

2026

International Student Care Handbook

He Whakatau Manuhiri



Kia Ora



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**E ngā muka tangata nō
ngā hau e whā kua ikapahi
mai nei, nāia te owha o**

**Te Whare Wānanga o Waitaha
e rāhiri atu ki a koutou katoa.
Nau mai, tauti mai ki Kā Pākihi
Whakatekateka o Waitaha
ki te takiwā o Ngāi 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 Ōtautahi 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.

Bicultural commitment



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 268,000km². 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 Tūāhuriri. 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 tū, 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

Kia ora Hello

Tēnā koe Hello (to one person)

Tēnā kōrua Hello (to two people)

Tēnā koutou Hello (to more than two people)

Mōrena Good morning

Ata mārie Good morning

Pō mārie Good night

Kei te pēhea koe? How are you?

Kei te pai au/ahau I'm fine (either au or ahau can be used in these contexts for 'I')

Kei te hiamoe au/ahau I'm sleepy

Kei te poke a e te mahi Extremely busy

Kei te hiakai au/ahau I'm hungry

Kei te hiainu au/ahau I'm thirsty

Taua āhua anō Same as ever

Ka pai That's good

He aha te mate? What's wrong?

Koia anō? Is that so?

Ka aroha koe How sad for you

He inu kawhe māu? Do you want a coffee?

Kia pai tō wiki mutunga Have a good weekend

Haere rā Goodbye

Hei konei rā Goodbye

Ka kite anō See you later

Haere tātou Let's go

Arrival and welcome



Te Ratonga Atawhai Ākonga | Student Care: Support for international students

Te Ratonga Atawhai Ākonga | Student Care is your international support team at the University. We understand that studying abroad is full of excitement and the unexpected – we are here to guide you through each step of the way. We are open-minded, knowledgeable, and diverse advisors who enjoy meeting and working with students from around the world. We provide confidential consultations which you can access by dropping in or making an appointment by phone or email.

Student Care Advisors are different from the advisors in the Faculties. We provide practical and developmental support rather than academic advice. This means that, while we can't advise you on which courses to take, we can work with you on how to manage your time and cope with pressure better.

We can help you with:

Health and wellbeing

There may be moments when you feel anxious or unsure. Come and see us if:

- You are finding UC and Ōtautahi Christchurch very different from home
- You are feeling isolated and a bit lonely

- You would like to meet new people and develop a better understanding of New Zealand cultures
- Something happened outside the University that has affected your ability to focus on your studies
- You are not feeling well and are considering options

- Require help to talk to other areas of the university
- Need advice on managing a professional relationship with your supervisor
- Are having issues with your flat mates and/or landlord

Personal Development

We acknowledge that you have brought experience and skills with you. At Te Ratonga Atawhai Ākonga | Student Care we would like to add to your strengths and further develop your abilities. We can work with you to develop:

- Organisational and personal management skills
- Cross-cultural communication skills
- Budgeting and self-care
- General life skills

Liaising with internal and external organisations

Sometimes things don't go the way you expect. Other times you might have several things happening at once and find it hard to focus on completing assignments.

Come and see us if you:

- Have concerns about your visa
- Need some help talking to your insurance provider and/or healthcare provider
- Want assistance talking with your lecturers, for example, negotiating for an extension of work if you have been unwell

Cultural support

Within our team we come from a range of cultural backgrounds and have personal insights into the ups and downs of living in a different culture. We will listen to you and develop ideas on how to manage this journey. We will work with you to build personalised strategies to help you thrive in this environment. We will share with you in your good times and support you through the not-so-good times, too.

Visit Undercroft, Puaka James Hight
8.30am – 4.30pm Monday to Friday
(including during study and term breaks)

Telephone 03 369 3388
Email studentcare@canterbury.ac.nz
Search: UC Student Care or UC need to talk

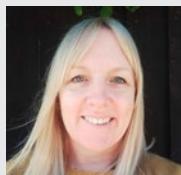
There is a range of other support services available for you while studying at UC. We work with them to make sure that you are cared for throughout your journey, and we may refer you to appropriate teams as you need them. Please visit page 33 for more information.



Contact us



Janine Currie
Administrator/Receptionist



Jess Moyle
Senior Student Care Advisor



Xin Ren
Senior International Support Advisor



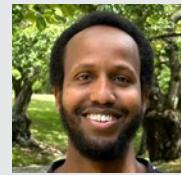
Katherine Chan
Senior International Support Advisor



Storm Gardner
Student Care Advisor



Rebekah Ardell
Student Care Advisor



Abdifatah Ibrahim
International Student Advisor



Alesha Harley
Mental Health and Wellbeing Advisor

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 Ākonga | 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:

- With your parent or legal guardian;
- Homestays managed by International Student Care Ltd (ISC Ltd) and New Zealand Homestay;
- At a fully-catered hall of residence; or
- With a designated caregiver (a family friend or close relative) or with your parent/s.

The homestay option is highly recommended for students if this is your first time away from home and you are new to Aotearoa New Zealand.

In addition, you must meet with an advisor in Te Ratonga Atawhai Ākonga | Student Care on a regular basis to discuss your studies, accommodation arrangements, health and wellbeing, any social issues, holiday and travel plans, and any concerns you might have. Te Ratonga Atawhai Ākonga | Student Care will keep in contact with your parent/s or legal guardian to ensure that they are

informed about your welfare and studies. You will be contacted by Te Ratonga Atawhai Ākonga | Student Care once you have confirmed your enrolment at UC. If you live with your parent/s or legal guardian, you will not need to meet with Te Ratonga Atawhai Ākonga | Student Care.

For more information visit
www.canterbury.ac.nz/study/getting-started/getting-started-for-international-students/international-students-under-18



“Every time I go to the Student Care office, I know that I'll get a new idea or perspective to solve any type of problem.”

FEDERICO MONZÓN NAJERA

Getting set up when you arrive



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:

- Your passport;
- Proof of student status – this could be your Offer of Place letter or a fees invoice; and
- Proof of address in Aotearoa New Zealand.

If you were in employment and/or classified as a tax resident in your country before coming to Aotearoa New Zealand, you might also be required to provide a Tax Identification Number (TIN) from your home country.

An EFTPOS (Electronic Funds Transfer at Point of Sale) card will be issued to you once you open an account, and you will be required to load a PIN (Personal Identification Number) on to the card. You will be able to withdraw money from an ATM (Automatic Teller Machine) and at major supermarkets with your EFTPOS card. It is a safe and easy way to access money in Aotearoa New Zealand instead of

carrying a large amount of cash. A number of additional services are also attached to your bank account, such as phone/ mobile banking and internet banking, and you can set up an automatic payment to pay for your rent and committed costs (for example, internet and phone bill). Keep your PIN and other password in a safe place and change them regularly.

Visa

A visa is a legal document that allows you to travel to and stay in Aotearoa New Zealand. The type of visa you should apply for is specific to the purpose of your travel (i.e. studying, working or visiting). If your circumstances change during the semester, you must seek advice and take appropriate actions immediately. Up-to-date information is available at www.immigration.govt.nz/new-zealand-visas

Education providers cannot provide students with immigration advice. They would need to engage a Licensed Immigration Adviser or an exempt person.

All international students in Aotearoa New Zealand are required to have a valid student visa while studying. A student visa is institution and degree specific, which means that if you transfer to a different degree or institution, you will need to apply for a new student visa. International students must study full-time to qualify for a student visa.

There are specific conditions associated with the student visa, which are stated on your visa label and on the E-visa. For example, most international students are able to work part-time (up to 20 hours a week) during the academic year (mid-February to October) and full-time during the summer holidays (November to early February). However, this does not apply to Study Abroad and Exchange students. Doctoral (PhD) and Master's by research students have no restriction on work hours, although it is important that you prioritise your academic work. For more information on working while studying, please visit www.immigration.govt.nz/study/once-you-have-a-student-visa/working-on-a-student-visa/

Most international students need to re-apply for a student visa each year through Immigration New Zealand before your current visa expires. At the point of a new student visa application, your passport must be valid for at least three months beyond the end date of your programme. You can re-apply for a student visa during enrolment on campus before your current student visa expires. You must have your enrolment approved, paid your fees, and have the proof-of-funds.

For further information about student visa application, please visit www.canterbury.ac.nz/enrol/international/visa/

If you need to re-apply for a student visa outside the normal enrolment period, please go to the enrolment team on Level 3 in Puaka James Hight. If you have questions about your visa during the semester, please talk to a Student Care advisor.

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 Ōtautahi 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 Ōtautahi 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 Ōtautahi 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 Card (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/

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/

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 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.tewhatuora.govt.nz/corporate-information/our-health-system/eligibility-for-publicly-funded-health-services

Accident insurance

Aotearoa New Zealand has a no-fault approach to injuries caused by accidents, and the Accident Compensation Corporation (ACC) provides accident insurance for all Aotearoa New Zealand citizens, permanent residents, and visitors (including international students) to Aotearoa New Zealand. Depending on the circumstances, you may have to cover some medical and related costs. For more information, please visit www.acc.co.nz

If you are injured as a result of an accident, and ACC only covers a portion of the cost, you can contact your insurance and submit a claim for the cost not covered by ACC.

Healthcare

Most international students are not eligible for public funded health care. Depending on your health history, the treatment you require in Aotearoa New Zealand may either be covered by insurance or by yourself. Although PhD students in Aotearoa New Zealand are granted domestic student fee status, this does not apply to health care.

To check if you are eligible for publicly funded health services, please visit www.tewhauora.govt.nz/corporate-information/our-health-system/eligibility-for-publicly-funded-health-services

In Aotearoa New Zealand your first point of contact is your GP (General Practitioner/doctor) unless it is an emergency. GPs are doctors that are accessible and help people with their primary health care. If the health condition requires specialised knowledge and management, a referral will be made to a specialist.

You can choose your GP and medical clinic, and it is recommended that you and your accompanying family members enrol with a GP. This means that your medical records will be kept with the GP.

Te Whare Hauora o UC UC Health Centre

Whare Hauora o UC | The 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 preventative measures to keep you healthy and well.

As an international student visiting the Te Whare Hauora o UC | UC Health Centre, you do not have to pre-register to be seen when you are unwell. However if you do register you will not need to worry about paying upfront and claiming your own insurance costs if you have Studentsafe insurance and the reason for your consultation is covered by your insurance policy. Students with other insurance policies are required to pay their Whare Hauora o UC | UC Health Centre bill upfront and claim the costs back through their insurance company.

Check with the practice manager if you are unsure. Please read your insurance

policy carefully to ensure your condition is covered. Pre-existing health conditions and sexual health are not usually covered and all vaccinations, including the influenza vaccination, incur an additional fee.

Please note that the Te Whare Hauora o UC | UC Health Centre only sees students and staff from UC, and not partners or families.

Visit 90 Ilam Road

Term hours:

8.30am – 5pm Monday to Thursday and
9am – 5pm Friday

Exam hours:

8.30am - 5.15pm Monday to Thursday
9am – 5.15pm Friday

8.30am – 6pm Saturday

Telephone: 03 369 4444

Email: admin-healthcentre@canterbury.ac.nz

Search: UC Health Centre



To contact Pegasus 24 Hour Surgery
Visit 401 Madras Street
Telephone: 03 365 7777
www.pegasus.health.nz/24-hour-surgery

Medical examinations for visas

Immigration New Zealand may request an updated medical examination and chest x-ray if you are applying for a student visa after 36 months of study in Aotearoa New Zealand. These exams will not be covered by medical insurance and vary in cost. You should get your medical examination for your visa done by an Immigration New Zealand approved panel physician – for more information visit

www.immigration.govt.nz/process-to-apply/applying-for-a-visa/providing-evidence-and-documents-to-support-your-visa-application/health-requirements/proving-your-identity-for-x-rays-and-medical-examinations/

Phone Immigration New Zealand if you have any questions or to seek advice on the approximate date this may be required.

Contact Immigration New Zealand
Telephone: 0508 558 855

www.immigration.govt.nz/process-to-apply/applying-for-a-visa/providing-evidence-and-documents-to-support-your-visa-application/health-requirements/proving-your-identity-for-x-rays-and-medical-examinations/

The Pegasus 24 Hour Surgery is open 24 hours a day, every day and is located at 401 Madras Street. It provides urgent medical and accidental care, as well as a fracture service.

Hospital

If you need acute or emergency care, go to the Emergency Department. You will always be treated as an inpatient, but there may be a long wait. While in Christchurch, your closest Emergency Department is at Christchurch Hospital, 2 Riccarton Avenue.

Inpatient treatment, outpatient treatment, x-rays and laboratory tests at a public hospital incur charges. You will receive a bill that you should be able to claim back from your insurance provider.

If you go to the hospital in an ambulance, you will also receive a bill for the ambulance fee (usually approx. \$800.00). You should be able to claim this back on your insurance.

Be aware that costs relating to pre-existing conditions may not be covered. Check with your insurance provider and ask for support from Te Ratonga Atawhai Ākonga | Student Care if you have any issues.

Specialist care

If you require specialist care, your GP will refer you to an appropriate specialist for further testing.

If you want to make any specialist or testing claims under your policy, check your insurance policy wording or contact your insurance company to ensure that you will be covered before incurring any costs.

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

If you are a postgraduate student or undergraduate student, your spouse or partner may apply for a work visa for the same period of time as your student visa.

Accommodation

UC options for family accommodation are very limited. Specific accommodation for couples is in high demand and students are advised to apply as early as possible to avoid missing out.

If you are bringing your family it is best to organise temporary accommodation before you arrive and then look for permanent private rental accommodation once you are in Ōtautahi Christchurch. There are some accommodation options that the University offers that are not suited to families with children.

Care for children under five years of age on campus

There are three early childhood centres which offer childcare for children aged zero to five on campus at UC. Te Whare Kōhungahunga

- UC | the Early Childhood Learning Centre offers childcare on a permanent basis with the option of short days (these must be more than four hours per session) and fulltime childcare (eight hours per day). The UCSA has two childcare centres, Te Whare Kōhungahunga
- Ilam | Ilam Early Learning Centre and Te Whare Kōhungahunga o Montana | Montana Early Learning Centre. These have the option of childcare for shorter periods of time such as tutorials and lectures.
- Te Whare Kōhungahunga o UC | Early Childhood Learning Centre Visit 116 Ilam Road, Ilam Telephone 03 369 5100 Email earlychildhood@canterbury.ac.nz www.canterbury.ac.nz/earlychildhood/ <https://ucsa.org.nz/elc/ilam/>



- Te Whare Kōhungahunga o Ilam | Ilam Early Learning Centre Visit Carpark 1, Dovedale Campus Telephone 03 348 4336 Email childcare@ucsa.org.nz ucsa.org.nz/student-support/ilam-early-learning-centre/ www.canterbury.ac.nz/earlychildhood/
- Te Whare Kōhungahunga o Montana | Montana Early Learning Centre Visit 31 Montana Avenue Telephone 03 369 0585 Email montanaelc@ucsa.org.nz ucsa.org.nz/student-support/montana-early-learning-centre/

There is Government assisted funding available for pre-schoolers. All three, four and five year old children enrolled in an early childhood education (ECE) service are eligible for 20 hours of fully funded ECE per week. To find out more, visit <https://parents.education.govt.nz/early-learning/early-childhood-education/>

Other childcare centres

Childcare centres are a mix of privately run and community or church-based operations, so fees can vary widely. The Government's Ministry of Education website also allows you to search for early childhood education services in the Canterbury Region. There is a waiting list for most childcare centres.

In-home childcare

There are two types of in-home childcare:

- A trained nanny or educator comes to your home to look after your child. You can expect to pay \$16.50 – \$20.00 per hour for this service.
- You take your child to an educator/nanny's house. In this situation, the caregiver is likely to be looking after a number of other children at the same time as your child. You can expect to pay about \$5.00 – \$8.00 per hour for this service.

The rates quoted for in-home childcare are guidelines only.

School age children

Schooling is compulsory in Aotearoa New Zealand for all children from their sixth to sixteenth birthday, although most children start school on their fifth birthday or soon after. The school year runs from late January or early February through to December.

Education for children in Aotearoa New Zealand can be broken into three main age groups:

- 0-5 years: early childhood education.
- 5-13 years: primary/intermediate school.
- 13+ years: secondary school.

For information about how the school system works in Aotearoa New



Zealand, please visit <https://parents.education.govt.nz/> and <https://www.educationcounts.govt.nz/find-school>

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/

A portrait of a smiling man, Berton Panjaitan, in a circular frame. He is wearing a grey shirt and has short hair. The background is a light grey with faint, large, stylized icons of a school building, a graduation cap, a book, and a person walking. The text on the right is overlaid on this background.

“It was difficult in the beginning to adjust my time for study, work and family, but after some time I got used to it, and I enjoy it. Normally what I earn for 20 hours’ work each week is enough for my family’s basic needs with my wife and two children.”

BERTON PANJAITAN

Living in Ōtautahi Christchurch



Christchurch's name in te reo Māori is Ōtautahi. Ōtautahi Christchurch is an ethnically diverse city which offers an exciting lifestyle for students. With a population of over 400,000 Ōtautahi Christchurch is the largest city in Te Waipounamu – 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 Ōtautahi 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 Ōtautahi 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 Ōtautahi 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.
- Never leave your vehicle unlocked.
- Keep valuables hidden from view.

Road safety

- Drive on the left-hand side of the road.
- Always wear your seatbelt.
- Keep to the speed limit and slow down to the recommended speed around bends.
- Rest before going on a road trip and take regular breaks so you don't get too tired.

- Do not use your mobile phone whilst driving as it is dangerous to do so, and is prohibited in Aotearoa New Zealand.
- It is recommended not to hitchhike, but if you do, make sure that you are with others.
- Read the New Zealand Transport Authority Booklet for Overseas Drivers for more information about Aotearoa New Zealand's road rules. Search: NZTA driving in New Zealand.
- Visit www.drivesafe.org.nz/ for more information about driving in Aotearoa New Zealand, including information about staying safe on Aotearoa New Zealand roads, tips about winter driving, and information about planning your trip (including suggested road trip itineraries).

Alcohol safety

- The legal drinking age in New Zealand is 18 years
- Don't accept drinks from strangers.
- Don't leave your drink unattended.
- Don't drink and drive. Have a sober driver or take a taxi.
- The Christchurch City Council has an alcohol ban in place in the Riccarton and Ilam area where UC is located and in the central city. Carrying an open container of alcohol in public here may result in a fine. However, alcohol containers can still be carried through this area if unopened. Search: Christchurch City Council alcohol ban maps.

Outdoor safety

- Always plan your trip before you go and be prepared for what the outdoors might throw at you by doing your research before.
- Always tell somebody where you are going and when they can expect you to be back.
- Check the weather before you go – visit www.metservice.com for the latest weather updates.
- Always wear a life jacket when going out on water.
- Search: DOC safety in the outdoors or visit www.doc.govt.nz/parks-and-recreation/know-before-you-go/ to learn about the outdoor safety code before you go.

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.

Security Officers patrol the campus 24 hours,

7 days a week and provide assistance and support for students and staff. All Security staff are trained in First Aid and can use the University's defibrillator if there is a cardiac arrest. Officers patrol on foot, on Golf Carts and by vehicle, so expect to see them anywhere at any time.

There are Help Point Towers located across campus so be sure to use them if you need to. The Help Point Towers are monitored by UC Security Services to provide information any time and immediate assistance in an emergency. Press the black button for information, and the red button in an emergency.

It is also advised to use the recommended walking routes at night. If you feel unsafe walking at night, you can call security and they will escort you on campus.

Enter this UC security number into your phone so it is easy to call for help when needed:
0800 823 637.

If you have questions or concerns regarding security, please contact Security Services.

What to do in an emergency

If there is a serious emergency where you need an ambulance, police and/or the fire brigade, call 111 on a mobile or landline.

If an emergency takes place on campus call UC Security on 0800 823 637.

What to do in an earthquake: drop-cover-hold

Aotearoa New Zealand is in a geologically active area and does experience earthquakes. It is important to know what to do in an earthquake so that you can respond safely.

In an earthquake, you may need to drop to the ground; take cover under a sturdy desk, table or doorframe; and hold on tightly. Don't move about in an earthquake as this is unsafe. If you are driving, pull over and wait with your seatbelt fastened until the shaking stops. If you are near a beach or coast and the shaking is either very strong or lasts for a long time, move to higher ground as soon as the shaking stops, as earthquakes can cause tsunamis.

Earthquakes affect some people more than others; if you are feeling anxious or upset by an earthquake talk to a GP or counsellor at Te Whare Hauora o UC | UC Health Centre or contact Te Ratonga Atawhai Ākonga | Student Care for support.

Tel: 03 369 4444 and after Student Care Tel: 03 369 3388

If you evacuate from a building and leave campus be aware that you may not be able to return for some time until the official "all clear" is given. For more information on what to do

in an earthquake, visit
<https://getready.govt.nz/en/>

Emergency plan

Getting ready before a natural disaster – for example an earthquake – will help you survive in the event an emergency does occur. We recommend that you make a household emergency plan with the people that you live with; make an emergency survival kit (including food, water, first aid, and basic survival items); and make a getaway kit (including important documents and survival items) in case you need to evacuate from your home quickly.

You can find out more about how to get ready for an emergency at

<https://www.getthru.govt.nz/how-to-get-ready>

Accommodation

UC Accommodation Services provides information and advice on all accommodation options both on campus and off campus.

• www.canterbury.ac.nz/life/accommodation/accommodation-services

Halls of Residence first-year accommodation

Arcady Hall, Tupuānuku, College House, Rochester and Rutherford Hall, Sonoda Christchurch Campus and University Hall all provide fully-catered accommodation for students in their first year of study. Kirkwood Avenue Hall is a self-catered hall specifically for first year students who prefer to cook for themselves. Every hall has support staff to help you transition to a new environment.

If you have any concerns, please contact your Residential Assistant or Tutor in your hall as soon as you can.

• www.canterbury.ac.nz/life/accommodation/halls-of-residence

Students under the age of 18

If you are aged under 18 when you start your studies and are not living with your parent/s or legal guardian in Aotearoa New Zealand, there are some special requirements that you need to follow. Please see page 7 for International Students under the age of 18 for more information.

Students in second year and beyond

If you are looking for a bit more independence, the self-catered apartments and houses provide a diverse community with students of all ages and all levels of study and from all over the world. Whether you are living at Graduate House, Hayashi, Ilam Student Accommodation, Tupuānuku or Waimairi Village, there will always be staff on hand to help you at any time. Check with your hall office on the best place to buy food, the nearest shopping mall, transport options, or anything else you may require to settle into your new environment. Get involved in hall events and activities to make the most of your student experience and meet others with similar interests to yourself.

• <https://www.canterbury.ac.nz/life/accommodation/halls-of-residence>

Couples and families

There is limited accommodation on campus for couples at Graduate House, Hayashi, Kirkwood Flats, Sonoda Christchurch Campus, University Hall and Waimairi Village. It is likely that families will be required to find a private rental property on arrival. For this reason, booking temporary accommodation is required for the first three to four weeks. For more information, please visit
<https://www.canterbury.ac.nz/life/accommodation/couples-and-families/>

Homestay

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

<https://www.canterbury.ac.nz/life/accommodation/homestay-and-private-board>

International Student Care (ISC) contact Leanne and Brent Mora, Tel: +64 27436 0455 Email: studentcare@xtra.co.nz
<https://studentcare.co.nz/>

New Zealand Homestay, contact Julie Manche, Tel: +64 9 8848404 Email: info@newzealandhomestay.co.nz
<https://www.newzealandhomestay.co.nz/university-of-canterbury-students/>

These are the contacts if you have any concerns about your homestay.

In your homestay you will be provided with a fully- furnished room and access to bathroom and laundry facilities. You should also be provided with three meals a day, seven days a week – breakfast, lunch and dinner.

Renting privately

You are advised not to sign a contract or Residential Tenancy Agreement for a room or property until you have viewed the property in person. We recommend that you read the "Renting and You" booklet online, or pick up a copy from UC Accommodation Services, to understand the law about renting in Aotearoa New Zealand and your rights and responsibilities as a tenant. We also have a booklet called "UC Guide to Flatting". For more information, please visit <https://www.canterbury.ac.nz/life/accommodation/private/>

You can view rooms or properties to rent on the Accommodation Noticeboard located outside the UC Students' Association (UCSA) Office in the Undercroft, or see our Facebook page "Flat mate Wanted/Room to Rent".

Many rental properties in Ōtautahi Christchurch are not well insulated, double-glazed or do not have adequate heating, so check the Insulation Statement before you sign a contract. Undertake a Property Inspection Report with your landlord and take photos, noting any damage on the report.

Check Market Rent on the Tenancy Services website (www.tenancy.govt.nz) for the area you intend to live and contact them for information and advice if you have any concerns.

The Tenants Protection Association is also a good resource for information and advice, particularly if your living situation is not covered by the Residential Tenancies Act
<https://tpauckland.org.nz/>



"I have stayed in Ilam Student Accommodation and have been very pleased with the accommodation. I felt welcomed from the minute that I entered the Accommodation Office with a big suitcase and a tired mind after 30 hours of traveling. I have met people from all over the world while staying at Ilam and it was a great fit for me as an exchange student."

MARIA AHRENSBERG

Contents and personal liability insurance

Getting contents and personal liability insurance is an important thing to consider and factor into your budget. Your landlord will likely have insurance for their property, but this does not cover your belongings. Contents and liability insurance will cover your personal items and will also mean that you are covered if you or your flat mates cause any major damage to the house, for example you cause a fire. For more information, please visit <https://www.canterbury.ac.nz/life/accommodation/private/>

Transport

The most common way to travel in Ōtautahi Christchurch is by car, bus or bike.

Public transport

An easy and cost-effective way to get around Ōtautahi Christchurch is by public transport. There are a number of buses that can take you to UC and the best way to figure out which route you should catch is to use the 'Journey Planner' on the Metroinfo website. All you need to do is

type in your starting point, where you want to go and what time you want to leave or get there. It pays off to get yourself a MetroCard before you get on the bus. It is a cashless way of paying for your bus fare and will save you money at the same time. Travelling on a MetroCard is cheaper than paying cash and you will benefit from a daily and a weekly cap, meaning that you will not pay for more than two trips a day and ten trips a week. As soon as you reach the maximum limit you will get free travel for the rest of the day/ week. You can get yourself a MetroCard at the UCSA | Haere-roa, reception desk.

If you need any help finding the right bus route or if you have questions about MetroCards go to www.metroinfo.co.nz or call the Metroinfo Hotline (03) 366 8855.

Cycling

With its flat landscape and over 330km of on-road and off-road cycle ways, Ōtautahi Christchurch

is perfect for cycling, with more people cycling here than in any other city in Aotearoa New Zealand. It is the lowest cost mode of transport as well as being great for your fitness and is eco- friendly. UC has cycle lanes and lockable bike racks around campus, making cycling a great way to get around. You can also Borrow a Bike from the UCSA and there are showers located across campus where you can freshen up. A bike pump is available outside the northeast corner of Puaka-James Hight.



Cycle safety is extremely important. In Aotearoa New Zealand you are required to wear a helmet, have brakes and reflectors on your bike and have lights on when it is dim or dark. You cannot cycle on a sidewalk or towards oncoming traffic when on the road. To avoid accidents, make sure that you are highly visible to drivers. You can do this by wearing a fluorescent vest on top of clothing. These can be purchased at any bike store or at a budget store.

It is highly recommended that you read the Cyclist Road Code which can be found at the NZTA website.

Bikes can be purchased from a range of stores. Consider looking online for a second-hand bike. Before purchasing, be sure to check if the bike has pedal reflectors for extra safety.

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/ 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/vehicles/choosing-the-right-vehicle

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 sure that you purchase a car that is safe and fit for driving. For tips on buying a used car visit <https://www.nzta.govt.nz/vehicles/choosing-the-right-vehicle>

UC has student parking permits available to purchase. A student parking permit allows the permit holder to park in areas designated for students on campus. It does not give the permit holder a parking space nor guarantee a parking space. The costs of a student parking permit can be found on the UC website. Permits can be purchased from the Security Office and can be paid by EFTPOS, credit card or cheque. Search: UC parking permit.

Transitioning to life in Aotearoa New Zealand



Cultural adjustment



Cultural adjustment is a process that all international students go through in order to settle in the new environment. This process is often described as a number of successive stages and can be exciting, challenging, and even uncomfortable at times. It is important to understand that not everyone goes through the process the same way or in the same order, and not everyone experiences it for the same length of time. Some people may go through the stages more than once. Key stages of cultural adaptation identified by researchers include:

Stage 1: The honeymoon stage

This is the stage where you may find everything seems new and exciting, and you are likely to feel very hopeful, positive, and enthusiastic about your new life and surroundings.

Stage 2: The culture shock stage

After spending a few weeks living in a new country, you start to notice differences in values and norms between your country and the new one, and may even be feeling challenged by those differences. Some differences, such as language, weather, landscapes, clothing, and food are quite visible. On the other hand, the differences in social rules and values are harder to detect and can only be learned through interacting with local people in various contexts. You may feel a bit confused, anxious, overwhelmed and homesick as a result of having to cope with differences on a daily basis.

You can't avoid culture shock, but you can certainly manage it. Look out for signs such as unexplained crying, irritability, feeling

lonely, losing hope, not eating or sleeping and thinking about going home. When you notice any of those signs, talk to someone about it straight away.

Stage 3: The recovery stage

By this stage you have experienced enough differences or cultural shocks and have learned a bit more about the new culture. You begin to develop an insight into your experiences so far and start to build strategies that can help you to manage those cultural differences.

Stage 4: The adaptation stage

As you continue to live and learn in the new country, you reach a stage where you understand the similarities and differences between your culture and the new culture. You are able to articulate your own likes and dislikes about each culture and to incorporate your preferred values from both cultures into your life. As you have adapted to the new environment, you feel more confident and flexible when navigating the cultural landscapes.



"I enjoy meeting people of different cultural backgrounds, both students and staff. Studying with classmates also develops my teamwork skills. I have learnt to not become demotivated when study is difficult, but instead to remember to keep working hard, build connections with friends and never give up."

EDBERT LIVIA

New Zealand slang and expressions

New Zealand English can be confusing at times. Here are some common words and phrases and what they mean.

Sweet as – when something is good or cool

Kiwi – a New Zealander, a native NZ bird, or abbreviation for kiwi fruit

No worries – it is all right/fine

She'll be right – that will be all right

Bro – buddy/friend

Chur – yes, hello or goodbye

You're all good – don't worry about it

Knackered – tired/exhausted

Jersey – knitted long sleeve garment

Duvet – soft quilt filled with feathers, down or synthetic fibres

Ta – thank you

Varsity – university

Hot chips – fries

Chips – potato crisps

Dairy – shop selling sweets, drinks, ice creams and some general goods such as milk and bread

Flannel – soft woven fabric used to make shirts and jackets

Mate – a friend

Tramping – backpacking, bush/hill walking

Torch – flash light

Not even – disputing a statement

Heaps – a lot

Cuppa – cup of tea

Flat out – at maximum effort/speed

Pot luck – where everybody brings food

Bach – a small holiday house

Hard out – agreeing with somebody/yes but 'going hardout' means to put in too much effort.

Takeaways – food that is to be taken away

Munted – intoxicated or damaged/unusable

Sussed it – figured it out

Chocka – completely full

Togs – swimming apparel

Bring a plate – bring a plate of sweet or savoury food

Jam – pack tightly, or a sweet spread on toast

Yeah, nah – an informal way of saying no, often when you understand what someone else is saying but don't agree with them and don't want to offend them

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, Te Reo Rotarota | New Zealand Sign Language, and English, which happens to be the most commonly spoken language in the country. In English, politeness is often expressed through using explicit words and phrases, such as 'thank you', 'excuse me' and 'please'.

Rules are more important than status

Rules and social hierarchy exist in all societies. However, how much influence they have over people varies across cultures. In general, you would find that one's status does not have much influence over how rules are applied in Aotearoa New Zealand. For example, if your lecturer has made a decision about your assignment correctly according to the rules, approaching the head of department will not change the outcome. By the same token, if your lecturer has made a mistake, you have the right to raise this with them and follow the appropriate process to address the issue.

Relaxed attitudes towards status and hierarchy on campus

Some international students would be expected to bow to people with authority (including teachers/lecturers) to show respect in their home countries. Some are

"New Zealand is a multicultural nation, with a fusion of Māori, Pacific Island, European and Asian people combining to make a vibrant and colourful society. Kiwis are friendly and pleasant and easy-going."

NGUYEN HUYNH



also expected to address 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 business 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 behaviour 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

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 [❶ www.canterbury.ac.nz/support/equity/](https://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

[❶ www.canterbury.ac.nz/support/code/](https://www.canterbury.ac.nz/support/code/)

For full details of the Code including the complaint process, please visit
[❶ https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/](https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/)

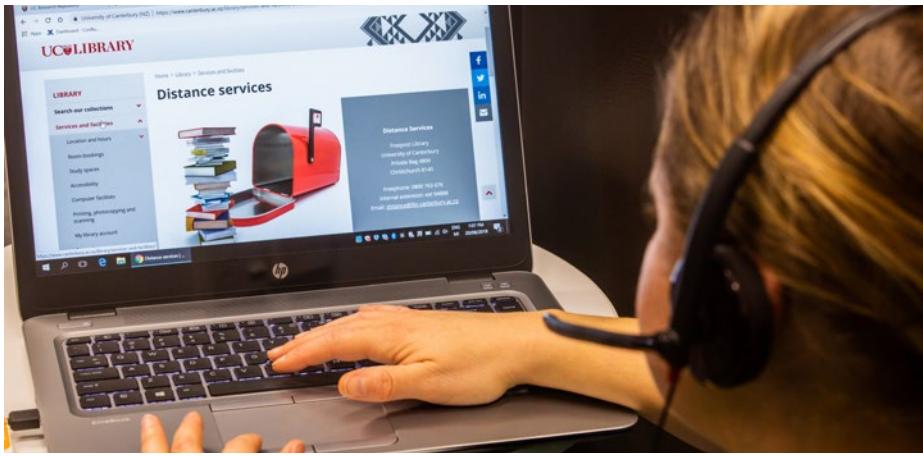
Raise a concern

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 [❶ www.canterbury.ac.nz/support/concerns/](https://www.canterbury.ac.nz/support/concerns/)

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.

Understanding the UC learning environment





myUC

myUC is the online student portal. It is where you apply to enrol and then follow your progress to becoming an enrolled student at UC. When you are a current student, myUC is where you can view your transcript, find your results, update your personal details and access other UC systems including Learn, Library, IT, Canterbury Card and My Timetable.

Timetables

Your timetable is online and can be accessed using your student IT login. Make sure that you check your timetable before every class and tutorial as times and locations are not always the same.

For full instructions on how to use your timetable visit <https://www.canterbury.ac.nz/life/it-logins-and-tools/my-timetable>

UC LEARN

LEARN is UC's open source learning platform that can be accessed anytime, anywhere. There you can find all your course material and information, do quizzes, submit homework and assignments, watch ECHO video recordings and message other students.

Emails

UC students are provided with a UC email address. If you are an undergraduate your student email address will be username@uclive.ac.nz. If you are a postgraduate student completing a Doctorate (PhD), Master's Thesis or Dissertation you will also have a second email address in the format of

firstname.lastname@pg.canterbury.ac.nz. This will be the default email address for you as a postgraduate student.

Your lecturers and tutors will contact you by email. It is also how you will usually receive important University-wide announcements or notices. You need to check your emails every day to not miss any important messages. If you prefer to check one email address, you can set up your emails to automatically forward to your preferred email address.

Visit <https://www.canterbury.ac.nz/its/knowledge-base/> for more information about emails.

Canterbury Card

The Canterbury Card is the official student ID for UC students. The Canterbury Card is also a UCSA membership card, a library card, a security card and a debit card that can pay for printing, photocopying and library fines. You can load funds onto your Canterbury Card at myUC or at the EFTPOS reload stations located in all libraries and the Jack Erskine Computer Workroom on level 0.

Contact UC Security to get your Canterbury Card.

Wi-Fi

IT Services offers wireless network coverage across much of the campus. All students receive 100GB per month of free internet allowance for external internet use, such as Google searches. You are not charged for accessing UC sites (sites ending in ".canterbury.ac.nz").

Logging onto UC computers

To log onto to a UC computer, you will need your UC IT username and password. Computers are located in all UC libraries, with computer workrooms located in Jack Erskine, Ernest Rutherford, and West. Your Canterbury Card allows after-hours access to some computer workrooms. For computer locations visit <https://www.canterbury.ac.nz/its/knowledge-base/workrooms/>

Free Microsoft Office 365 for UC students

All students at UC can install Microsoft Office 365 for free on their personal device. To learn how to install and use Office 365 visit <https://www.canterbury.ac.nz/its/knowledge-base/office-365/>

Office 365 is an online version of Microsoft Office made up of web-based Office applications (or Office web apps) and cloud storage using OneDrive for Business. The package of Office web apps includes the latest versions of Word, Excel, PowerPoint, OneNote, Access, Publisher, Outlook, Skype and InfoPath.

OneDrive for Business cloud storage allows you to store, sync and share files across multiple devices. You can open and edit files you have in OneDrive anywhere you have internet access.

If you have any problems with your IT account contact IT or visit the IT Service Desk.

Printing and copying

You can print and copy on all printers in computer workrooms and UC libraries using Follow-You printing. You need to have funds on your Canterbury Card to print or copy. To learn how to print and copy visit <https://www.canterbury.ac.nz/its/knowledge-base/printing/>

The Copy Centre on the second floor of the Puaka-James Hight Library can photocopy and print for you, as well as print posters, laminate, and bind pages. For prices, contact the Copy Centre directly. Payment can only be made by EFTPOS or credit card. For more information on their printing services visit <https://www.canterbury.ac.nz/its/knowledge-base/printing/>

For Copy Centre prices or questions, contact the Copy Centre directly.

Academic adjustment



Academic expectations at UC may be different to those in your home country. You may find differences in the amount of independent study, level of critical thinking and methods of assessment. In Aotearoa New Zealand classrooms it is common to see students and lecturers disagreeing with each other and students are expected to participate in classroom discussions. Additionally, you are expected to learn from a wide array of sources, including lectures, tutorials, textbooks and journal articles from the library and the internet.

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, structure and planning, and the final draft.

• **The Writing Process** is a four part course that introduces students to the academic writing process. The course focuses on mapping and planning your ideas before writing, drafting and revising, editing, and proofreading.

Te Pokapū Pūkenga Ako | Academic Skills Centre can also support you in your transition from undergraduate to Masters or Doctoral (PhD) study. GradFest—an annual week-long mini-conference—is a hugely popular event for postgrads to attend. Te Pokapū Pūkenga Ako | Academic Skills Centre also run workshops on **Academic Skills for Honours Students** and **Academic Skills for Thesis Writers**.

For a full list of Te Pokapū Pūkenga Ako | the Academic Skills Centre workshops and seminars Search: UC Academic Skills Centre.

English language skills

Even though students who have English as an additional language will have met the English language requirements for university entry, they are expected to continue improving their English while they are studying. It is common for students who have already learnt English to struggle with the Aotearoa New Zealand accent when they first arrive. Being involved with domestic students by joining a club, or listening to local TV and radio can help you understand the New Zealand accent.

Te Pokapū Pūkenga Ako | Academic Skills Centre has useful workshops for English as an additional language.

- **English Language Support Programme (ELSP)** is a year-long course designed to help students with English as an additional language to improve their academic English. Students are welcome to join the course at any stage during the year.

'I enjoy the magnitude of my classes, because they tend to be smaller in size, and therefore lecturers and students alike can communicate more often. Also, the lecturers and professors are extremely helpful, informative and willing to assist students.'

SHERRY CHEN

- **Reading and Writing for English Language Learners** course focuses on written academic English.
- **Speaking and Listening for English Language Learners** workshops will give you a chance to practise your conversational skills with native and non-native English speakers in a supportive environment.

Academic integrity

UC places great importance on academic integrity. Both students and staff are expected to act honestly, fairly and ethically in respect to teaching, learning and administration. UC has zero tolerance of cheating and academic dishonesty as this is counterproductive to an individual's learning and development, and undermines academic standards and educational outcomes.

Plagiarism is a form of cheating, as is assisting a person to plagiarise. Plagiarism means copying from a book, the web or someone else's work and submitting it as if it were your own. In some cultures this is a mark of respect for the author of that work. In Aotearoa New Zealand it is considered as a form of cheating. It is expected that you read widely and that in your written work you quote from some other authors. However, the origin of these quotations must always be acknowledged and the length of quotation must be kept to a minimum. Aotearoa New Zealand teachers want to see your own work. Sometimes students plagiarise by accident as they are not aware of referencing requirements. Speak to your subject librarian or a Te Pokapū Pūkenga Ako | Academic Skills Centre Advisor about referencing support.

As a student, you are responsible to discourage others from cheating in order that an atmosphere of trust, fairness, mutual respect and shared responsibility can be fostered. It is also your responsibility to inform yourself of UC's assessment and examination policies and procedures, which can be found at Te Pātaka Kaupapa Here o UC | the UC Policy Library, visit <https://www.canterbury.ac.nz/support/concerns/>

Getting help with academic work

Who to see when you're struggling with study related questions

If you have questions about course material, get in contact with your tutor or lecturer. Attend your scheduled tutorials and ask your tutor questions about the course work that you have. Take advantage of the support available to you through your lecturer's office hours and any offered tutoring. If you are in need of a private tutor then get in touch with your department and they may be able to direct you to a tutor that you can pay for privately. If you are in a Hall there may be some tutors available.

If you have questions about how to study or write academic work, make contact with
Te Pokapū Pūkenga Ako | the Academic Skills Centre.

Special consideration

If you have been prevented from demonstrating your knowledge or skills at the time of assessment or cannot complete a course of study because of unforeseen circumstances, you can apply for Special Consideration. There are two types of Special Consideration:

- **Special Consideration for Assessment** (Missed Exam/Test or Impaired Performance) is intended for students who have covered the work of a course but have been prevented from demonstrating their knowledge or skills at the time of the assessment due to unforeseen circumstances.
- **Special consideration for Late Discontinuation** is intended for students who have been prevented from completing a course of study, due to circumstances beyond your control, or that were not reasonably foreseeable, and you were unable to withdraw from the course(s) by the published withdrawal deadline.

To apply for Special Consideration visit www.canterbury.ac.nz/study/special-consideration/

You can see a Student Care Advisor for guidance with your situation and completing a Special Consideration application.



“Course content is different here than home, and I think that's partly because this is a whole other part of the world. Taking marine biology within driving distance of incredibly diverse sea life locations (ie, Kaikōura) is way different than taking the same class in landlocked Indiana, USA, for instance. UC puts a lot more influence on studying on your own time than my home university. At home we have much more frequent testing and homework.”

EDEN LONG

Thriving in Aotearoa New Zealand



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

Student blogs and e-newsletter

Tūpono | 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 Tūpono | 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 Tūpono | UC Insider's Guide blog.

UCSA clubs

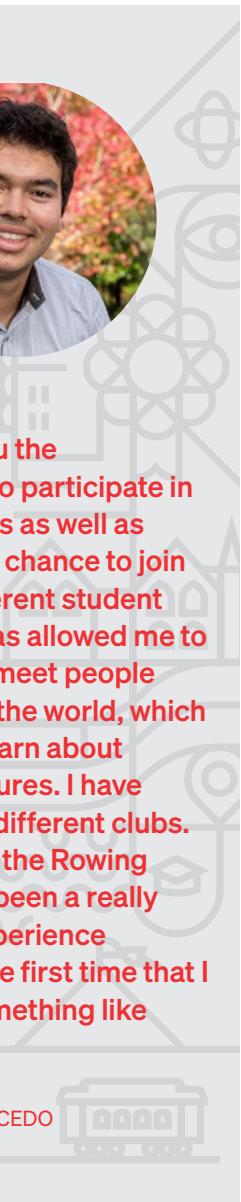
At UC there is a wide range of clubs that you can join, from DRAMASOC to UCSURF. Through clubs you can meet new people and participate in a variety of activities and events. You can meet other international students and students from your home country as well as interact with domestic students

• <https://ucsa.org.nz/clubs/browse/>



“UC gives you the opportunity to participate in daily activities as well as gives you the chance to join so many different student clubs. This has allowed me to interact and meet people from all over the world, which makes you learn about different cultures. I have joined many different clubs. For instance, the Rowing Club – it has been a really enjoyable experience because is the first time that I am doing something like this.”

LUCAS SEÑA CAICEDO



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.

• <https://ucsa.org.nz/postgraduate/>

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
95 Tuam St, CBD
Christchurch 8011
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
391 Moorhouse Avenue, Christchurch 8011
Telephone 03 366 9869

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, Ōtautahi Christchurch Central, Telephone 021 0287 1650

Sikhism

Gurudwara Singh Sabha Christchurch
537 Ferry Road, Woolston
Telephone 021 767 007

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

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/

Contact the Citizens Advice Bureau
Visit Fendalton Library, Corner of Clyde and Jeffreys Roads

www.cab.org.nz/

Hours 11am – 5pm Monday and Wednesday – Friday; 2pm – 5pm Tuesday

Telephone 03 351 7804

Email christchurchnorth@cab.org.nz

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 Rōpū Rapuara o UC | UC Careerhub (www.canterbury.ac.nz/life/jobs-and-careers) and Te Rōpū Rapu Mahi Tauira | Student Job Search (www.sjs.co.nz) has jobs specifically for students.

It is a great place to look if you need a job whilst studying, with over 3000 jobs

available at any given time. SEEK (www.seek.co.nz/jobs) is Aotearoa New Zealand's number one employment website where you can browse jobs in Aotearoa New Zealand and internationally. You can search by key words, classification, location and salary. Trade Me Jobs (www.trademe.co.nz/jobs) has thousands of Aotearoa New Zealand job vacancies online where you can search by key words, type, location, category and pay. For more information and advice on where to look for jobs, visit www.canterbury.ac.nz/careers/

Exploring Aotearoa New Zealand



Places to visit in Ōtautahi Christchurch

A great thing about Ōtautahi Christchurch is that there are plenty of things to do for free. Popular activities in Ōtautahi 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 Ōtautahi Christchurch, visit [ChristchurchNZ.com](http://christchurchnz.com) or <https://openchch.nz/> or neatplaces.co.nz

Ōtautahi Christchurch is the gateway to Te Waipounamu | the South Island. Ōhinehōu | 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, bungy 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/

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.

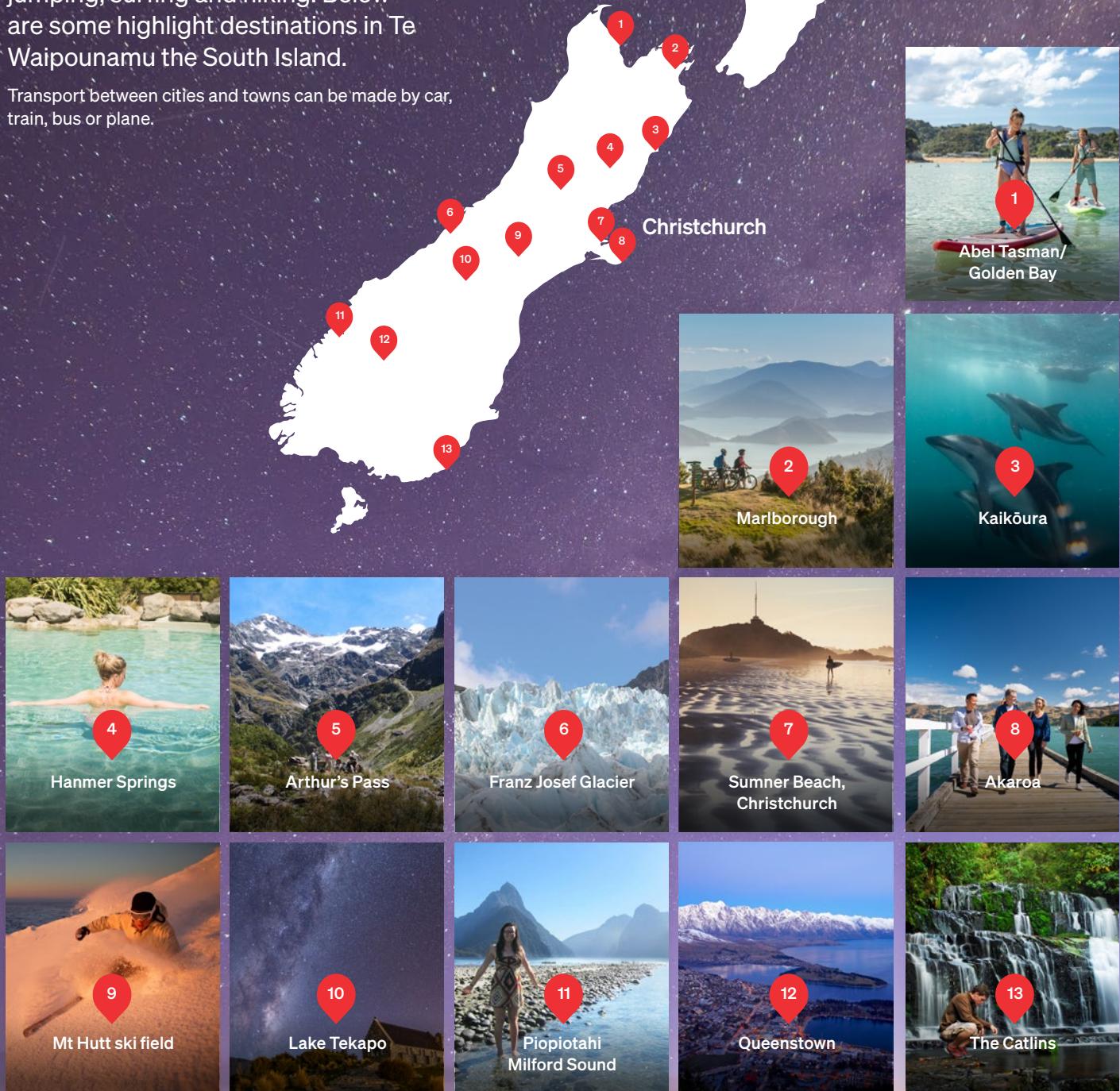


“Any free time of mine involves either hiking or water sports. Living in Christchurch accommodates these passions of mine as I can do just a short trek in Port Hills on a Sunday morning and then head over to the Sumner Beach later in the day for some swimming/surfing. I also like travelling to Arthur’s Pass to do some longer trails, visiting Waipara Hills, and just doing some local outings with friends to the City Centre’s cafes and shops.”

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.



UC Support Services and Facilities



Te Pokapū Pūkenga Ako | Academic Skills Centre

Te Pokapū Pūkenga 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 – please use your UC email address.

• 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

• www.canterbury.ac.nz/life/accommodation/

Te Pokapū Rapuara | Centre for Employability & Career Development

Te Pokapū Rapuara | Centre for Employability & Career Development helps you prepare for work during your studies and after you graduate. This journey begins the moment you arrive at UC. Take advantage of our diverse career development opportunities both on and off campus throughout your time at UC. We can help you to:

- Plan your study and career goals
- Find ways to gain work experience and build your employability skills
- Learn how to look for volunteering, part-time, internship, and graduate roles

- Understand the New Zealand job market and workplace culture
- Prepare for employment in your home country and international job markets

Join our daily drop-in sessions for quick 10 minute checks of your CV, cover letter, and LinkedIn profile. You can also book one-to-one appointments for longer career consultations.

We provide dedicated and specialised support for international students, including a weekly Work Experience Drop-in session at the International Desk in the Central Library. International students can also take part in internship programmes, including the PACE programme and Virtual Internships, to gain real-world experience.

Get involved in our career workshops, online career tools, career fairs, and networking events. We bring over 80+ employers onto campus. It's important to attend these events early in your studies as many employers start recruiting for internships and graduate programmes early (usually 12 months in advance from March to June).

UC graduates can continue to use the Centre of Employability for up to two years after graduation. For more information visit
• www.canterbury.ac.nz/life/jobs-and-careers

Visit Level 1 Jane Soons
Telephone 03 369 0303
Email: employability@canterbury.ac.nz
• www.canterbury.ac.nz/life/jobs-and-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

Cassandra Burton-Wood

Cassandra.burton-wood@canterbury.ac.nz

Paul Hegglun

T: 021 615933

Father Michael-Therese Sheerger

Fr.michael.therese@holyfamily.nz

Dr Mary Allan

Mary.allan@canterbury.ac.nz

Copy Centre

The Copy Centre can photocopy and print for you, as well as print posters, laminate, and bind pages. The copy centre sell graph books, lab coats and other items. For prices, please contact the Copy Centre directly. Payment can only be made by EFTPOS or credit card.

UC Print is located next to K1 Lecture Theatre,
20 Kirkwood Avenue.

Hours of service 8am to 4pm Monday to Friday or email your print order to ucprint@canterbury.ac.nz.

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 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 Pātaka (Level 2 Puaka-James Hight building)

Email: firstyearadvice@canterbury.ac.nz
Call: +64 3 369 0409

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 preventative measures to keep you healthy and well.

As an international student visiting Te Whare Hauora o UC | UC Health Centre, you do not have to pre-register to be seen when you are unwell. However, if you do register you will not need to worry about paying upfront and claiming your own insurance costs if you have Studentsafe insurance and the reason for your consultation is covered by your insurance policy. Students with other insurance policies are required to pay their UC Health Centre bill upfront and claim the costs back through their insurance company. Check with the practice manager if you are unsure about the payment process.

Please read your insurance policy carefully to ensure your condition is covered. Pre-existing health conditions and sexual health are not usually covered and all vaccinations, including the influenza vaccination, incur an additional fee.

Please note that Te Whare Hauora o UC | UC Health Centre only sees students and staff from UC, and not partners or families.

Visit 90 Ilam Road

Term hours: 8.30am – 5pm Monday to Thursday and 9am – 5pm Friday

Exam hours: 8.30am – 5.00pm Monday to Friday and 8.30am – 6pm Saturday

Telephone 03 369 4444

Fax 03 348 4384

Email admin-healthcentre@canterbury.ac.nz

www.canterbury.ac.nz/healthcentre/

IT Services

If you have any problems with your IT account, you can log a job using the Self-Service Portal tool, call, or drop in to the IT Service Desk. The IT Services webpage also has self-help information about Microsoft Office 365, accessing your email, IT account and passwords, internet use, computer workrooms, and printing.

IT Service Desk

Visit Level 2 Puaka-James Hight (Ilam Campus) Monday to Friday, 8am to 5pm (excluding public and university holidays). For other time please telephone the IT Service Desk.

Telephone 03 369 5000 or free call 0508 UC IT HELP (0508 824 843)

www.canterbury.ac.nz/its/contact-us/

Computer workrooms

PC and Mac computers are available for UC students – use your UC username and password to login.

Available computer workrooms can be found here: www.canterbury.ac.nz/study/study-support-info/study-and-discussion-rooms/computer-workrooms

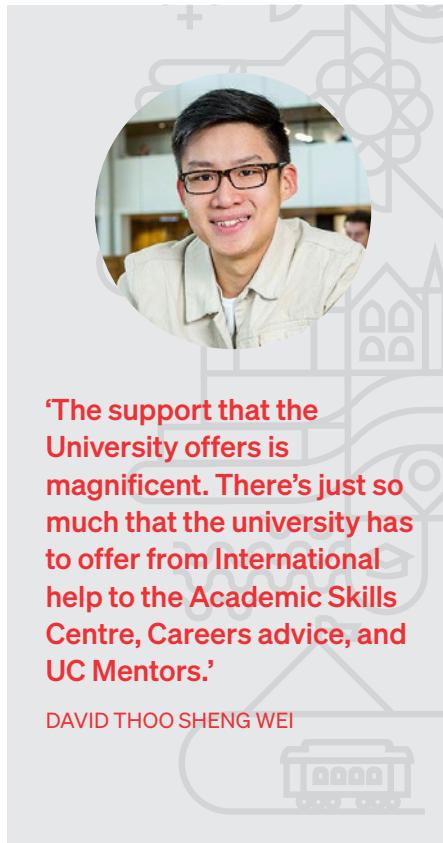
Please visit www.canterbury.ac.nz/study/study-support-info/study-and-discussion-rooms/computer-workrooms for more information about the number of computers available and open-hours of the rooms.

Ngā Puna Mātauraka Libraries

UC has three libraries.

Te Puna Mātauraka o Te Whare Wānanga o Waitaha | the Central Library is located in the Puaka-James Hight building. It provides services and collections on Humanities, Social Sciences, Education, Law, Business and Economics, Music, and Fine Arts.

Te Puna Pūkaha me te Pūtaiao | the Engineering and Physical Sciences Library is located on the north side of campus adjacent to Creyke Road. It provides services and collections on all aspects of



'The support that the University offers is magnificent. There's just so much that the university has to offer from International help to the Academic Skills Centre, Careers advice, and UC Mentors.'

DAVID THOO SHENG WEI

engineering, forestry and sciences.

Te Puna Rakahau o Macmillan Brown | the Macmillan Brown Library is located in the Te Ao Mārama complex on Arts Road. It is home to some of the rarest and unique research and art collections of Aotearoa New Zealand and the Pacific.

Search our collections

If you want to find a specific book or want to find materials for your course or topic, use the Library website www.canterbury.ac.nz/library/. Multisearch lets you search for books, journal articles, database records, artwork and other heritage materials in our library catalogue, databases, heritage collections and archives.

Book a librarian

If you need help accessing resources and finding information for your subjects, see a specialist librarian. You can make an appointment with a librarian that specialises in your subject by going to www.canterbury.ac.nz/study/library/library-services/subject-specialist-librarians

Te Puna Mātauraka | The UC Library has active staff with specialist skills and knowledge. Stay connected with them via their social media channels or on ASKLIVE www.canterbury.ac.nz/study/library/library-services/asklive-online-chat our live online chat.

Check the Library website for open hours as they vary through the academic year

Telephone 03 369 4888

Email library@canterbury.ac.nz

www.canterbury.ac.nz/library/

Mentoring

The mentoring programme gives you a brilliant start to your life at UC. When you join the programme you will be matched with a UC Mentor who is studying similar subjects to you. Mentors are volunteers who give you information on how to access the services on campus and can be someone you can talk to about your experiences and studies.

Your mentor will volunteer their time to help you through the enrolment process, take you to the orientation activities, answer any questions you might have and give you ongoing support throughout your study. You can even get in touch with a mentor before you enrol here to find out what life is like at UC, which can be incredibly useful for planning your studies and time.

For more information go to

www.canterbury.ac.nz/support/get-support/new/mentoring-programmes/

Pacific Development Team (PDT)

Pasifika students at UC have a dedicated support team that provide advice, pastoral care, mentoring, academic learning support, and regular cultural events. Their doors are always open so please pop into to see them any time.

There are many opportunities where students from the Pacific Islands can connect with our local Pasifika students, get to know Pasifika staff and meet the local Pasifika community. International students from the Pacific Islands are warmly invited to attend Pasifika Orientation—Get FRESH programme and the Pasifika Welcome Day in February.

Visit 37 Creyke Road
Telephone 03 369 1088
Email ucpacific@canterbury.ac.nz

• www.canterbury.ac.nz/support/pasifika/



UC Rainbow

University of Canterbury celebrates and respects our Rainbow ākonga | students and aims to foster an inclusive and affirming environment.

Studying abroad can be an exciting time of exploration and self-discovery, and our team of confidential Rainbow Advisors are here to support Rainbow ākonga | students navigate this.

Our team of Rainbow Advisors are well versed in all things rainbow and can provide assistance to help you navigate things like community, healthcare, Gender Affirmation, and wellbeing. We can also work with you to manage your other life stressors to reduce their impact on your studies.

Whether you need help with a specific issue or need a supportive person to talk things through, no issue or concern is too small or insignificant. You don't need to figure it out alone, we are here to help.

To get support, please email rainbow@canterbury.ac.nz



Check out our Rainbow Communities page to explore key information such as Rainbow Clubs and the Rainbow Room on campus.

UC Rec and Sport

The UC Rec and Sport team provides UC students with a range of sport, fitness and recreation experiences and facilities that complement your education. You can stay active in sport through our Social Sport Leagues, Inter-Hall Sports, Competitive Uni

Leagues, Sport and Recreation clubs, or join the Sport and Fitness Academy group training tribe. Drop-in and Learn to Play sessions are also on offer during term time. All activities take place on campus, either on the Ilam Fields or at the UC RecCentre.

The UC RecCentre is your campus fitness and sport facility on campus. You'll have all the usual gym offerings at your fingertips, and much much more. Try out their extensive group fitness programme, including the ever-popular Zumba, HIIT and Yoga classes, or simply hit up the gym for your weights and cardio fix. They have a Zen Zone set aside for quiet activities like yoga, meditation, pilates or just to take some time out on the beanbags. We also have a boxing studio and climbing wall, for something a bit different! If you're new to the gym, check out the StartZone. It's smaller and quieter, with lighter weights for beginners. We also set aside Women's only times each day in the StartZone.

All UC students issued with a UC Student ID Card are eligible for free membership. You must still sign up online, or in person, and agree to our terms and conditions of use, and code of conduct. Your UC Canterbury Card becomes your membership card and you must present this every time you visit to gain access.

For hours, services and information about our facilities, visit the RecCentre webpage.

Visit UC RecCentre, 22 Kirkwood Ave, Ilam
6am – 9pm Monday to Friday and
9am – 5pm Saturday and Sunday

Telephone 03 369 2433

Email reccentre@canterbury.ac.nz and ucsport@canterbury.ac.nz

• www.canterbury.ac.nz/ucreccentre/
• www.canterbury.ac.nz/sport/

Scholarships Office

UC offers over \$20 million in scholarships and prizes annually to help fund our

students' study. You can search for scholarships on the webpage, or contact the Scholarships Office directly if you have queries regarding UC scholarships.

Visit Level 2 Matariki

Telephone 03 369 4900

Email scholarships@canterbury.ac.nz

• www.canterbury.ac.nz/get-started/scholarships/

UC Security

Security Officers patrol the campus 24hrs 7 days a week and provide assistance and support for students and staff. All Security staff are trained in First Aid and can use the University's defibrillator if there is a cardiac arrest. Officers patrol on foot, on Golf Carts and by vehicle, so expect to see them anywhere at any time.

There are Help Point Towers located across campus so be sure to use them if you need to. It is also advised to use the recommended walking routes at night. If you feel unsafe walking at night, you can call security and they will escort you on campus.

Enter the 0800 823 637 UC security number into your phone so it is easy to call for help when needed. If emergency services are needed on campus, call UC Security first and they will call emergency services for you.

Visit 114 Ilam Road

Telephone 03 369 2888 or 0800 823 637

Email security@canterbury.ac.nz

• www.canterbury.ac.nz/support/onsite-services/security/

Te Ratonga Whaikaha Student Accessibility Service (TRW|SAS)

TRW|SAS offers assistance and advice for students who are neurodiverse, have a disability, medical condition, specific learning difficulty, mental health condition, or temporary impairment that may affect their study. TRW|SAS tailors support to each student's needs, providing specialist resources, coaching, and Exam Special Arrangements. To learn more about the services TRW|SAS offer and for information about registering for support, please visit the webpage below.

Hours: 8:30am – 4:30pm Monday to Friday

Office: Level 1 Forestry Building, room 125

Telephone +64 3 369 3334

Email sas@canterbury.ac.nz

• www.canterbury.ac.nz/life/accessibility

Te Ratonga Atawhai Ākonga | Student Care

Te Ratonga Atawhai Ākonga | 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 Ākonga | Student Care team

Visit Undercroft, Puaka-James Hight
8.30am – 4.30pm Monday to Friday
(including during study and term breaks)

Telephone 03 369 3388

Email: studentcare@canterbury.ac.nz

• www.canterbury.ac.nz/support/needtotalk/

Te Pātaka | Student Services Hub

If you have a quick questions that need to be answered or need directions on campus, visit the Student Services Help Desk.

You can visit Te Pātaka for help with a range of things, including:

- Kaitoko | First Year Student Advisor for advice on degree planning, changing courses, timetable clashes.
- Enrolling at UC, applying for courses, scholarships and student fees
- Te - Ratonga Ākonga | Student Services can provide advice and help.
- Support for Pasifika students – the Pacific Development Team are available if you need advice, guidance or just someone to talk to.
- Library help – access support for your learning and research from the UC Library.
- IT Help and LEARN support with things like using LEARN, accessing WiFi, using your student email and finding computer rooms with the software you need for assignments.

- Pokapū Pūkenga Ako | Academic Skills Centre is a free advisory service and resource hub that focuses on writing and study strategies to help you achieve at UC.
- International Relationships Office. Learn about UC Global Exchange, and if you're an on-campus international student you can get advice and support (including NZ Manaaki scholars).

Come and visit us at Te Pātaka Level 2, Puaka-James Hight.

Te Rōpū Ākonga o Te Whare Wānanga o Waitaha | The UCSA

Te Rōpū Ākonga | the UCSA consists of a large services team (Advocacy & Welfare, Events and Resources, Communications and Media, Early Learning Centres, and Food and Beverage) and a governance team (consisted of student- elected student executive). The core function of governance is to represent the student voice and is responsible and accountable for the overall performance and direction of the activities and affairs of Te Rōpū Ākonga | the UCSA. Exec members sit on a range of Faculty and UC committee bodies to make sure students' voices are heard and undertake special projects. You can vote for Student Executives yearly.

The UCSA Events and Resources team organises a number of events throughout the year, including Orientation Week (O-week), Winterlude (Semester 2 orientation), and end of lectures Coffee Party and Tea-Party.

The UCSA Advocacy and Welfare team provides free and confidential advice independent of the University on anything. You can get advice on issues ranging from academic and financial to tenancy and accommodation. If they cannot specifically help with the issue, they can discuss, advise and refer students to relevant external agencies. The team also administers Foodbank, Food Support Service, Hardship Grant and Mickle Fund Loan. Te Rōpū Ākonga | the UCSA trains Class Reps to offer guidance and support for the classmates on general course issues and liaise between classes and lecturers.

Information available at • <https://ucsa.org.nz/support/>

Te Rōpū Ākonga | the UCSA has a number of student run affiliated clubs and societies that you can join. See page 27 or visit • ucsa.org.nz/clubs/find-a-club/ for more information.

The UCSA run a number of cafés and bars on campus, including Café 1894 and The Foundry.

Other initiatives that the UCSA run include: Borrow-a-bike scheme; Menstruation Emergency; UCSA Optometry; UCSA Dental; Good One-Party Register; and UCSA Help Volunteers.

Check out CANTA Magazine, UCSA App, Facebook, SnapChat, and Instagram.

Visit Level 2, Haere-roa Building
8.30am – 4.30pm Monday – Friday
(including during study and term breaks)

Telephone 03 369 0555
Email hello@ucsa.org.nz

• <https://ucsa.org.nz/support/>

Te Kura Tāura UC Graduate School

Te Kura Tāura | UC Graduate School is a space where our graduate research students can access wraparound support at every stage of their journey, from enrolment through to graduation. In addition to administrative support in relation to research milestones and associated processes, Te Kura Tāura has a Researcher Development Team that offers dedicated support to students via one-to-one appointments with Kaitoko | Research Student Advisors. Graduate research students can plan their development as researchers using Te Kura Tāura events calendar which lists all relevant training and development opportunities at UC. Te Kura Tāura also has a Kaiārahi who supports students with developing their knowledge of te ao Māori, especially in relation to research, and helps them navigate the Māori consultation process where required.

You can book an appointment with a Kaitoko and find out more about the support available at • www.canterbury.ac.nz/study/uc-graduate-school/contact-uc-graduate-school

Visit Te Kura Tāura on Level 1, Matariki Building - 8.30am to 4pm Monday to Friday
Telephone: 03 369 2244

Email: graduateschool@canterbury.ac.nz

Find your community

At UC we are proud of our rich diversity of communities. Whether you identify as International, Ākonga Māori, Pacific, Rainbow, Disabled, we have spaces just for you.

• www.canterbury.ac.nz/communities



Te Ratonga Atawhai Ākonga | UC Student Care:

T: +64 3 369 3388
E: studentcare@canterbury.ac.nz
Undercroft, Puaka James Hight

Te Whare Wānanga o Waitaha | University of Canterbury
Private Bag 4800
Ōtautahi Christchurch 8140
Aotearoa New Zealand

www.canterbury.ac.nz/support/needtotalk