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A warm welcome to the University of Auckland

I welcome you to the University of Auckland. It is important to us that you get the greatest possible value out of your University experience, both in your studies and in student life outside the classroom. We look forward to your contribution to the life of our very international University, bringing your insights and experience to our University community.

This publication aims to help you make that contribution and to ensure you have an exciting and fulfilling time at the University. It provides you with a guide to services and facilities offered to international students by the University and the wider community.

I wish you every success at the University of Auckland!

STUART MCCUTCHEON
Vice-Chancellor
The University of Auckland
## Academic year dates

### Semester dates

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<td>Thursday 4 January</td>
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<td>Semester One begins</td>
<td>Semester Two begins</td>
<td>Auckland Anniversary Day*</td>
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<td>Monday 6 March</td>
<td>Monday 24 July</td>
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<td>Mid-semester break</td>
<td>Waitangi Day*</td>
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<tr>
<td>Friday 14 – Saturday 29 April</td>
<td>Monday 4 – Saturday 16 September</td>
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<tr>
<td>ANZAC Day*</td>
<td>Graduation</td>
<td>Lectures end</td>
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<td>Tuesday 25 April</td>
<td>Tuesday 26 September</td>
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<td>Queen's Birthday*</td>
<td>Labour Day*</td>
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<td>Lectures end</td>
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<td>Friday 9 June</td>
<td>Friday 27 October</td>
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<td>Study break</td>
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<td>Saturday 10 – Wednesday 14 June</td>
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<td>Examinations</td>
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<td>Summer School Ends</td>
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**Semester One 2018**

| Semester One Orientation               | Semester One begins                    |
| Monday 19 – Friday 23 February         | Monday 26 February                     |

*ANZAC Day, Labour Day, Waitangi Day*
### Quarter dates

**Quarter One 2017**
- **Quarter One begins**: Thursday 5 January
- **Auckland Anniversary Day**\*: Monday 30 January
- **Waitangi Day**\*: Monday 6 February
- **Quarter One lectures end**: Friday 10 March

**Quarter Two 2017**
- **Orientation for new students**: Monday 20 – Friday 24 March
- **Quarter Two begins**: Monday 27 March
- **Easter break**: Friday 14 – 18 April
- **ANZAC Day**\*: Tuesday 25 April
- **Graduation**: Monday 1, Wednesday 3, Friday 5 May
- **Quarter Two lectures end**: Friday 2 June

**Quarter Three 2017**
- **Quarter Three begins**: Monday 19 June
- **Quarter Three lectures end**: Friday 25 August

**Quarter Four 2017**
- **Orientation for new students**: Monday 4 – Thursday 7 September
- **Quarter Four begins**: Monday 11 September
- **Graduation**: Tuesday 26 September
- **Labour Day**\*: Monday 23 October
- **Quarter Four lectures end**: Friday 17 November

**Quarter One 2018**
- **Quarter One begins**: Monday 8 January

\*New Zealand public holiday
Our campuses

City Campus
The University has had a presence on what is now the City Campus for over 100 years. Located in the heart of Auckland, the campus is near many of the cultural and commercial highlights of the city, while harbour views and nearby parks add to its attractiveness.

The City Campus provides a full range of facilities, including cafés, health services, libraries, childcare facilities and a recreation centre. Historically-significant buildings include Old Government House, the ClockTower building and University House (once a synagogue).

Epsom Campus
Epsom Campus is the main location for the Faculty of Education and Social Work. Located at 74 Epsom Avenue, the campus offers full amenities, including parking, a library and leisure facilities. It is a short walk from the shops and cafés of picturesque Mt Eden Village.

Grafton Campus
The School of Medicine was established in Park Road, Grafton in 1968. Now known as Grafton Campus, it is home to the Faculty of Medical and Health Sciences (FMHS). Grafton Campus is located opposite Auckland City Hospital, and houses most departments of FMHS. Grafton Campus facilities include a café, health services and the Philson Library.
The University of Auckland is committed to pursuing sustainability via environmental excellence.

www.auckland.ac.nz/environment

All campuses are smoke-free environments.

Newmarket Campus

Located on Khyber Pass Road, the Newmarket Campus joins the City and Grafton campuses to create an integrated campus cluster in Auckland’s inner-city. The University plans to expand the site over the next 50 years, with some parts of the faculties of Engineering and Science occupying the first of the new facilities.

Tāmaki Innovation Campus

The Tāmaki Innovation Campus is located in the east Auckland suburb of St Johns. It is predominantly a postgraduate campus.

Tāmaki houses many of the University’s interfaculty research centres, plus industry and community collaborative partnerships.

Information on other specialist campuses can be found at www.auckland.ac.nz/campuses.
Orientation

You won’t want to miss Orientation Week including the special International Office Welcome.

Find out all you need to know about studying at the University of Auckland, living in Auckland and enjoying your New Zealand experience.

Through a comprehensive series of information sessions, you’ll learn about all the support services available to help you reach your academic potential. There is also a wide variety of social activities and excursions organised.

This programme is for all students, both undergraduate and postgraduate.

International Office Welcome

At the International Office Welcome you will receive a welcome pack, meet International Office staff, find out about events being held throughout the University and join us for morning tea. We will provide information about important University services and tips on enjoying your time in New Zealand. This session is strongly recommended for all new international students.

Faculty Orientation Days

Each faculty also hosts an Orientation Day filled with information to help you get prepared for the start of your academic studies. You’ll meet other students in your faculty, get a campus tour from a student mentor, pick up useful study skills and find out useful faculty-specific information.

UniGuides

The UniGuide Programme is a free service designed to help make your first semester easier by connecting you with a senior student who can help you settle in. You will meet your UniGuide at your faculty’s Orientation Day.

www.auckland.ac.nz/uniguide

For more details about the Orientation programme please visit www.auckland.ac.nz/is-orientation

Orientation for new students - Your one-stop online resource, designed to equip you with helpful information about university life www.auckland.ac.nz/orientation-new-students

Student events

What’s On is the University’s hub for events and activities on campus, not just at Orientation, but for the whole year. Sign up to the fortnightly e-newsletter and we’ll keep you up to date with what’s happening on campus. Events include everything from concerts to stand-up comedy, exploring the outdoors to cooking classes, poetry slam and quiz nights and everything in between.

www.auckland.ac.nz/whatson

The International Office also publishes a fortnightly e-newsletter keeping students up to date with important information and events happening on campus and around the city. Sign up by emailing int-questions@auckland.ac.nz
International Student Information Centre

The International Student Information Centre is the first point of contact for international students at the University of Auckland. We are available to help and support you with any issues concerning studying and living in Auckland.

International Student Information Centre
G23, Old Choral Hall, 7 Symonds Street,
City Campus
Phone: +64 9 373 7513
Fax: +64 9 373 7405
Email: int-questions@auckland.ac.nz
Open: Monday to Friday, 9am–4pm
www.facebook.com/InternationalOffice

Student visa service

You can apply for your student visa at the International Student Information Centre, Monday to Friday, 9am to 4pm. Please book a student visa application appointment online. All student visa applications must be submitted at least one week prior to the expiry date of your current student visa.

www.auckland.ac.nz/renewvisa

Providing your contact information

The University of Auckland requires international students to submit the following documents at the International Student Information Centre:

• A copy of the front page of your passport.
• A copy of your valid student visa.
• Contact information form (available at the International Student Information Centre.)

Education (Pastoral Care of International Students)

Code of Practice 2016

When students from other countries come to study in New Zealand, it is important they are well-informed, safe and properly cared for.

New Zealand educational providers have an important responsibility for the welfare of international students.

What is the code of practice?

The Code of Practice is a document that provides a framework for service delivery by educational providers and their agents to international students. It sets out the minimum standards of advice and care expected with respect to international students. The Code of Practice applies to pastoral care and provision of information only. It does not apply to academic standards.

www.nzqa.govt.nz/the-code
www.auckland.ac.nz/intl-code-of-practice
The Disputes Resolution Scheme
What to do if something goes wrong. If you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director or another person who has been identified to you as someone that you can approach about complaints at your institution.

The code requires all institutions to have fair and equitable internal grievance procedures for students. You need to go through these internal processes before you can take the complaint any further. For more information about the processes for handling student complaints, visit www.nzqa.govt.nz/providers-partners/education-code-of-practice/student-complaints

Under 18 international students
If you will be under 18 years of age on the first day of semester, please contact the International Student Support Team at int-questions@auckland.ac.nz to let us know.

Until you turn 18 you will be required to meet regularly with an International Student Adviser to discuss your well-being.

The International Student Advisers look forward to meeting with you and are available for any questions you might have.

www.auckland.ac.nz/under-18-int-students
International Student Support team

Our team consists of Information and Visa Officers, International Student Advisers and an International Student Insurance Administrator.

Ooren Almeida
(BA, MA, MProfStuds)
Team Leader, Information Centre
Other languages: French, Hindi

Aye Aye Mu
(BSc, BMLS, PGDipSci)
Information and Visa Officer

Madila Awalini
(ME, Phd)
Information and Visa Officer
Other languages: Bahasa Indonesia

Vtoria Turo
International Student Insurance Administrator
Phone: +64 9 373 7599 ext 88694
Fax: +64 9 373 7655
Email: isinsurance@auckland.ac.nz

Emily Vasilevska
(Bachelor of Journalism)
Visa Support Officer
Other languages: Macedonian, Serbian and Bulgarian

Rebecca Walkinton
(BA, Dip Tchg)
Associate Director – International Student Services
Phone: +64 9 373 7599 ext 86911
Mobile: +64 21 376 922
Email: r.walkinton@auckland.ac.nz
Location: G44, Old Choral Hall, 7 Symonds Street, City Campus

Suriati Razman
(BSc)
International Student Adviser
Phone: +64 9 373 7599 ext 88961
Mobile: +64 21 774 657
Email: s.razman@auckland.ac.nz
Location: G49, Old Choral Hall, 7 Symonds Street, City Campus

International Student Advisers

We recognise the pressures that students face when studying overseas. Our friendly International Student Advisers Rebecca Walkinton and Suriati Razman can help with a range of matters, including study, immigration, health, finances, work and accommodation – in fact almost everything. This service is free of charge and confidential.
360° Auckland Abroad

360° Auckland Abroad offers you the opportunity to study internationally through our exchange and study abroad programmes! If you are studying a full-degree programme at the University of Auckland, you can participate in a one or two semester exchange, or complete a short-term programme over the summer or winter break. With over 120 partner universities across 25 countries, there are 360° of exciting possibilities. Immerse yourself in another culture, attend lectures on the other side of the world, and have the adventure of a lifetime! You can do all this while earning credits towards your University of Auckland degree.

Exchange students pay tuition fees only to the University of Auckland, and may be eligible for Auckland Abroad Scholarships. Other international learning opportunities include study abroad, overseas research, field trips and internships.

What are you waiting for? Check our website for more details!

www.auckland.ac.nz/360
**Auckland Abroad Team**

Our Auckland Abroad Team manages the student exchange and Study Abroad programmes. We look after outbound exchange students studying at our partner universities overseas, inbound exchange students from those exchange partners, and Study Abroad students coming from around the world.

**Manager**

Sarah Sung *(BA, PGDipEdu)*  
*(BA, PGDipIntCom, MIntCom)*  
Auckland Abroad  
**Other languages:** Korean

---

**Auckland Abroad Officers: Outbound**

Jennifer Woronuk *(BARLS, MES)*

Brittany Thomas *(BA (Hons), MSc)*  
**Other languages:** French

**Outbound email:** aucklandabroad@auckland.ac.nz

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**Auckland Abroad Officers: Inbound**

Sherry Fan *(BCom)*  
**Other languages:** Mandarin, basic Cantonese

Samantha Cruttenden *(BA (Hons))*

**Inbound email:** studyabroad@auckland.ac.nz
Essential information

Student visa
You must have a valid visa to study at the University of Auckland. Your visa must say you are studying at "Uni Akld" and include your correct programme of study.

You must provide the University with a copy of your passport and visa when you first enrol AND whenever you renew your passport or obtain a new visa. This is a requirement of Immigration New Zealand, and also the Education (Pastoral Care of International Students) Code of Practice 2016.

If you do not have a valid visa, or for advice on student visas, please see the staff at the International Student Information Centre, or email us at int-questions@auckland.ac.nz.

Student ID card
A student ID card can only be issued after you have enrolled and have a photo uploaded to Student Services Online.

Collect your student ID card from the International Student Information Centre.

You will need to provide:
- A copy of the bio/data page in your passport (photo page).
- A copy of your valid student visa to study at the University of Auckland.
- A completed contact information form with a New Zealand phone number. Collect a form from the ClockTower Information Centre.

Insurance
The Education (Pastoral Care for International Students) Code of Practice 2016 requires all international students to have appropriate health and travel insurance during their period of study. Allianz Global Assistance NZ Ltd is our preferred insurance provider for international students. Enrolled international students will be charged Allianz’s Studentsafe Inbound University insurance premium when enrolment is completed. You must pay this fee unless the University approves the use of an alternative insurance provider. You must have approved insurance for the duration of your study, regardless of the type of visa you have.

Pre-existing Medical Condition
You are not automatically covered for pre-existing medical conditions. However, cover can be arranged in certain circumstances on application to Allianz.

For more information on the Studentsafe Inbound University policy, pre-existing and family packages, visit www.auckland.ac.nz/is-insurance

Student Insurance Administrator
International Student Information Centre
Room G23, Old Choral Hall, 7 Symonds Street.

Phone: +64 9 373 7599 ext 88694
Fax: +64 9 373 7655
Email: isinsurance@auckland.ac.nz

For all Studentsafe Inbound University insurance and claim related queries, call free from anywhere in the world for emergency medical and travel assistance or use one of the toll-free numbers:
- Within New Zealand: 0800 486 004
- UK toll-free: 0500 893 893
- USA toll-free: 1 800 326 1543
- Worldwide reverse charge: +64 9 486 6868 or email claims@studentassist.co.nz.

Please note your University of Auckland student ID number is also your insurance policy number.

In addition to your insurance cover, the Accident Compensation Corporation (ACC) provides comprehensive, no-fault personal injury cover for all New Zealand residents and visitors to New Zealand. www.acc.co.nz
Student information technology

Your username
Your username is created at the start of your formal relationship with the University and will remain the same even if your personal details change (e.g., your name). Usernames are generated automatically by the University and are not based on your preferences.

Your username is unique to you – like your ID number, nobody else has the same one as you.
Usernames usually contain up to four letters, followed by three digits, and are unique to each person – for example, “tuoa001”.
You can look up your username in the “update personal details” section at https://iam.auckland.ac.nz/identity

MyAucklandUni
MyAucklandUni is a student portal that gives you access to your important information in one place. It’s a one-stop-shop that makes it easy to see Student Services Online, your calendar and timetables, email notifications, course updates, library information, financial information and personal details.
www.myaucklanduni.ac.nz

Student Services Online
Student Services Online allows you to enrol in classes, view your timetable, update your personal details and much more.
You should keep your Student Services Online personal details up to date (email address, phone numbers and living address).
www.auckland.ac.nz/sso

Online enrolment
For information on enrolment, please visit www.auckland.ac.nz/sso-enrol
Advice is also available at your faculty student centre.

Student email
All enrolled students have a University student email account. It is important to check your student email regularly as it is the University’s official means of communicating with you. Information about your courses, classes, exams, library notices and fees are sent to this email address.
Your account will be activated approximately 24 hours after you enrol in a course at the University of Auckland.
Your email address will be <username>@aucklanduni.ac.nz
www.auckland.ac.nz/email

Printing, photocopying and scanning
Copiers and printers are available in all libraries, computer labs and information commons. There is a charge to copy and print.
You can add credit to your copy and print balances at any Information Commons Helpdesk or by using a self-service ePOS station.
www.auckland.ac.nz/copy-print

Internet access
Internet access is provided over the wired and wireless networks on all campuses. Unlimited, free, high-speed access is available to all University students.
www.auckland.ac.nz/internet

CANVAS
CANVAS is the University’s web-based Learning Management System. All students enrolled in courses at the University have access to CANVAS.
You can use CANVAS to:
• Access information and materials for your courses.
• Check course announcements, marks for coursework and exam times.
• Download learning resources.
• Complete online tests.
• Participate in online discussions/chats
https://canvas.auckland.ac.nz
Security services

The University’s security service maintains a safe and secure University environment for students, staff and visitors.

Security officers patrol the University grounds and respond with security service as required. Officers are trained and qualified to attend and manage all security incidents and emergency situations.

Services include:

- 24/7 Control room operation
- Buildings, car parks and property security
- CCTV monitoring and alarm response
- Key and access control
- Visual crime prevention patrols
- Escort assistance
- Crowd control
- Emergency crisis management
- Event security
- Custodial services
- First aid assistance

How do I recognise security officers?

University of Auckland security officers are dressed in black trousers and blue shirts with a white security logo and a name badge.

Contracted security officers are dressed in black trousers, white shirts with a red Simply Security logo.

All security will display a certificate of approval and staff identification.

Security services contact details

City Campus
Security Control Room, 24 Symonds Street
Phone: +64 9 373 7599 ext 85000
or emergency ext 966
Free phone: 0800 373 7550
Email: city.security@auckland.ac.nz

General Library (City Campus)
5 Alfred Street (Main lobby)

Owen G Glenn Building (City Campus)
12 Grafton Road (Reception Desk, Level 1)

Tāmaki Innovation Campus
Property Services Building
Adjacent to Gate 2A, 261 Morrin Road
Phone: +64 9 373 7599 ext 85225

Grafton Campus
Boyle Building, 5 Park Road (Main Lobby)
Phone: +64 9 373 7599 ext 86081

Epsom Campus
Block E Building, 74 Epsom Avenue
Phone: +64 9 373 7599 ext 44835

For more information, please visit
www.auckland.ac.nz/safety-on-campus

Dial 111 for Police, Ambulance and Fire Emergency Services
Examinations

Examinations may be different from those you’ve experienced in other institutions.

At the University of Auckland, examinations start during the week following the end of lectures, and end on the last day of semester.

The examination timetable is published before the mid-semester break:

- On the examinations website.
- On Student Services Online (My timetables, grades and course history).
- On the Student Portal at www.myaucklanduni.ac.nz

You must sit at the time and place scheduled for your examination. If you think you may have problems sitting your examinations at the scheduled time in Auckland, please contact the Examinations Office immediately. There are strict criteria for approving alternative arrangements. Find out more on the Examinations website.

Examination regulations and instructions will be sent to you in an email, and they are also available on the examinations website. Read these carefully.

Note that there are strict rules regarding electronic devices, mobile phones and presenting your student ID card. Penalties apply.

Examination room allocation will be made available the night before the exam

- Online at the Examinations website.
- On noticeboards around the campus.
- By text message (make sure your contact details on Student Services Online are up to date).

Illness, injury or misfortune

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

Please be aware there is no possibility of re-sitting an examination.

Read the information available on the examinations website so that you understand the process of aegrotat and compassionate consideration.

www.auckland.ac.nz/exams

Examination dates 2017

<table>
<thead>
<tr>
<th>Semester One</th>
<th>Thursday 15 June - Monday 3 July</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester Two</td>
<td>Thursday 2 November - Monday 20 November</td>
</tr>
</tbody>
</table>

Graduation

More than 10,000 students graduate from the University of Auckland each year.

Once you have completed all the requirements for a degree or diploma you are eligible to graduate. You can graduate in person by attending the graduation ceremony or in absentia. Graduation is not an automatic process – you must apply to graduate using Student Services Online.
Graduation – In person
If you wish to graduate in person, you may choose to attend one of the graduation events held in May and September each year. We guarantee three guest tickets to each student, so friends and family can share in your celebrations. If you (or your family) are attending from overseas, we suggest you book flights after you have successfully applied to graduate.

If you wish to graduate in person but cannot attend your ceremony, you may choose to defer your application and graduate in the next graduation event.

Graduation – In absentia
If you wish to graduate but do not wish to attend a ceremony, you may graduate in absentia. Certificates are sent out approximately three weeks after the ceremony either by courier or standard mail (within NZ only).

If you have any queries, please visit our website or contact the Graduation Office directly.
Email: graduation@auckland.ac.nz
www.graduation.ac.nz

Alumni Relations Office
When you graduate from the University of Auckland you automatically become one of our alumni. The word “alumni” comes from the Latin verb “alere” and literally means “nourished one”. We currently have over 172,000 alumni living both in New Zealand and overseas. Our aim is to develop a vibrant, global alumni community.

To be a part of this community, be sure to stay in touch with us by keeping your contact details up to date on our website.
www.auckland.ac.nz/alumni-update

If we have your details, you’ll receive our alumni magazine and monthly e-newsletter featuring the latest university news, alumni profiles, discounts, and special offers including invitations to events and networking opportunities with fellow alumni in New Zealand and all over the world.

Our international alumni often tell us that one of their key advantages in the job market is the international network of friends and contacts they develop during their time at the University. You can continue to grow these networks after you graduate. Visit our website to find out more about our international alumni contacts in various cities across the globe.
www.auckland.ac.nz/alumni-clubs

Wherever you are in the world, please stay in touch. As you progress in your life and career, we want to share and celebrate your successes.
Alumni Relations Office
University House
19A Princes Street
Phone: +64 9 923 4653
www.alumni.auckland.ac.nz
University support services

Health and counselling services
Student Health and Counselling on campus is here to help you look after your health and wellbeing. The primary care team is a skilled and experienced group of doctors and nurses committed to providing a quality health care service. We also offer a confidential service providing a wide range of support staffed by counsellors and clinical psychologists. We encourage you to register with Student Health and Counselling at the beginning of your study.

City Campus
Level 3, Student Commons, 2 Alfred Street
Phone: +64 9 923 7681
Open: Monday to Thursday 8am-6pm, Friday 8.30am-5pm

Grafton Campus
Building 505, Rm 325, Level 3, 85 Park Rd
Phone: +64 9 923 7681
Open: Monday to Friday 8.30am-4pm
We have a limited clinic Monday and Thursday mornings at Epsom.
There is no longer a clinic at Tāmaki

After hours
A registered nurse is available after hours by phone to advise you throughout the night, weekends, public holidays and at any time the centre is closed.
www.auckland.ac.nz/healthandcounselling

Career Development and Employability Services
It’s important to think about life after study as soon as you begin your degree, and take steps to increase your employability. Our team of Career Development Consultants, including our specialised International Career Development Consultant, can help you develop the skills you need to be employable in New Zealand at the end of your degree.
CDES will help you identify opportunities, meet and network with employers and help you become work ready. You will be able to use our online career management system MyCDES, which features a job board, resources and bookings for workshops, events, and appointments with Career Development Consultants.
Special events we run to help you connect and engage with employers and understand the New Zealand job market include:
• Careers expos
• Recruitment events
• Networking opportunities
• Workshops
• Employer presentations
For more information visit www.cdes.auckland.ac.nz

Libraries and Learning Services
While studying at the University of Auckland you may need to find articles and course readings, learn how to reference, improve your academic writing or find a quiet place to study. Libraries and Learning Services provide the following resources and services to help you succeed while at university.

Libraries
From the Libraries and Learning Services website you can access subject guides, electronic resources...
Subject guides will give you a starting point to find information for assignments and to keep up to date with current research. Most electronic resources can be accessed via the website anywhere, anytime with your username and password.

Our libraries provide you with quiet study space, print and multimedia resources, manuscripts and archives. Don’t hesitate to ask a librarian for help. Libraries are located on most of the University campuses. For details about locations and opening hours visit [www.library.auckland.ac.nz](http://www.library.auckland.ac.nz).

### Student Learning Services

Student Learning Services offers academic development workshops, advice and online resources relevant to undergraduate and postgraduate study. Themes include academic reading and writing, communicating and presenting, critical thinking, mathematics and statistics, research skills, and study skills.

[www.library.auckland.ac.nz/student-learning](http://www.library.auckland.ac.nz/student-learning)

### English Language Enrichment

English Language Enrichment (ELE) is the dedicated English language service provided by Student Learning Services on campus and online.

Visit ELE, speak to the staff, access resources online or take part in a discussion group to help develop your academic English. Located on Level 1 of the Kate Edger Information Commons, opening hours and resources can be found at [www.library.auckland.ac.nz/ele](http://www.library.auckland.ac.nz/ele).

### Information Commons and IC Helpdesks

Information Commons provide study spaces, computers, laptops for loan, photocopiers, printers and scanners. IC Helpdesk staff can help with student computing resources and services including username and password, student email, internet access, wireless network, copy and print service (CAPS), Student Services Online and student file storage.

[www.auckland.ac.nz/information-commons](http://www.auckland.ac.nz/information-commons)

### Workshops

To become familiar with the essential IT services, library resources and academic skills you need to succeed at university, book into Libraries and Learning Services workshops. These are offered at key times during the year. Workshops cover finding articles and course readings, note-taking, reading effectively, essay writing and referencing basics.

To find out more, or to book any of these Libraries and Learning Services workshops, visit [www.library.auckland.ac.nz/workshops](http://www.library.auckland.ac.nz/workshops).

### Academic integrity

The University of Auckland requires all students admitted into a programme to complete the Academic Integrity Course in their first semester.

This is an online course designed to increase student knowledge of academic integrity, University rules relating to academic conduct and the identification and consequences of academic misconduct.

The course requires you to work through a series of modules outlining scenarios you may encounter while studying at the University. Within each scenario, information is provided on relevant rules, resources and expected behaviour. At the end of each module you must complete a test. You have until the end of your first semester to complete the course.

[www.auckland.ac.nz/academic-honesty](http://www.auckland.ac.nz/academic-honesty)
DELNA

First-year students, no matter their language background, are required to complete the Diagnostic English Language Needs Assessment (DELNA).

DELNA is a free check of your English language ability. You begin with the 30-minute DELNA Screening and may be asked to proceed to the DELNA Diagnosis, a finer assessment of your academic English language skills.

Following the DELNA Diagnosis, you will be able to discuss your results with a friendly language adviser who will talk to you about the language enrichment services available on campus and how to use them. This will get you off to a really good start!

Note that your faculty may require you to act on the advice from DELNA staff.

We strongly encourage you to book your initial 30-minute DELNA Screening Assessment during Orientation week and complete it early in the semester.

Book at [www.delnatask.com/booking](http://www.delnatask.com/booking)

To learn more about DELNA, visit [www.delna.auckland.ac.nz](http://www.delna.auckland.ac.nz)

Student Disability Services

The University offers information, support and a variety of services for students with disabilities. Services include advocacy, laboratory assistance, New Zealand Sign Language interpreters, mobility assistance, careers advice, specialist technology, learning disability support, designated study areas, advice on special conditions for tests and examinations and disabled parking (conditions apply). Services apply to all campuses where reasonably practical.

Students with disabilities should contact Student Disability Services as early as possible to discuss suitable support options and availability.

Student Disability Services
Room 036, Basement Level, ClockTower
22 Princes Street, City Campus
Phone: +64 9 373 7599 ext 82936
Email: disabilities@auckland.ac.nz
[www.disability.auckland.ac.nz](http://www.disability.auckland.ac.nz)

Accommodation

The top priority for the University’s accommodation service is to make sure you have somewhere welcoming, comfortable and safe to live. We offer a wide range of options to suit various living styles and needs, from our university-managed Halls of Residence to self-catered flats and apartments. We also offer guidance with finding private accommodation near your campus.

It may not always be possible to secure your first choice of residence; however we are confident we can help you find something to meet your requirements. Our Accommodation Solutions team is here to help you with any questions or concerns you may have.
University-managed accommodation

- Fully and partially catered Halls of Residence.
- Self-catered flats and apartments.

Privately managed accommodation*

If you wish to look for accommodation outside of the University residences, our Accommodation Solutions Advisory Service can assist you with finding suitable rental accommodation and offer guidance and assistance with renting in Auckland.

*We do not inspect or in any way guarantee the quality or availability of private accommodation.

Application dates

Applications for the 2017 full academic year and Semester One 2017 accommodation opened online on 1 August 2016. If you still require accommodation for the 2017 year please contact the Accommodation Solutions team to discuss the options available to you. For accommodation commencing in Semester Two, applications open online on 1 April 2017.

We strongly recommend you apply even before you have confirmation of your University admission, so you have the best chance of getting a place in your preferred residence.

If you will be under 18 years old when you take up residence, please contact the International Office as special arrangements apply.

To find out more, or for assistance, contact:

Accommodation Solutions
Student Commons, 2 Alfred St
Level 3, Room 393, City Campus
Phone: +64 9 373 7599 ext 84172
0800 864 467
Fax: +64 9 373 7552
Email: accom@auckland.ac.nz
www.accommodation.ac.nz

Join us on Facebook
www.facebook.com/uoa.accommodation

Disputes and grievances

The University is committed to maintaining an open, fair and respectful environment in which all staff and students can pursue their individual and shared teaching, learning, research and administrative activities. In such a large and complex organisation, with a diverse body of students and staff, disputes and disagreements will sometimes arise.

The University encourages resolution of disputes initially through informal processes, but there are also formal procedures if an informal approach is not appropriate or is unsuccessful.

The University has a Proctor who is the primary reference point in the University for matters relating to student conduct (non-academic), including complaints against students or disputes between students. The Proctor is also a contact person for students who have any concern about bullying or harassment.

Student learning and research grievances

Difficulties in academic matters can often be resolved informally through such measures as: raising the matter directly with the other person, approaching a Course, Stage or Programme Coordinator or the Head of Department, approaching the Department Postgraduate Adviser or Faculty Associate Dean (Postgraduate).

For further information, visit www.auckland.ac.nz/dispute-resolution

The University statute on Resolution of Student Academic Complaints and Disputes explains the procedures to be followed where informal resolution is not successful or appropriate.

For further information, visit www.auckland.ac.nz/academic-disputes

If a problem or dispute arises within a research supervision situation, this should be addressed as soon as possible. Suggestions to help with this can be found at www.auckland.ac.nz/postgrad-policies

The Proctor can also advise about the procedures available for resolving academic problems or disputes.
Personal disputes and conflicts

Sometimes conflicts arise between individuals, or people have difficulties with another person’s behaviour or attitudes. The University encourages individuals to work together to resolve such disputes. The Proctor is available to assist with cases of conflicts between students or problems to do with student behaviour and can refer students to independent external mediation services if this is required. Where disputes or conflicts involve staff members, the Academic Head or manager of the staff member may need to be involved.

Harassment

The University is committed to providing an environment which is free from harassment, bullying and discrimination, as explained in the Prevention of Bullying and Harassment Policy. Harassment is unwelcome conduct that is “offensive, humiliating or intimidating to any other person and is either repeated or of such significant nature that it has a detrimental impact on the person, their performance or their work and study environment”. Any student who feels they are being harassed should approach the Proctor, or if a member of staff is involved, the Academic Head or manager of the staff member.

The Proctor
Email: proctor@auckland.ac.nz
www.auckland.ac.nz/proctor

Worship on campus

Maclaurin Chapel

The Maclaurin Chapel complex is on the corner of Princes Street and Waterloo Quadrant. You can use the hall for prayer, study and relaxation and access the books within the theological library. The hall can also be hired for meetings or baptisms, weddings, funerals, weekly services or annual services.

Maclaurin Chapel: Dr Reverend Carolyn Kelly
Location: 18 Princes Street, City Campus
Phone: +64 9 3737 599 ext 84161
Email: carolyn.kelly@auckland.ac.nz

Catholic chaplain

Auckland Catholic Tertiary Chaplaincy:
Fr Bernie Thomas
Newman Hall, 16 Waterloo Quadrant, City Campus
Phone: +64 9 303 3852
General email: thechaplains@actc.net.nz
Fr Bernie: bernie@actc.net.nz
Open hours: Monday to Friday 9am-5pm
www.actc.net.nz

Muslim Prayer Room

This space hosts a separate area for female and male worshippers and is available to University staff members and students.

Location: Basement of Chemistry Building (301), 23 Symonds Street, City Campus.
Access is via the external staircase in the courtyard opposite the Chemistry building. Please ensure that you are enrolled in your courses before you request access.

Access cards

If you have a department card, your department can activate your Prayer Space access for you. If you don’t, you can get one from the Student Information Centre at the ClockTower

Tāmaki prayer rooms

Prayer rooms are available at the Tāmaki Innovation Campus and are for anyone from any religious denomination.

Location: Level 3, Rooms 302 and 303, Building 731
Hours: Monday to Friday 9am-5pm
Auckland University Students’ Association (AUSA)

AUSA is a voluntary student-run organisation committed to representing and advocating for students at the University of Auckland. It is free to join.

AUSA provides a wide range of services including a Student Advice Hub, Welfare Office, Class Representative system, the University’s lost property service, a bookshop (UBS), 1400 lockers for hire, Shadows (student bar), Parentspace, Womenspace, Radio 95bFM, Thursday Market Days, Delegates Programme, a wide range of events, and Craccom, the University’s student magazine.

Contact:
AUSA House, 4 Alfred Street (opposite the General Library), City Campus.
Email: ausa@ausa.org.nz

Student Advice Hub

AUSA offers all students access to a free and confidential advocacy service, which is completely independent from the University. The Student Advice team can provide you with advice on academic, financial or personal issues. We ensure that you are treated fairly and with respect while you study. Besides lending a sympathetic ear, we can offer advice about your rights, university procedures, and refer you to other services you might find helpful. We aim to help improve the quality of student life at the University of Auckland through advocacy, welfare, and advice.

Contact:
Rooms G15, Old Choral Hall, City Campus (use Alfred Street entrance).
Email: cityhub@ausa.org.nz
www.ausa.org.nz/hub

Welfare Office

AUSA’s Welfare Office helps AUSA members experiencing financial difficulties. It provides grants for food, optometry, textbooks and other hardship grants.

Contact:
Room G11, Old Choral Hall, City Campus (use Alfred Street entrance)
Phone: +64 9 923 7377
Email: welfare@ausa.org.nz
www.ausa.org.nz/welfare

Recreation Centre

Located at the City Campus, the Recreation Centre provides a wide range of facilities and services to students, staff and graduates including a sports hall, sports teams and tournaments, a health and fitness studio, cardio theatre, group fitness classes, dance programme, express exercise studio, squash court, bouldering wall, women-only studio and a stretching and core training room.

University Recreation Centre
17 Symonds Street, City Campus
Phone: +64 9 373 7599 ext 84788
Email: universitysport@auckland.ac.nz
Open: Monday to Thursday 6am-9.30pm
Friday 6am-8.30pm
Saturday to Sunday 7am-6.30pm
www.universitysport.auckland.ac.nz
Student Space

Parent Space
A student parent is any student enrolled at the University of Auckland that has children or is the primary caregiver of children under 16 years old. You may be studying full-time or part-time, be an undergraduate or postgraduate student. Regardless of your level of study, if you have/care for children under 16 you are a student parent. Student parents are invited to use these spaces, with or without their children with them.

www.ausa.auckland.ac.nz/support/student-parents/parent-spaces

Queerspace
Queerspace is AUSA’s provided community space for every student who identifies as queer. Queerspace is a great place to hang out, connect with other queer people on campus, and is a safe space away from the normal din of study. Queerspace is managed by the AUSA Queer Rights Officer. Queerspace is also a bookable space. Contact Tessa Naden at qro@ausa.org.nz for details.

Womenspace
Womenspace is directly above the travel ticket agency and New Zealand Natural, just down the walkway from the student Health Services. The Womens Rights Officers Office is the second door on the left in the Womenspace hallway. We have oodles of pamphlets, free condoms, sanitary products, lollies and a long list of contacts and community groups that we can refer you to if you’re in need of some more specialised assistance. And a hug if you need it.

O lagi Atea Moana (Culture Space / C-Space)
Located on level 4 of the Student Union building, directly above the Common Room. C-Space has places to sit, shower facilities, a kitchenette and toilet. It’s also the home of the Auckland University Pacific Island Students’ Association (AUPISA), a parallel organisation to AUSA with its own exec, whose delegates sit on the AUSA exec as our Pacific Island Student Officers (PISO). You can usually find AUPISA and the PISOs in C-Space.

Campus Store
The University of Auckland Campus Store is proud to offer a wide range of branded apparel, merchandise and University memorabilia so you can wear your colours with pride.

Shop the range online or visit the store in the Student Quad, City Campus.

Campus Store
34 Princes Street, City Campus
Open: Monday to Friday, 9.30am-4pm
www.campusstore.auckland.ac.nz

Volunteer Hub
Volunteer Hub gives you the opportunity to volunteer for a wide variety of organisations and community projects, as well as for various initiatives on campus.

www.auckland.ac.nz/volunteer

Student leadership
The University of Auckland provides students with the opportunity to develop leadership capabilities through a range of workshops, talks and other programmes.

www.auckland.ac.nz/leadership

Clubs and societies
Do you want to get involved in student activities and meet other people? Joining a club is a great way to balance your academic career with something that takes you away from the books. You could try something new, or continue with an interest you have already.

There are more than 200 clubs and societies on campus, ranging from cultural associations from all over the world, to clubs for hiking, canoeing, social responsibility, photography, film and yoga.

www.auckland.ac.nz/clubs
Food outlets:

- The Quad Café: The Quad
- Unikebab (Halal): The Quad
- Uni Sushi: The Quad
- Jewel of India (Halal): The Quad
- Hello Chinese: The Quad
- Relax Lounge (café): The Quad
- Moustache: Milk & Cookie Bar: The Quad
- Mother Kang’s Bibigo: The Quad
- La Panetteria: The Quad
- Shadows: The Quad, Level 4
- TANK: Student Commons, Level 2 (outside)
- Shaky Isles: Kate Edgar Information Commons, Level 0
- Mexicalli Fresh: Kate Edgar Commons Precinct
- Indochine Express (Vietnamese lunchbox): Kate Edgar Commons Precinct
- Strata (Postgraduate lounge): Student Commons, Level 4
- Excel (café): Owen G Glenn Building, Level 1
- Engineering Café: Engineering Building, Level 3
- Human Sciences Café: Human Sciences Building, Level 4
- Law School Café: Law School, Level 2
- Old Government House Café (takeaway): Old Government House

Shops and banks:

- Go! Travel Tickets: The Quad
- Campus Store: The Quad
- UBS Bookshop: Student Commons, Levels 0 and 1
- Campus Pharmacy and New Zealand Post: Student Commons, Level 1
- ANZ Bank: Student Commons, Level 1
- Munchy Mart: Student Commons, Level 2
- PB Technologies: Student Commons, Level 2
- STA Travel: Student Commons, Level 2
- ASB: Owen G Glenn, Level 1
Living in Auckland

Auckland is a great place to live and study, with the pulse of an urban lifestyle alongside more tranquil settings of parks and beaches. With a population of approximately 1.4 million people, Auckland has a bustling centre with many activities, from international concerts and sporting events, to cultural festivals and celebrations. Located between two beautiful harbours (the Waitemata and the Manukau), there are dozens of beaches to enjoy within minutes of the central city. Venture further afield and you can explore the islands of the Hauraki Gulf or the wild west coast surf beaches. Whether you’re looking for an outdoor adventure or a quiet morning coffee and browse in the local markets, there’s always something to do in Auckland.

Transport

There are many ways to get around Auckland. You can walk or cycle, or take ferries, buses, trains, taxis or cars.

Ferries

You can visit the following residential areas from the Downtown Auckland Ferry Building: Devonport, Birkenhead/Northcote Point, Bayswater, Stanley Bay, Halfmoon Bay, and Waiheke Island.

You can also take ferries to visit beautiful, uninhabited islands in the Hauraki Gulf such as Rangitoto, Rotoroa and Tiritiri Matangi.

For fares and timetable information, visit www.fullers.co.nz

Trains and buses

To get around Auckland’s city centre easily, there is a red CityLink bus that costs a maximum of $1.

If you want to get to some of the city’s central suburbs like Parnell, Newmarket and Ponsonby, you can take the green InnerLink bus. This bus travels in a loop around the central city (including the University) and costs a maximum of $2.50.

The orange OuterLink bus travels past the University and around the inner suburbs of Auckland City (eg, Epsom, Mt Eden, St Lukes).

The Inner and OuterLink bus service runs on such a frequent basis that timetables are not required.
If you live elsewhere in the city, you can catch either a bus or train to your destination. You can use the AT Public Transport journey planner to make sure you get to your destination on time.

Full-time tertiary students are eligible to receive up to a 40% discount on travel when using an AT HOP card. You will need an AT sticker for your student ID card which you can collect from the International Student Information Centre.

www.at.govt.nz/bus-train-ferry

**Cars**

Carparks within Auckland’s Central Business District (CBD) are fairly expensive, costing from $11–$25 per day.

www.auckland.ac.nz/parking

For information about great things to do in Auckland, visit:

www.aucklandnz.com/events
www.aucklandcouncil.govt.nz

For information on living in Auckland, visit:

www.auckland.ac.nz/living-in-auckland

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### Cost of living

Below are some of the costs you can expect to pay on a weekly basis, per person, per week, living in rented accommodation in Auckland. Please note that these costs are approximate, as at 1 July 2016. All prices are quoted in NZD.

<table>
<thead>
<tr>
<th>The necessities</th>
<th>per week in NZ$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation (per bedroom – including remainder of the house/flat/apartment shared between flatmates) (For private studio, rent would start at $360 per week)</td>
<td>210–300</td>
</tr>
<tr>
<td>Power (and maybe gas) Based on a 1/3rd share of a three bedroom apartment, with an average monthly power account of $260. Note this is averaged on higher use in winter, lower in summer</td>
<td>20</td>
</tr>
<tr>
<td>Phone and internet Based on a 1/3rd share of a 3 bedroom apartment, with internet access (30GB)</td>
<td>10</td>
</tr>
<tr>
<td>Mobile phone Calls, text and data</td>
<td>10</td>
</tr>
<tr>
<td>Insurance Based on insuring household items</td>
<td>8</td>
</tr>
<tr>
<td>Food Food, drink, cleaning items, shared or bought separately in a three-bedroom flat</td>
<td>120</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$378–$468</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The non-essentials</th>
<th>per week in NZ$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport Three-stage return, 5 days per week</td>
<td>$30 ($23.10 student discount)</td>
</tr>
<tr>
<td>Entertainment Dinner out/movie/sports event per week.</td>
<td>55</td>
</tr>
</tbody>
</table>

Remember to also take into account the cost of buying text books, clothing, medicine, beauty products and going on holidays. To compare with the cost of items in your own country, you can convert these prices on www.xe.com
### Basic grocery costs

<table>
<thead>
<tr>
<th>Item</th>
<th>NZ$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Milk (1 litre)</td>
<td>2.69</td>
</tr>
<tr>
<td>Butter (500gm)</td>
<td>5.89</td>
</tr>
<tr>
<td>Cheese (500gm)</td>
<td>7.99</td>
</tr>
<tr>
<td>Eggs (1/2 doz)</td>
<td>4.49</td>
</tr>
<tr>
<td>Toilet paper (12 pack)</td>
<td>4.00</td>
</tr>
<tr>
<td>Soap (1 bar)</td>
<td>1.50</td>
</tr>
<tr>
<td>Teabags (100 pack)</td>
<td>5.48</td>
</tr>
<tr>
<td>Bread (grain toast)</td>
<td>2.99</td>
</tr>
<tr>
<td>Sugar (500gm)</td>
<td>1.99</td>
</tr>
<tr>
<td>Laundry powder (1kg)</td>
<td>4.50</td>
</tr>
<tr>
<td>Dishwashing powder (1kg)</td>
<td>7.99</td>
</tr>
<tr>
<td>Instant coffee (90gms)</td>
<td>3.00</td>
</tr>
<tr>
<td>Coke (1.5 litre)</td>
<td>3.39</td>
</tr>
<tr>
<td>Bottled water (750ml)</td>
<td>1.99</td>
</tr>
<tr>
<td>Energy drink (250ml)</td>
<td>2.49</td>
</tr>
<tr>
<td>Peanut butter (500gm)</td>
<td>4.70</td>
</tr>
<tr>
<td>Marmite (250gm)</td>
<td>3.99</td>
</tr>
<tr>
<td>Cereal (750gm)</td>
<td>5.99</td>
</tr>
<tr>
<td>Rice (500gm)</td>
<td>1.69</td>
</tr>
<tr>
<td>Pasta (500gm)</td>
<td>1.05</td>
</tr>
<tr>
<td>Bottle wine (750ml)</td>
<td>10–18</td>
</tr>
<tr>
<td>Beer (12 pack)</td>
<td>22</td>
</tr>
</tbody>
</table>

*Note: Look out for items on special, Buying in bulk will also help reduce weekly grocery costs.*

### Eating out costs

<table>
<thead>
<tr>
<th>Item</th>
<th>NZ$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Takeaway coffee (flat white, latte)</td>
<td>4.00</td>
</tr>
<tr>
<td>Big Mac</td>
<td>9.40</td>
</tr>
<tr>
<td>Pizza (large)</td>
<td>5–16</td>
</tr>
<tr>
<td>Glass of wine (bar or restaurant)</td>
<td>&gt;9</td>
</tr>
<tr>
<td>Bottle beer (bar or restaurant)</td>
<td>&gt;8</td>
</tr>
<tr>
<td>Chinese takeaway</td>
<td>14</td>
</tr>
<tr>
<td>Meat pie</td>
<td>3.80</td>
</tr>
</tbody>
</table>

### Other expenses to be considered

<table>
<thead>
<tr>
<th>Item</th>
<th>NZ$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical visit</td>
<td>from 60</td>
</tr>
<tr>
<td>Dental visit</td>
<td>from 150</td>
</tr>
<tr>
<td>Haircut</td>
<td>from 30–55</td>
</tr>
<tr>
<td>Movies (student discount)</td>
<td>12.50–16.50</td>
</tr>
<tr>
<td>Gym Membership (per year)</td>
<td>314</td>
</tr>
</tbody>
</table>
Working
To work, you must have a current student visa in your passport which allows work rights. If you do not have a visa allowing work rights, you must apply for one at Immigration New Zealand.
For more information about working while studying, visit:
www.immigration.govt.nz/new-zealand-visas

Inland Revenue Department (IRD)
If you are permitted to work while in New Zealand, you must apply for an IRD number before working.
For further information, visit www.ird.govt.nz

New Zealand has minimum wage regulations. Employers are not legally able to pay their employees less than the minimum wage.
employment.govt.nz/hours-and-wages/pay/minimum-wage

Student Job Search
Student Job Search (SJS) is a non-profit organisation that assists students to find part-time employment while studying, and full-time work during the summer vacation.
www.sjs.co.nz

Ambassadors
The Student Ambassador Programme offers casual employment to University of Auckland students to provide support for key University events.
www.auckland.ac.nz/ambassador

CDES
Our Career Development and Employability Services can help you with career planning and increasing your employability. They can also assist with finding employment, especially after graduation. For more details, see page 19.

Driving
You must have a legal driver licence to drive in New Zealand. For the first 12 months you are in New Zealand, you may use an overseas driver licence or an international driving permit. (These 12 months begin from the time you arrive in New Zealand.) If your overseas driver licence or permit isn’t in English you must also provide an accurate English translation. After you have been here for longer than 12 months, you must convert your license to a New Zealand licence. Anyone who drives without a valid licence will be fined $400 and could be summoned to court.
For more information visit:
www.nzta.govt.nz/licence/residents-visitors

Ensure you carry your driver licence with you at all times. Any person caught driving without carrying their driver licence will be fined.

Always buckle up! In New Zealand, the driver and all passengers in the car must wear safety belts. If any passenger under 15 years old is not wearing a safety belt, the driver is fined.

Do not drink and drive: If you have been drinking, get a friend to take you home or catch a taxi. You can be fined up to $6,000 and possibly imprisoned if you are caught drinking and driving. Never ride in a car with a drunk driver.

Speed kills: Excessive speed is one of the biggest killers in New Zealand, especially on rural roads. Keep to the speed limit and drive carefully. If someone is injured in an accident, call 111 for emergency services (ambulance, fire or police).

Remember to always keep left: In New Zealand, we drive on the left-hand side of the road. If you are having trouble remembering, write “keep left” on a sticker and put it on your steering wheel.
For more information visit
• www.nzta.govt.nz
  (where you can find New Zealand road rules)
• www.drivingtests.co.nz/roadcode/tourist
  (driving theory quiz for overseas drivers)
• www.police.govt.nz
Personal safety

Essential safety advice
New Zealand is generally regarded as a very safe place. However, as in all big cities, it is sensible to take precautions to protect your personal safety:

• Do not walk home alone late at night; take a taxi. If you are walking, go in a group and keep to well-lit streets.

• Be alert and aware of your surroundings at all times. Do not listen to loud music; do not walk while sending text messages, or talking on your mobile phone.

• Do not carry large amounts of cash. If you must carry valuables, keep them hidden from view.

• Protect your mobile phone. Register your phone with your network provider and if it is stolen ask them to block the SIM card immediately.

• Take care when using cash machines late at night. Do not walk away from the machine with your cash in full view.

• Never keep your PIN number with your cash card.

• Keep your home secure by locking all windows and doors. Leave some lights on while you are out.

• Get property insurance so that you can replace your property in case of theft.

• Back up work on your computer regularly and keep disks separate so that you don’t lose vital work if your computer is stolen.

• If your credit or cash cards are stolen inform the card provider immediately. Do not wait until you get home.

For pedestrian and bicycle safety visit: www.at.govt.nz/cycling-walking

What to do in an emergency
If you need to call for the police, fire rescue or an ambulance dial 111. It is free to dial 111 from your mobile or from a landline. The emergency operator will ask whether you need the police, fire or ambulance.

Only use the 111 number when a crime is actually being committed, or if life is at risk. For non-emergency calls to the police (for example, when a burglary has already taken place and the burglars are no longer on the scene), call Auckland City District Headquarters on +64 9 302 6400. You can also go to the central city station located on the corner of Cook and Vincent Streets, or phone your local police station.

If the emergency is not urgent enough to call 111, and takes place on the University campus you can telephone University Security (see pg. 19).

For traffic information and incidents that are not emergencies, dial *555. People with impaired hearing can dial 0800 16 16 16 (text phone only) or fax 0800 16 16 10.
ARE YOU PREPARED FOR AN EMERGENCY?

Disasters can strike at any time, sometimes without warning.

- Learn about the disasters that can affect you
- Create and practice a household emergency plan
- Assemble and maintain emergency survival items
- Have a getaway kit in case you have to leave in a hurry.

For more information visit www.getthru.govt.nz

IN AN EMERGENCY
DIAL 111 FIRST
Climate
The north of New Zealand is subtropical, while the south is more temperate. The warmest months are January to March and the coldest are July to September.
In summer, the average maximum temperature ranges between 20-30°C and in winter between 10-15°C.

<table>
<thead>
<tr>
<th>Average daily temperature (high/low)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temp (°C)</td>
</tr>
<tr>
<td>Spring</td>
</tr>
<tr>
<td>Summer</td>
</tr>
<tr>
<td>Autumn</td>
</tr>
<tr>
<td>Winter</td>
</tr>
</tbody>
</table>

The weather in Auckland is somewhat changeable so be prepared.

Time difference
New Zealand is one of the first places in the world to see the new day, 12 hours ahead of GMT (Greenwich Mean Time).

Drinking water
New Zealand cities and towns have excellent water supplies and in all cases tap water is fresh and safe to drink. Water from rivers and lakes should be boiled, chemically treated or filtered before drinking to avoid stomach upsets.

Proof of age – The Hospitality NZ 18+ card
The Hospitality NZ 18+ card is useful whenever you need to prove your age, such as when buying alcohol. You should obtain one if you do not have a New Zealand driver’s licence and do not wish to carry your passport with you.
The Hospitality NZ 18+ card costs $35. You will need to provide a recent photo of yourself along with your passport. You can apply for a card at most New Zealand Post Shops.
www.18plus.org.nz

Banking
New Zealand has a very modern banking system and almost everybody has a bank account. It is the safest, most convenient way to manage your money. Having a bank account will make day-to-day life in New Zealand much easier.
There are a number of banks to choose from including Kiwibank, ASB, BNZ, ANZ, Westpac and TSB Bank.
ANZ and ASB each have a branch at the City Campus.

Your rights
New Zealand is a modern democratic country in which human rights are protected. It is illegal to discriminate on grounds such as gender, race, religion or ethnicity. Complaints about discrimination should be made to the Human Rights Commission.
Newcomers to New Zealand have the same rights and obligations under New Zealand law as any other person living here. It is against the law for anyone to
steal or damage your property. It is against the law for anyone to deliberately attempt to injure you or anyone in your family.

Consumer rights
New Zealand has laws to protect you from misleading advertising, faulty goods, poor workmanship, unfair trading and other problems you might meet as a consumer. Help is available from the Citizens Advice Bureau. Always keep receipts, quotations and estimates, copies of agreements and other such documents, since these can help if a dispute arises.

Citizens Advice Bureau (CAB)
The CAB provides free information, advice, support and advocacy. The service deals with subjects such as immigration, tenancy, flating, health, social welfare, pathways to employment, employment relations, legal disputes, rights of individuals and family issues. They also have information on ethnic communities, and local and central government.

Citizens Advice Bureau
305 Queen Street, Auckland
Phone: 0800 367 222 (0800 FOR CAB)
www.cab.org.nz

CAB Language Connect
CAB Language Connect is a specialised multi-lingual service providing interpretation in 23 different languages. You can contact CAB Language Connect by telephone or email, or visit them for a face-to-face meeting.

Location: 521D Mt Albert Road, Three Kings, Auckland
Phone: +64 9 624 2550 or 0800 78 88 77
Email: language@cab.org.nz
http://www.cab.org.nz/languageconnect

For important New Zealand laws, visit www.legislation.govt.nz
Travelling around New Zealand

For information on travelling around New Zealand, check out the following:
www.newzealand.com/int
www.tourism.net.nz
Faculty advisers and contacts

Faculties provide academic advice and general support to all students. Specialist academic and student advisers are available for international students in some faculties.

Faculty of Arts
www.arts.auckland.ac.nz
Arts Student Centre
Room 416-418, Building 201, 10 Symonds Street
Phone: +64 9 373 7513
Email: asc@auckland.ac.nz

Business School
www.business.auckland.ac.nz
Business Student Centre
Level 1, Owen G Glenn Building

Undergraduate enquiries
Phone: +64 9 373 7599 ext 87186
Email: comenquiry@auckland.ac.nz

Postgraduate enquiries
Phone: +64 9 373 7599 ext 85022
Email: postgrad-com@auckland.ac.nz

Graduate School of Management enquiries
Phone: +64 9 923 4503
Email: gsm@auckland.ac.nz

Creative Arts and Industries
www.creative.auckland.ac.nz
CAI Student Centre
Level 2, Building 421, 26 Symonds St
Phone: +64 9 373 7513
Email: info-creative@auckland.ac.nz

Faculty of Education and Social Work
www.education.auckland.ac.nz
Education Student Centre
A Block, Gate 3, 74 Epsom Avenue
Phone: +64 9 373 7513
Email: education@auckland.ac.nz

Faculty of Engineering
www.engineering.auckland.ac.nz
Engineering Student Centre
Level 4, Building 402, 20 Symonds Street
Phone: +64 9 373 7599 ext 88120
Email: foe-enquiries@auckland.ac.nz

Postgraduate enquires
Phone: +64 9 373 7599 ext 86726
Email: foe-postgrad-admin@auckland.ac.nz

Faculty of Law
www.law.auckland.ac.nz
Law Student Centre
Level 2, Building 810, 1-11 Short Street

Undergraduate enquiries
Phone: +64 9 373 7473
Email: undergradlaw@auckland.ac.nz

Postgraduate enquiries
Phone: +64 9 373 7599 ext 88180
Email: postgradlaw@auckland.ac.nz
Faculty of Medical and Health Sciences
www.fmhs.auckland.ac.nz
Medical and Health Sciences Student Centre
Ground floor, Building 503, 85 Park Road
Grafton Campus
Phone: +64 9 923 2760
Email: fmhs@auckland.ac.nz

Faculty of Science
www.science.auckland.ac.nz
Science Student Centre
Room G016, Building 303, 38 Princes Street
Phone: +64 9 923 7020
Email: scifac@auckland.ac.nz

Undergraduate enquiries
Email: scifac@auckland.ac.nz

Postgraduate enquiries
Email: pgscience@auckland.ac.nz

School of Graduate Studies
East Wing, The ClockTower
22 Princes Street
Phone: +64 9 373 7599 ext 86899
Email: postgradinfo@auckland.ac.nz
www.auckland.ac.nz/sgs

Find us on:
Director: Auckland, New Zealand
International Office
The University of Auckland
Old Choral Hall
7 Symonds Street
Auckland
Phone: +64 9 373 7599 ext 81315
Email: int-questions@auckland.ac.nz

Emergency contacts
In an emergency (fire, police, ambulance)
Phone: 111 – Emergency Services
This is a free number (including calls from mobile phones)

For traffic incidents and information:
Phone: *555 (mobile phones only)

People with impaired hearing:
Phone: 0800 16 16 16 (text phone only)
Fax: 0800 16 16 10

University Security Services
City Campus
Security Control Room (24 hr)
Phone: +64 9 373 7599 ext 87642 or 0800 373 7550

Tāmaki Campus
Property Services Building (Bld 701.1)
Phone: +64 9 373 7599 ext 85225

Grafton Campus
Main Entrance Medical School (Bld 505)
Phone: +64 9 373 7599 ext 86081

Epsom Campus
Block E Building
Phone: +64 9 373 7599 ext 48835

www.international.auckland.ac.nz