

UC Oranga | Wellbeing



Look after you



UCGO! The
app you need
to succeed

Take charge of your wellbeing

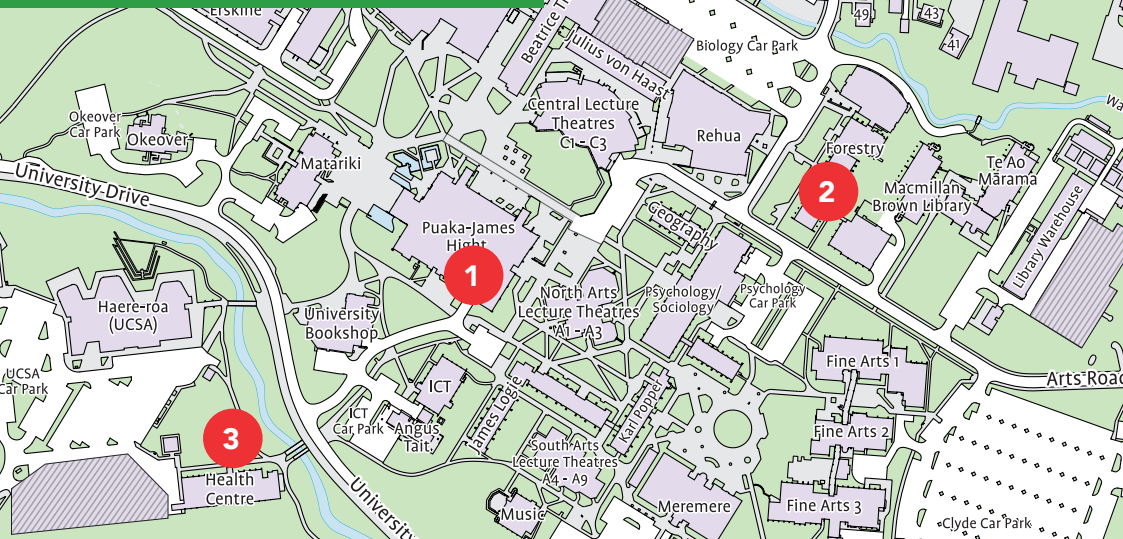
Welcome to the Te Whare Wānanga o Waitaha | University of Canterbury (UC) community. At UC we pride ourselves on our supportive and inclusive community dedicated to making sure your time at UC is enjoyable and successful.

Being a successful student isn't just about studying and getting your assignments in on time – you need to look after yourself as well. It can be a bit like a rollercoaster ride when you first start out. Getting your head around university and learning new things is challenging stuff, so it's important you take charge of your wellbeing.

If you'd like to talk to someone about settling into life at UC or getting help with course work or financial worries – or if you just need someone to talk to – UC has a great range of services and facilities that you can access. Te Pātaka, UC's student services hub located on Level 2 in the Puaka-James Hight Central Library, is the first place you should visit if you've got a question or need help with something.



**'Make the
most of the
services on
campus.'**



Services on campus

From general advice to mentoring, health care to financial support, UC offers a wide range of services to support your wellbeing.

1 Te Pātaka

First things first. If you're unsure about something or have a question, visit the friendly team at Te Pātaka on Level 2 in the Puaka-James Hight building (Central Library). They'll be able to point you in the right direction.

Opening hours Monday to Friday, 8.30am – 5pm

Location Level 2, Puaka-James Hight (Central Library)

2 Atawhai Ākonga Student Care

Struggling with your studies? Homesick, lonely or don't know who to contact about a problem?

Atawhai Ākonga | Student Care advisors can provide practical guidance and advice on anything that might be affecting your studies and wellbeing, including:

- goal setting and motivation
- confidence building
- communication
- conflict resolution
- decision making

- managing stress
- time management
- life and culture in Aotearoa New Zealand
- settling in and homesickness
- social connections
- understanding UC processes and who to contact
- other personal worries and concerns.

To find out more about Atawhai Ākonga Student Care visit www.canterbury.ac.nz/support/needtotalk

The service is confidential and available to all UC students, including distance students. You can talk with an Atawhai Ākonga Student Care advisor by phoning, emailing, making an appointment or dropping in to the Atawhai Ākonga Student Care office.

Phone 03 369 3388

Email studentcare@canterbury.ac.nz

After hours emergency care

0800 823 637 (UC Security)

Opening hours Monday to Friday, 8.30am – 4.30pm (Including study and term breaks)

Location Undercroft, Puaka-James Hight (along from the Pharmacy)

Note: If you require:

- Counselling, contact the Te Whare Hauora | UC Health Centre – see page 5.
- Specialised cultural expertise and support, contact UC Māori or the Pacific Development Team – see pages 7 and 8.
- Rainbow support, contact the Rainbow Advisor – see page 9.
- Advocacy, contact the UCSA – see page 12.

3 Te Whare Hauora UC Health Centre

Te Whare Hauora | UC Health Centre is here to help you stay healthy and well while you're studying. It provides full general practitioner (GP), medical, counselling and related services, including:

- treatment of all medical conditions and injuries
- professional counselling
- sexual health check-ups and advice
- travel advice and vaccines
- flu and other vaccinations, including Meningococcal vaccines
- hearing tests
- asthma monitoring
- help to quit smoking
- minor surgery (for example, to remove moles)
- medicals for travel, employment and other purposes.

If you have a significant pre-existing condition, you can regularly visit one of our GPs and communicate with them through our online portal.

Find out more about services, fees and how to register at www.canterbury.ac.nz/healthcentre or visit the UC Health Centre reception.

Tip: Register at UC Health now. If you're a New Zealand resident, also apply as soon as possible for your Community Services Card.

Opening hours Monday to Thursday, 8.30am – 5pm and Friday, 9am – 5pm

The Health Centre is open for extended hours during the study and exam period.

Location Rear of the UCSA car park

Meningococcal vaccines

Meningococcal disease is an infection caused by bacteria. It can develop in just a few hours and lead to two serious and potentially life-threatening illnesses, meningitis (an infection of the brain membranes) and septicaemia (blood poisoning).

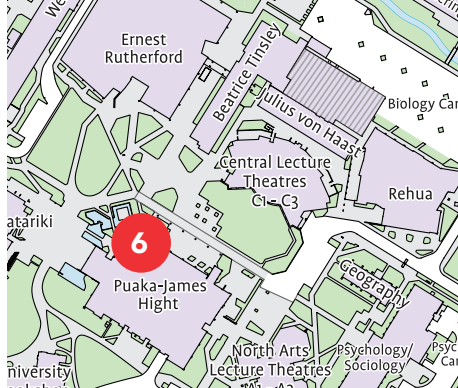
The infection is spread in a similar way to the common cold – by coughing, sneezing, kissing or from contact with saliva – including through sharing cups, glasses and drink bottles. Young adults living closely with others are at greater risk.

There are two vaccines available, Te Whare Hauora | UC Health Centre strongly recommends students have both vaccines for optimal protection.

- Menactra or Nimenrix, protects against strains A, C, W and Y meningococcal disease (one dose) and is free for all domestic students up to 25 years who live in, or are about to enter halls of residence.
- Bexsero protects against strain B meningococcal disease (two doses one month apart).

Contact your GP or Te Whare Hauora | UC Health Centre for more information.

More information about meningococcal disease is available at www.health.govt.nz/your-health/conditions-and-treatments/diseases-and-illnesses/meningococcal-disease-including-meningitis or www.healthinfo.org.nz



4 Te Pae Oranga Wellbeing Hub

Te Pae Oranga | Wellbeing Hub was set up to help you take care of you. If you feel worried or anxious, need advice about study or want to find out how to get more active, tap into the Wellbeing Hub for handy information on:

- Academic Support – including fear of failure and managing exams
- Mental Wellbeing – including anxiety, stress and depression
- Health & Fitness – including the UC RecCentre and UC Health Centre
- Support Services – including self care and how to support others.

For more information, see www.canterbury.ac.nz/support/wellbeing-hub/

5 Mentemia

Mentemia is a free app that can help you boost your mental wellbeing. There are heaps of daily resources and techniques to help you be at your best while you're studying, including the Worry Map, breathing exercises, and motivational messages.

Find out more and download the app at www.mentemia.com/get-started

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Academic support

There are a number of support services and advisors available on campus that can provide guidance to help you succeed in your studies. Check them out – the earlier the better. Go to www.canterbury.ac.nz/support/academic or take a look at the UC Ako | Learn booklet.

Kaitohutohu Ākonga Student advisors

Kaitoko, first year Student Advisors, are available at Te Pātaka, the student hub on the mezzanine floor in the Puaka-James Hight building. They are there to help you with any questions about your courses or degree options. They can provide guidance on degree planning, special consideration applications and course enquiries.

For students who have already completed their first year at UC, Kaitohutohu Ākonga Student Advisors are available in each faculty. See www.canterbury.ac.nz/support/academic/advisors

Te Pokapū Pūkenga Ako Academic Skills Centre

Te Pokapū Pūkenga Ako | Academic Skills Centre (ASC) is an advisory service and resource hub that focuses on writing and study strategies to maximise student achievement at all levels – from first year through to PhD. For instance, ASC can help you understand instructions for assignments, improve your grammar or manage your time better. For postgraduate students, ASC can help with things like writing proposals and literature reviews, or give you feedback on your preparation for any upcoming oral presentations.



You can book an individual consultation with a learning advisor to discuss a specific assignment, attend one of many workshops on offer, or access online resources, which provide information on a wide variety of academic skills.

For more information see www.canterbury.ac.nz/support/asc/

Opening hours Monday to Friday,
8.30am – 4.30pm

Location Mezzanine floor (Level 3),
Puaka-James Hight

Te Waka Pākācano | Office of the Assistant Vice-Chancellor Māori, Pacific and Equity

UC Māori

UC Māori offers support, advice and guidance for all ākonga Māori studying at Te Whare Wānanga o Waitaha | University of Canterbury. Drop into Te Pātaka to chat to one of our Kaiurungi who can help you settle in and ensure you have all the information you need. Find out more at www.canterbury.ac.nz/support/akonga-maori/

Pasifika student support

The Pacific Development Team offers pastoral care for Pasifika students at UC. They're available if you need advice, guidance or just someone to talk to. You can find our student advisors in Te Pātaka. Find out more at www.canterbury.ac.nz/support/pasifika

PASS programme

The PASS (Pacific Academic Solutions and Success) programme is designed to help domestic Pasifika students succeed at UC.

The PASS programme includes:

- academic tutoring
- interactive learning skills workshops for university study
- one-to-one drop-in assignment and study planning support.

Find out more and register online at www.canterbury.ac.nz/support/pasifika/programmes/pass or visit the Pacific Development Team (PDT) to sign up in person.

PALS – Peer-Assisted Learning Sessions

PALS is a peer-to-peer programme that involves regular study sessions, aligned with a course led by a successful, past student of that course. In these sessions you will make connections with your classmates and revise through group study. Additionally, the sessions provide an opportunity to learn all the best study tips and tricks from a student who has already aced the course.

Check the “How to Succeed” tab on your course AKO | LEARN page to find out if PALS is being offered in your course, or ask your course coordinator. To find out more visit www.canterbury.ac.nz/about/ako/kia-angitu/pals

Ngā Puna Mātauraka o Te Whare Wānanga o Waitaha | UC Libraries

Ngā Puna Mātauraka o Te Whare Wānanga o Waitaha | UC Libraries is a seven day a week service which you can use to access resources required for study, teaching and research.

The three libraries are also a place of learning, information, research, and communication. You can make use of the advisory and training services provided by specialist staff as well as the collections, which comprise print and electronic resources selected to support teaching and research at UC.

Ngā Puna Mātauraka o Te Whare Wānanga o Waitaha | UC Libraries:

- Te Puna Mātauraka o Te Whare Wānanga o Waitaha | Puaka-James Hight (Central Library)
- Te Puna Pūkaha me te Pūtaiao Engineering and Physical Sciences Library
- Te Puna Rakahau o Macmillan Brown Macmillan Brown Library

Get in touch or find out more at www.canterbury.ac.nz/library/

Email library@canterbury.ac.nz
Phone 03 369 4888

7 Te Waka Pākākāno | Office of the Assistant Vice-Chancellor Māori, Pacific and Equity

Māori student support

Manaakitanga is important to us. Lead by the whānau at Te Waka Pākākāno | Office of the Assistant Vice-Chancellor Māori, Pacific and Equity, UC Māori can provide you with guidance and support to ensure the study pathway you choose is right for you. They will support you through to the completion of your chosen degree and also offer a range of services and initiatives designed to help you succeed. You can find our Kaiurungi in Te Pātaka.

- Academic support and guidance
- Manaaki atu, manaaki mai - pastoral care, support and guidance
- Tōia Mai – a noho marae experience for first year ākongā Māori
- Eke Panuku - UC Māori Orientation event
- Paihere – UC Māori Tuākana-Tāina mentoring and leadership programme
- Eke Tangaroa – UC Māori Celebration for Māori graduands and graduates
- Te Whare Ākongā o Te Akatoki Māori – the UC Māori Students' Study Centre

Find out more at www.canterbury.ac.nz/support/akonga-maori/

Pasifika student support

The Pacific Development Team (PDT) runs awesome events to connect the Pasifika community on campus. It is available if you need advice, guidance or just someone to talk to. Visit our Pacific Advisors in Te Pātaka for pastoral care advice, and assistance on anything that might be affecting your study.

You can get supplementary tutoring for almost any course at no extra cost and can have a Pasifika mentor to provide guidance.

Other support includes:

- Get Fresh – Pasifika Orientation
- Events such as Welcome Day, Jandals and Pasifika Graduation
- Pacific student advisors
- Pasifika Mentoring Programme (see over page)
- PASS programme, providing academic support.

Read more at www.canterbury.ac.nz/support/pasifika

Rainbow diversity support

UC's Rainbow Advisor is available to support students at UC. They can help you settle in, provide advice if you need someone to talk to and connect you with other Rainbow students on campus. To talk with the Rainbow Advisor, email ari.nicholson@canterbury.ac.nz or drop in for a chat – you'll find the Rainbow Advisor in Te Ao Mārama.



**'Mentors
help you
settle in.'**

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Tuakana-Taina Mentoring

Starting university is an exciting time when you'll meet new friends and learn new skills. You may also come up against new and unfamiliar challenges – things as basic as making your way around campus can be tough when you're just starting out. In times like these, UC's student mentors make a huge difference.

How mentors can help

Mentors are students who have already completed their first year at UC and understand what it's like when you start studying here. There's no one better to help you settle in and navigate all aspects life at uni than a UC Mentor.

UC Mentoring Programme

The UC Mentoring Programme matches you with an experienced student studying similar subjects or with similar interests to you. Your mentor can support you to access the services on campus, introduce you to social activities or groups, and be someone you can talk to about your studies and how you're adapting to uni life.

Paiheretia te muka tangata

Paiheretia te muka tangata

Paihere means to unite, bind or unify.

In the context of this kaupapa, this whakataukī recognises the bringing together and binding of many strands of support for ākonga Māori who are new to Te Whare Wānanga o Waitaha University of Canterbury. Through Paihere, our UC Māori mentoring and

leadership programme, ākonga Māori have the opportunity to connect with other more experienced ākonga.

Adopting a Kaupapa Māori framework centred on building a strong sense of whānau for ākonga Māori at UC, Paihere recognises the important role, and valued relationship, of tuākana and tāina - older and younger siblings. From a UC context, Tuākana are senior ākonga leaders who alongside Kaiāwhina, senior ākonga who have a strong record of academic achievement, both provide support and guidance for Tāina.

This integrated approach ensures ākonga Māori who are new to UC are engaged, connected and supported as you navigate your first year of study here with us at Te Whare Wānanga o Waitaha.

Pasifika Mentoring Programme

The Pasifika Mentoring Programme provides support for anyone enrolled as a Pacific student who is entering their first year of study. In addition to helping you become more familiar with UC generally, your mentor will introduce you to the support, services and events available for UC Pacific students.

Group Mentoring Programme

Some colleges have group mentoring for first-year students, like EngME! and LawMe! Ask the student advisor in your college about what's on offer.

Find out more about UC's mentoring programmes at www.canterbury.ac.nz/support/get-support/new/mentoring-programmes/

Te Akatoki Māori Students' Association

Te Akatoki Māori Students' Association is a UCSA-affiliated organisation that supports ākonga Māori with social events and club activities throughout the year. It works closely with the Te Waka Pākākano | Office of the Assistant Vice-Chancellor Māori, Pacific and Equity and the UCSA to help Māori students get the most out of their time studying here on campus.

Get more information at www.teakatoki.co.nz

UC Postgraduate Students' Association

If you've just started at UC as a postgraduate student, you'll want to know about the UC Postgraduate Students' Association (UC PGSA), a UCSA-affiliated club run by postgraduates for postgraduates. The club provides peer guidance, support, networking and a voice for postgraduate students.

The UC PGSA organises events to encourage professional and social interaction between postgraduates, supervisors, academics and future employers.

Find out more at www.ucpgsa.org

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Te Ratonga Whaikaha Disability Service

If you have a learning difficulty, mental health condition, physical impairment or another condition that may affect your study, Te Ratonga Whaikaha | Disability Service can help.

The Disability Service team provides practical support and specialist resources tailored to help you study and achieve your academic goals at UC, whether you have a long-term disability or temporary impairment. Services and resources include:

- practical support (for example, sign language interpreters, peer notetakers)
- assistive technology (digital voice recorders, CCTV, screen reading and voice recognition software)
- information in alternative formats (electronic, enlarged, tactile diagrams, Braille)
- special arrangements for exams (extra time, separate room, writer).

You need to register with the Disability Service to use its services. Find out more about what the Service offers and how to register at www.canterbury.ac.nz/equity-disability or visit the Disability Service office for a chat.

Opening hours Monday to Friday, 8.30am – 4.30pm (Including study and term breaks)

Location Ground floor, Forestry building

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Te Rōpū Ākonga o Te Whare Wānanga o Waitaha | UCSA student support

Te Rōpū Ākonga o Te Whare Wānanga o Waitaha | University of Canterbury Students' Association (UCSA) is all about helping UC students to succeed and belong. It offers everything from support services like welfare and advocacy to the chance to just have fun at some of the University's best-known events.

UCSA Advocacy and Welfare team

The UCSA Advocacy and Welfare team is totally independent from UC. It provides free and confidential advice on all sorts of issues ranging from academic and financial to discipline, appeals, grievances and complaints. If you're unsure about whether the team can help with your specific issue, get in touch anyway – someone will be able to point you in the right direction.

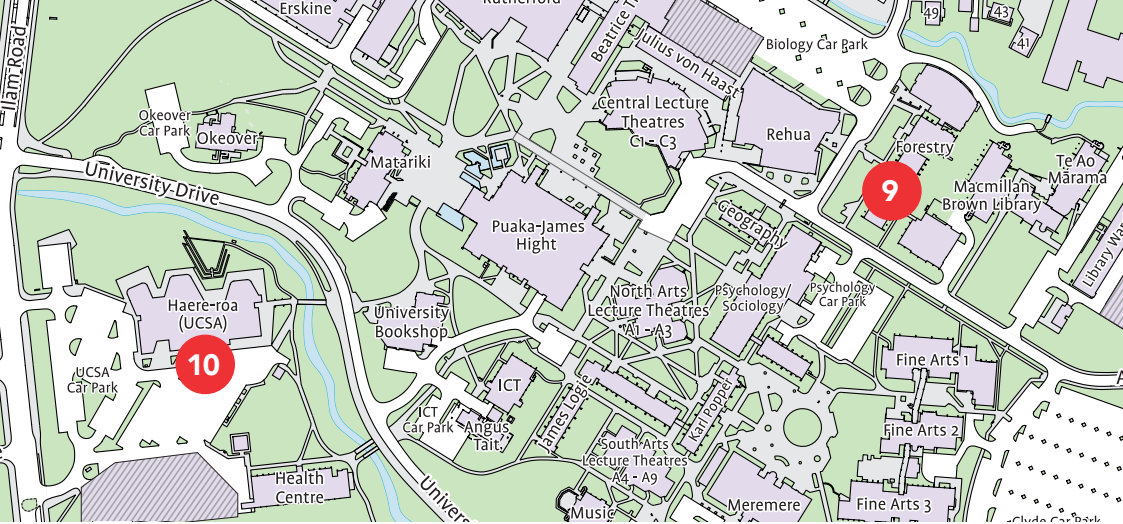
The Advocacy and Welfare team is located in the UCSA building, Haere-roa at 90 Ilam Road and available all year round.

Pop in to see someone or make an appointment online at <https://ucsa.org.nz/student-support/advocacy-welfare/>

Opening hours Monday to Friday, 9am – 4pm (Including study and term breaks)

Phone 03 369 0555

Email help@ucsa.org.nz



Advocacy

The Student Advocate is here to assist you with academic appeals, grievances and complaints, special consideration applications, late withdrawals, dispute resolution and disciplinary issues.

They can provide confidential, independent advice and support, assist you with drafting applications and letters, and accompany you to meetings with UC staff.

Find out more at <https://ucsa.org.nz/student-support/advocacy-welfare/> or contact the Advocacy and Welfare team.

Welfare and financial support

If you experience hardship while studying, the UCSA offers a number of financial assistance options.

Hardship Grants – You can apply for a Hardship Grant if something unexpected happens while you are studying and you have exhausted all options for finding a means of payment. Strict criteria are in place and you can only apply for a Hardship Grant once a year.

Dr Mickle Fund Grant – If you are unable to pursue your studies or are seriously disadvantaged in doing so because you can't meet your daily living expenses, you may apply for the Dr Mickle Fund Grant. Your situation must fit specific criteria.

Foodbank – If finances get tight and you need some help with groceries, the emergency Foodbank may be for you. Students are eligible for the UCSA Foodbank once a term and, if approved, will be provided with New World grocery vouchers and non-perishable items.

Food Support Service – If finances are frequently tight and you need more help than the emergency Foodbank can provide, the Food Support Service may be an option for you. Students can apply for the Food Support Service and, if approved, will receive food parcels for the academic year.

Medical Prescription Grant – If you have unexpected medical expenses that you can't afford, the UCSA may be able to help by providing short-term emergency support. Students who successfully apply for the grant will receive a UC Pharmacy voucher.

Visit <https://ucsa.org.nz/student-support/financial-assistance/> for more information or contact the Advocacy and Welfare team.

UCSA Optometry

Issues with vision can be really distracting when trying to study. The UCSA has teamed up with Specsavers in Riccarton to provide UC students with \$10 eye exams. Plus you'll get 25 percent off glasses. T&Cs apply.

Check out www.ucsa.org.nz/studentsupport/ucsa-optometry to find out how to get a voucher for a \$10 eye exam and to book an appointment.

With the help from Specsavers (Riccarton), you may be able to apply for the Optometry Grant which will provide financial support for the purchase of prescription glasses.

Menstruation Emergency Service

If you are caught without tampons or pads while on campus, come to the UCSA Reception and we will provide you with menstrual products to help you through the day.

Class Reps

Class Reps are student representatives who provide a link between classes and lecturers by acting as a liaison. Each class should have its own elected or volunteer Class Rep.

Your Class Rep is the first point of contact for help to resolve class issues at a low level, which helps to avoid bigger problems later on. They are trained and can offer guidance and support on general course issues, including issues that apply to the whole class, and help you communicate your issues to the lecturer.

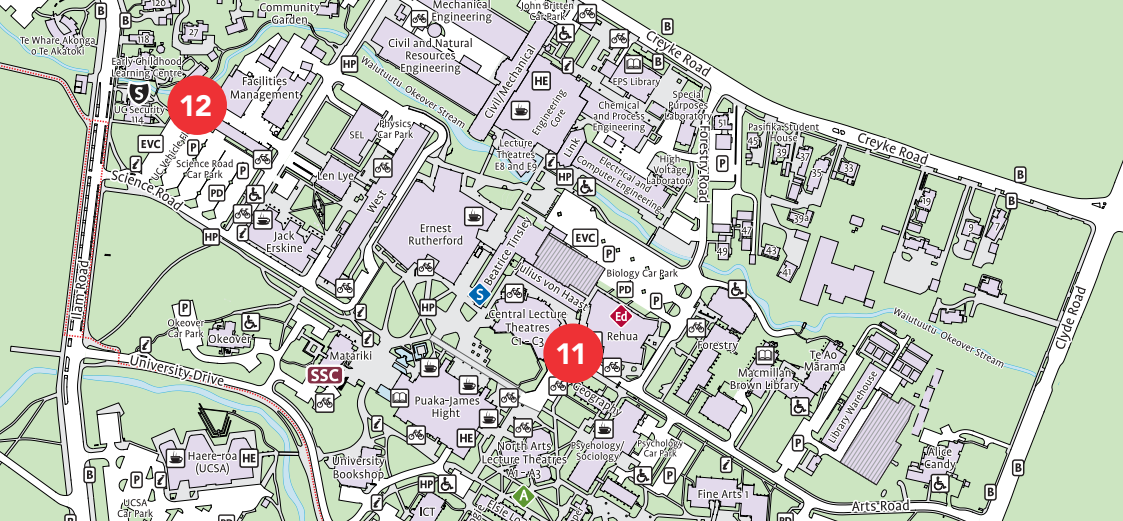
Visit <https://ucsa.org.nz/student-support/advocacy-welfare/class-representatives> for more details.

11 Careers Advice and employability

It's never too early to start thinking about and preparing for your future career. In addition to your academic achievements, employers look for a range of skills and attributes in graduate students – these can be developed and enhanced in a variety of ways while studying at UC.

Te Rōpū Rapuara | UC Careers offers a range of services and advice including career consultations, seminars and workshops, online interactive and print resources, and an online student and graduate jobs board. They also teach in a variety of academic programmes.

A number of Taiopenga Rapuara | Careers Fairs are held on campus throughout the year. These provide a great opportunity for you to network with industry professionals and find out about intern programmes, summer jobs and graduate employment opportunities.



You can also sign up to the Co-curricular Record (CCR). The CCR captures the extra skills you gain from a range of activities outside your study at UC and highlights these to potential employers. Find out more at www.canterbury.ac.nz/ccr

See what's on offer at www.canterbury.ac.nz/careers or visit the Te Rōpū Rapuara UC Careers team for a chat.

Opening hours Monday to Friday, 8.30am – 5pm

Location Level 1, Jane Soons Building

12 Staying safe

For UC, it's important to provide a safe and healthy environment for everyone on campus – students, staff and visitors. UC has teams, services and resources in place to ensure the safety and wellbeing of everyone on campus. Here's the essential information on where to get help, what to do in an emergency, and how you can help to keep UC a safe place while you're studying here.

Tiaki Paenga | Security

Tiaki Paenga | UC Security staff are on campus 24 hours a day, seven days a week. You can contact the security team any time by phoning 0800 823 637 – it's a good idea to save this number in your mobile phone.

- If you notice any suspicious behaviour on campus, always report it to UC Security. No matter how minor it may appear, you could be helping to prevent an incident.
- Feel free to approach UC Security staff if you're lost or need assistance. They know their way around campus really well and will be happy to help you.
- If you have a medical emergency, call Security. All UC Security staff are trained in first aid.

Find out more about UC Security at www.canterbury.ac.nz/support/onsite-services/security

Location 114 Ilam Road

Phone 0800 823 637

Te Ara Pourewa o Ngāi Tahu | UC Help Point Towers

The images represented on the 13 help point towers across campus weave a story of creation, adaptation and development of biculturalism in Aotearoa New Zealand through mythology, religion, art and architecture.

The 13 Pourewa (towers) across campus will put you in voice contact with the UC Security team. They're easy to use – push the black button for information and the red button in an emergency.

Each artwork on the towers is named for a constellation of stars, or the sun and the moon, which help navigate and lead us onto the next point in our journey. The artists are Hori Te Ariki Mataki and Morgan Mathews-Hale of Ariki Creative.

Reporting hazards and injuries

If you come across something that looks dangerous, it probably is. Report any hazard you notice to UC Security by calling 0800 823 637. You could be helping to prevent an injury.

And on the subject of injuries – if you have an accident or a near miss, call UC Security and let them know or tell your lecturer or a staff member straight away.

Emergencies

In an emergency such as a fire or earthquake, it's important you know what to do. All departments have flip charts outlining procedures to follow in various types of emergencies – these are also available on the UC website at

www.canterbury.ac.nz/support/emergency/emergency-procedures

Make sure you know the basics like where the nearest emergency exits are in the building you're in, and where the nearest assembly area is.

Kia Mataara | Think first

Kia Mataara | Think first is UC's safety campaign that's all about being aware of your surroundings and others on campus.

- Kia mataara. He wāhi mōrearea | Take extra when you're near any construction work or building sites on campus – watch out for construction vehicles and follow any detours.
- Kia mataara. Me aro ki ētahi atu | It can get pretty busy between lectures – whether you're walking, biking, skateboarding, on a scooter or driving on campus, keep an eye on those around you to avoid any collisions.
- Remember to report any hazards to Tiaki Paenga | UC Security – phone 0800 823 637.

Paenga Tupeka Kore, Nohonga Auahi Kore | Smokefree campus

He paenga, he nohonga auahi kore, tupeka kore a Te Whare Wānanga o Waitaha. UC is a smokefree campus. This means no smoking in any university buildings or grounds – including halls of residence, fields, car parks, regional campuses and field stations. This no smoking policy applies to e-cigarettes and personal vaporisers as well as tobacco.

Student Code of Conduct

Your time at UC is an opportunity to not only gain academic knowledge and skills, but to live independently, meet new and interesting people from around the world and involve yourself in any number of new experiences, helping you grow both professionally and personally.

As a student, you will try new things, make mistakes and learn from them, but you still have a responsibility to keep yourself and others safe and not bring UC into disrepute. Behaviours that put you or others at serious risk can impact on your enrolment at UC, your career and subsequent employment opportunities.

When you enrolled, you agreed to comply with UC's regulations and policies. If you're not sure what you've agreed to, check out both the Know the Code pamphlet and the Student Code of Conduct at www.canterbury.ac.nz/support/concerns/students/student-code-of-conduct

Harassment and bullying

UC is a community of people committed to creating a campus culture of belonging, understanding, inclusiveness and caring. Harassment and bullying of any kind, whether on or off campus or online, is unacceptable.

Harassment and bullying can take different forms, including oral, written, physical, online or other non-verbal forms.

See page 18 for information on how to raise a concern.

Personal safety tips

- Avoid walking alone at night.
- Travel with a friend whenever possible.
- Always use well-lit walkways and recommended walking routes at night. Check out www.canterbury.ac.nz/support/onsite-services/
- Report any unusual behaviour – even the smallest incident – to UC Security.
- Ensure that your vehicle is locked when you park it.
- If you feel uncomfortable at any time, call UC Security on 0800 823 637 and ask for help.

Sexual harm, sexual assault and consent

At UC, you have the right to be treated in a respectful and equitable way. If something happens to you or someone you know:

- get to a safe place if you can
- call Tiaki Paenga I UC Security on 0800 823 637 or use one of the pourewa I help towers if you are near one (see page 16)
- call someone you know and trust and they can help you to take the next step.

Sexual violence includes any unwanted or unconsented sexual behaviour, comments or harassment.

For more information and to get in touch with Student Care Sexual Harm Support go to www.canterbury.ac.nz/support/health/sexual-harm



**'Look after
yourself
and your
mates.'**

How to raise a concern

UC is committed to providing a teaching and learning environment that you are comfortable in.

If something goes wrong, doesn't feel right to you, or you're not happy with a decision, you can raise your concern by making a formal complaint or by reporting it anonymously online.

For more information on raising a concern formally go to www.canterbury.ac.nz/support/concerns/

For more information on anonymously reporting a concern go to www.canterbury.ac.nz/report-it/

13 UniLife

If you're new to UC and you board, flat or live with family rather than in a residential hall, UniLife is for you.

Run by students for students, UniLife connects you with like-minded people so you can socialise and navigate common challenges at uni together. UniLife is referred to as UC's non-residential hall programme – it creates a social environment similar to living in a residential hall for students who are not actually living in one.

Socialise and get connected

Quiz nights, community speakers and 'have-a-go' sessions are just some of the regular UniLife social events held throughout the year.

UniLife also helps you to connect with the clubs and societies that are right for you, and guides you on how to seek help if the going gets tough.



Get more information and register for UniLife at www.canterbury.ac.nz/support/get-support/new/unilife

Or visit the Akiaki Ākonga | Student Experience team.

Opening hours Monday to Friday, 9.30am – 4pm (Including study and term breaks)

Location Level 1, Forestry building

14 Kia Taurite | Equity and Diversity

UC is a bicultural institution committed to developing a diverse, culture-rich and cooperative environment for everyone in our community. UC policies aim to ensure that all students are given the opportunity and support to grow as individuals and as part of the wider community.

We value manaakitanga at Te Whare Wānanga o Waitaha. Manaakitanga is an

important human value and encourages us all to ensure we are tika - being true to our values and correct in our actions; pono - being honest and open-minded, and; that we do everything with aroha – with empathy, respect, care and understanding.

Ultimately, manaakitanga is about looking after others and ensuring people feel welcome and included – in all places and in all conversations.

At UC you can expect a learning environment where you have the right to safe learning conditions free from harassment, bullying or discrimination, and to be treated in a respectful and equitable manner. The Equity and Wellbeing Advisory Group helps to ensure students have a voice on diversity issues.

Find out more online at www.canterbury.ac.nz/support/equity



**'You'll
try new
things and
meet new
people.'**

15 UC Chaplains

Need someone to talk to about what's going on for you? Keen for some quiet, meditative space on campus? Want to explore your spiritual journey with someone? Or maybe you just want someone to shout you a coffee?

UC Chaplaincy offers pastoral and practical support regardless of your background or beliefs. UC Chaplains see themselves as 'The Department of Spiritual Engineering' on campus and exist to nurture spirituality, offer pastoral care and facilitate conversations among students and staff at UC.

UC Chaplains are great listeners and expert problem solvers because they're independent – you can trust them to be impartial and to keep things in confidence.

Contact

Rev Dr John Fox
Senior Ecumenical Chaplain
Email john.fox@canterbury.ac.nz
Phone 027 357 1628

Jane Halliday
Associate Ecumenical Chaplain
Email jane.halliday@canterbury.ac.nz

Stowe Campbell
Associate Ecumenical Chaplain
Email stowe.campbell@canterbury.ac.nz

Father Philip Suelzer
Catholic Chaplain
Email ctcchristchurch@gmail.com



Got a question or need some help? Visit Te Pātaka

Te Pātaka, UC's student services hub, is the first place you should visit if you've got a question or need help with something. The friendly team at Te Pātaka can help with anything, from enrolment queries and IT help to course advice and how to apply for special consideration. Te Pātaka is located on Level 2 in the Puaka-James Hight Central Library.

The team at Te Pātaka can help with:

- Enrolment and applying for courses
- Fees and scholarships
- Timetabling
- All course related matters including advice on changing courses and degree options
- Study and exam advice
- Support for Māori and Pasifika students
- Accommodation queries
- Advice for international students
- IT and LEARN support
- Wellbeing support
- Navigating university systems
- Getting a student card and car parking permit (Between 8 and 18 February 2022 only)

If in doubt drop into Te Pātaka and someone will be able to help you!

16 Faith groups

There are many faith groups located on and around campus, including:

- Campus Church at the Foundry
- UC Muslim Prayer Room
- religious clubs on campus
- community church groups.

If you would like to connect with others of your faith, go to www.canterbury.ac.nz/support/health/chaplains/faithgroups for more information.

17 Nohonga Accommodation

If you're looking for information or advice around your accommodation options while studying at UC, the accommodation webpage is a great place to start. Go to www.canterbury.ac.nz/life/accommodation or visit Te Pātaka.

18 Te Pātaka Kaupapa Here UC Policy Library


UC publishes its policies in the Te Pātaka Kaupapa Here | UC Policy Library. Search the policy library for key words or view the policies we have identified as relevant to students. We recommend you read the 'Academic Integrity Guidance for Staff and Students' and 'Special Consideration Procedures and Guidelines' to ensure you have all the information you need to succeed in your studies.

Go to www.canterbury.ac.nz/about/governance/ucpolicy/

19 A–Z of services and support

Looking for information on something specific, but can't find it in this booklet?

Check out UC's A to Z of services and support at www.canterbury.ac.nz/about/ssac/services-a-z



**'UC is
all about
belonging.
Ākonga Tū,
Ākonga Ora.'**

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