Kia Ora / Welcome

Orientation for International Students - Semester 1, 2019
Overview

At the University

Auckland and New Zealand

Additional Information
At the University

AskAuckland Central, International Student Support Team
AskAuckland Central

First point of enquiry for all students.

The team there can assist with most questions:

• General enquiries
• Campus cards
• Student visa questions and applications
• Fees and enrolment questions
• AT Student Concessions
Get in touch with your respective faculty student centre if you have any study-related/academic questions, such as:

- Degree planning
- Enrolment help,
- Course concessions
- Assignment drop-off
International Student Advisers

- Immigration
- Personal and emotional issues
- Adjusting to life in New Zealand
- Pastoral care support (health and wellbeing, finance, accommodation)
- Insurance questions/ Insurance pre-approvals

Do not hesitate to contact us if you have a question or a problem!
Meet our team

Rebecca Walkinton
Business School
Graduate School of Management

Suhaila Sizali
Faculty of Engineering

Suriati Razman
Faculty of Arts

Vtoria Turo
Faculty of Medical & Health Sciences

Juliane Adamietz
Faculty of Law
Faculty of Creative Arts & Industries
Faculty of Education & Social Work

Julia Lange
Faculty of Science
At the University

Visas, Campus Card & Insurance
Student Visas

• All international students must have a valid visa to study at the University of Auckland

• Student visa must state the correct programme and the University of Auckland as the education provider

• You need to provide evidence of your visa status by first day of semester

• Drop off at AskAuckland Central or upload online

This information is required before you will be able to collect your Campus Card.
Campus Card

Where do I get my Campus Card?

I have **enrolled** in my courses and supplied a passport photo:

- Collect your Campus Card from **AskAuckland Central**
- Bring your passport and eVisa to show that you have a valid visa to study at the University of Auckland
- Ensure that you have provided your contact details through Student Services Online

I have **not enrolled** in my courses or submitted a passport photo:

- Your Campus Card will not have been made and will not be available to collect

You need to do the following:

- Enrol in your courses
- Upload passport sized colour photo through Student Services Online (Admission page)
- Collect your Campus Card approximately 10 days later
Health & Travel Insurance

• Compulsory for all international students
• University of Auckland preferred policy: Studentsafe Inbound University
• Student ID number = Insurance number
• Enquiries and support with claims:

  Email: isinsurance@auckland.ac.nz

Full policy wording
Health & Travel Insurance

Some important **exceptions** to be aware of:

- Pre-existing medical conditions are not covered
- Anything drug or alcohol related is not covered
- Pregnancy, contraception are not covered; limited sexual health cover
- If you leave your belongings unattended they will not be covered
- If you leave your belongings in a car overnight they will not be covered
- Fraudulent claims = loss of cover
Health & Travel Insurance

How to make an insurance claim (Studentsafe Inbound University)

- Complete a claim form – Answer all relevant questions
- Provide all supporting documents, doctors consultation notes, payment receipts and referrals
- Scan and email all documents to insurance company

claims@insurancesafenz.co.nz
Health & Travel Insurance

Alternative insurance policies

• This must be a policy from the compliant list

• You will need to organise an insurance waiver

• Submit the insurance waiver form online by the second Friday of the semester (Sem1, 2019 = 15 March 2019), to avoid any additional charges
At the University
Support Services
Student Health & Counselling

• Experienced doctors and nurses
• Register [here](#) then you are all set up if you need to see them
• Studentsafe policy holders: If covered by the policy, medical and counselling costs can be billed directly to the insurance company by the University Health Service
Student Health & Counselling

- Experienced counsellors
- Available to all students
- Confidential service
- Supports students with personal and emotional difficulties that can impact on their studies
- Test consideration, Compassionate Consideration and Aegrotat
Libraries & Learning Services

- General Library
- Student Learning Services
  - Workshops, online resources and advice for students to develop academic skills.
  - Diagnostic English Language Needs Assessment (DELNA)
  - English Language Enrichment (ELE)
English Language

Enrichment (ELE)

www.library.auckland.ac.nz/ele

Ana Maria Benton
English Language Enrichment (ELE)

ELE provides English language development opportunities for students and staff at the University of Auckland.

- **ELE on campus**
  Find our location and what you can do here.

- **ELE Online**
  Access resources and develop your English online.

- **Language learning groups**
  Learn about opportunities to converse with others.

- **Language workshops**
  Discover workshops on writing in English.

- **Language advice**
  Learn about meeting with an ELE Learning Adviser.

- **Language Exchange (LEX)**
  Find students who can help you improve your English.

Room **324 on Level 3** of the Kate Edger Information Commons building

[www.library.auckland.ac.nz/ele](http://www.library.auckland.ac.nz/ele)
ELE Online

You need these language tools:

- Vocabulary
- Grammar
- Pronunciation

for these language skills:

- Reading
- Writing
- Speaking
- Listening

... to communicate your ideas and messages

... to understand ideas and messages communicated to you
Let’s talk!

- Let’s talk
- Let’s talk to Aucklanders
- Let’s talk to local students
Postgraduate workshops

Search workshops

Select Campus

Your selections

Your search matched 4 upcoming workshops. Showing results 1 - 4

Let's Talk

Develop your speaking and listening proficiency through talking with other students and a language adviser about topics that interest you. The workshop includes a brief language-focused session during which you have the opportunity to have your language questions answered.

View sessions and enrol

Writing in English: Using verb tenses

This workshop offers advice about the use of tenses. Emphasis is on citation styles and tense choices, and practice is provided.

Workshop full or can't attend any of these sessions?
Check out our online resource: Grammar Smart

View sessions and enrol

Writing in English: Using active and passive voice
Writing in English workshops
Language advice

Masters/PGs: Come to a ‘drop-in’ session.

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>1.30–2.30pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>1.30–2.30pm</td>
</tr>
<tr>
<td>Thursday</td>
<td>11.00–12.00pm</td>
</tr>
<tr>
<td>Friday</td>
<td>1.30–2.30pm</td>
</tr>
</tbody>
</table>

Doctoral candidates: Email ELE to make an appointment.

English Language Enrichment (ELE)
(Room 324 on Level 3 of the Kate Edger Information Commons building)
www.library.auckland.ac.nz/ele
Where to go for help with your academic development
For Postgraduate Students

Writing in English workshops
Go to www.library.auckland.ac.nz/workshops
Select English Language Enrichment
• Creating complex sentence structures
• Using active and passive voice
• Using verb tenses
• Using the article system
• Editing and punctuation

Reading and writing workshops
Go to www.library.auckland.ac.nz/workshops
Select Academic reading and writing
• Paraphrasing and quoting
• Critical reading
• Planning your essay
• Writing your essay
• Referencing: The basics

‘Let’s talk’ groups
Go to www.library.auckland.ac.nz/ele
Select Language learning groups
• Let’s talk! (Mondays and Wednesdays 11-12 and Fridays 3-4).
• Let’s talk to local students! (Tuesdays 11-12 and Thursdays 2-3).
• Let’s talk to Aucklanders! (Alternate Fridays 10-12).

Speaking
• Join a University Club.

DELNA
To book your DELNA Screening, go to www.delnatast.com/booking

ELE Online language resources
Go to www.library.auckland.ac.nz/ele
Select ELE online

Online resources
Go to www.library.auckland.ac.nz/study-skills
Select Postgraduate and doctoral skills
• Mapping your masters research
• Guide to masters research at the University of Auckland

Language advice
Go to: www.library.auckland.ac.nz/ele
Select Language advice
Bring your language questions to a ‘drop-in’ advisory session.
Check the website for session times.
Other Support Services

- Accommodations Solutions
  - **University Residences:** Join the Orientation for your residence
  - **External Accommodation:** Join the info session from 2pm today

- Career Development and Employability Services (CDES)
Career Development and Employability Services (CDES)

John Dorado
International Career Development Consultant
Free for three years after graduation
For international students:

- Online resources
- Appointments
- Workshops
- Employer Engagement Events
- Drop-in (Daily)
  - 10:30am – 11:30am
  - 3:00pm – 4:00pm

- Workplace Insights Programme
  Applications close: 10 March 2019

- Work-ready 101: Your guide to finding your first job in NZ
  - Writing an effective CV, NZ-style
  - How to find work opportunities
  - Understanding the NZ workplace culture
At the University

Late Deletion, Aegrotat & Compassionate Consideration, Important Deadlines
Late Deletions

• Late applications to delete a course or courses will be considered by the Director, Academic Services (or delegated authority) only in exceptional circumstances (such as illness, injury or events beyond the control of the student) and upon submission by the student of appropriate evidence.

• Applications must be made on the Late Application to Delete a Course form and must be received by the last day of lectures of the semester, Summer School, or Late Year Term for the course.
Compassionate Considerations and Aegrotat

• If you feel that personal circumstances have affected your exam preparation or your performance on the day of your examination, you can apply for aegrotat and compassionate consideration.

• If your preparation is affected, you must see a medical doctor or counsellor within the fortnight before the exam.

• If you are affected on the day of your exam (and possibly unable to sit it), it is vital you see a doctor on the day of the exam itself (even if the exam is on a Saturday). The University’s Health and Counselling Service provides this service.

• Please be aware there is no possibility of re-sitting an examination.
Important Deadlines for Semester 1, 2019

• 4 March (first day of semester)
  – Supply evidence of your valid student visa

• 15 March (2nd Friday of Semester)
  – Deadline for adding or deleting courses with refund of fees
  – Submit insurance waivers

• 17 May (3rd Friday before end of lectures)
  – Deadline for withdrawing from or substituting courses

• 7 June (End of lectures)
  – Deadline to apply for a Late Deletion

How to change your enrolment
Auckland & New Zealand

Your Daily Life
Auckland Transport

- Bus
  - Link bus
  - Regional bus
- Train
- Ferry
- Taxis
- Free shuttle bus to Tamaki Campus
AT Hop Card - Student Concession

Steps to get a tertiary concession for University of Auckland students

Step 1: Buy a AT HOP card

Step 2: Create MyAT online account and log in to register your AT HOP card and apply for tertiary concession online.

Step 3: Install and log into the AT Mobile app on your smart phone and take a passport style photo

Step 4: Load the concession on your AT HOP card at an AT Customer Service Centre
Healthcare in New Zealand

Need free 24/7 telephone health advice from trained registered nurses?
Phone 0800 611 116

To find your nearest family doctor, pharmacy, Urgent Care Clinic or midwife visit
www.healthpoint.co.nz
www.yourlocaldoctor.co.nz

1. FAMILY DOCTOR/PHARMACY/MIDWIFE
For urgent, less serious health concerns
• Call or visit your family doctor (GP)
• Get advice and treatment for common minor illness from your community pharmacist
• As soon as you’re pregnant, register with a midwife

2. ACCIDENT & MEDICAL CLINIC (URGENT CARE CLINIC)
For urgent, less serious health concerns when you can’t see your family doctor or after hours
• Call your family doctor to find your closest Accident & Medical Clinic (Urgent Care Clinic)

3. HOSPITAL EMERGENCY DEPARTMENT
Seriously unwell and need emergency care
• Go to the hospital Emergency Department or call 111
Bank Accounts

- Passport
- Student visa
- Tax residency and Foreign Tax Information form
- Proof of address letter
Shopping

• Most shops are open 7 days a week (except for some public holidays)
• Supermarkets are usually open between 7am and 10pm (or 24/7)
• Other shops between 9am and 6pm
• Sign up for loyalty cards to receive discounts (OneCard or NewWorld ClubCard)
• Shopping Malls: St Lukes, Newmarket, Sylvia Park, Albany, Glenfield, Takapuna
Auckland & New Zealand

Safety, Alcohol, Drugs & Smoking
Safety Advice

• In an emergency (crime, fire or accident) call 111
• Phone your local police station for non-urgent incidents

Auckland Central Police
(cnr Cook & Vincent Streets)
Phone: 09 302 6400
(Crime Reporting Line - 17 languages)

Emergencies on the University Campus:
University Security
09 3737599 ext. 85000
Safety Advice

• Do not walk alone at night
• Take a taxi or bus
• Be alert and aware of your surroundings
• Do not carry large amounts of cash
• No need to carry your passport with you
Safety Advice

• Keep your accommodation secure by locking all windows and doors
• When travelling be careful not to leave your belongings in your car
• Back up work on your computer regularly (external hard drives, Cloud services) so you don't lose vital work if your computer is stolen
• Protect your mobile phone. Register your phone with the operator and if it is stolen ask them to bar the SIM card immediately
• Do not leave your belongings unattended
Driving in New Zealand

• Driving in New Zealand is permitted if you hold a current valid driver licence (in English). Any restrictions or conditions on your licence will continue to apply in New Zealand.

• You can drive for a maximum period of 12 months from the date you arrive in New Zealand.

• If your licence is not in English, you need an international driver permit or an approved translation of your licence and carry it with your original driver licence.

• Any person caught driving without their driver licence with them or anyone who drives without any licence at all will be fined.

• http://www.drivesafe.org.nz/
Keep LEFT! We drive on the left-hand side of the road.

Always wear your seat belt.

Keep to the speed limit and always stop at STOP signs.

Overtake other vehicles only when it’s safe to do so. Use passing lanes and never cross a solid yellow line on your side of the centre line.

Stay well-rested.

Drive to the conditions. You’ll need to reduce your speed if it’s raining, icy, snowing, windy.

Do not drink and drive. Driving under the influence of alcohol or drugs is a crime.

It’s illegal to use a mobile phone while driving in New Zealand.
Pedestrians & Cyclists

• Look both ways before crossing the road
• Use pedestrian crossings
• Wear a helmet (it’s NZ law)
• All road rules apply to cyclists
• Have good lights if cycling in the dark
• [https://at.govt.nz/cycling-walking/](https://at.govt.nz/cycling-walking/)
Alcohol

- Legal drinking age in New Zealand: 18 years
- Evidence of age documents
  - NZ or overseas passport (original)
  - NZ driver’s licence
  - Kiwi Access Card
- Liquor ban areas apply in some places or/and at certain times (watch out for signs)
- Socialise with your friends and watch out for each other
- Never leave your drink unattended
- Be careful not to drink to excess
- **Insurance does not cover any alcohol or drug related incidents**
- Your health is the priority
CONSENT

IT'S SIMPLE AS TEA
Smoking

• Smoking is illegal in most public places in New Zealand
• Smoke outside and/or in designated smoking areas
• All workplaces are smoke free
• All University of Auckland campuses are smoke free
Drugs

• It is against New Zealand law to sell, buy, use, import or possess certain drugs (including cannabis)

• You face criminal charges and a termination of your visa if you do any of the above

• Insurance does not cover any alcohol or drug related incidents
Water Safety

**Be prepared**
- Learn to swim and survive
- Set rules for safe play in the water
- Always use safe and correct equipment and know the weather and water conditions before you get in

**Watch out for yourself and others**
- Swim between the flags
- Always pay close attention to children you are supervising when in or near water
- Swim with others and in areas where lifeguards are present

**Be aware of the dangers**
- Enter shallow and unknown water feet first and obey all safety signs and warning flags
- DO NOT enter the water after drinking alcohol

**Know your limits**
- Challenge yourself within your physical limits and experience
- Learn safe ways of rescuing others without putting yourself in danger
Be SunSmart

Being SunSmart is about protecting skin and eyes from damaging UV radiation – especially when outdoors from September to April.

Slip on a shirt
Slip on a shirt with long sleeves. Fabrics with a tighter weave and darker colours will give you better protection from the sun.

Slip into the shade
Slip into the shade of an umbrella or a leafy tree. Plan your outdoor activities for early or later in the day when the sun’s UV levels are lower.

Slop on sunscreen
Slop on plenty of broad-spectrum sunscreen of at least SPF 30. Apply 20 minutes before going outside and reapply every two hours and especially after being in water or sweating.

Slap on a hat
With a wide brim or a cap with flaps. More people are sunburnt on the face and neck than any other part of the body.

Wrap on sunglasses
Choose close-fitting, wrap-around style sunglasses. Not all sunglasses protect against UV radiation, so always check the label for sun protection rating.
Severe Weather and Earthquakes

New Zealand and Auckland can be sometimes affected by:

- Heavy rain
- Storm
- Earthquakes
- Tsunamis

Stay informed - Watch or read the news
- MetService
- Hazards App (Red Cross)
- Call 111 in an emergency
Auckland & New Zealand

Things to Do in Auckland

Travelling in New Zealand
Things to do in Auckland

- Visit Auckland
- Heart of the City
- Our Auckland
- Auckland Regional Parks
- GrabOne
- BookMe
Travelling in New Zealand

- Tourism New Zealand
- Visitor Information Centres (i-Site)
- Department of Conservation
- DriveSafe
More Information

Orientation Week, Student Events, Get in Touch, Useful Websites
Orientation Week

We’re looking forward to welcoming you to the University at your Faculty Orientation Day!

New Student Guide app now available!
Download our New Student Guide app for everything you need to know about your first couple of weeks on campus.
Scan the QR code or search for "University of Auckland Guides" on Google Play or the App Store.
auckland.ac.nz/orientation
Orientation Week

Today

International Students' US Federal Financial Aid counselling session
12.30 PM – 1.30 PM

Flatting 101 and Speed Flatting
2.00 PM – 3.30 PM

AUSA
Throughout the week

Postgraduate Orientation
12.40 PM – 3.15 PM
Orientation Week

Today

International Students' US Federal Financial Aid counselling session
12.30 PM – 1.30 PM

Flatting 101 and Speed Flatting
2.00 PM – 3.30 PM

Postgraduate Orientation
12.40 PM – 3.15 PM

AUSA
Throughout the week
Get in touch with us

Come and see us:
AskAuckland Central

Email us:
int-questions@auckland.ac.nz or find all our contact details on the website

Don’t forget to check your University email regularly to receive important updates!

Facebook:
https://www.facebook.com/InternationalOffice
Useful Websites

- The University of Auckland
- Information for International Students
- Ask Auckland
- Student Health and Counselling Services
- AUSA
- Study Auckland
- New Zealand Police
- Immigration New Zealand
- NZ Study Work
- Auckland Transport
- Tourism Auckland
- Tourism New Zealand
- Drive Safe
- Water Safety New Zealand
International Student?

AUSA Buddies are here to support your transition to Auckland.

bit.ly/findausabuddy

We show you around!
We explain how the admin-y stuff work (i.e. how to obtain an IRD no).
We connect you to social networks on campus.
We become your friends 😊
THANK YOU
ngā mihi

Enjoy your studies at the University of Auckland

Questions?