



OTAGO
POLYTECHNIC
Te Kura Matatini ki Otago

Pre-Departure and Arrival Guide

Plan, pack and prepare for life in New Zealand



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to go to www.op.ac.nz



About this guide

Now that you have your Offer of Place from Otago Polytechnic, you can get ready for life as a student in New Zealand.

First, relax!

It is natural to feel nervous when getting ready to leave home. This quick guide will help you to prepare for your journey to New Zealand. It can also support you during your studies.

Did you know?

We have information available in Chinese, Vietnamese, Korean, Japanese, German, Spanish, Portuguese and English. This may help you explain Otago Polytechnic to your parents and friends.

You can find our global quick guides at
www.op.ac.nz/international/information-in-other-languages

If you need help

We are here to support you in your studies. See Key Contacts page for details.

Kia ora and welcome

Welcome to Otago Polytechnic. Whether you will be studying at our campus in Dunedin, Central Otago or Auckland, you have chosen a special place to study. We hope your time with us will be some of the best years of your life!





Pre-departure checklist

Here is a checklist of preparations you may need to make for your big adventure!

- ☐ **Arrange your free airport pick up** – see page 7.
- ☐ **Find your student accommodation** – see page 9.
- ☐ **Get your travel and medical insurance** – see page 8.
- ☐ **Organise your money/banking** – see page 8.
Tip: You may want to bring enough cash with you for your first week (NZD \$350).
- ☐ **Make copies of important documents**
This will make it easier to get them replaced if you lose them.
- ☐ **Record emergency contact details**
See Key Contacts page for important phone numbers.

Getting ready to leave home

Student visa

How do I get my student visa?

1. Pay your course fee (stated on your Offer of Place letter) by Telegraphic transfer, credit card, internet banking, or any other financial means to Otago Polytechnic New Zealand bank account. Once the funds are cleared, you will receive a receipt of payment from Otago Polytechnic.
2. You must then submit:
Your Offer of Place letter, receipt of tuition fee payment, evidence that you have enough money for the living expense, and other required documents for Immigration New Zealand, to your nearest New Zealand embassy, consulate or immigration office, to apply for your student visa.

See www.immigration.govt.nz for more information.

If you are still unsure, please contact us or Immigration New Zealand.
Make sure you keep your student visa and passport in a safe location.





Travel tips

1. Think about buying a suitcase in an unusual colour. This will make it easier to recognise at the baggage carousel.
2. Pack your own bags and label them with your name and contact details.
3. Pack essential items, like a change of clothes, in your hand luggage.
4. Never carry anything for anyone else.
5. Make sure you arrive at the airport in plenty of time so you are relaxed during check in.

Happy flying!

Flights

Book flights to your end destination

It is a good idea to book your flights right through to the airport closest to your chosen Otago Polytechnic campus. If you make this part of your international booking, you won't have to buy tickets for connecting flights when you land in New Zealand. That means you can let us know your arrival details so we can pick you up from the airport.

Major airlines that fly to New Zealand include Air New Zealand, Emirates, Qatar, Cathay Pacific, Qantas, British Airways, Air China, Singapore Airlines and Air Canada. If you need help arranging your flights, talk to your local travel agent.

Domestic connections

If you need to book a connecting flight to your final destination within New Zealand, the major domestic airlines are Air New Zealand www.airnewzealand.co.nz and Jetstar <http://www.jetstar.com/nz/en/home>

Check luggage restrictions

Most airlines allow approximately 20-23 kilograms for luggage and 7 kilograms for any hand luggage. Please check your airline's policy about luggage size and weight, and any other rules. Remember, if you need to make a domestic flight with Air New Zealand, you will need to check their luggage policy too.

Visit www.airnewzealand.co.nz/baggage



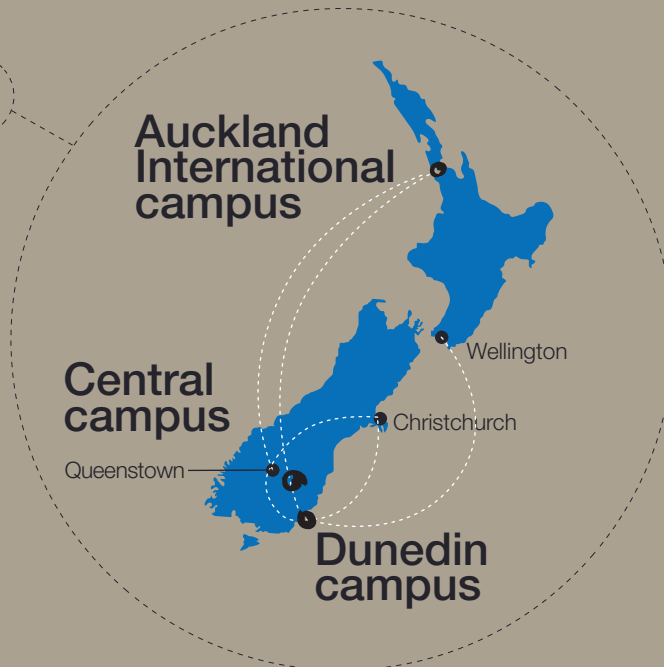
Fly to New Zealand

All international flights into New Zealand will land at Auckland, Wellington or Christchurch airport.

Auckland International Airport
www.aucklandairport.co.nz

Wellington International Airport
www.wellingtonairport.co.nz

Christchurch International Airport
www.christchurchairport.co.nz



Fly to Auckland

The closest airport to our Auckland International Campus is Auckland International Airport. This is the biggest airport in New Zealand and most international flights will land here. If your international flight lands in Wellington or Christchurch instead, you can then catch a domestic flight straight to Auckland.

Auckland International Airport
www.aucklandairport.co.nz

Fly to Central Otago

The closest airport to our Central Otago campus in Cromwell is Queenstown Airport. If you fly into Auckland, Christchurch or Wellington airport, you can then fly directly to Queenstown Airport. If you choose to hire a car or catch a bus from Christchurch, it is a 6.5-hour drive to Cromwell.

Queenstown Airport
www.queenstownairport.co.nz

Fly to Dunedin

The closest airport to our Dunedin campus is Dunedin International Airport. If you fly into Auckland, Christchurch or Wellington airport, you can then fly directly to Dunedin. If you choose to hire a car or catch a bus from Christchurch, it is a 5-hour drive to Dunedin.

Dunedin International Airport
www.dnairport.co.nz

Pack your luggage

What to pack

Clothing

The dress standard in New Zealand is casual compared to other parts of the world.

For spring and summer (September-February): lightweight clothing and layers, light waterproof jacket, beach clothes, swimsuit, sunhat and sunglasses.

For autumn and winter (March-August): warm woollen clothes, waterproof jacket, hat, gloves and scarf.

It might also be a good idea to bring some smart clothing for any formal events or job interviews you attend.

Voltage/electricity

Electricity is supplied throughout New Zealand at 230/240 volts (50 hertz) and power outlets only accept flat three- or two-pin plugs. You will need an adaptor for any equipment you bring from home. You can buy an adaptor when you arrive or before you leave your home country. You may want to buy some small appliances (such as a hairdryer) when you get here rather than bringing them with you.



Medicines

If you need to bring medication into New Zealand, follow these simple steps:

- > Keep your medicine in the original container with the label on
- > Make sure your name is clearly stated on the label
- > Have a copy of the prescription or a letter from your doctor explaining why you need to take the medicine
- > Have no more than a 3 month supply
- > Declare the medicine on your Passenger Arrival Card.

If you are unsure whether your medicine is legal in New Zealand, check with the New Zealand Embassy in your home country before you leave.

What not to pack

Restricted and banned items

New Zealand has strict laws on what you can bring into the country.

Items that you must not bring include:

- > Drugs (unless they are prescription medication and you have a letter from your doctor explaining why you are carrying them)
- > Firearms/weapons
- > Flammable goods (such as gas cookers or lighters)
- > More than NZD\$10,000 cash, or the equivalent in foreign currency
- > Any animals or insects (alive or dead)
- > Feathers, shells, plants or flowers
- > Fresh foods, including meat
- > Some packaged goods, such as certain cheeses.

There are also security regulations about carrying liquids, aerosols or gels in your hand luggage.

Biosecurity

To keep New Zealand free from serious pests and disease, strict quarantine laws are in place at all New Zealand international airports.

You must declare all foods (including fruit or any items you have been given by the airline), plants or animal goods on arrival in New Zealand. You may also have any camping equipment, hiking boots or sports gear inspected.

For more information, please visit

<http://www.mpi.govt.nz/>

<http://www.mpi.govt.nz/travel-and-recreation/arriving-in-new-zealand/items-to-declare/>

Airport arrival

1. Passenger Arrival Card

You will be given a **Passenger Arrival Card** to complete during your flight. This will ask for your personal details including your passport number and nationality and will also ask for your residential address while you are studying in New Zealand. If you need help understanding anything, just ask the airline staff on your plane. You can find examples of this card in different languages at:

<http://www.customs.govt.nz/news/resources/forms/documents/passenger%20arrival%20card%20english%20language%20version.pdf>

Link for different languages:

<http://www.customs.govt.nz/Search/Results.aspx?k=passenger%20arrival%20card>

2. Passport Control

After leaving the plane, take your completed Passenger Arrival Card, your passport and student visa documents to **Passport Control**. The Passport Control Officer will welcome you to New Zealand and will check all of your documents.

3. Collect your bags

There will be signs to direct you to the **Baggage Reclaim Area** and then large TV screens to show you where you can pick up your bag. There are separate collection desks for fragile or oversized items and you can use the free trolleys to move your bags. Your luggage may be checked by biosecurity dogs in this area. They can detect specific smells such as fresh fruit and meat.

4. Customs and Biosecurity

Once you have your bags, you need to go to **Customs and Biosecurity**. You will need to give the staff your Passenger Arrival Card. If you are unsure of any item in your luggage, tell them about it.

5. Transfer to the domestic terminal

Once you have collected your luggage and gone through Customs, you will need to go to the domestic terminal if you are catching an internal flight to your final destination. There are lots of signs pointing you in the right direction but do not hesitate to ask airport staff for help.

Free airport pick up

We know how difficult it can be when you arrive in a new country so we offer every international student a free airport pick up.

For Dunedin:

When you have booked your flights, email your travel itinerary to **international@op.ac.nz** so we can book an airport shuttle to take you to your accommodation. Please let us know at least four working days in advance.

For Auckland:

To book the free airport pick up, please open the following link **<https://form.jotform.co/OPAIC/pickup>** and fill out the form.

An automatic email will be sent to you. Quick Shuttle Auckland also will email you to confirm your booking.

Please note we require 48 hours notice of any changes or cancellations to your booking.

Delayed arrival?

If your flights are delayed and you will be arriving late, please let Otago Polytechnic know as soon as possible so we can update arrangements for airport pickup.

Currency exchange

There are Travelex Currency Exchange offices at Auckland, Wellington and Christchurch airport where you can change your money. There are also ATMs (automatic teller machines) at the airports and you can get New Zealand dollars from these at any time. You can also exchange major currencies at other bank branches. However, before you leave your home country, please check with your bank that your country's currency is available for exchange in New Zealand.

Contact your family

Make sure you contact your family when you arrive to let them know you are in New Zealand safely.

Insurance

Eligibility for health services

Most international students are not entitled to publicly-funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly-funded health services are available through the Ministry of Health at www.moh.govt.nz

Accident insurance

The Accident Compensation Corporation (ACC) provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but students may still be liable for all other medical and related costs. For further information, see www.acc.co.nz

Medical and travel insurance

Getting the right medical and travel insurance coverage is very important. International students must have appropriate and current medical and travel insurance while studying in New Zealand. Medical and travel insurance must cover the period of your visa.

Our International Admissions Office will arrange insurance for you and include the cost in your Offer of Place.

If you are applying to our Auckland campus, please contact them directly for your insurance options.

Students who choose their own insurance company must comply with minimum standards required by the Code of Practice. Before you arrive, we will need to see and approve a copy of your insurance plan in English otherwise insurance will be arranged on your behalf, and included in the cost of your Offer of Place.

Banking

New Zealand has several major banks:

Westpac www.westpac.co.nz

ANZ www.anz.co.nz

ASB www.asb.co.nz

Kiwibank www.kiwibank.co.nz

Bank of New Zealand www.bnz.co.nz

Search the bank's website for "international student" to see what services they provide

You can open a New Zealand bank account and deposit money into it before you leave home. We will then give you a letter at orientation with proof of your New Zealand address. You will need to take this to your local branch to activate your account.

If you want to wait and open a bank account when you arrive, we will be happy to help you.

How to buy things in New Zealand

- > EFTPOS card – a bank card to access your bank account for most purchases. You provide your card and enter a 'PIN' number. You can also use your card to get cash from an automatic teller machine (ATM) 24 hours a day.
- > Cash
- > Credit card.

Living costs

New Zealand is a reasonably inexpensive place to live when compared with other countries. Remember, your daily cost of living is in addition to our tuition fees. Immigration New Zealand estimates that an international student will require at least NZD\$15,000 per year to cover all living expenses.

For up-to-date information about New Zealand living costs, please visit this website: <https://www.newzealandnow.govt.nz/living-in-nz/money-tax/comparable-living-costs>

Accommodation

Finding the right place to live while you are studying is important. Our dedicated Accommodation Advisor can help you find the accommodation you need.

Contact **Student Success** Dunedin Campus
Phone **+64 3 477 3014**
Email **studentsuccess@op.ac.nz**

Contact **Student Success** Auckland Campus
Phone **+64 9 309 0301**
Email **studentservices@op.ac.nz**

Types of student accommodation

There are several different types of student accommodation in New Zealand. You will need to think about which option would suit you and your budget best.

Otago Polytechnic Student Village – Dunedin

The 231-bed furnished residential village offers fully-catered single rooms, and self-catered studios and four-bedroom apartments. For more information or a virtual tour, please visit the Campus Living Villages website <https://www.mystudentvillage.com/nz/otago-polytechnic-student-village/>

Salmond College

Supervised accommodation costs around \$350 per week. Many of your meals are provided and extra expenses such as electricity and phone rental are generally included.

You must submit an application for Salmond College through the University of Otago's website by 30 September.

Homestay

Many International students choose to live in 'homestay' for their initial first month in New Zealand. Homestay is for students who want the unique homestay experience of being a part of a New Zealand family and their home. Homestay includes your own individual bedroom that contains a bed, drawers, wardrobe, heater, desk and chair or a quiet study space. You will be matched with an available and suitable host family. All homestay hosts will provide you with balanced meals of breakfast, lunch and dinner. Our host parents will have internet in their homes but there may be additional costs depending on different traveling groups and individuals. You will have access to internet at Otago Polytechnic for free. All host

families are required to provide you with a caring, supportive family environment, inclusivity and interaction. All students in homestay are expected to contribute and integrate into the host family.

Otago Polytechnic monitors and assess homestay accommodation and can make arrangements for you. Students under 18 must be in supervised accommodation as per the Education Code of Practice 2016.

'Flatting' or private shared accommodation

International students can choose to live in an apartment or house with other people. In New Zealand, this is commonly referred to as 'flatting'. When flatting, students share living costs such as electricity, telephone and food. To understand your rights and obligations as a tenant in New Zealand visit www.tenancy.govt.nz

Studio

Studios are often furnished and you will have access to shared kitchen facilities. The cost usually includes power, heating, local telephone calls and cleaning of the common areas. Higher-priced studios can include en suite facilities.

For more information on accommodation options, please see <https://www.op.ac.nz/students/campuses/dunedin/accommodation>

Start looking!

www.studentaccommodation.co.nz and www.trademe.co.nz list student accommodation options.

For Dunedin and Central Otago, www.odt.co.nz is also helpful. Be sure to narrow down your search to Dunedin or Cromwell. For Auckland, www.share-accommodation.co.nz can help you find rental accommodation or flatmates.

For more information about accommodation options, see page 20 for Dunedin, page 22 for Central Otago and page 25 for Auckland.



Your first days in New Zealand

Enrolment and orientation

When you first arrive at Otago Polytechnic, you will take part in an orientation programme designed just for international students.

Visit <http://www.op.ac.nz/international/once-youre-accepted/>

What is orientation?

Dunedin Campus

Orientation takes place over three days and will introduce you to Otago Polytechnic and your new study environment. Each orientation day starts at 9.00am and finishes around 3.00pm. Lunch is provided.

Auckland Campus

Orientation takes place over 2-3 days and will introduce you to your new study environment. Close to the orientation date, you will receive the orientation email which provides information of the orientation schedule and course information.

Central Campus

Orientation takes place on Day One at 9am in the Molyneux Restaurant with a general welcome followed by meeting with your lecturers. A BBQ lunch is provided. Scheduled classes begin the following day.



What should I bring to orientation?

You must bring your passport and visa.



How will orientation help me?

At orientation you will:

- > Finish your enrolment in your programme
- > Meet the support people and learn about the services available
- > Meet and make friends with other international students
- > Tour the Otago Polytechnic campus and Dunedin or Auckland cities, or the region of Central Otago
- > Get answers to each and every question or concern you have about being a student at Otago Polytechnic, so you can successfully start your studies
- > Get the opportunity to be allocated a student mentor who will assist you in your first month
- > participate in a cross-cultural communication workshop

Staying connected

Mobile phone

If you have brought your mobile phone from home, you can buy a SIM card to access a New Zealand network. Or you can buy a new phone and connection plan from one of New Zealand's mobile network providers. You can choose to pre-pay (pay in advance for your phone calls) or pay on a monthly basis. See www.spark.co.nz, www.vodafone.co.nz and www.2degreesmobile.co.nz

New Zealand area codes

| | |
|------------|----|
| Auckland | 09 |
| Dunedin | 03 |
| Cromwell | 03 |
| Queenstown | 03 |

New Zealand international calling code

64

For a list of international calling codes, and information about how to make a call overseas, visit www.countrycallingcodes.com

Internet

Many internet providers offer services to homes with a landline. You can organise and set up your internet connection by contacting them directly. They will send you an account to pay monthly. You will have access to free wifi on all our campuses.

What time is it in New Zealand?

See www.timeanddate.com to see what time it is in New Zealand. All of New Zealand is in the same time zone.

New Zealand public holidays

New Zealand has several public holidays where most places of work close for the day. Otago Polytechnic is not open on these public holidays. Check out our website for a current academic calendar which lists the public holidays, visit <https://www.op.ac.nz/students/important-information/dates/>

Supermarkets and dairies

New Zealand has a great range of supermarkets where you can buy groceries and essential household items. Major supermarkets include New World, Pak n' Save and Countdown. New World has a fantastic variety of international foods if you fancy a taste of home! Dairies/ corner stores are small shops that sell everyday items such as bread and milk. They are usually more expensive than supermarkets but there are more of them and they are closer to where you live. They also sell icecream and hot takeaway food like chips and pies.

For more information about supermarkets and eating places close to your chosen campus, please see page 19 for Dunedin, page 22 for Central Otago and page 25 for Auckland.



Adapting to life in New Zealand

Code of Practice 2016

International students are well looked after in New Zealand. Otago Polytechnic has agreed to observe and be bound by Education (Pastoral Care of International Students) Code of Practice 2016, published by New Zealand's Ministry of Education. Copies of the Code are available from the Ministry's website at www.education.govt.nz/

It is recommended that you read the Code so you know what it means for you as a student.

Culture shock and homesickness

Arriving in a new country is often overwhelming and adjusting to a new culture can be difficult. Culture shock is the name given to the feelings you may experience on arrival and for a short time when you are settling into your new life. You may feel confused, angry, tired, anxious, lonely, and have a real desire to return home. Remember, this is a completely normal reaction and is temporary.

Homesickness is common and no-one is immune. Many students feel homesick at some stage. It is a completely normal feeling and experienced by many who have left family and friends. Sometimes homesickness lasts for only a few weeks but other times it can linger for two to three months.

Students new to New Zealand can find our accent, food, weather and way of life strange and difficult to understand. Don't worry – you will get used to them with time and we have fantastic student support services to help you feel welcome and comfortable. We are here to answer any questions you have or help you in any way that we can.

The Māori language

Some Māori words and their meaning New Zealand and New Zealanders have a unique perspective on life and living. An important part of this is the Māori culture, with its customs, traditions and language, which is unique to New Zealand. You may see these words from time to time:

Aotearoa: 'Land of the Long White Cloud', the Māori name for New Zealand

haere mai/nau mai: welcome

haere rā: farewell

hāngī: food is cooked in a ground oven

hongi: a formal greeting

hei konei rā: see you later

hapū: extended family

hui: meeting

iwi: tribal group

kai: food

karakia: prayers

kia ora: hello

kia ora tātou: hello everyone

Māoritanga: Māori culture

marae: a gathering place

mihimihi: introductions/speeches

Pākehā: a non-Māori person

reo: Māori language

tāngata whenua: People of the land

tēnā koe: greetings to you (to one person)

wānanga: school or workshop

whakairo: carving

whānau: family

whare: meeting house on a marae

However, English is the most widely spoken language in New Zealand.



Staying safe

New Zealand Emergency Services

To reach the Police, Ambulance and Fire Services in case of **emergency dial 111** from any private, public or mobile telephone.

Personal safety

You do not have to suffer any form of abuse, whether psychological, physical or sexual. This also applies when you get into a relationship with someone. If you are subjected to any form of abuse, it is not your fault. Seek help and talk to someone you trust. When at home, beware of prowlers – keep curtains and blinds closed at night to avoid undesirable visitors.

When you go out at night, go with friends and stay with them. If you are by yourself, use common sense.

Stay in brightly-lit areas and be aware what is happening around you. Keep some money for a taxi in a safe place.

What should you do if someone asks you for money?

Some people may try to take advantage of international students. These people may be from your own country. They may ask you for money for 'protection'. This is called extortion and is a crime under New Zealand law. If anyone asks you for money, please come and speak to the Student Success team or a staff member you trust.

Health and sexuality for international students

A free resource called Kete Magazine is exceptional at providing support and guidance especially for international students.

See <http://www.ousa.org.nz/downloads/kete-english.pdf> to download it.

Protecting your property

Keep a record of serial numbers of electrical equipment and the name of everything else of value including clothing. If you do lose something, the police and your insurance company will require these details.

Lost and found

New Zealand Police provide a lost and found service at local police stations. Telephone or visit your nearest police station.

To find your nearest police station, visit

www.police.govt.nz/stations

Note that in some circumstances your medical and travel insurance can cover the replacement cost of your lost item.

Safety in the outdoors

If you go hiking (or even for a long bush walk), be prepared for extreme changes in weather. New Zealand has no dangerous animals, but not being prepared for sudden and extreme changes in weather can get you into trouble! Let your friends know your plans before you leave, and tell them of any change in your plans. New Zealanders take this responsibility seriously. See **www.mountainsafety.org.nz**

Embassies

For a list of overseas Embassies, Consulates and High Commissions located in New Zealand, visit **www.mfat.govt.nz**

The laws of New Zealand

Employment law

For detailed up-to-date information on your rights and responsibilities as an employee please visit www.employment.govt.nz

Driving laws

You need to meet a number of requirements to drive on New Zealand roads.

- > Just like other drivers, you must have a current driver's licence, but you may also need an international driving permit or translation if your licence is not in English.
- > You will need to consider more permanent arrangements if you're in New Zealand for more than 12 months.
- > By law you must always have your licence with you when you're driving. You'll only be able to drive the same types of vehicles you're licensed to drive in your home country.
- > New Zealand has very strict laws about drinking alcohol and then driving. For more information, visit www.nzta.govt.nz/resources/roadcode/about-limits/alcohol-and-drugs-limits
- > The minimum legal age to rent a car in New Zealand is 25 years.
- > And remember – in New Zealand we drive on the LEFT side of the road.

Cycling safety

Before cycling on the road it is important to know the road rules. These help prevent crashes and reduce the risk of injury. You must also follow these equipment rules:

- > Cycle helmets must be worn, meet an approved standard and be securely fastened
- > Cycles must have brakes and reflectors
- > Cycle lights must be on when it's dim or dark
- > Taking a passenger on your bike is not allowed unless there is a special seat called a pillion fitted and there are footrests for the passenger. The legs of small children must be protected from the wheels. Passengers must wear cycle helmets
- > Cycles can tow a specially-designed cycle trailer but must not be fitted with a sidecar.

For more information about driving in New Zealand and cycling safety, visit the New Zealand Transport Agency www.nzta.govt.nz

Pedestrians

There are a number of things you can do to stay safe when walking:

- > Use pedestrian crossings or cross at traffic signals
- > Look and listen for traffic entering or leaving driveways
- > Walk on the footpath (sidewalk) close to the houses and away from the road.

Remember, cars travel on the left side of the road, so they may approach you from a different direction than you are used to. Look BOTH ways before crossing a road.

Alcohol

Under the Summary Offences Act it is illegal for anyone under 18 years of age to consume or possess alcohol in a public place. If you break this law, you may have to pay an infringement fee of NZD\$200 or a fine of up to NZD\$300. Photo identification that shows your age is often requested before you are allowed to enter a hotel bar or club. This must be in the form of one of the following, otherwise it will not be accepted:

- > Passport
- > New Zealand Driver's Licence
- > Official 'Hotel Association of New Zealand' 18+ Card.

Recreational drugs and tobacco

In New Zealand, the penalties for importing and/or selling illegal drugs are severe. It is illegal to possess or consume/smoke drugs including cannabis, ecstasy, heroin, methamphetamine and LSD.

Visitors to New Zealand who are caught with illegal drugs will be sent home and not allowed to return to New Zealand. Cigarettes and tobacco are legal in New Zealand, although it is illegal for shops to sell these items to anyone under 18 years old. Smoking is prohibited in all bars, clubs, pubs, restaurants, offices, work places, shopping areas and on public transport.

Otago Polytechnic is a smoke-free zone and does not allow smoking on campus.



At Otago Polytechnic

Student services and support

Our student services and facilities are here to make sure your time at Otago Polytechnic is rewarding and fun! We organise a variety of social and recreational activities throughout the year for students at each of our campuses.

Starting life as a new student can be exciting as well as challenging. From the moment you consider studying at Otago Polytechnic, to your arrival on campus, we're here to help you with any questions or problems. We are here to support and enhance student life. We make sure you have access to the best information and advice, individualised support and assistance during your studies.

International Student Advisors

The International Student Advisors are dedicated to assisting you during your studies from the time they meet you at Orientation until you graduate. They will provide advice and personalised support for you with any concerns you have while you are studying. Support is also available for renewing visas and insurance enquiries. They are based on all three campuses and are also available via phone and email.

Pasifika support

The Pasifika Advisor provides support to Pacific Islands students. Those who identify as being of Pacific Island descent will be contacted, and regular fono are held during the year. The Pasifika Advisor is based in Dunedin but can provide support and advice via phone or email to students on other campuses.

Disability support

We offer support tailored to your individual needs. This may include classroom note-takers, readers/writers, tutors, equipment, adaptive technology, orientation and liaison with lecturing staff and community agencies. Please note there may be an additional cost for this service.

Chaplain

Find out about places of worship or talk to someone who can understand your spiritual needs. Paul Armstrong is an experienced chaplain who can help you with a range of issues, such as homesickness, grief and blessing flats. Our chaplain is based in Dunedin, but is available via phone or email for students who are based on other campuses.

New Zealand is home to Christians, Hindus, Buddhists, Muslims, Sikhs, Jews and a number of newer religious movements. Most New Zealanders support the value of this diversity and there are lots of different places to worship. Please feel free to ask our Student Success team for help or contact our friendly chaplain.

Email chaplain@op.ac.nz

Counselling services

Counselling services are available to help you with any issues you may have in your personal life or studies. This is a free service available to all Otago Polytechnic students. There are three trained counsellors on the Dunedin campus who work to a strict code of ethics.

Students studying in Central Otago and Auckland can also access our counselling services. These may be conducted over the phone or via Skype.

Hours 8.00am-5.00pm, Monday to Friday
Phone **+64 3 479 6082** to make an appointment

Appointments can also be made through the reception at Student Health at the Dunedin campus.

Career services

Our Career Services team provides advice on career and study planning to help you achieve your career goals, before, during and even after your studies.

Email studentsuccess@op.ac.nz

Phone **+64 3 477 3014**

At our Auckland International Campus, you will also have an academic mentor who will meet you at the beginning of your study and at least every four weeks to discuss your progress. They will also provide advice about future study and career plans. You can ask for an appointment with your academic mentor at any time.

Learning Advisors

The Learning Advisors offer academic support services to all enrolled students. Services include:

- > One-on-one appointments with a learning advisor
- > Facilitated study groups and tutorials
- > English grammar and literacy development
- > Hand-outs and study cards
- > Online information and support for distance students

Learning Advisors are also available at our Auckland International Campus.

Student Health

On our Dunedin campus, the Student Health Centre offers a welcoming, friendly and relaxed environment, and provides the same services offered by your family doctor. It also promotes health education, and offers health screening tests, nutrition advice, vaccinations and some minor surgery options.

There is a charge for some services. An appointment with a doctor is NZD\$15. Nurse consultations are free although some charges apply, such as for medication and dressings. For students who have Uni-Care insurance, there is no direct cost to you for medical student health services. Student health invoices Uni-Care for the cost of your appointment.

Hours 8.30am-4.30pm, Monday to Friday
Phone **+64 3 479 6082** to make an appointment

Please see our website for information regarding Student Health Centres in Central Otago and Auckland
www.op.ac.nz/students/support



Childcare Services

Dunedin

Polykids

Forth Street, Dunedin (opposite Otago Polytechnic campus)

Phone **+64 3 479 6169**

Email **childcare@op.ac.nz**

This provides early childhood education and care for children up to five years of age. Spaces are limited and we strongly advise contacting Polykids when you apply for your programme of study.

Central

Molyneux Educare

17 Molyneux Avenue, Cromwell

Phone **+64 3 445 0632**

Email **admin@molyneuxeducare.co.nz**


Parents are invited to visit the Centre and meet the team at any time.

Auckland

For information about childcare options in Auckland,

Phone **+64 9 309 0301**

Email **auckland@op.ac.nz**

 For more information go to **www.op.ac.nz/international**

Dunedin

Dunedin is the largest city in the lower part of New Zealand's South Island with a population of approximately 125,000.

With about 30,000 students in residence during the academic year, it is one of the country's best centres of learning and a fantastic place for students. The city is bustling with shops, galleries, cafés, bars and restaurants featuring cuisine from around the globe. It is also close to beautiful scenery and rare wildlife.

Otago Polytechnic Dunedin campus

Forth Street, Dunedin, New Zealand 9016

Postal address **Private Bag 1910, Dunedin, New Zealand 9054**

Phone **+64 3 477 3014**

Email **international@op.ac.nz**

Campus map **www.op.ac.nz/students/campuses/dunedin**



Otago Polytechnic and the University of Otago sit next to one another so there is a big campus area which is just minutes' walk from the city centre. You are likely to live within walking distance of your classrooms, libraries and gyms, and your neighbours will probably be students too, so it is easy to make friends.

See our website for more information about our campus and facilities.

Weather

Dunedin has a temperate climate and has less rainfall compared to a lot of other New Zealand cities. It has an average summer temperature of 20°C and an average winter temperature of 11°C.

Transport

Airport

The closest airport to Dunedin is Dunedin International Airport. Remember, we will arrange a free airport pickup for you on arrival. There is no public bus service from the airport but taxis and shuttles are also available.

Dunedin City buses

Buses operate throughout Dunedin and link the campus area to the central city. For single trips, you can buy your ticket when you board the bus, but if you want to use the bus regularly you should buy a 'GoCard'. GoCards are pre-paid cards that give you discounted travel. These can be purchased from the Otago Regional Council office in Stafford Street, or from the Civic Centre, 50 The Octagon, or from the bus driver. See www.orc.govt.nz

Regional buses

Companies such as Intercity operate services between Dunedin and other cities including Queenstown and Christchurch. See www.intercity.co.nz

Taxis

There are a number of taxi services operating in and around Dunedin. Dunedin Taxis **03 477 7777** or City Taxis **03 477 1771**

Community and cultural support

Dunedin has well-established ethnic communities including a multi-ethnic council. See www.dmec.org.nz

There are numerous cultural clubs available through the OUSA Clubs and Societies Centre.

Restaurants

Dunedin has over 140 restaurants, cafés and eating places – even if you don't have much money there are still plenty of places that won't break your budget. Chinese restaurants are a specialty in Dunedin but there are also a variety of other cuisine options including Indian, Korean, Italian, Japanese, Turkish or Thai. The main restaurant area is along George Street and in the Octagon (the city centre) but there are also several eating places near the campus area. See www.dunedinnz.com/visit/eat

Supermarkets

There are two large supermarkets within walking distance of the campus. These are open from early in the morning until quite late at night.

Countdown www.countdown.co.nz

309 Cumberland Street (20 minutes' walk from campus)

New World www.newworld.co.nz

133 Great King Street (15 minutes' walk from campus)

Dunedin accommodation

Homestays

Otago Polytechnic Dunedin Campus homestay costs start at \$266 per week and include your own bedroom, 3 meals per day and transport to and from Otago Polytechnic for the first 2-3 days. There are varying rates for different inclusions and visiting groups. For all homestay placements, there is a one-off placement fee charge (prices may vary).

'Flatting'

An unfurnished room in Dunedin generally costs between NZD\$100-\$150 per week. There may be additional costs for power and internet of between NZD\$20-\$30 per week. Furnished flats typically cost slightly more – about NZD\$150-\$200 per week with similar expenses. When you sign up for a flat you will be required to pay a Bond of 2-4 weeks rent in advance.

Studio apartments and rooms

Studio apartments start at NZD\$180-\$240 per week, with shared kitchen facilities. An advantage is that you only pay for the duration of your studies. Dunedin has a range of studio rooms especially for international students. They cost around NZD\$120-\$240 per week.

Halls of Residence

See page 9 for details of Otago Polytechnic Student Village and Salmond College.

Things to do

Scenery

Dunedin is surrounded by lovely beaches and other stunning scenery. A short drive from the city centre is the beautiful Otago Peninsula where you can see some of the world's rarest wildlife. A three-hour drive inland will take you to Queenstown, the adventure capital of New Zealand. Here you can try all the snowsports and adventure activities that you want to!

Cultural

The Otago Museum is home to world-class collections and exhibitions and is very close to the campus area. The Dunedin Public Art Gallery is located in the very centre of town, close to the historic railway station. There is also the spectacular Chinese Garden, created in China and brought stone-by-stone to Dunedin.

Otago Farmers' Market

Each Saturday morning, the famous Otago Farmers' Market is held in the car park of Dunedin's historic railway station. Here you will find the best local fruit and produce on offer. To find out more, visit www.otagofarmersmarket.org.nz

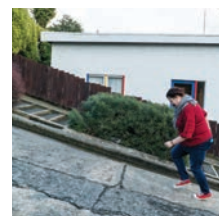
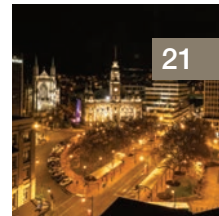
Festivals and events

In June, the Midwinter Carnival lights up the Octagon with a huge lantern procession as the Dunedin community celebrates the season of winter. The Dunedin Fringe Festival is the only fringe festival in the South Island of New Zealand and the Matariki Festival celebrates the Māori New Year. The Dunedin Cadbury Chocolate Festival is a very popular week-long event held every July.

Entertainment

With the new indoor stadium, Dunedin hosts lots of sporting events. The city also has lots of live music and theatre. To find out more about local gigs and events, visit www.dunedinmusic.com and www.seeninindunedin.co.nz

i To see what awaits you in Dunedin, visit www.dunedinnz.com or www.dunedin.govt.nz





Central

With beautiful mountains and lakes, Central Otago is a place where most people can only dream of living. But for a student, the region has far more to offer!

There are plenty of restaurants and cafés where you can try the fresh local cuisine, and lots of opportunities to take part in exciting sports and adventure activities. With a population of approximately 17,450, there is a great community of friendly locals and a variety of visitors from around the globe.

Otago Polytechnic Central campus

Corner Erris and Ray Streets, Cromwell, New Zealand 9310

Postal address **PO Box 16, Cromwell, New Zealand 9342**

Phone **+64 3 445 9900**

Email **international@op.ac.nz**

Campus map **<https://central.op.ac.nz/>**

The main campus in Central Otago is in Cromwell (www.cromwell.org.nz), a township of around 3,500 residents that grows to 7,000 during the peak summer season.

With beautiful old stone buildings and heritage sites, the town also has supermarkets, shops, cafés and sports facilities. Sitting on the shore of Lake Dunstan, it is surrounded by the vineyards and orchards that contribute to the economy of Central Otago.

At our campus, you will be able to enjoy the small family-type atmosphere with staff who know you by name and take a personal interest in your success.

See our website for more information about our campus and facilities.

Weather

Central Otago has a seasonal-continental climate. It can get very hot in the summer with an average temperature of 25°C. During the winter, there is often frost and snow and an average temperature of 5°C.

Transport

Airport

The closest airport to Cromwell is Queenstown Airport. Remember, we will arrange an airport pick up for you.

Bus

Cromwell has a great bus service. You can catch the bus to Queenstown and Alexandra for \$15-\$20 and to Dunedin for \$35-\$40. All services (except Wanaka Connexions) connect to Christchurch and Invercargill.

Restaurants

Cromwell has a wide range of eating places – something to suit every budget! There are award-winning restaurants with innovative cuisine or country style ‘pubs’ serving typical New Zealand meals.

The Mall area, near Barry Avenue, offers a variety of international options such as Japanese, Thai, Mexican and Indian, and there are also lots of cafés and takeaway food places. Visit www.cromwell.org.nz/food-and-wine.html

Supermarkets

Cromwell has two supermarkets within walking distance of the campus.

New World www.newworld.co.nz – 2 Murray Terrace
Four Square www.foursquare.co.nz – 58 Achil Street

Cromwell accommodation

Our Central staff will help place you in accommodation, and will provide you with options to suit your need.

Homestays

These cost around NZD\$245 per week and include most meals. For all homestays, there is also a one-off placement fee of \$250.

‘Flatting’

There are good houses to rent in Central Otago, usually three- or four-bedroom furnished homes that cost NZD\$130-150 per room, per week and NZD\$80-\$100 per week in additional expenses.

Hostel

The Chalets Holiday Park is an unsupervised hostel where you can rent a single room for \$135 per week. Students are usually placed together in one of the chalets, sharing lounge, bathroom and kitchen facilities.

For more details, visit www.thechaletscromwell.co.nz

Things to do

Scenery

The mountains and lakes of Central Otago are world-renowned for their beauty, and the climate makes it an ideal place to relax or to explore outdoors. Cromwell has lots of opportunities for walking or hiking. Visit the Cromwell Information Centre (47 The Mall, 03 445 0212) for a brochure about local walks.

Cultural

Explore Old Cromwell Town and visit the working arts and crafts stores in the heritage buildings. Cromwell is a town steeped in history and the Cromwell Museum has an excellent range of displays and exhibits. Fancy trying to find some gold? Then the Goldfields Mining Centre is the perfect place!

Festivals and events

The region has a fantastic range of events throughout the year. The Central Otago Farmers' Market is held every Sunday morning from late October until the end of February in the historic area of Cromwell. Produce includes fresh fruit from Central Otago's renowned orchards, local bread and cheeses, regional specialty meats and summer vegetables. Other events include the Alexandra Blossom Festival, Cromwell Cherry Festival, Ranfurly Art Deco Festival and the very popular Annual Winter Festival held in Queenstown.

There is also a variety of music concerts throughout the summer months which are often held in the grounds of large vineyards.

Activities

Cromwell is a perfect destination for water-sports and fishing, and there are also lots of opportunities for mountain biking in the surrounding hills. There is a fantastic 18-hole golf course within the town as well as mini golf, a paintball centre and swimming pool.

Highlands Motorsport Park sits on the outskirts of Cromwell and has a 4.5km international-standard circuit. Go and watch live motorsport events, try go-karting or visit the National Motorsport Museum. From Cromwell, a 45-minute drive will take you to both Wanaka (www.lakewanaka.co.nz) and Queenstown (www.queenstownnz.co.nz). These lively resort towns provide access to lots of adventure and snowsport activities. Ski the alpine slopes, try New Zealand's highest bungee jump or skim the surface of the Shotover River in a jet boat.

 There is so much to do, see and experience in Central Otago. To see what awaits you, visit www.centralotagonz.com



Auckland

Auckland is the largest city in New Zealand with about 1.6 million people. It is the country's biggest centre of business and industry and offers excellent employment and lifestyle opportunities.

Popularly known as the 'City of Sails' because there are often hundreds of yachts in the harbour, people of many cultures and nationalities live in this city. There is great shopping, excellent museums, and a huge variety of art galleries and theatres. Yet there are also beautiful beaches close by and plenty of places to relax, walk and play sports.

Otago Polytechnic Auckland International Campus A PARTNERSHIP WITH FUTURE SKILLS ACADEMY

Forth Street, Dunedin, New Zealand 9016

Postal address **Private Bag 1910, Dunedin, New Zealand 9054**

Phone **+64 3 477 3014**

Email **international@op.ac.nz**

Campus map **www.op.ac.nz/students/campuses/dunedin**



The Auckland International Campus is located in the heart of downtown Auckland, so you are never far from the action and fun of this cosmopolitan city. You will be part of a friendly, caring community. Our team is made up of top quality teachers and support staff, who come from a range of cultural backgrounds. Classes are taught in English, and there are staff available who speak other languages.

See our website for more information about our campus and facilities.

Weather

Auckland has a nice climate and gets approximately 2,060 sunshine hours per year. It has warm summers with an average temperature of 23°C and mild, wet winters with an average temperature of 14°C.

Transport

Airport

The closest airport to our Auckland International Campus is the Auckland International Airport. Remember, we will arrange a free airport pick up for you when you first arrive.

Bus, train and ferry services

You can get a bus or train almost anywhere in Auckland. The main city terminal is the Britomart Transport Centre. This is located at the bottom of Queen Street, very close to campus. Because Auckland is built so close to the water there is also a ferry service. You can catch a ferry to one of the surrounding islands or to another part of town. For more information about Auckland public transport options, visit www.aucklandtransport.govt.nz/public-transport

Taxis

There are lots of taxi services operating in Auckland.

Co-operative taxis **09 300 3000**

Alert taxis **09 309 2000**

Restaurants

From award-winning cuisine to fish 'n' chip takeaways, Auckland has a huge variety of different food options. Because it is such a multi-cultural city, there is an exciting variety of international flavours – something for every budget and every taste! Find out more about eating places near to the campus, visit www.eatout.co.nz/Auckland/Central-City/Restaurants

Supermarkets

There are several supermarkets within easy walking distance of our Queen Street campus.

Metro Queen Street New World
www.newworld.co.nz 125 Queen Street

Metro Countdown Queen Street
www.countdown.co.nz 19-25 Victoria Street (just off Queen Street). There is also a larger Countdown supermarket at 76 Quay Street.

Auckland accommodation

Homestays

The weekly cost of homestay in Auckland includes breakfast and dinner and is NZD\$300 per week, plus a placement fee. This includes all meals.

'Flatting'

Estimated average prices are as follows (excluding meals and bills):

- > For a room in an existing flat:
NZD\$180 per week.
- > For a lease taken out on a one-bedroom apartment:
NZD\$350 per week.
- > For a lease taken out on a three-bedroom apartment:
NZD\$500 per week.

Electricity and gas are usually not included in the rental price, and these types of accommodation are not usually furnished. If you are staying in an apartment or house, you should allow at least NZD\$250 a week for food, electricity, transport and basic living costs.

Hostels

There are a number of hostels in Auckland including student hostels, the YMCA and tourist hostels. For more details visit www.ymcauckland.org.nz or <http://hostelnz.co.nz/>

Things to do

Scenery

Auckland has plenty of green spaces, there are several parks in the city and Auckland Domain is the largest. Located very close to Queen Street, the Domain has ponds, quiet walkways and a beautiful glass house with plants from around the world. To the north and east of the city lie the beautiful regions of Northland and the Coromandel. With white sandy beaches, warm water and palm trees, these areas are very popular with holiday makers.

Cultural

Auckland has a wide range of galleries and museums – you could easily go to a different exhibition every weekend! The Auckland Art Gallery has the most extensive national and international art collection in New Zealand and is very close to campus. The Auckland War Memorial Museum holds significant information about New Zealand natural, social, military and cultural history. There is also a huge variety of festivals in Auckland every year. For more information, visit www.eventfinder.co.nz/festivals/events/auckland

Entertainment

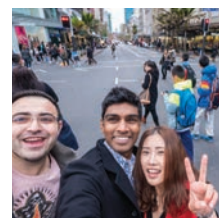
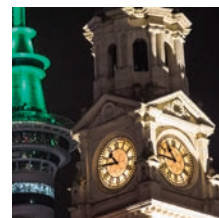
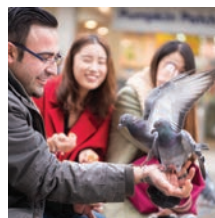
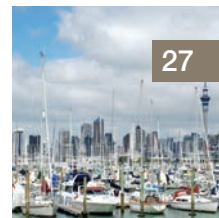
The Civic on Queen Street is a great place to go to the theatre and there is also an Event cinema close by which shows the latest blockbuster movies. There is a huge range of live music events and international concerts in Auckland too. For more information, visit www.viewauckland.co.nz

Activities

There is always something to do in Auckland! Visit the Sky Tower for a bird's eye view of the city, go shopping, go sailing, bungee jump off the harbour bridge, go horseriding along the beach, catch the ferry to beautiful Waiheke Island or play golf. And if you like animals, a visit to Auckland Zoo or Kelly Tarlton's Sea Life Aquarium is a must!



Read more about the great events, lifestyle and living in New Zealand's biggest city waiting for you, visit www.aucklandnz.com



A quick guide to the terms and conditions of your enrolment

Otago Polytechnic Policies

All Otago Polytechnic policies including those relating to international students about attendance, attainment and termination of enrolment can be found on our website <https://www.op.ac.nz/about-us/governance-and-management/policies/>

The following is a summary only. Other details and conditions apply. Ensure you understand the refund policy, the policy on student complaints/grievances and the terms and conditions of your enrolment before arriving at Otago Polytechnic. For official policy wording, see <https://www.op.ac.nz/students/important-information/terms-and-conditions/>

The key points of Otago Polytechnic's refund policy for Dunedin and Central Otago students are summarised below.

If you fail to obtain a valid study visa from Immigration New Zealand, 100 per cent of tuition fees will be refunded.

Where Otago Polytechnic is unable to proceed with the programme, 100 per cent of tuition fees paid will be refunded to the person who paid the fees in the applicant's country of origin.

A request for deferral of commencement does not incur any additional costs. One deferral is allowed per student to a maximum period of one academic year.

Any overpayment of fees will be refunded to the applicant upon request. Otago Polytechnic will not be liable for any interest accrued on the amount of the overpayment.

An international student who gains Permanent Residency will not receive a refund of fees for the year in which residency is granted.

Compassionate consideration: if you withdraw after the last date for withdrawal where the period for refund has passed, you may be eligible to apply to Customer Services for compassionate consideration. An exit interview with either the Student Support Advisor or the Career Counsellor will be required as a part of the withdrawal process.

Different terms and conditions apply to Auckland International Campus students.

Please refer to <https://www.op.ac.nz/students/important-information/terms-and-conditions/> for more detail.

100 per cent attendance at class and renewal of your student visa

Keep in mind that when you renew your student visa you will need to submit your academic transcript and attendance report. If your attendance is poor, you will need to provide an explanation for this. Otago Polytechnic requires students to attend 100 per cent of their classes.

While every effort is made to ensure all details are accurate at the time of printing, Otago Polytechnic reserves the right to change information and withdraw programmes without notice.

Key contacts

Dunedin campus

Forth Street, Dunedin
Private Bag 1910
New Zealand 9054

International **+64 3 477 3014**
New Zealand **0800 762 768**
Email international@op.ac.nz

Emergency 24/7
021 735 421

Student Success
03 479 3743

Student Health and Counselling
03 479 6082

Student Advisor – International
+64 027 497 2452
+64 021 735 258

Dunedin Hospital
03 474 0999

After hours doctors
03 479 2900

Central Otago campus

Corner Erris & Ray Streets
PO Box 16, Cromwell
New Zealand 9342

International **+64 3 445 9900**
New Zealand **0800 762 768**
Email international@op.ac.nz

Emergency 24/7
027 410 2301

Auckland International Campus

Level 2, 350 Queen Street
PO Box 5268, Auckland
New Zealand 1141

International **+64 9 309 0301**
New Zealand **0800 111 212**
Email auckland@op.ac.nz

Emergency 24/7
021 028 28711

General student support

Chinese Lifeline Telephone Counselling
0800 888 880 or 09 622 2088

Youthline Counselling Service
0800 376 633

Lifeline
0800 543 354

Immigration New Zealand
0508 558 855

Emergency

In an emergency, call 111
for Fire, Ambulance or Police

