A warm welcome to the University of Auckland

A relevant and high-quality qualification is your entry to participating in global and local opportunities, and being able to collaborate with some of the best minds in the world. A degree from the University of Auckland will empower you to make a difference – whatever your goals.

People are what make the University of Auckland New Zealand’s world-ranked university – our staff, our students, our partnerships, the research that we do and the impact we can make in our communities and beyond.

By studying at the University of Auckland, you will be exposed to research-informed teaching from highly talented teaching staff. Many are specialists in their field and some have received national teaching excellence awards. You will be encouraged to be an independent thinker, to challenge yourself and to be curious.

The support and opportunities here at the University are exceptional. You will find impressive facilities and student support services, as well as opportunities to join clubs, make friends, take part in research projects and competitions, and even study a semester abroad in another top university through our international partnerships.

Explore your options, visit us during Courses and Careers Day in August and apply to take the next step in your journey with the University of Auckland.

We look forward to welcoming you in 2016.

STUART MCCUTCHEON
Vice-Chancellor
The University of Auckland

Contents

Welcome 3
Academic year dates 4
Our campuses 6
Orientation 7
International Office Welcome 7
Faculty Orientation Days 7
UniGuides 7
Student events 7
International Student Information Centre 8
Student visa service 8
Providing your contact information 8
The Code of Practice for the Pastoral Care of International Students 8
International Student Support team 9
360° Auckland Abroad 10
Essential information 11
Student visa 11
Student ID card 11
Insurance 11
Student information technology 11
Security services 13
Examinations 14
Graduation 15
University support services 16
Health and counselling services 16
Career Development and Employment Services (CDES) 16
Libraries and Learning Services 17
DELNA 18
Student Disability Services 18
Accommodation 19
Disputes and grievances 19
Worship on campus 20
Life on campus 21
Auckland University Students’ Association (AUSA) 21
Recreation Centre 21
iSPACE 22
Campus Store 22
Volunteer Hub 22
Student leadership 22
Clubs and societies 22
City Campus facilities 23
Living in Auckland 24
Transport 24
Cost of living 25
Working 27
Driving 27
Personal safety 28
Climate 30
Time difference 30
Drinking water 30
Proof of age – The Hospitality NZ 18+ card 30
Banking 30
Your rights 31
Travelling around New Zealand 32
Faculty advisers and contacts 33
Campus maps 36
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

| Semester One 2016 |  
|-------------------|---|
| Semester One Orientation | Monday 22 – Friday 26 February |
| Semester One begins | Monday 29 February |
| Easter break | Friday 25 – Tuesday 29 March |
| Mid-semester break | Monday 18 – Saturday 23 April |
| ANZAC Day* | Monday 25 April |
| Graduation | Friday 6 May, Monday 9 May and Wednesday 11 May |
| Lectures end | Friday 3 June |
| Study break | Saturday 4 – Wednesday 8 June |
| Queen's Birthday* | Monday 6 June |
| Examinations | Thursday 9 – Monday 27 June |
| Semester One ends | Monday 27 June 2016 |
| Inter-semester break | Tuesday 28 June – Saturday 16 July |

| Semester Two 2016 |  
|-------------------|---|
| Semester Two Orientation | Wednesday 13 – Friday 15 July |
| Semester Two begins | Monday 18 July |
| Mid-semester break | Monday 29 August – Saturday 10 September |
| Graduation | Tuesday 27 September |
| Lectures end | Friday 21 October |
| Study break | Saturday 22 – Wednesday 26 October |
| Labour Day* | Monday 24 October |
| Examinations | Thursday 27 October – Monday 14 November |
| Semester Two ends | Monday 14 November |

| Summer School 2017 |  
|-------------------|---|
| Summer School begins | Thursday 5 January |
| Auckland Anniversary Day* | Monday 30 January |
| Waitangi Day* | Monday 6 February |
| Lectures end | Friday 17 February |
| Study Break | Saturday 18 February |
| Examinations | Monday 20 – Wednesday 22 February |
| Summer School Ends | Wednesday 22 February |

| Semester One 2017 |  
|-------------------|---|
| Semester One Orientation | Monday 27 February – Friday 3 March |
| Semester One begins | Monday 6 March |
## Quarter dates

### Quarter One 2016
- **Quarter One begins**: Tuesday 5 January
- **Auckland Anniversary Day***: Monday 1 February
- **Waitangi Day***: Monday 8 February
- **Quarter One lectures end**: Friday 11 March

### Quarter Two 2016
- **Orientation for new students**: Wednesday 30 March – Friday 1 April
- **Quarter Two begins**: Monday 4 April
- **ANZAC Day***: Monday 25 April
- **Graduation**: Friday 6, Monday 9, Wednesday 11 May
- **Queen’s Birthday***: Monday 6 June
- **Quarter Two lectures end**: Friday 10 June

### Quarter Three 2016
- **Quarter Three begins**: Monday 27 June
- **Quarter Three lectures end**: Friday 9 September

### Quarter Four 2016
- **Orientation for new students**: Monday 12 – Thursday 15 September
- **Quarter Four begins**: Monday 19 September
- **Graduation**: Tuesday 27 September
- **Labour Day***: Monday 24 October
- **Quarter Four lectures end**: Friday 18 November

### Quarter One 2017
- **Quarter One begins**: Thursday 5 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.

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
Tāmaki Innovation Campus, established in 1991, occupies a 32-hectare site in Glen Innes, with facilities including a library and health services. 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](http://www.auckland.ac.nz/campuses).

The University of Auckland is committed to pursuing sustainability via environmental excellence.

[www.auckland.ac.nz/environment](http://www.auckland.ac.nz/environment)
All campuses are smoke-free environments.
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

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 k.floyd@auckland.ac.nz.

For more details about the Orientation programme please visit www.auckland.ac.nz/is-orientation
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](http://www.facebook.com/InternationalOffice)

**Student visa service**  
Every international student must hold a valid visa in order to be enrolled at the University of Auckland.  
You can apply for your student visa at the International Student Information Centre Monday to Friday, 9am–2pm. 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](http://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 office).

**The Code of Practice for the Pastoral Care of International Students**  
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](http://www.nzqa.govt.nz/the-code)
International Student Support team

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

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

Suriati Razman  
(BSc)  
Information and Visa Officer  
Other Languages: Malay

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

Brian Lythe  
(BA, MA)  
International Student Adviser  
Phone: +64 9 373 7599 ext 88961  
Mobile: +64 21 774 657  
Email: b.lythe@auckland.ac.nz  
Location: G49, Old Choral Hall, 7 Symonds Street, City Campus

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

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

International Student Advisers

We recognise the pressures that students face when studying overseas. Our friendly International Student Advisers Rebecca Walkinton, Brian Lythe and Karyn Floyd 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.

Karyn Floyd  
(MA, DipPsyc)  
International Student Adviser  
Phone: +64 9 373 7599 ext 82244  
Mobile: +64 21 378 826  
Email: k.floyd@auckland.ac.nz  
Location: G43, Old Choral Hall, 7 Symonds Street, City Campus
360° Auckland Abroad

360° Auckland Abroad gives you the opportunity to complete part of your degree overseas on exchange. If you are studying a full-degree programme at the University of Auckland, you may be able to study for one or two semesters at an overseas partner university of equal standing. With over 115 universities in 24 countries there are 360° of exciting possibilities. Where will you go?

You will pay tuition fees only to the University of Auckland, be eligible to apply for scholarships, and bring credits you have earned home to your University of Auckland degree.

Other options for an overseas learning experience may include field trips, short courses or internships.

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.

Email: int-questions@auckland.ac.nz

Lydie Faure Kilgannon
(BA, PGDipIntCom, MIntCom)
Manager, Auckland Abroad
Other languages: French

Inbound officers
Sarah Sung (BA)
Study Abroad and Exchange Officer
Other languages: Korean

Outbound officer
Mai Al Sharaf (BA (Hons), MA)
Auckland Abroad Officer
Other Languages: Arabic

Sherry Fan (BCom)
Study Abroad and Exchange Officer
Other languages: Mandarin, basic Cantonese
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 student visa when you first enrol AND whenever you renew your passport or obtain a new student visa. This is a requirement of Immigration New Zealand, and also the New Zealand Government’s Code of Practice for the Pastoral Care of International Students.

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 International Student Information Centre (see pg. 8).

Insurance
The University of Auckland is responsible for ensuring our international students have compliant health and travel insurance for the duration of their study. Studentsafe–University (provided by Allianz) is our preferred insurance plan.

An approved insurance policy is a condition of enrolment. Enrolled international students will be charged the Studentsafe-University policy premium. You must pay this charge when you pay your tuition fees, unless the University of Auckland approves the use of an alternative insurance provider. Holders of all visa types are required to have approved insurance for the duration of their study.

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-University policy, pre-existing and family packages, visit www.auckland.ac.nz/is-insurance

International 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-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 your insurance policy number.

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 (eg, 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).

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
www.auckland.ac.nz/wireless

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 discussion/chat.

IT essentials
Everything you need to know about IT services and support at the University of Auckland.

www.auckland.ac.nz/it-essentials
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/unisecurity

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).

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.

[Link to examinations website]

Examination dates 2016

<table>
<thead>
<tr>
<th>Semester</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester One</td>
<td>Thursday 9 – Monday 27 June</td>
</tr>
<tr>
<td>Semester Two</td>
<td>Thursday 27 October – Monday 14 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.alumni.auckland.ac.nz/vac

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 well-being. 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 8am-5pm

Student Health and Counselling services are also available at Epsom, Tamaki and Grafton campuses.

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/healthservices
www.auckland.ac.nz/counsellingservices

Career Development and Employment Services (CDES)
Connect with our Career Development and Employment Services as soon as you begin your studies at the University of Auckland. It’s never too early to start thinking about your future career and take steps to increase your employability. Our International Career Development Consultant can help you do this. We’re here to support you so that you can successfully transition into work and life after you have completed your studies. We can assist with:

- Career planning.
- What New Zealand employers look for in employees.
- How to find employment and prepare for a job interview.

Our online tools, workshops, events, job board and personalised services can help you identify available opportunities while providing you with the knowledge, understanding and skills to help you be competitive in the job market.

We run special events to help you to connect and engage with employers and understand the New Zealand job market. These include:

- Careers expos
- Recruitment events
- Networking opportunities
- Workshops
- Employer presentations

To find out about all our services visit www.cdes.auckland.ac.nz

For information on or help with drug and alcohol problems and/or problem gambling, you can visit the following websites:

www.gamblingproblem.co.nz
www.alcoholdrughelp.org.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 (eg, databases, e-journals, e-books), or ask for help. 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

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

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

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

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 throughout the semester. Workshops that new students may find useful include:

• Libraries and Learning Services overview
• Uni IT essentials
• Strategies for succeeding at university
• Reading effectively
• Note-taking
- Find course readings, articles and exams
- Find articles: where to start
- Thinking critically
- Essay writing
- Referencing: the basics

To find out more, or to book any of these Libraries and Learning Services workshops, visit www.library.auckland.ac.nz/booking

**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

**DELNA**

First-year students, no matter what their language background, are required to do Diagnostic English Language Needs Assessment (DELNA). DELNA is a free service.

All students start with the 30-minute DELNA Screening. After that some students may be required to do the DELNA Diagnosis.

The DELNA Diagnosis gives a finer language profile. You will be able to discuss your results afterwards with a friendly language adviser who will discuss the language enrichment services available to you on campus and how to use them. This will get you off to a really good start!

Accessing language enrichment services will help you make the most of your studies. 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 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
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.

Application dates

Applications for the 2016 full academic year and Semester One 2016 accommodation open online on 1 August 2015, and on 1 April 2016 for Semester Two accommodation.

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 all matters relating to student conduct, including complaints against students or disputes between students.

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](http://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](http://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](http://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 can provide advice in such matters and support is available from a variety of support and advocacy services.

**The Proctor**

Email: proctor@auckland.ac.nz

[www.auckland.ac.nz/proctor](http://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](http://www.actc.net.nz)

#### Muslim Prayer Room

The Muslim Prayer Room is available for private and individual use by male and female worshippers.

**Location:** Basement of the Chemistry Building (301), 23 Symonds Street, City Campus.

#### 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
Life on campus

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 Craccum, 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**
The AUSA Student Advice Hub offers free, confidential and independent support, advice, advocacy and information to all students. It aims to improve the quality of student life at the University through advocacy, welfare, advice and representation. This includes advice on academic, financial and personal disputes and matters; student welfare and financial grants; representation in classes and action on wider education issues.

**Contact:**
Rooms G08, G09, G15. Old Choral Hall, City Campus (use Alfred Street entrance).
**Phone:** +64 9 309 0799 ext 87294
**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**
iSPACE

iSPACE is a room dedicated to the promotion of internationalisation on campus. It also hosts social activities for your enjoyment and gives you the opportunity to meet people from all nations, including of course New Zealand.

At iSPACE there are comfortable sofas where you can relax and chat with friends. You can also study or enjoy your lunch outside on the iSPACE terrace.

iSpace
Level 4, Student Commons, 2 Alfred Street
City Campus
Open: Monday to Friday, 9am-5pm

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

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
City Campus facilities

Food outlets:
- The Quad Café: The Quad
- Unikebab (Halal): The Quad
- Uni Sushi: The Quad
- Jewel of India (takeaway) (Halal): The Quad
- Hello Food (Chinese takeaway): The Quad
- Relax Lounge (café): The Quad
- New Zealand Natural: The Quad
- Mother Kang’s Bibigo: The Quad
- Red Lounge (café): The Quad
- GO! Travel Tickets: The Quad
- Student Commons, Level 2 (outside)
- Munchy Mart:
- 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

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

© The University of Auckland, February 2012
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.

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

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

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.
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/is-living-nz

**Cars**

Carparks within Auckland’s Central Business District (CBD) are fairly expensive, costing from $10–20 per day. University parking is available underneath the Owen G Glenn building, 12 Grafton Road. If you enter the parking building before 10am and leave before 6.30pm, you will be eligible for the early bird rate of $12 per day.

www.auckland.ac.nz/parking

**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 2015. 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>210–270</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 three bedroom apartment, with phone rental (not including toll calls) and internet access (30GB)</td>
<td>6</td>
</tr>
<tr>
<td>Mobile phone Calls, text and data</td>
<td>5</td>
</tr>
<tr>
<td>Insurance Based on insuring household items</td>
<td>5</td>
</tr>
<tr>
<td>Food Food, drink, cleaning items, shared or bought separately in a three-bedroom flat</td>
<td>100</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>346–406</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</td>
</tr>
<tr>
<td>Entertainment Dinner out/movie/sports event per week.</td>
<td>50</td>
</tr>
</tbody>
</table>

Remember to take into account the cost of buying text books, clothing, medicine, cosmetic products and going on holidays. To compare with the cost in your own country, you can convert these prices at 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>2.75</td>
</tr>
<tr>
<td>Butter (500gm)</td>
<td>5.99</td>
</tr>
<tr>
<td>Cheese (500gm)</td>
<td>7.99</td>
</tr>
<tr>
<td>Eggs (1/2 doz)</td>
<td>3.25</td>
</tr>
<tr>
<td>Toilet paper (12 pack)</td>
<td>3.89</td>
</tr>
<tr>
<td>Soap (1 bar)</td>
<td>1.50</td>
</tr>
<tr>
<td>Teabags (100 pack)</td>
<td>4.29</td>
</tr>
<tr>
<td>Bread (grain toast)</td>
<td>1.50</td>
</tr>
<tr>
<td>Sugar (500gm)</td>
<td>1.91</td>
</tr>
<tr>
<td>Laundry powder (1kg)</td>
<td>3.50</td>
</tr>
<tr>
<td>Dishwashing powder (1kg)</td>
<td>7.19</td>
</tr>
<tr>
<td>Instant coffee (90gms)</td>
<td>2.59</td>
</tr>
<tr>
<td>Coke (1.5 litre)</td>
<td>3.39</td>
</tr>
<tr>
<td>Bottled water (750ml)</td>
<td>1.49</td>
</tr>
<tr>
<td>Energy drink (250ml)</td>
<td>2.39</td>
</tr>
<tr>
<td>Peanut butter (500gm)</td>
<td>4.70</td>
</tr>
<tr>
<td>Marmite (250gm)</td>
<td>4.29</td>
</tr>
<tr>
<td>Cereal (750gm)</td>
<td>5.99</td>
</tr>
<tr>
<td>Bottle wine (750ml)</td>
<td>9–18</td>
</tr>
<tr>
<td>Beer (12 pack)</td>
<td>20</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>4.50</td>
</tr>
<tr>
<td>Big Mac</td>
<td>9.10</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>3.50</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>55–85</td>
</tr>
<tr>
<td>Dental visit</td>
<td>150–500</td>
</tr>
<tr>
<td>Haircut</td>
<td>30–55</td>
</tr>
<tr>
<td>Movies (student discount)</td>
<td>11–15</td>
</tr>
<tr>
<td>Gym Membership at University Recreation Centre (per year)</td>
<td>306</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 information about working while studying, visit www.auckland.ac.nz/working

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

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 Employment 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 16.

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.

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 $55.

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 $4,500 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 road safety 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

Buying a car: There are plenty of authorised car dealers in Auckland where you can buy a used or new vehicle. Newspapers often advertise cars for sale, or you can look online on TradeMe at www.trademe.co.nz

If you do decide to buy a used vehicle, make sure you know what vehicle checks you should be doing and what documents you’ll need. For more information visit www.auckland.ac.nz/is-buycar

Get insurance: It is strongly recommended that you buy insurance for your car. There are a number of insurance companies who provide this service.
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.

• Take out 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.

What to do in an emergency

In an emergency (eg fire, crime, accident, medical emergency) telephone the free emergency services number 111 from your mobile or landline. The emergency operator will ask whether you want the police, fire brigade or an 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.

For pedestrian and bicycle safety visit the following website:
www.at.govt.nz/cycling-walking
GET READY
GET THRU

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

Civil Defence
Auckland Council
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 20-30ºC and in winter between 10-15ºC.

<table>
<thead>
<tr>
<th>Season</th>
<th>Temp (ºC)</th>
<th>Temp (ºF)</th>
<th>Rain days/month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring</td>
<td>18/11</td>
<td>65/52</td>
<td>12</td>
</tr>
<tr>
<td>Summer</td>
<td>24/12</td>
<td>75/54</td>
<td>8</td>
</tr>
<tr>
<td>Autumn</td>
<td>20/13</td>
<td>68/55</td>
<td>11</td>
</tr>
<tr>
<td>Winter</td>
<td>15/9</td>
<td>59/48</td>
<td>15</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.

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 Link

CAB Language Link is a specialised multi-lingual service providing interpretation in 26 different languages. You can contact CAB Language Link 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
Email: language@cab.org.nz
www.cab.org.nz/acabnearyou/languagelink

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.

For important New Zealand laws, visit www.legislation.govt.nz
For information on travelling around New Zealand, check out the following:
www.newzealand.com/int
www.tourism.net.nz
Faculty of Arts
www.arts.auckland.ac.nz
Arts Student Centre
Room 416–418, Building 201, 10 Symonds Street
Phone: 0800 61 62 63
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

Student Centre Manager
Lynnette Huch
Phone: +64 9 373 7599 ext 85670
Email: l.huch@auckland.ac.nz

National Institute of Creative Arts and Industries
www.creative.auckland.ac.nz
NICAI Student Centre
Level 2, Building 421, 26 Symonds St
Phone: +64 9 373 7067
Email: info-creative@auckland.ac.nz

Student Academic Services and Engagement Manager
Phil Callaghan
Phone: +64 9 923 9916
Email: p.callaghan@auckland.ac.nz

Student Support and Experience Adviser
Tamara Rickett
Phone: +64 9 923 2156
Email: t.rickett@auckland.ac.nz

If you’re a new student to NICAI and would like to be paired with a current NICAI student, please contact Tamara Rickett.

Find us on:
Faculty of Education and Social Work
www.education.auckland.ac.nz
Education Student Centre
A Block, Gate 3, 74 Epsom Avenue
Phone: 0800 61 62 63
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 enquiries
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 7599 ext 87939
Email: undergradlaw@auckland.ac.nz
Postgraduate enquiries
Phone: +64 9 373 7599 ext 88180
Email: postgradlaw@auckland.ac.nz
Contact for academic matters:
Chris Noonan
Associate Professor of Law/
Associate Dean (International)
Phone: +64 9 373 7599 ext 87444
Email: c.noonan@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
Undergraduate enquiries
Phone: +64 9 373 7599 ext 86744
Email: fmhs@auckland.ac.nz
Postgraduate enquiries
Phone: +64 9 373 7599 ext 82760
Email: pghealth@auckland.ac.nz

Faculty of Science
www.science.auckland.ac.nz
Science Student Centre
Room G016, Building 303, 38 Princes Street
Phone: +64 9 373 7599 ext 87020
Email: scifac@auckland.ac.nz
Student Support Adviser – International
Tanya Carter
Phone: +64 9 373 7599 ext 87020
Email: scifac@auckland.ac.nz
Contact Tanya if you need help or advice related to your programme/course, or if there’s something affecting your ability to study.
Student Services Manager
Hana Mata’u
Phone: +64 9 373 7599 ext 87020
Email: scifac@auckland.ac.nz

School of Graduate Studies
East Wing, The ClockTower, Building 119
22 Princes Street
Phone: +64 9 373 7599 ext 86899
Email: postgradinfo@auckland.ac.nz
www.auckland.ac.nz/sgs
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