- CV checking
- Graduate roles
- Work-ready graduate programme

## LEARNING SUPPORT – LEVEL 8

Email: [learningsupportaic@op.ac.nz](mailto:learningsupportaic@op.ac.nz)

- Academic writing and referencing
- English language assistance
- Personalised study plans
- Independent learning
- One-on-one sessions with peer tutors
- The Academic Resource Centre

## SALES AND MARKETING – LEVEL 6

Email: [aicmarketing@op.ac.nz](mailto:aicmarketing@op.ac.nz)

- Entry requirements
- Applying and enrolling
- Programme information
- Agent or education consultant relationships
- Further study options
- Study options for friends or family
- Information about our campus.

# OUR CAMPUS

## Computer Labs

There are several computer labs available on campus. The computer lab and other facilities are available for students Monday to Friday from 8.00am to 6.00pm.

### **There is free Wi-Fi available on campus**

1. Select the wireless network eduroam.
2. Enter your username and password.

## Photocopying & Printing

Printing and photocopying services are located on Levels 1 and 8. Login to access your printing account, and top up your account online on the Student Hub if you run out of credit.

## Library & Academic Resource Centre

All students have free access to Otago Polytechnic's online library services, and there is also an Academic Resource Centre located on Level 8. The Academic Resource Centre is open Monday – Friday.

There will be a Peer Tutor on hand to help you with your research and assignments as well as a Learning Support Advisor.

## Kitchens

There is a kitchen available on Level 1 for student use. Please keep the kitchen tidy by cleaning up after yourself and put your rubbish into the appropriate bin.

## Other Facilities

We have a Prayer Room available in Room 207 and a First Aid Room in Room 208.

## Smoke-Free Campus

This campus is a 100% smoke-free environment. If you wish to smoke, you may go across the street to Aotea Square or around the corner to Lorne Street. Please do not smoke in front of the building entrance on Queen Street.





## Student ID Cards

All new students will be given an ID card. We recommend you carry this with you at all times. Student ID cards are required to use campus facilities and to sit examinations. They may also be used to receive student discounts on public transport, movie theatres, and other activities. If your ID card is lost or stolen, you may apply for a replacement at reception for \$15.

## Student Hub

You can access the Otago Polytechnic Student Hub at [www.op.ac.nz/hub](http://www.op.ac.nz/hub). Here you will have access to your personal details, student email, timetable, course documents, as well as helpful resources to help you succeed in your studies and plan for the future. It is very important that you keep your home, New Zealand and emergency contact details up to date on the Student Hub!

## Email

All official information from OPAIC will be sent to your student email account. Please ensure that you check your student email regularly or set up email forwarding to your personal email account.

## Moodle

You can access Moodle at [moodle.op.ac.nz](http://moodle.op.ac.nz). This important resource will allow you to access course documents, such as course outlines and required readings, and also to submit assignments and communicate with classmates and lecturers.

## APA Referencing & Plagiarism

Whenever you use ideas written by someone else in your assessments, you must acknowledge the source of the material using the American Psychological Association (APA) format. If you do not acknowledge the material correctly, whether intentionally or not, you will be guilty of plagiarism and will incur deductions on your assessment. Regular workshops about APA referencing are available.

Additionally, you can ask for help with APA referencing from your lecturer, student advisors, peer tutors, or use these helpful online guides:

[Quick Guide to APA Referencing](#)  
[www.studentsupport.op.ac.nz/learning/support](http://www.studentsupport.op.ac.nz/learning/support)  
[www.cite.auckland.ac.nz](http://www.cite.auckland.ac.nz)  
[owl.massey.ac.nz](http://owl.massey.ac.nz)



## After hours emergency only

The emergency number is **021 0282 8711**. It is also printed on the back of your student ID card.

## Overdue payments

If you owe money to Otago Polytechnic, you may be excluded from your course. When you are studying under a student visa, and your enrolment is cancelled, Otago Polytechnic is required to notify the relevant authorities.

Consequently, your visa may be revoked and you may be required to return to your home country.

1. You may have your official record of results or transcript of your academic record withheld.
2. Your final certificate, diploma or award may be withheld.
3. You may be prevented from enrolling at the Otago Polytechnic in a subsequent year.

## Terms and Conditions of Enrolment

Please ensure you read through the [Terms and Conditions of Enrolment](#), including the relevant policies, available on the Otago Polytechnic [website](#).

These terms and conditions relate to fees, cancellation of programme or course, transfers, withdrawals and/or refunds, privacy, unacceptable behaviours, academic progress, complaints and discipline, attendance and engagement, assessments, and completion of your programme. By signing the declaration on your enrolment form, you have accepted these terms and conditions, so it is essential that you become familiar with them.

## Code of Practice

Otago Polytechnic has agreed to observe and be bound by the The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. The Code requires all educational providers to have fair and equitable internal grievance procedures for students, and you must follow these procedures before taking a complaint any further.

If your concerns are not resolved by the internal grievance procedures, you may contact Study Complaints, the independent dispute resolution scheme for tertiary learners in New Zealand. They can be reached by phone at **0800 00 66 75**, or website [www.studycomplaints.org.nz](http://www.studycomplaints.org.nz)

Copies of the code are available on the New Zealand Qualifications Authority website at [www.nzqa.govt.nz](http://www.nzqa.govt.nz)



# OUR PROMISES

These are our promises to learners.

1. To create an environment where you have all the information and tools required to succeed in your study. You should expect to receive clear, accurate, and up-to-date advice about all courses/programmes.
2. To offer you quality learning and teaching experiences from enthusiastic teachers who communicate effectively with you.
3. To keep you informed about what is expected of you as a student.
4. To ensure you have access to information that will assist in your study, including relevant policy and procedures that affect you as a student.
5. To support you in your learning by supplying up-to-date information and course content from staff who are sufficiently current in their respective areas of expertise.
6. To give clear information on how and when assessment will be conducted.
7. To give fair, timely, and constructive information on your academic performance.
8. To allow you to provide feedback about your course/programme and the teaching you receive without fear or anxiety about giving that feedback.
9. To advise you of changes to your course/programme as a consequence of feedback provided by students.
10. To allow you reasonable opportunities to have a say about how the Polytechnic operates.
11. To ensure you are treated with respect by students and staff.
12. To enable you to learn in an environment that is free from bullying, harassment, or discrimination.
13. To facilitate access to clear and appropriate procedures for dealing with grievances.
14. To ensure you have reasonable access to facilities, student support services, and appropriate resources.
15. To allow you the opportunity to become part of the Student Ambassadors Programme.



# OUR EXPECTATIONS

## Attendance

Attend 100% of your classes, and show up on time.

Send a medical certificate to the following mailbox:

[studentsuccessaiaic@op.ac.nz](mailto:studentsuccessaiaic@op.ac.nz)

## Assessment

Complete assessment items on time and take responsibility for any missed class time and failed assessments. Raise any queries about what is expected of you with your lecturer at the first opportunity.

## English Language Ability

Demonstrate the level of English language ability associated with the admission requirements for your programme. Talk to your lecturer, if you have trouble understanding them. If you feel you are having difficulty understanding what is covered in class, see the Learning Support Team on Level 8.

## Engagement and Attitude

Actively participate in class, pay attention and respect your teachers and classmates. Regularly use Moodle and check your OP email. If you feel un-motivated, please see the Student Success team on Level 1.

## Workload and Self-Study

You will be expected to spend about 300 hours per study block on your course work. This includes both scheduled class time

and self-directed study. Some of these hours may be spent in a workplace gaining hands-on experience and developing important industry and business connections.

## Academic Integrity

Under The Education Act, it is an offence to get another person to write your assignment. The Polytechnic will take very serious action against any student found to have done this. Produce your own work. Do not copy from source material without citation. Reference properly - using APA referencing. Do not copy from another person or participate in contract cheating. Please talk to your lecturers, or the Learning Support Team if you are unsure of the expectations in this area.

## Group Work

Contribute to group projects. This means communicating professionally with group members, and producing a genuine joint effort on group projects. Talk to your lecturer if you have any issues with group work. Meeting these expectations is the key to developing your employability and succeeding as a student.

More detailed information regarding rules and policies can be found on the school's website at [www.op.ac.nz/explore/important-information/student-rights-and-responsibilities/](http://www.op.ac.nz/explore/important-information/student-rights-and-responsibilities/)



# OUR CITY

## LIVING IN AUCKLAND

### Accommodation

Finding the right place to live while you are studying is important. There are several different types of student accommodation in New Zealand. You will need to think about which option will suit you and your budget best.

Our Student Success Team is here to provide information and answer questions. Come and see them on Level 1 or email [studentsuccessaiaic@op.ac.nz](mailto:studentsuccessaiaic@op.ac.nz)

### Homestay

Many international students choose to live in a 'homestay' for their first year in New Zealand. This is where you get the unique experience of living with a New Zealand family in their home. You will typically be provided with a furnished room and two cooked meals per day.

This is typically a more expensive option, but provides all the comforts of home with no utility bills or grocery shopping to worry about. The cost for a homestay is approximately \$350 per week.

### Flatting

International students can also choose to live in an apartment or house with other people. A very popular website for finding a room in an existing flat is called TradeMe. You can access it at [www.trademe.co.nz/flatmates-wanted](http://www.trademe.co.nz/flatmates-wanted)

You can also search for property rentals at [www.trademe.co.nz/property](http://www.trademe.co.nz/property) or [www.impression.co.nz](http://www.impression.co.nz) and arrange to find your own flatmates. The OPAIC Student Community Facebook group is also a great place to connect with fellow students and see if anyone has a room available or is also looking for housing. You can access it at [www.facebook.com/groups/opaic.sc](https://www.facebook.com/groups/opaic.sc). The cost of renting a flat depends on which part of the city you live in. This Tenancy Services market rate tool gives you an idea of rents in different suburbs: [www.tenancy.govt.nz/](http://www.tenancy.govt.nz/)



## Central City Library

Auckland's Central City Library is located directly behind our campus at 44-46 Lorne Street. They are open Monday 9am-6pm, Tue-Fri 9am-8pm, and Saturday and Sunday from 10:00am – 5:00pm. The Citizens Advice Bureau is also located on the first floor of the library and provides free support, information, and guidance to all individuals. They also offer free Justice of the Peace services Monday – Friday, 12.00pm – 2.00pm.

## Nearby Doctors

### Auckland City Doctors

415 Queen Street

Phone: (09) 280 3555

Email: [reception@akcitydoc.co.nz](mailto:reception@akcitydoc.co.nz)

### Queen Street Doctors

87 Queen Street

Phone: (09) 373 4055

Email: [reception@queenstreetdoctors.co.nz](mailto:reception@queenstreetdoctors.co.nz)

## Food & Entertainment

Our campus is located in the heart of Auckland's Central Business District (CBD). There is so much to see and do right at our doorstep! You can go bowling at Metrolanes, watch a movie at Event Cinemas, or catch a performance at the Civic right across the street from campus.

You can also relax in Aotea Square or Albert Park, enjoy some great shopping along Queen Street, grab a bite to eat at any one of the numerous cafes and restaurants nearby, have a fun night out with friends at the Viaduct, or catch a ferry to one of Auckland's beautiful nearby islands.

## Post Shop

Located at City Forex, 44 Wellesley Street and open Monday – Friday from 9:00am – 5:30pm.

## City Fitness

You can join City Fitness for only \$6.99 per week. They are located at 203 Queen Street, Auckland.

## Things to Do in Auckland

There are people of many cultures and nationalities living in this city, and it has plenty to offer with great shopping, world class events, and excellent museums, theatres, and art galleries.

Check out these websites to find out what's going on in Auckland:

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

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

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

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

## Banks

- ASB, 300 Queen Street
- ANZ, 205 Queen Street
- BNZ, 80 Queen Street
- Westpac, 79 Queen Street

## Phone Providers

- Spark, Commercial Bay cnr Queen St and Customs St West
- One NZ, 128 Queen Street
- 2 Degrees, 187 Queen Street
- Skinny, [www.skinny.co.nz](http://www.skinny.co.nz)

## Day Trips

Visit Okahu Bay or Mission Bay along Tamaki Drive in East Auckland for a fun and relaxing day in the sun. These beaches are usually safe for swimming and are easily accessible by bus. You can find numerous waterfront cafes and restaurants at Mission Bay, or fun waterfront activities like kayaking at Okahu Bay.

Take a ferry from the Ferry Building at the bottom of Queen Street to one of Auckland's nearby destinations. You can visit the beautiful beaches, award-winning vineyards and olive groves, and bohemian cafes, shops, and art galleries of Waiheke Island. Rangitoto Island offers the opportunity to hike up a 600 year old volcano surrounded by native bush and unique geological formations.

Other destinations accessible by ferry include the island bird sanctuary of Tiritiri Matangi, the charming suburb of Devonport on the North Shore, the picturesque and world-renowned beaches of the Coromandel Peninsula, or simply cruise Auckland's beautiful Waitemata Harbour for some excellent city views.

Find more information on ferry timetables, rates, and tours at [www.fullers.co.nz](http://www.fullers.co.nz)

## Travelling

New Zealand has some of the most unique and beautiful scenery in the world, take the opportunity to get out of Auckland and explore!

The Kiwi Experience is a great bus tour company that offers exciting tours all over the country with other young travellers. You can find more information at [www.kiwiexperience.com](http://www.kiwiexperience.com)

If you're more of a do-it-yourself kind of traveller, you can get around with a rental car or camper from Jucy Car Rentals, or take the InterCity Bus.

Find out more information at [www.jucy.co.nz](http://www.jucy.co.nz) and [www.intercity.co.nz](http://www.intercity.co.nz). If you're keen to do some tramping, check out one of New Zealand's Great Walks on the Department of Conservation website, [www.doc.govt.nz](http://www.doc.govt.nz)

## Shopping

The major grocery store chains throughout Auckland are called Woolworths, New World, and Pak'n'Save. The closest grocery store to campus is Woolworths Auckland Metro, located at 19-25 Victoria Street West. There are also many produce and specialty food shops located throughout the city, a quick Google search will help you find what you're looking for.

If you need to buy bedding or other household items, you can head to Briscoes, Farmers, K-Mart, or the Warehouse. If you're looking for a shopping mall, there's St. Lukes, Lynn Mall, Sylvia Park, or Dressmart. TradeMe is also a really great place to buy second hand items if you're after a good bargain, visit [www.trademe.co.nz](http://www.trademe.co.nz)

## Calling your home country

A very affordable way to call your home country from a local phone is the Kia Ora Card. You can purchase this phone card at most convenience stores and petrol stations for \$10, \$20, or \$30. You'll probably also want to get a mobile phone while you're in New Zealand.

The primary mobile phone providers in New Zealand are Spark, One NZ, 2 Degrees, and Skinny. A SIM card is approximately \$5, and you can usually get a prepaid phone plan for about \$30 per month, including minutes, text, and data.

## Auckland Suburbs

Auckland covers a very large geographical area and is generally broken down into five regions – Central Auckland, North Shore, East Auckland, West Auckland, and South Auckland. Within





each of these regions are many different suburbs with their own unique characteristics. In Central Auckland, close to the city centre, you'll find the popular suburbs of Parnell, Newmarket, Ponsonby, Mt. Eden, Grey Lynn, and Kingsland, among many others. Each of these suburbs offers a number of shops, cafes, restaurants, and bars, and are easily accessible by public transportation.

## Public Transportation

Auckland has an extensive public transportation system that connects the city by bus, train, and ferry.

The Auckland Transport website contains information on timetables and fares, and offers a very helpful 'Journey Planner' tool. You can access the website at [www.at.govt.nz](http://www.at.govt.nz), or try downloading the Auckland Transport app on your smart phone. Auckland Transport sells a Hop Card for \$10, which will be essential during your studies in Auckland.

You simply scan your card as you get on and off your bus or train, and your fare will be deducted from your account. You can top up your account online, and you receive discounted

fares just by using your Hop Card. You will also be eligible for a student discount, which can be programmed onto your Hop Card at any time. Visit the Britomart Transport Centre at the bottom of Queen Street for more information or to purchase a Hop Card or visit [www.at.govt.nz](http://www.at.govt.nz)

## Driving in Auckland

If you have a valid driver's license from another country, you are eligible to drive in New Zealand for up to 12 months. If you plan on staying in New Zealand longer, you should think about applying for a New Zealand driver's license. You can find out more information on [www.aa.co.nz](http://www.aa.co.nz)

Make sure to make yourself aware of New Zealand traffic laws, and pay careful attention to your speed – there are speed cameras set up all over the city. New Zealand also has strict penalties for driving while intoxicated, and alcohol checkpoints are set up regularly throughout Auckland. Please take a taxi, bus, or ride with a friend if you are too drunk to drive.





# LIVING IN NEW ZEALAND

## Student Visas

International students must have a current student visa in order to study in New Zealand. It is your responsibility to keep your student visa current with regard to expiry dates and enrolment information.

Please visit the Immigration New Zealand (INZ) website at [www.immigration.govt.nz](http://www.immigration.govt.nz) for more detailed information, or visit our Registry Team.

## Medical and Travel Insurance

All international students visiting New Zealand are required to have appropriate and up-to-date medical and travel insurance coverage as a condition of their student visa. This can be purchased through Otago Polytechnic or from an approved insurance company.

Otago Polytechnic recommends Southern Cross Travel or Orbit Protect Insurance. These plans are designed for international

students and provide cover for medical expenses, emergency travel expenses, and personal belongings.

Please visit [www.scti.co.nz/our-policies/international-student/insurance](http://www.scti.co.nz/our-policies/international-student/insurance) or [www.orbitprotect.com/insurance-products/international-student-insurance/summary/](http://www.orbitprotect.com/insurance-products/international-student-insurance/summary/) for more detailed information. If you need to buy an insurance plan, renew your insurance plan, or file an insurance claim, please visit The Registry Team on Level 1.

## Accident Insurance

The Accident Compensation Corporation (ACC) provides accident insurance for all New Zealand citizens, residents, and temporary visitors. If you are injured in an accident, please file a claim with ACC before you file a claim with your medical and travel insurance. You can find out more information about ACC on their website at [www.acc.co.nz](http://www.acc.co.nz)



# HARASSMENT & PERSONAL SAFETY

## Harassment

In New Zealand, all students have the right to study in peace and safety. Harassment may be sexual, racial, physical, or emotional. It can be in the form of inappropriate comments, gestures, or physical actions which occur repeatedly and are considered offensive by the receiver. It is a form of bullying and Otago Polytechnic does not tolerate this.

Students and staff are strongly encouraged to report any instances of harassment to someone on the student success team. You can either speak to someone in the student success office directly, or send an email to [studentsuccessaig@op.ac.nz](mailto:studentsuccessaig@op.ac.nz)

If you are being harassed, or if you know of someone else being harassed, please get in touch with us as soon as possible.

## Personal Safety

Auckland is a relatively safe city and it is unlikely that you will encounter any serious crime. However, it always pays to take appropriate precautions:

- Don't carry your passport with you unless necessary. If you require an ID with proof of age, you can apply for a Kiwi Access Card at an AA centre: [www.aa.co.nz/about/events-affiliations/identity-verification/kiwi-access-card/](http://www.aa.co.nz/about/events-affiliations/identity-verification/kiwi-access-card/). You can also apply for a New Zealand driver's license.
- Avoid carrying large amounts of cash with you, use your debit card instead.
- If you use online banking, never share your PIN and always log out when you finish.
- Don't leave your belongings unattended in public areas, or when on campus.
- Try to avoid parks, empty roads, and alleyways after dark. If possible, always travel with a friend at night and stick to well-lit main roads.
- Avoid using illegal drugs or becoming very intoxicated. This is not only a risk to your health, but also your safety.
- If you do encounter any problems, don't be afraid to ask for help or call the police. Phone: **(09) 302 6400**, or **111** in an emergency.



# EMPLOYMENT

## Inland Revenue Department (IRD)

All students require an IRD number from the New Zealand Inland Revenue Department in order to work during their studies.

Follow these steps to apply for an IRD number:

1. Visit [www.ird.govt.nz](http://www.ird.govt.nz)
2. Search 'IRD number application'
3. Complete the online form at <https://myir.ird.govt.nz/>
4. You should receive your IRD number by text or email in two working days
5. If you have any issues, call 0800 227 774.

## Part-Time Work

A student visa will typically allow you to work 20 hours per week while your course is in session, and 40 hours per week during all scheduled study breaks. Check the conditions of your student visa before accepting a job in New Zealand. You're likely to have the best luck finding work by bringing copies of your CV around to local businesses.

You could also come and visit our Employability Team on Level 1 for any job search assistance.

Otherwise, you can apply online using the following employment websites:

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

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

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

[nz.indeed.com](http://nz.indeed.com)





**OTAGO**  
**POLYTECHNIC**  
Te Kura Matatini ki Otago

**AUCKLAND  
INTERNATIONAL  
CAMPUS**

In Partnership with Future Skills Group

Phone +64 9 309 0301

Visit us at [www.auckland.op.ac.nz](http://www.auckland.op.ac.nz)

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