





### 3 Bicultural commitment

- 4 Aotearoa New Zealand history and culture
- 4 UC bicultural competence and confidence
- 4 Te reo greetings and farewells

### 5 Arrival and welcome

- 6 Te Ratonga Atawhai | konga | Student Care: Support for international students
- 6 Health and wellbeing
- 6 Personal Development
- 6 Liaising with internal and external organisations
- 6 Cultural support
- 7 Code of Practice for the Pastoral Care of Students
- 7 What is the Code?
- 7 Requirements for international students under the age of 18
- 8 Getting set up when you arrive
- 8 Banking
- 8 Visa
- 9 Mobile phone
- 9 Food
- 9 Kiwi Access card
- 10 Insurance
- 10 Purchasing medical and travel insurance
- 10 Eligibility for health services
- 10 Accident insurance
- 11 Healthcare
- 11 Te Whare Hauora o UC UC Health Centre
- 11 Medical examinations for visas
- 11 Hospital
- 11 Specialist care
- 12 Family
- 12 Spouse/partner work visas
- 12 Accommodation
- 12 Care for children under five years of age on campus
- 12 Other childcare centres
- 12 In-home childcare
- 12 School age children
- 13 Types of schools
- 13 Family insurance

- 14 Living in tautahi Christchurch
- 14 Safety
- 15 What to do in an emergency
- 15 Accommodation
- 16 Transport

### 18 Transitioning to life in Aotearoa New Zealand

- 19 Cultural adjustment
- 20 Diverse UC environment
- 20 New Zealand slang and expressions
- 21 Cross-cultural communication skills
- 21 Rights and responsibilities as a UC student
- 21 Student Code of Conduct
- 21 Equity and diversity
- 21 The Code
- 21 Raise a concern

### 22 Understanding the UC learning environment

- 23 IT
- 23 myUC
- 23 Timetables
- 23 UC LEARN
- 23 Emails
- 23 Canterbury Card
- 23 Wi-Fi
- 23 Logging onto UC computers
- 23 Free Microsoft Office 365 for UC students
- 23 Printing and copying
- 24 Academic adjustment
- 24 English language skills
- 24 Academic integrity
- 25 Getting help with academic work
- 25 Who to see when you're struggling with O.T.Shge Sa(omput)d quest (essions)T3471.295 -1.426 Td(25)Tj/Span/ActualTextFEFF0009BDC ( ) New Zealand



**E ng muka tangata n  
ng hau e wh kua ikapahi  
mai nei, n ia te owha o**

**Te Whare W nanga o  
Waitaha e r hiri atu ki a  
koutou katoa. Nau mai,  
tauti mai ki K P kihi  
Whakatekataka o Waitaha  
ki te takiw o Ng i Tahu.**

## **Welcome to UC!**

We are delighted that you have chosen to study with us. At UC we want to ensure your time with us is not only academically successful, but also that you develop as a person and have an enjoyable time here.

Before you arrived in tautahi Christchurch you may have read our Pre Arrival Guide for International Students. He Whakatau Manuhiri | International Student Care Handbook is designed to complement that information by providing you with everything you need to know now that you have arrived at UC. This guide has six sections:

- Bicultural commitment
- Arrival and welcome;
- Transitioning to life in Aotearoa New Zealand;
- Understanding the UC learning environment;
- Thriving in Aotearoa New Zealand; and
- UC support services and facilities.

The information in this guide may change during your time at UC. Please check with a Student Care Advisor for current advice and information.

We hope that you enjoy your time at UC and in Aotearoa New Zealand, and we look forward to meeting you.

# Business



## Aotearoa New Zealand history and culture

Māori are the tangata whenua | indigenous people of Aotearoa New Zealand. A bicultural nation, Aotearoa New Zealand's founding document, Te Tiriti o Waitangi | Treaty of Waitangi, established a partnership between Māori and the British Crown. Waitangi Day (6 February) commemorates the date when the Te Tiriti o Waitangi | Treaty of Waitangi was first signed in 1840.

Aotearoa New Zealand is home to a population of 5.0 million people across an area of 268,000km<sup>2</sup>. A multicultural society due to continuous migration, Aotearoa New Zealand has a variety of music, food, religions, arts and literature.

Māori make up around 15% of the population and te reo Māori is an official language of Aotearoa New Zealand, along with English and Te Reo Rotarota | New Zealand Sign Language. It is useful to know some basic Māori terms as they can be commonly used in conversations.

## UC bicultural competence and confidence

UC values the relationship it has with mana whenua, Ngāi Tahu. UC is committed to supporting graduates who strengthen their bicultural competence and confidence during their time at UC.

Cultural competence and confidence is the ability to interact confidently and appropriately with people from a background that is different from one's own. It goes beyond an awareness of, or sensitivity to, another culture to include the ability to use that knowledge

in cross-cultural situations. At an institutional level, it includes the development and implementation of processes, procedures and practices that support culturally competent and appropriate services.

The aim of bicultural competence at UC is not simply about 'Māori' or 'culture', or tied to ethnicity or current awareness of cultural safety. It includes the ability to understand oneself within the context of applying

the chosen discipline in a bicultural Aotearoa and multicultural society, both for Aotearoa New Zealand and for international graduate destinations. It aims to develop UC graduates as people who make a difference, tangata tahi, tangata ora.

To view the full UC Bicultural Competence and Confidence Framework, search for: UC bicultural competence and confidence framework.

## Te reo greetings and farewells

<b>Kia ora</b>	Hello
<b>Tēnā koe</b>	Hello (to one person)
<b>Tēnā kōrua</b>	Hello (to two people)
<b>Tēnā koutou</b>	Hello (to more than two people)
<b>Mārena</b>	Good morning
<b>Atamārie</b>	Good morning
<b>Pōmārie</b>	Good night
<b>Kei te pēhea koe?</b>	How are you?
<b>Kei te pai au/ahau</b>	I'm fine (either au or ahau can be used in these contexts)







# Code of Practice for the Pastoral Care of Students

The University of Canterbury is committed to supporting the wellbeing and safety of our students. Along with other tertiary education providers in New Zealand, the University must ensure that it is compliant with the expectations set out in the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

## What is the Code?

The Code was developed by the Ministry of Education with student input to document a range of requirements designed to support the wellbeing and safety of domestic and international students. It covers topics like physical safety and inclusion, access to advice and support services, physical and mental health support, support for transition into and out of university study, student accommodation requirements, and having opportunities for students to have their voices heard

If you have any questions about the Code of Practice or need to raise a concern, please talk to an advisor in Te Ratonga Atawhai kōngā | Student Care (studentcare@canterbury.ac.nz). Please see page 21 for more information about raising a concern.

# Requirements for international students under the age of 18

**If you are aged under 18 when you start your studies, then there are some special requirements you need to follow. These requirements finish when you turn 18.**

International students under the age of 18 must live in accommodation approved by UC Accommodation. You can choose to live in one of the following options:

-

## **Banking**

Aotearoa New Zealand has one of the safest banking systems in the world, and most banks offer a special package for tertiary students which provides special benefits for students.

It is highly recommended that you open up an Aotearoa New Zealand bank account so you can access money easily.

To open an account on arrival, you will need:

-

## Mobile phone

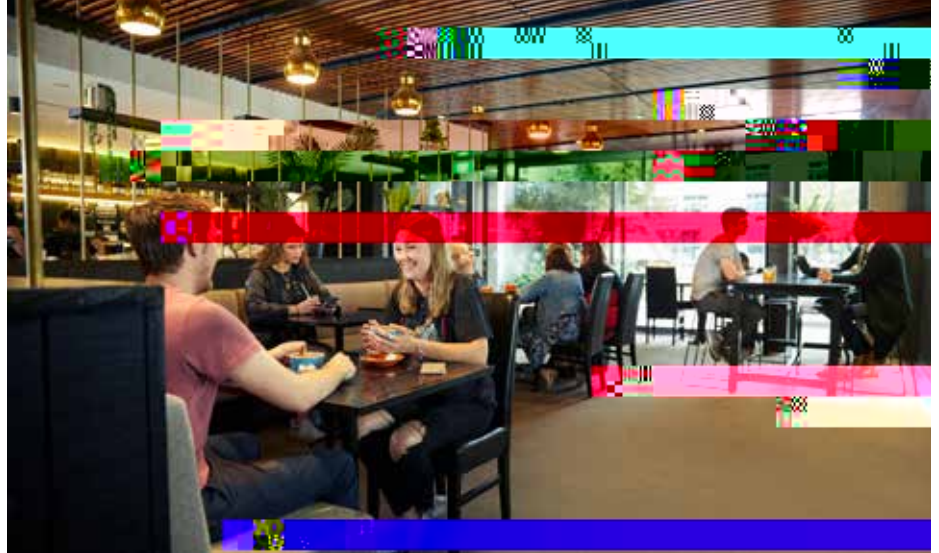
Aotearoa New Zealand has a number of phone providers, including 2degrees, Spark, NZ One and Skinny. It is up to you to decide which provider you would like to use. You will need to purchase a SIM card to be able to use your mobile phone. Mobile phones and SIM cards can be purchased at the NZ One and Spark kiosk in the International Arrivals Hall of tautahi Christchurch International Airport or at their stores. A SIM card will provide you with an Aotearoa New Zealand phone number. To buy credit and top up your credit, you can visit your provider's websites online or visit their stores. All providers will have a list of their store locations on their website.

## Food

### Cooking for yourself

If you are flatting (living in rental accommodation) or like to cook for yourself, you will find that there are great opportunities to enjoy Aotearoa New Zealand's fresh produce across tautahi Christchurch. There are also good choices of shops which provide for everything from halal, vegetarian and vegan to a range of ethnic food. Take some time to search the internet or talk to people to find out where the best providers are.

There is a range of shops and eateries within easy walking distance of UC's campus. You will also discover plenty of options are just a short bicycle, bus or car ride away.



### Eating out

UC has many cafes and restaurants across campus, several of which are located in the Undercroft on the first floor of the Puaka-James Hight building. Otto Pizza bar is the perfect place to have drinks with friends. If you want somewhere less formal then check out Oishii sushi, Chiltons and Cafe 1894 and during term time the food hall. You might also try Cafe101 in the Psychology building, Ancestral in the Ernest Rutherford Building, MIX cafe in the Business and Law Building, and Shirley's Kitchen in the Ilam Apartments.

You can get a V-Plate card from any UCSA cafe or bar which, when registered, gives you on-campus discounts at the UCSA Cafes.

For different food, walk down Ilam Road to Rountree Street, where you will find a variety of restaurants and takeaway shops which cater for local and international tastes, and a dairy where you can get pies and other goodies.

Also, nearby on Waimari Road is the Bush Inn Centre, which is a popular dining area. There are a variety of cuisines available such as Thai, Mexican, Chinese, Turkish, Korean, Japanese, Moroccan, Indian and Western fast food, so there is something for all.

Just across the road from Bush Inn is Church Corner. Church Corner is tautahi Christchurch's unofficial 'Chinatown' and has many restaurants, takeaways and supermarkets.

Another location nearby is Westfield Riccarton shopping mall. Westfield mall is a 20-minute walk from UC or a quick bus ride on the Orbiter. With two food courts and many restaurants at or near the mall, you will not be short of places to eat.

### Kiwi Access card

The Kiwi Access Car (previously known as the 18+ card) is your photo ID, which, like a driver's license or passport, allows you to purchase alcohol. It is highly recommended that you apply for a Kiwi Access card upon arrival in Aotearoa New Zealand as it is much safer than using your passport as your form of ID, meaning that your passport can stay safely at home and is less likely to get lost. For more information visit <https://kiwiaccess.co.nz/>



# Insurance

The Aotearoa New Zealand Government requires all international students to have approved and current medical and travel insurance for the duration of their study. This is because most international students are not entitled to publicly funded health services. Approved policies must meet the standard set by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

## Purchasing medical and travel insurance

You can purchase an approved insurance policy before and/or after arriving in Aotearoa New Zealand. Before purchasing a policy, please make sure that the policy is a University-approved policy. For a list of UC approved policies, please visit [www.canterbury.ac.nz/international/how-do-i-enrol/prepare-for-your-move-to-nz/insurance/](http://www.canterbury.ac.nz/international/how-do-i-enrol/prepare-for-your-move-to-nz/insurance/)

UC's default insurance is Studentsafe – Inbound University Plan. If you are under this policy, the

cost of your appointment can be billed directly to the insurance company when you visit UC Health Centre and the reason for your consultation is covered by your insurance policy. There are some circumstances where direct billing is not permitted, and you can ask for a Studentsafe direct billing checklist at UC Health to make sure you have the accurate information. For more information search: UC Health Centre fees

It is important that you are familiar with the policy wordings of your particular insurance policy. Pay particular attention to the exclusion clauses so you won't get caught out by surprise when lodging a claim. In general, international student insurance policies do not cover dental work caused by decay. Optical covers are limited. Cosmetic procedures and pregnancy are also not covered by the insurance.

When you enrol in person on campus you must bring to enrolment a Certificate of Insurance that proves that you have an approved insurance plan. If your insurance plan is not listed on our website you must apply to have it assessed four weeks prior to your departure from your home country. To submit an insurance policy for assessment you need to complete an Insurance Policy Assessment Application, which can be found at [www.canterbury.ac.nz/international/how-do-i-enrol/prepare-for-your-move-to-nz/insurance/](http://www.canterbury.ac.nz/international/how-do-i-enrol/prepare-for-your-move-to-nz/insurance/)

Insurance plans that do not meet the current standards set by the Aotearoa New Zealand Government cannot be accepted.

## Pre-existing medical conditions

Pre-existing conditions are not automatically covered by the insurance. These are health issues that you are aware of and/or have seen a medical doctor for prior to purchasing the policy. Moreover, some conditions could be regarded as pre-existing without your prior knowledge.

If you have a pre-existing condition and would like it to be covered by insurance, you need to contact the insurance provider directly for advice and see if additional cover could be arranged.

If you are under a Studentsafe policy, you could complete a medical risk assessment form online at [www.insurancesafenz.com](http://www.insurancesafenz.com) and ask if your pre-existing condition can be covered for an additional fee.

If you have a pre-existing medical condition and want to purchase another University-approved policy, you need to check whether your pre-existing condition will be covered by that policy.

## Eligibility for health services

Please note that most international students are not entitled to publicly funded health services while in Aotearoa New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. To check your entitlement to publicly funded health services go to [www.health.govt.nz/new-zealand-health-sys\(P\)-nd-i y,ovs](http://www.health.govt.nz/new-zealand-health-sys(P)-nd-i y,ovs)



# Family

If you have brought family with you to live in Aotearoa New Zealand (or are thinking of doing so), there are additional things you need to know.

## **Spouse/partner work visas**

Unless you are enrolled in a Doctoral degree (PhD) or the recipient of an Aotearoa New Zealand Scholarship sponsored by MFAT, you will be charged full cost international student fees for your children to attend school in Aotearoa New Zealand.

## Types of schools

### State schools

Most children in Aotearoa New Zealand attend state-funded schools. State schools are mostly co-educational at primary and intermediate level but some offer single-sex education at secondary level. Lessons are based on the Aotearoa New Zealand School Curriculum.

International school students are charged international fees. These vary between schools, but annual fees for state schools start at about \$11,000.00 for primary schools and \$13,000.00 for secondary schools.

### Integrated schools

Integrated schools are schools that were private and have now become part of the state system. They teach the Aotearoa New Zealand School curriculum but keep their own special character, usually a philosophical or religious belief, as part of their school programme.

Integrated schools receive the same Government funding for each student as state schools, but their buildings and land are privately owned so they charge attendance fees to meet their property costs.

### Independent or private schools

Independent or private schools are governed by their own independent boards but must meet certain standards to be registered. Independent schools can be co-educational or single-sex.

They charge fees, but also receive some subsidy funding from the government. International fees vary between schools, but annual fees for private primary and secondary schools start at about \$25,000.00.

### Children with limited English

Most schools make provisions for children with limited English. Children are placed in an age appropriate class, but have English for Speakers of Other Languages (ESOL) classes as well. It is best to check the availability of ESOL classes with the school that you are interested in.

### Family insurance

Taking out insurance for your family is essential. Without insurance, your family will have to pay the full cost of medical care while in Aotearoa New Zealand and will not be covered for loss or theft of personal property, or travel delays and missed connections. It is best to discuss your family insurance options with your chosen insurance provider.

If your children enrol as international students at a local school, the school will require the children to have insurance that meets the guidelines of the Code of Practice for the Pastoral Care of International Students.

If you are insured with StudentSafe, please view further information regarding family insurance at [www.canterbury.ac.nz/international/how-do-i-enrol/prepare-for-your-move-to-nz/insurance/](http://www.canterbury.ac.nz/international/how-do-i-enrol/prepare-for-your-move-to-nz/insurance/)





# Living in tautahi Christchurch

Christchurch's name in te reo Māori is tautahi. tautahi Christchurch is an ethnically diverse city which offers an exciting lifestyle for students. With a population of over 4,000,000, tautahi Christchurch is the largest city in TeWaipounamu – the South Island.

Aotearoa New Zealand has a varied landscape with lakes, mountains, native forests and coastline. With a temperate climate and moderate rainfall, the average temperature in tautahi Christchurch over the summer is 22.5 degrees Celsius, with an average of 11.3 degrees Celsius over the winter.

The weather is quite changeable in tautahi Christchurch, and even summer evenings could get a bit chilly, so having both long-sleeve and short-sleeve T-shirts are good for layering. A light-weight jacket for those cooler evenings and a thick winter coat/jacket are essential. New Zealanders tend to dress casually, so t-shirts and jeans are appropriate for most days.

There are a number of stores in tautahi Christchurch where you could buy blankets, duvets, clothing, and other necessities at a very reasonable price. You will be able to visit them after arriving at UC as UC is very close to the shopping centres and supermarkets.

## Safety

Aotearoa New Zealand is generally thought to be a safe place, but like almost anywhere else in the world, it is not completely crime-free. Always take precautions to keep yourself safe.

### Personal safety

- Don't walk by yourself at night if you don't have to.
- Walk in well-lit areas.
- Do not listen to loud music when you are walking or running.
- Keep a mobile phone on you at all times.
- Don't carry more cash than you need.

### Safety of belongings

- Don't leave your bags and valuables unattended.
- Always lock your doors and windows when you leave your house and at night.
-



## Sun safety

- Remember to Slip (on a shirt or into the shade), Slop (on sunscreen), Slap (on a sunhat) and Wrap (on sunglasses).
- Apply sunscreen before going outside and regularly re-apply sunscreen. The SPF of sunscreen is a measure of how long it will protect you from UV rays.
- Don't forget to put sunscreen on your face, ears and neck.
- Wear a wide brim hat and sunglasses to protect from ultraviolet radiation.
- Prevent sunstroke by limiting your time in the sun.

## Credit card safety

- When using an ATM, use your hand to cover the pin pad.
- If your card is lost or stolen, notify your bank immediately.

## UC Security Services

It is important to the University to provide a safe and secure campus for you to enjoy. However, security is everybody's responsibility so make sure to report any violence, damage, suspicious activity or harassment/bullying on campus.

## Homestay

UC has contracts with two homestay providers who manage the application and placement process for students.

## Driving

Driving in Aotearoa New Zealand might be a bit different to driving in your home country.

For example:

- We drive on the left side of the road.
- Seat belts are a legal requirement.

You can get familiar with Aotearoa New Zealand's road rules by taking the free tourist and visitor driving theory quiz on [www.drivingtests.co.nz/](http://www.drivingtests.co.nz/) or take the online AA Visiting Driver Training Programme, search: AA visiting driver Programme. See page 14 for more information about safety when driving.

With a current full driver's license from your home country, you can drive in Aotearoa New Zealand for up to 12 months. If your driver's license is not in English then you will need to carry a translation from an approved translator. If you are planning to drive in Aotearoa New Zealand for longer than 12 months then you will need to fill in form DL5 and take it into a driver licensing agent. The form can be found here [www.nzta.govt.nz/driver-licences/new-residents-and-visitors/convert-to-nz-driver-licence/](http://www.nzta.govt.nz/driver-licences/new-residents-and-visitors/convert-to-nz-driver-licence/)

To check your eligibility, search: AA permits for driving overseas.

If you are buying a car, you need to be aware of vehicle ownership costs. Your car needs to have a registration (rego) and Warrant of Fitness (WoF). It is not compulsory to have your car insured in Aotearoa New Zealand, but it is highly recommended that you get at least third-party insurance so that any damage that you cause to other people's property is covered in an accident. You may also want to get a roadside assistance service, so that you can get help if your car breaks down. If you are buying a used car there are some things you need to know to make

# Tennessee



## Diverse UC environment

Although small in population, Aotearoa New Zealand is one of the most culturally diverse countries in the world. You will often hear the term 'tangata whenua', which refers to Māori – the indigenous people of Aotearoa New Zealand, inclusive of whānau (extended families), hapū (sub-tribes) and iwi (tribes). You may also hear the term 'tangata tiriti', which refers to the settlers, descendants of the settlers from the late 18th century and all people who have immigrated to New Zealand since then. This ethnic and cultural diversity is reflected on campus.

You will notice that cultural influences are reflected in the diverse range of languages spoken in Aotearoa New Zealand, the food and how people communicate with and relate to one another. Here are a few differences noted by some of our international students while at UC.

### Friendly

Most students find New Zealanders friendly. It is common to say hello to strangers as you walk past them, or have a chat with someone sitting next to you when you are waiting for the class to start. However, the friendliness does not necessarily imply closeness or friendship, and it may take a while to actually get to know a New Zealander well.

## Respectful language

Aotearoa New Zealand has three official languages: te reo Māori, English and New Zealand Sign Language. The Māori name for New Zealand is Aotearoa.

their lecturers by their titles. At UC, students would usually address their lecturers by their first name unless otherwise advised by the lecturers, and bowing is not necessary.

### **Eating out and paying for oneself**

New Zealanders enjoy socialising with friends, and this often involves going out for a coffee or a meal. When dining out with friends, it is expected that people order and pay for their individual meals and drinks unless otherwise organised. You will often hear the server asking “paying separately or together?” when going out in a group. There is no expectation of one person paying for everything, so feel free to split the bill.

### **No bargaining**

Bargaining is uncommon in Aotearoa New Zealand, and people are expected to pay what is on the price tag. Some businesses offer discounts for students (for example restaurants, book shops and clothing stores), and you can check with the person serving you if unsure.

## **Cross-cultural communication skills**

Being able to speak a language and being a good communicator are two different things. This is because communication is more than having a good language proficiency. Good cross-cultural communicators observe what people do in different situations when they arrive at a new country and try emulating those behaviours in similar contexts. They also try to understand the values behind those behaviours instead of making judgements based on their own cultures.

There are a number of observable communication cues that you can observe such as body language, facial expressions, eye contact, tone of voice and choice of words to name a few. There are additional communication behaviours and patterns that are governed by rules only known to people in the same culture, and they reflect the deeply ingrained values in the culture. For example, who should start the conversation in a group, how people take turns talking, and how to say ‘no’ are rule-based and value-based behaviours. For a newcomer, these can be quite confusing. The best way to develop your cross-cultural communication skills in Aotearoa New Zealand is to keep interacting with people from other cultures. Watch how they say and do things and be curious about why. Be brave – you will be pleasantly surprised by how quickly you develop those skills.

# **Rights and responsibilities as a UC student**

## **Student Code of Conduct**

The University promotes a world-class learning environment. Students are free to pursue their academic interests in a university environment that balances student individual rights and collective responsibilities. Learn about your rights and what is expected of you while you study at UC by familiarising yourself with the Student Code of Conduct. Search: UC know the code.

## **Equity and diversity**

UC recognises that a sense of ‘belonging’ is an integral part of University life and we are committed to developing a diverse, culture-rich, and cooperative environment for all. Our policies aim to ensure that all staff and students are given the opportunity and support to grow as individuals and as part of the wider community. Each student can expect from the University an environment where they have the right to safe learning conditions free from harassment (including bullying) or discrimination and to be treated by the University in a respectful and equitable manner. For more information visit [www.canterbury.ac.nz/support/equity/](http://www.canterbury.ac.nz/support/equity/)

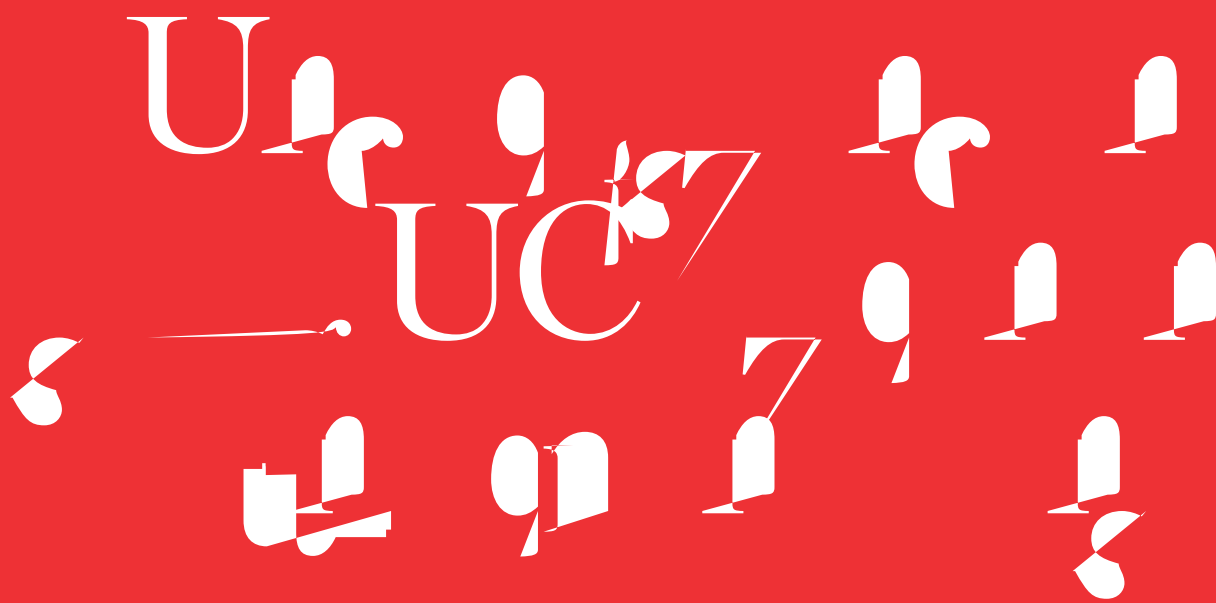
## **The Code**

Aotearoa New Zealand is the first country to introduce a set of regulatory requirements for the pastoral care of international students in 2002, and an updated version. The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, has come into effect in 2022. The purpose of this Code of Practice is to ensure that all students enrolling with Aotearoa New Zealand tertiary institutions are protected and supported by their institutions, and UC is bound by the Code. If you believe that UC has breached the Code of Practice, you can raise a concern with UC directly or lodge a complaint with the New Zealand Qualifications Authority (NZQA). You can find a summary of the Code and how to raise your concern at [www.canterbury.ac.nz/support/code/](http://www.canterbury.ac.nz/support/code/)

For full details of the Code including the complaint process, please visit [www.nzqa.govt.nz/providers-partners/tertiary-andinternational-learners-code/](http://www.nzqa.govt.nz/providers-partners/tertiary-andinternational-learners-code/)

## **Raise a concern**

You can voice a concern, complaint, grievance, or appeal a decision, without fear of disadvantage. UC has a clear, fair and transparent resolution process. Your discussions remain confidential and no action will be taken without your authorisation. UC has a step-by-step guide for raising concerns and making complaints which you can find at [www.canterbury.ac.nz/support/concerns/](http://www.canterbury.ac.nz/support/concerns/)







# Academic adjustment

Te Pokapū Pūkenga Ako | The Academic Skills Centre can help you to understand these expectations to make the transition as smooth as possible. Te Pokapū Pūkenga Ako | Academic Skills Centre has useful workshops for learning the Aotearoa New Zealand academic system. Fifty-minute weekly workshops are available for both undergraduate and postgraduate students during term time.

- **Demystifying the University System** helps students gain insight into the university culture and build key note-taking, goal-setting, and effective study skills and strategies.
- **Introduction to Essay Writing** is a four part course designed for students new to university or who would like to improve their essay writing skills. The course focuses on analysing the essay topic, researching and referencing, structuring, and proofreading the final draft. **Introduction to Essay Writing** is a four part course designed for students new to university or who would like to improve their essay writing skills. The course focuses on analysing the essay topic, researching and referencing, structuring, and proofreading the final draft.

or who wtre can help yto ht tor nsition as smoo]TJ 0 -1.222 Td [(c)16 (oufef)2plomaduate and postimpr rlysr Dourend posTd [( Int)161.222



# TABLE OF CONTENTS

# Community engagement



One of the most exciting aspects of studying in a different country is the opportunity to interact with the local people and communities. Connecting to others in the community is a good way to explore Aotearoa New Zealand culture and help you feel welcome and settled in the new country. It will enrich your international education experience. The following section outlines a number of channels through which you could engage with UC and external communities.

## UCSA International Community Facebook Page

This group is where you can build your UC community, hear what's on with posts from the UCSA International Representative, International clubs and UC International experience staff.

[www.facebook.com/groups/ucsainternationalcommunity](https://www.facebook.com/groups/ucsainternationalcommunity)

## Student blogs and e-newsletter

Tono | Insider's Guide to UC blog is where UC students share their experiences, reviews, advice and best kept secrets. The blog is monitored by UC's communications staff who also post need-to-know information. It's your one-stop shop for everything student life. You can keep up with what's on the blog by subscribing, or you can check out the 'student messages' widget on Learn. All current students will also receive a weekly Tono | Insider's Guide e-newsletter in their student email inbox that contains a summary of what's happened on the blog including all important notices. Check out Tono | UC Insider's Guide blog.

## UCSA clubs

At UC there is a wide range of clubs that you can join, from DRAMASOC to UCSURF. Through clubs you can meet new people and participate in a variety of activities and events. You can meet other international students and students from your home country as well as interact with domestic students

<https://ucsa.org.nz/clubs/browse/>



## International student clubs

University of Canterbury Indian Students' Association

<https://ucsa.org.nz/club/6533/>

Canterbury University Samoan Students' Association (CUSSA)

<https://ucsa.org.nz/club/7352/>

UC French Soc

<https://ucsa.org.nz/club/7055/>

Tongan Students' Association

<https://ucsa.org.nz/club/7253/>

UC Spanish Club

<https://ucsa.org.nz/club/6857/>

CMSA Canterbury Malaysian Students' Association

<https://ucsa.org.nz/club/6227/>

UCGS University of Canterbury Global Society

<https://ucsa.org.nz/club/6542/>

Operation Friendship

<https://ucsa.org.nz/club/6749/>

UC Iranian Association

<https://ucsa.org.nz/club/6605/>

University of Canterbury Balangay

<https://ucsa.org.nz/club/6974/>

## Postgraduate Students' Association (PGSA)

PGSA is a UCSA affiliated club run by postgraduates for postgraduates. UC PGSA organises social events to encourage professional and social interaction with a wide variety of interdisciplinary postgraduate members, supervisors, faculty and future employers. It also provides opportunities for peer guidance, support, advocacy, communication and networking. [www.ucpgsa.org](http://www.ucpgsa.org)

## Religion

Aotearoa New Zealand is a country of many faiths and is known for its religious diversity and tolerance. Christianity is the dominant religion of New Zealanders, but there are vibrant communities for many other religions. Aotearoa New Zealand is also one of the most secular countries in the world, with a large proportion of the population who do not identify with any religion. If you would like to connect with others of your faith, you may like to join a group on campus.

## UCSA religious clubs

Meet others of the same religion on campus.

**Cathsoc**

<https://ucsa.org.nz/club/6254/>

**University of Canterbury Christian Union (UCCU)**

<https://ucsa.org.nz/club/6281/>

**Student Life Canterbury**

<https://ucsa.org.nz/club/6236/>

**University of Canterbury Navigators**

<https://ucsa.org.nz/club/6722/>

**Campus Church Students Association**

<https://ucsa.org.nz/club/6218/>

**University of Canterbury Muslim Student Association**

<https://ucsa.org.nz/club/7136/>

## Community contacts

**Baha'i**

Baha'i Faith, 31 Domain Terrace, Spreydon  
Telephone 03 349 4244

**Anglican**

Anglican Diocese of Christchurch  
10 Logistics Drive, Harewood  
Telephone 03 348 6960

**Buddhism**

Fo Guang Shan Buddhist Temple  
2 Harakeke Street, Riccarton  
Telephone 03 341 6276

Samadhi Buddhist Vihara  
358 Maddisons Road, Rolleston  
Telephone 03 349 9925

**Catholic**

Roman Catholic Diocese of Christchurch  
2/9 Washington Way, Sydenham  
Telephone 03 366 9896

**Hinduism**

BAPS Shri Swaminarayan Mandir  
19 Frank Street, Papanui Telephone 03 354 6665

**Islam**

Masjid Al Noor (Mosque)  
101 Deans Ave, Riccarton, Telephone 03 348 3930

**Judaism**

Canterbury Hebrew Congregation  
406 Durham Street, tautahi Christchurch  
Central, Telephone 021 0287 1650

**Sikhism**

Gurudwara Singh Sabha Christchurch  
537 Ferry Road, Woolston  
Telephone 0220 255 990

## Worship on campus

**Campus Church**

Cornerstone Campus Church is a church for students and graduates of UC but everybody is welcome. They have small groups so you can connect and learn together with others. Whether you want to deepen your faith or just see what it is all about, go along to their services at 5pm Sundays at The Foundry – 90 Ilam Road. For more information visit <https://cornerstone.org.nz/meetings/5pm/>

**Muslim Prayer room**

The University Muslim Pray rooms are located on campus at 37 Creyke Road and the third floor of Puaka James Hight. UC students can access this space 7 days a week by swiping their student ID card. The access is monitored by security. There are strict protocols to abide by when using this space. For more information please contact [studentexperience@canterbury.ac.nz](mailto:studentexperience@canterbury.ac.nz)

# Student development programs

## Language and Cultural Exchange (LACE)

The UC Language and Cultural Exchange is a programme available to all UC students to engage in mutual language and/or cultural learning. There are two streams of the programme, and you can choose to participate in one or both streams. The Language Exchange is for students enrolled in one or more of the seven language programmes offered at UC, who want

to meet students from those cultures/countries. The Cultural Exchange is for students considering studying abroad or exchange, or who simply enjoy travelling the globe, who want to meet students from countries that they would like to visit. To learn more about the LACE programme and to register visit [www.canterbury.ac.nz/life/uc-language-and-cultural-exchange/](http://www.canterbury.ac.nz/life/uc-language-and-cultural-exchange/)

## Co-curricular Record (CCR)

The Co-curricular Record recognises your participation in pre-approved activities that develop work readiness skills. After completing a specified number of hours within CCR activities, you can apply to have your experiences validated to use when looking for job opportunities, scholarships, study abroad experiences or just because you want to. For more information visit [www.canterbury.ac.nz/careers/students/co-curricular-record-ccr/](http://www.canterbury.ac.nz/careers/students/co-curricular-record-ccr/)

# Work experience



Your Student Visa will allow you to work part-time (up to 20 hours a week) during academic term and full-time (approximately 40 hours a week) during scheduled tertiary holidays. If you are a Doctoral (PhD) student then you will be able to work full-time hours throughout your study in Aotearoa New Zealand.

For more information on the regulations around working in Aotearoa New Zealand visit <https://www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/education-quals-study/working-on-a-student-visa>

Te Tari Taake | the Inland Revenue Department (IRD) is the tax department of Aotearoa New Zealand and you must have an IRD number to work in Aotearoa New Zealand. To find out how to apply for an IRD number visit <https://www.ird.govt.nz/managing-my-tax/ird-numbers>

In Aotearoa New Zealand, it is legally required that all employers pay their employees at least minimum wage. As at 1 April 2024 minimum

wage is \$23.15. If you have a pay discrepancy then there are steps you can take and people you can talk to for help. Visit the Citizens Advice Bureau website for more information [www.cab.org.nz/](http://www.cab.org.nz/)

Contact the Citizens Advice Bureau  
Visit Fendalton Library, Corner of Clyde and  
Jeffreys Roads  
[www.cab.org.nz/](http://www.cab.org.nz/)

Hours 11am – 5pm Monday and Wednesday –  
Friday; 2pm – 5pm Tuesday  
Telephone 03 351 7804

Email [christchurchnorth@cab.org.nz](mailto:christchurchnorth@cab.org.nz)  
[www.cab.org.nz/location/cab-christchurch-north](http://www.cab.org.nz/location/cab-christchurch-north)

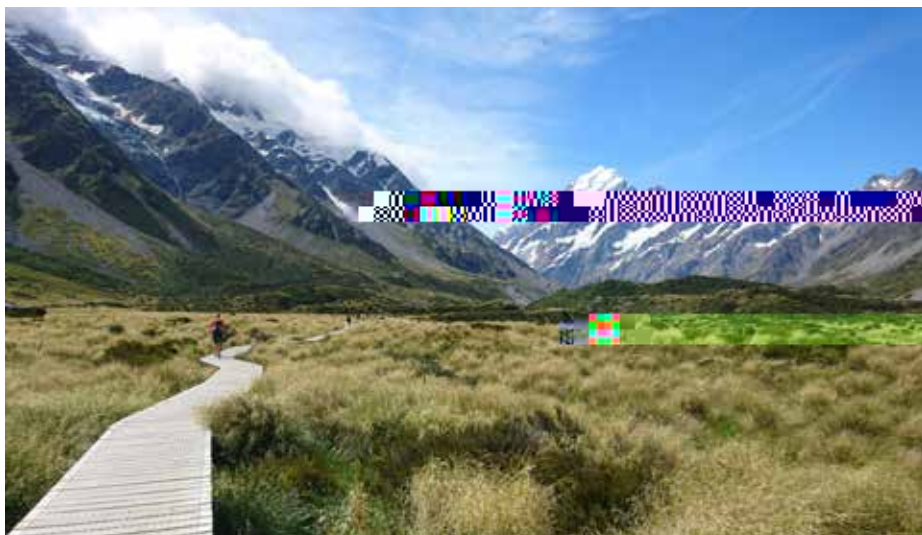
If you are unsure of where to look for jobs,  
then there are some great websites you can visit.

Te Rāpapa (b.o.r)11 Rapu(e s2p(a o UC | UC C(e some erhub ))JJO -1.2  
Fridae inf study class (ied numca45 ( study (a-10 ( ))JJO.01 Tw2  
Frida

w [www.canterbury.ac.nz/ab-cyrs/T12\\_1 Tf0 Tw 0 -19465 02-1](http://www.canterbury.ac.nz/ab-cyrs/T12_1 Tf0 Tw 0 -19465 02-1)



# Exploring Aotearoa New Zealand



## Places to visit in tautahi Christchurch

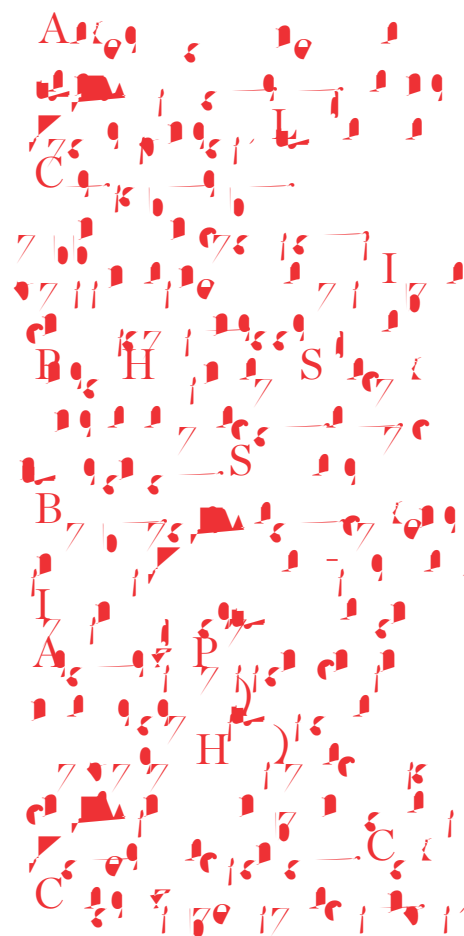
A great thing about tautahi Christchurch is that there are plenty of things to do for free. Popular activities in tautahi Christchurch include visiting the Botanic Gardens, Sumner Beach, New Brighton Beach and Pier, farmers markets, or walking in the Port Hills. There are a number of activities that you will need to pay for also. For more information about things to do in and around tautahi Christchurch, visit [ChristchurchNZ.com](http://ChristchurchNZ.com) or [opencity.org.nz](http://opencity.org.nz) or [neatplaces.co.nz](http://neatplaces.co.nz)

tautahi Christchurch is the gateway to Te Waipounamu | the South Island. hineh u | Lyttleton, Hanmer Springs and Akaroa are popular day trip destinations.

## Travelling in Aotearoa New Zealand

Aotearoa New Zealand is known for its clean, green environment, with vast lakes, mountains and rugged seas. It is a perfect place to go skiing, skydiving, climbing, white and black water rafting, climbing, bungee jumping, surfing and hiking. For ideas on places to visit while you are in Aotearoa New Zealand or activities to do, visit [www.newzealand.com/int/](http://www.newzealand.com/int/)

Transport between cities and towns can be made by car, train, bus or plane. If you are driving or taking part in outdoor activities, make sure that you know how to keep yourself safe – see page 14.

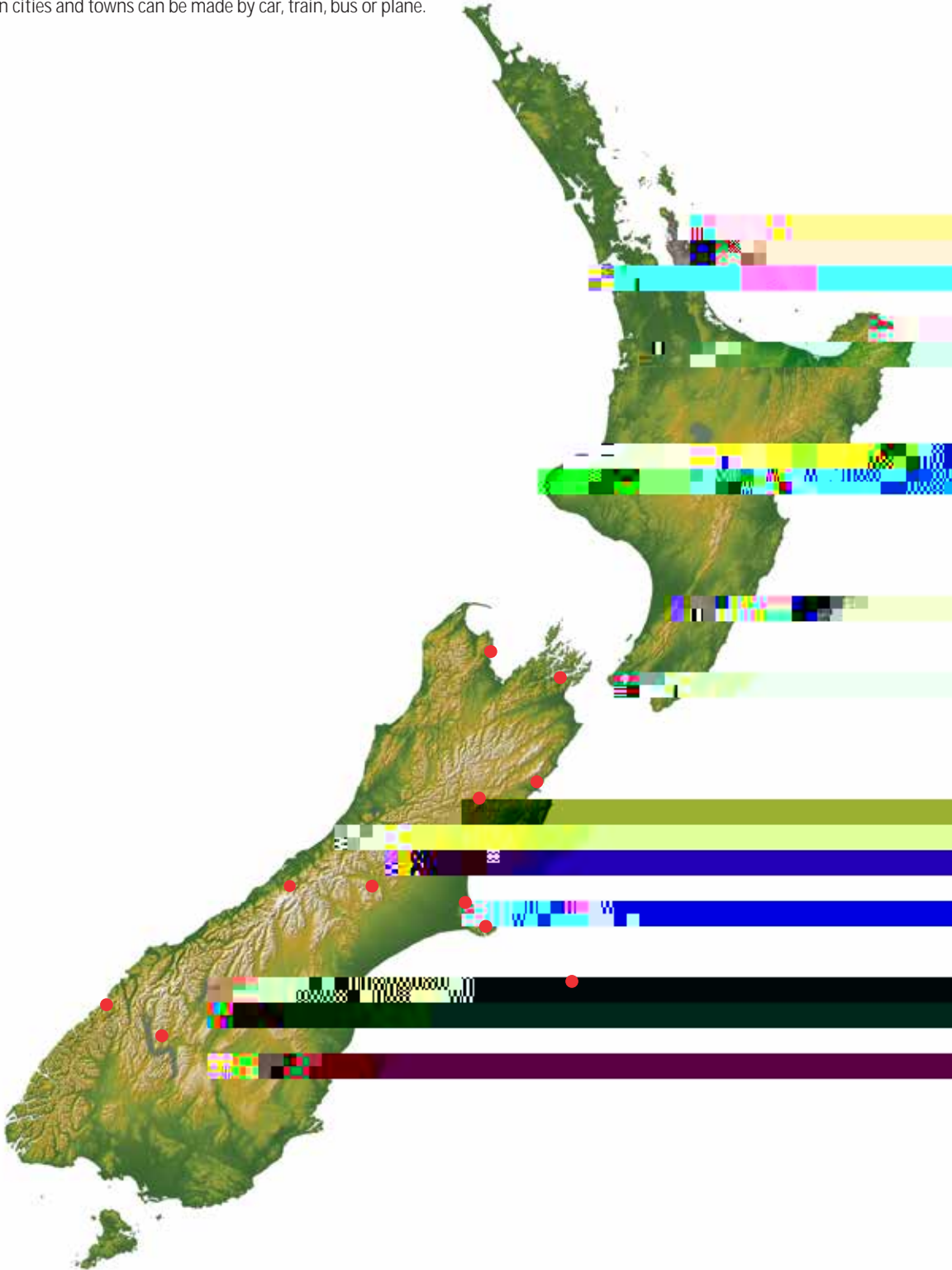


Anna-Maria Kwiecien



New Zealand is known for its clean, green environment, with vast lakes, mountains and rugged seas. It is a perfect place to go skiing, skydiving, climbing, white and black water rafting, climbing, bungee jumping, surfing and hiking. Below are some highlight destinations in Te Waipounamu the South Island.

Transport between cities and towns can be made by car, train, bus or plane.



# UCS S F

## **Te Pokap P kenga Ako | Academic Skills Centre**

Te Pokap P kenga Ako | the Academic Skills Centre is a free advisory service and resource hub where you can learn the writing and study strategies that will help you succeed at UC. You can meet individually with a learning advisor, attend workshops, or access online resources (on our website or in UCSkills on Learn) to improve your skills and boost your performance on essays, reports, presentations, or postgraduate study. A 10-minute drop-in service is also available Monday to Friday between 12pm to 2pm.

Visit Level 3 Puaka-James Hight Library

8.30am – 4.30pm Monday to Friday during term time and study breaks.

Telephone 03 369 3900

Email [academicskills@canterbury.ac.nz](mailto:academicskills@canterbury.ac.nz) – please use your UC email address.

[www.canterbury.ac.nz/support/asc/](http://www.canterbury.ac.nz/support/asc/)

## **Te Ratonga Nohonga | UC Accommodation Services**

Te Ratonga Nohonga | UC Accommodation Service provides information and advice on the halls of residence, homestay and renting privately. You can also contact Te Ratonga Nohonga | UC Accommodation Services with any concerns or feedback on your accommodation or arrival experience at your hall or village.

Visit Matariki building, 8.30am-5.00pm

Telephone 03 369 3569

Email: [accommodation@canterbury.ac.nz](mailto:accommodation@canterbury.ac.nz)

[www.canterbury.ac.nz/life/accommodation/](http://www.canterbury.ac.nz/life/accommodation/)

## **Te R p Rapuara | Careers, Internships and Employment**

Te R p Rapuara | Careers, Internship and Employment offers professional assistance and skill development to make informed decisions on career pathways, courses and how to make the most of university from a career's perspective. Through Te R p Rapuara | Careers, Internship & Employment you can get help with your CV, learn how to best prepare for an interview and find student jobs, internships and graduate positions. For more information visit [www.careerhub.canterbury.ac.nz](http://www.careerhub.canterbury.ac.nz)

Visit Level 1 Geography

Telephone 03 369 0303

Email [careers@canterbury.ac.nz](mailto:careers@canterbury.ac.nz)

[www.canterbury.ac.nz/careers/](http://www.canterbury.ac.nz/careers/)

## **UC Chaplains**

UC Chaplaincy offers pastoral and practical support regardless of someone's background or beliefs. They exist to nurture spirituality and facilitate dialogue amongst the students and staff at UC.

Our Chaplains are great listeners and expert problem solvers. They're the safe people you can talk to, ask questions, and pray with at UC.

Because they're independent, you can trust them to be impartial and to keep things in confidence.

**John Fox**

**Senior Ecumenical Chaplain**

[john.fox@canterbury.ac.nz](mailto:john.fox@canterbury.ac.nz)

**Jane Halliday**

**UC Chaplain**

[jane.halliday@canterbury.ac.nz](mailto:jane.halliday@canterbury.ac.nz)

**Stowe Campbell**

**Associate Ecumenical Chaplain**

[stowe.campbell@canterbury.ac.nz](mailto:stowe.campbell@canterbury.ac.nz)

**Father Philip Suelzer**

**Catholic Chaplain**

[ctcchristchurch@gmail.com](mailto:ctcchristchurch@gmail.com)

## **Faculty Student Advisors**

Each Faculty has a Student Advisor who can give you advice on course options and degree programmes. A Student Advisor can also help you to understand the University Calendar and degree regulations, transfer of credits from other tertiary institutions, help with permissions to take courses at other Aotearoa New Zealand universities for credit to a UC degree, cross-credit between several undergraduate degrees, transferring between degrees, exemptions such as waivers of pre-requisites or core-requirements, withdrawal from courses, Master's thesis suspensions and extensions, part time enrolment and academic appeals.

You can view your Student Advisor's office hours on your Faculty home page and make an appointment with them by email. View the list of all Faculty Advisors here <https://www.canterbury.ac.nz/support/academic/>

## **Kaitoko | Student Advisors for First Year Students.**

First year Advisors provide academic, pastoral and holistic support for first year students to help them navigate UC and achieve their study goals. Kaitoko have specialist areas of academic knowledge and can help you with your course changes, degree planning and study pathways. Every first year student will have their own dedicated Kaitoko to help with any aspect of their studies. From time to time we might check in with you just to see how you're doing.

Te P taka (Level 2 Puaka-James Hight building)

Email: [firstyearadvice@canterbury.ac.nz](mailto:firstyearadvice@canterbury.ac.nz)

Call: +64 3 36 90409

## **Copy Centre**

The Copy Centre can photocopy and print for you, as well as print posters, laminate, and bind ps ofoc

## **Equity & Disability Service (EDS)**

EDS provides assistance and advice to students with disabilities, including temporary impairments and diagnosed mental health conditions or learning difficulties. EDS make a personalised support plan and provide appropriate study support services and specialist resources. To learn more about the services EDS offer and for information about registering with EDS, visit the EDS webpage.

Visit Level 1 Forestry Building  
8:30am – 4:30pm Monday to Friday

Telephone 03 369 3334

Email [disabilities@canterbury.ac.nz](mailto:disabilities@canterbury.ac.nz)

[www.canterbury.ac.nz/accessibility/](http://www.canterbury.ac.nz/accessibility/)

## **Te Whare Hauora o UC UC Health Centre**

Te Whare Hauora o UC | UC Health Centre offers a full range of GP services, including doctors, nurses, counsellors and physiotherapy. They treat acute and chronic conditions and can help with

# Mentoring

## **Te Ratonga Atawhai konga | Student Care**

Te Ratonga Atawhai kongā | Student Care supports international and domestic students at UC. Our friendly, professional advisors are here to help you settle in and gain a sense of belonging in the UC community. We will act as your support team throughout your studies and help you to take advantage of the many resources and opportunities available to make your time at UC the best it can be.

Feeling unsure about adjusting to life in Aotearoa New Zealand? Need to talk? Needing some practical help or tips? Our trained staff can help any student, no matter their background, providing free, one-on-one confidential support where you can discuss anything that you need to help you through university and life. You can talk with a Student Care Advisor by phoning, emailing, dropping in, or making an appointment.

See page 5 for more information about your Te Ratonga Atawhai kongā | Student Care team



