



STUDENT HANDBOOK

2025

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1. Welcome

1.1 Welcome to UUNZ Tertiary Pathways

Thank you for choosing to study with UUNZ Tertiary Pathways. We know that the decision to study abroad is a momentous one, and we feel privileged to be able to share your journey with you.

If you are reading this before travelling to New Zealand, you are probably feeling a mixture of curiosity and excitement – and possibly some anxiety, too. You undoubtedly have lots of questions about what your life in New Zealand will be like, and what you can expect from your time with us at UUNZ.

In this guide, we hope to answer some (or even all) of these questions. We want you to know what it will be like to study at UUNZ, and to live in Auckland and wider New Zealand. We want to ensure that you have all the information you need to make a successful start to your life as an international student. We want you to know how to stay safe and to get help when you need it.

Above all, we want you to grow and thrive during your time in New Zealand – to both enhance your wellbeing, and to achieve your learning and life goals.

We look forward to welcoming you to our campus soon. In the meantime, if you have any questions which aren't answered in this guide, please do not hesitate to contact us.

Jimmy Chen, Chief Executive

1.2 Your pathway

UUNZ aims to provide a seamless pathway from English language study to your chosen tertiary programme in New Zealand. We offer three main study pathways:

1. Undergraduate Pathway:



Choose this pathway if you want to study a Bachelor's degree, or Certificate or Diploma at Level 6 or 7.

2. Postgraduate Pathway:



Choose this pathway if you want to study at postgraduate level, including a Master's, PhD, or Certificate or Diploma at Level 8.

You can NZCEL Level 4 or 5 directly if you already meet the entry criteria (e.g. you pass our placement test).

3. General English Pathway:



If you are interested in studying English for professional purposes or preparing for an English proficiency exam, ask us about how we can tailor our courses to your needs.

You can find out more about the courses and programmes we offer in Section 5 of this guide.

1.3 Your support network

Although you are living in a new country and culture, it's important to remember that you are surrounded by people who can help you. UUNZ has friendly staff who can provide support with all aspects of your life and studies in New Zealand. Your peers can also be a great source of information and encouragement – after all, they are on the same journey as you, and it's very likely they have had many of the same questions and concerns. Lastly, don't forget your friends and family back home.



You can find out more about the support available to you at UUNZ in Section 4 of this guide.

1.4 Your peace of mind

Our history

UUNZ has been delivering English language and tertiary programmes to international learners since 2002. However, UUNZ now focuses primarily on providing English language pathways to tertiary study in New Zealand.

UUNZ is a Private Training Establishment (PTE) and signatory to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. These help assure the quality of education provided by UUNZ in the following ways:

Registered with NZQA

As a Private Training Establishment (PTE), UUNZ is registered with the New Zealand Qualifications Authority (NZQA) - the government agency responsible for overseeing the quality of education in New Zealand. In order to continue to be registered as a PTE, UUNZ has to follow the rules set by NZQA, and NZQA also carries out regular checks to ensure that these rules are being followed.

External Evaluation and Review

As a registered PTE, UUNZ has to participate in External Evaluation and Review (EER). This means UUNZ has to continuously monitor the quality of the education it provides and its impact on learners, and NZQA visits UUNZ's campus to carry out an in-depth evaluation every 2-4 years.

In our most recent EER in 2025, we achieved ratings of Confident for both educational performance and capability in self-assessment. We achieved ratings of Excellent for learner support and wellbeing and compliance management, and ratings of Good or Excellent for all other areas. Overall, the evaluators concluded:

UUNZ has undertaken a comprehensive, high-quality organisational change project that has systematically rebuilt the organisation. Achievement and outcomes are generally strong... A strong foundation has been laid for future performance.

The full report is available for download from [UUNZ's profile page on the NZQA website](https://nzqa.govt.nz/providers-and-practitioners/providers/uunz/).

Your wellbeing

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021- usually called 'the Code of Practice' or 'the Code' – protects the safety and wellbeing of tertiary and international learners in New Zealand. The Code contains detailed requirements relating to all aspects of your life and studies in New Zealand, including the information you receive before and after you enrol, and how you are guided and supported while you are studying.

As a signatory to the Code, UUNZ must follow all of its requirements. UUNZ must also carry out a review of its Code compliance every year, and take action if improvements are needed. NZQA checks UUNZ's Code compliance as part of External Evaluation and Review.

Fee protection

As a registered PTE, UUNZ must follow NZQA's rules relating to the fees that you pay for your studies. As a result of these rules:

- UUNZ is required to have clear withdrawal and refund policies. You can find these in our enrolment form, in Section 6 of this guide and in our terms and conditions available at <https://uunz.ac.nz/courses/terms-and-conditions/>
- You will receive a refund for the part of the course you have not completed if your course or UUNZ closes
- Your fees are paid into an independent trust – not directly to UUNZ. The independent trust ensures that your fees are safe and that NZQA's rules are followed.

Academic staff

We aim to ensure that all our teachers provide useful, relevant and purposeful language lessons that help you understand:

- Where you are
- Where you need to get to in order to achieve your goals
- How to get there

To do this, we recruit teachers who understand the importance of assessment and feedback in language learning.

We also carry out regular observations of our teachers, and we use these observations to help us develop professional development plans for individual teachers and the academic department as a whole.

All UUNZ academic staff have English language teaching qualifications (e.g. the Cambridge CELTA) and several years' experience teaching General English, NZCEL, English for Academic Purposes and/or proficiency exam classes. We also encourage and support our teachers to complete higher-level English language teaching qualifications, including the Cambridge DELTA.

You can find out more about the CELTA and DELTA teaching qualifications here: <https://www.cambridgeenglish.org/teaching-english/teaching-qualifications/celta/> and here: <https://www.cambridgeenglish.org/teaching-english/teaching-qualifications/delta/>.

Governance

UUNZ is governed by our Academic and Advisory Board. These are groups of experts with many years of experience in leadership positions with New Zealand education providers and businesses. Their role is to ensure that UUNZ achieves its mission and strategic goals, delivers high-quality education and promotes the wellbeing of all learners. They do this by:

- Providing our managers with advice and recommendations
- Providing resources, e.g. funding to improve facilities or develop learning materials
- Setting strategic goals. These goals tell all UUNZ staff what we need to focus on in order to make improvements over the next year.

One member of our Board oversees our English language assessments, ensuring that they are well designed and that our assessors' decisions are fair and accurate.

1.5 Your voice

Your feedback is crucial to ensuring that we understand your needs and can help solve any problems you experience during your time with us. Ultimately, your feedback helps ensure that we achieve our two main aims of promoting your wellbeing and helping you achieve your academic goals.

You can provide us with feedback in the following ways:

- **Talk to us.** If you have a question, concern or complaint about your studies at UUNZ or your life in New Zealand, there is always a member of staff you can talk to. You can find out more about who to talk to in Section 4.
- **Complete a survey.** UUNZ will ask you to complete a survey after your orientation, during your course, when you graduate, and after you have started your tertiary studies. The information you provide helps us understand how well we are doing as an education provider, and to make improvements over time.
- **Make a suggestion.** If you have an idea about how UUNZ can better support your wellbeing, you can submit it via the Suggestions Box in Moodle. We review

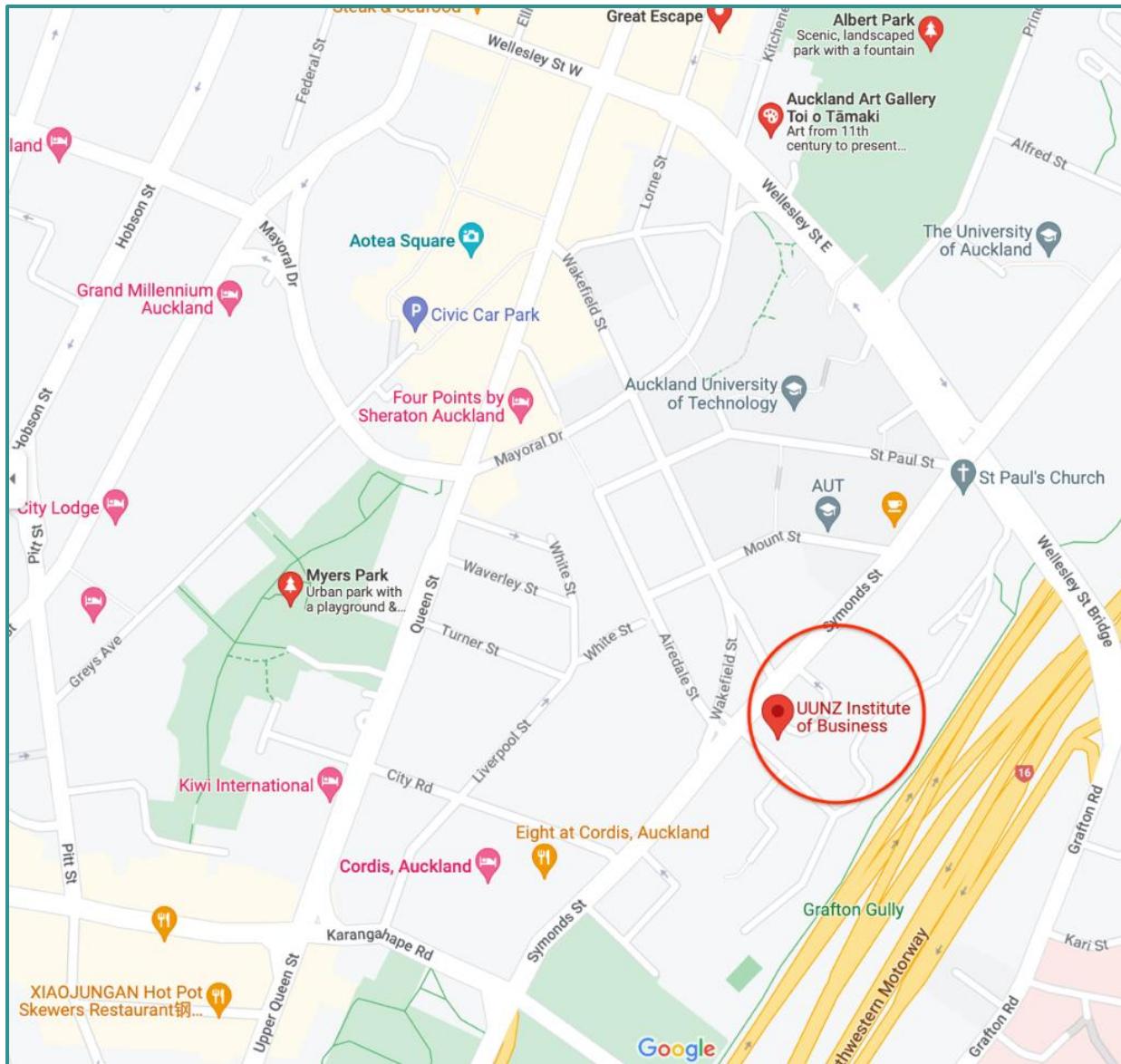
these suggestions throughout the year, and the most popular suggestions are discussed at our annual Learner Forum.

- **Join the Learner Forum.** Once a year, a group of learners meets to decide which of your suggestions would make the biggest difference to learners' wellbeing at UUNZ. The Forum's recommendations are reported to our Advisory Board, and the Board formulates strategic goals to ensure that your recommendations are implemented.

2. Our campus

2.1 Campus location

The UUNZ campus – UUNZ Tower – is located at 76-78 Symonds Street in central Auckland.

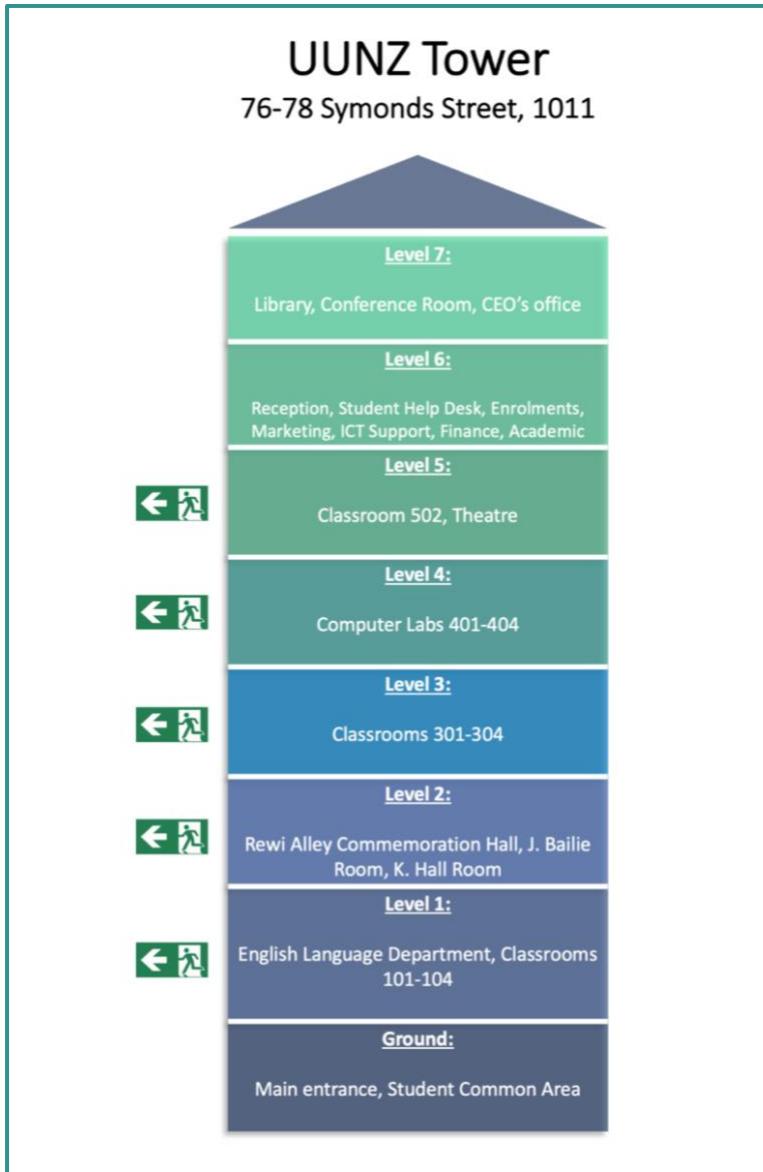


2.2 Campus facilities

UUNZ Tower has eight levels, with a Student Common Area on the Ground Floor, classrooms and other function rooms on Levels 1-5, reception and various student services on Level 6, and the library on Level 7. WiFi is available throughout the building.

Information on health and safety, and emergency procedures is available from reception on Level 6 and on noticeboards around the campus.

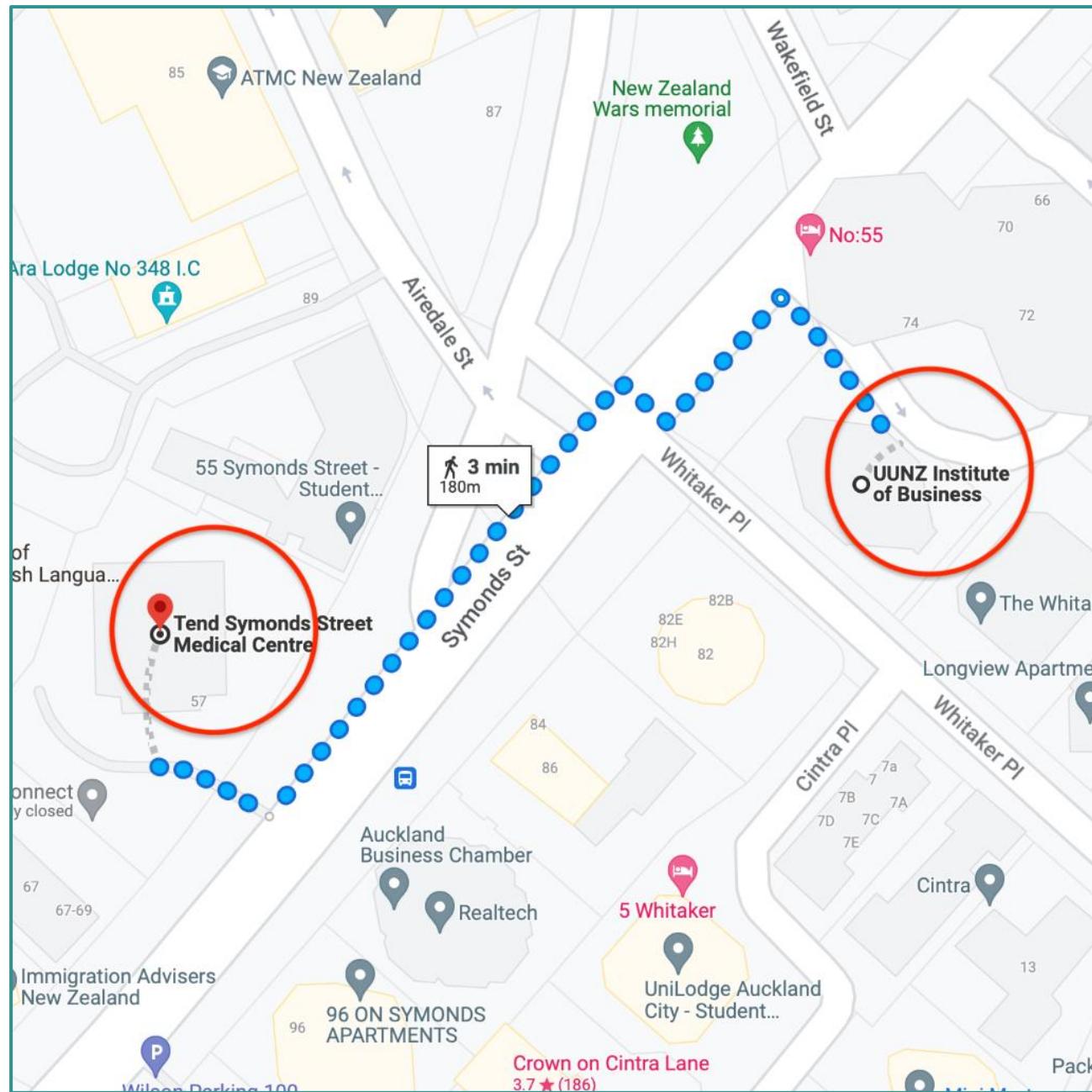
In case of an emergency, there are emergency exits leading to an external staircase on the north-east side of Levels 1-5 (this is the left-hand side of the building when viewed from the front, or on the opposite side of the floor from the lifts). See Section 6 for details of the emergency procedures.



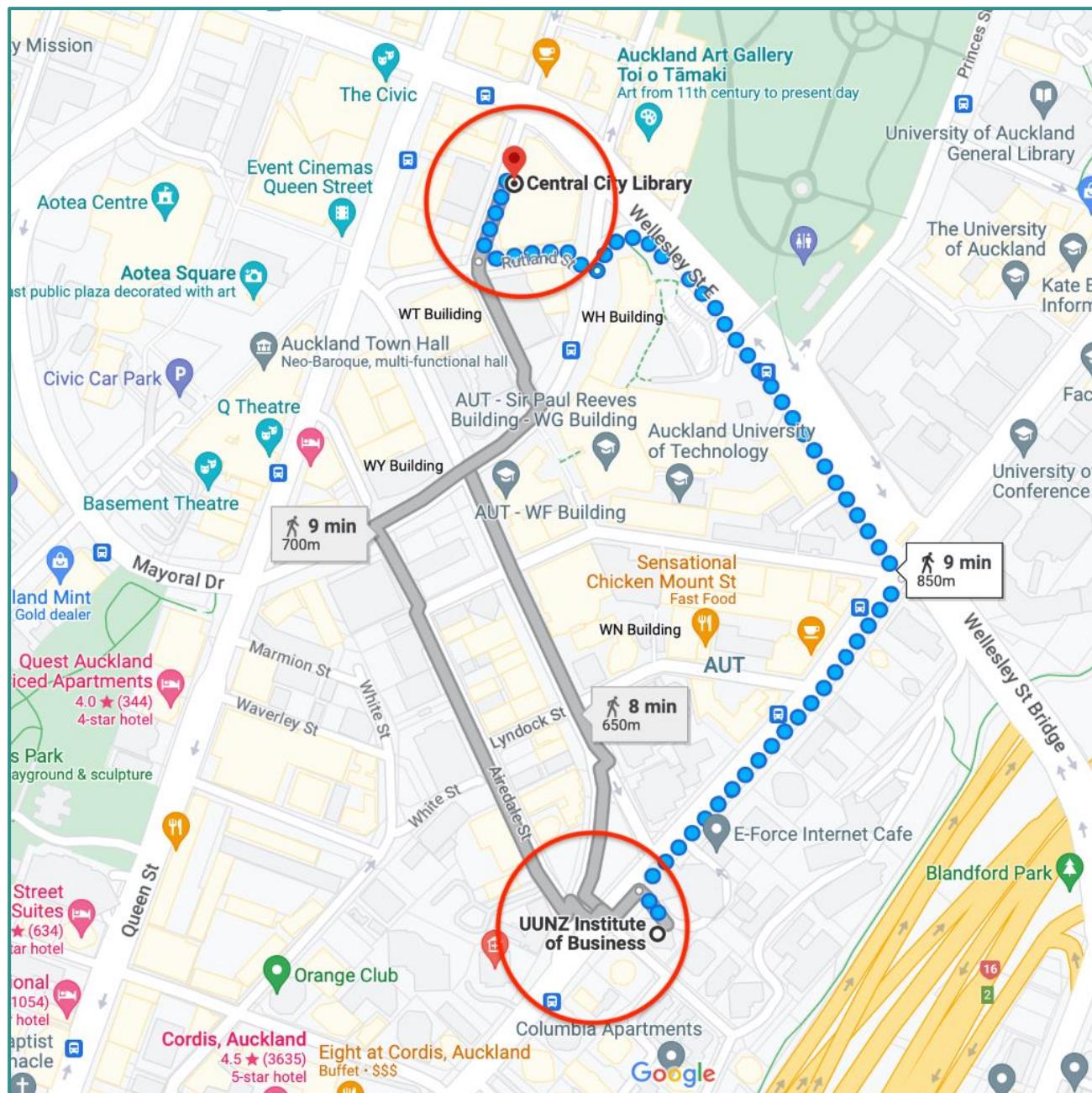
2.3 Nearby

Most things you need are within easy walking distance of the UUNZ campus.

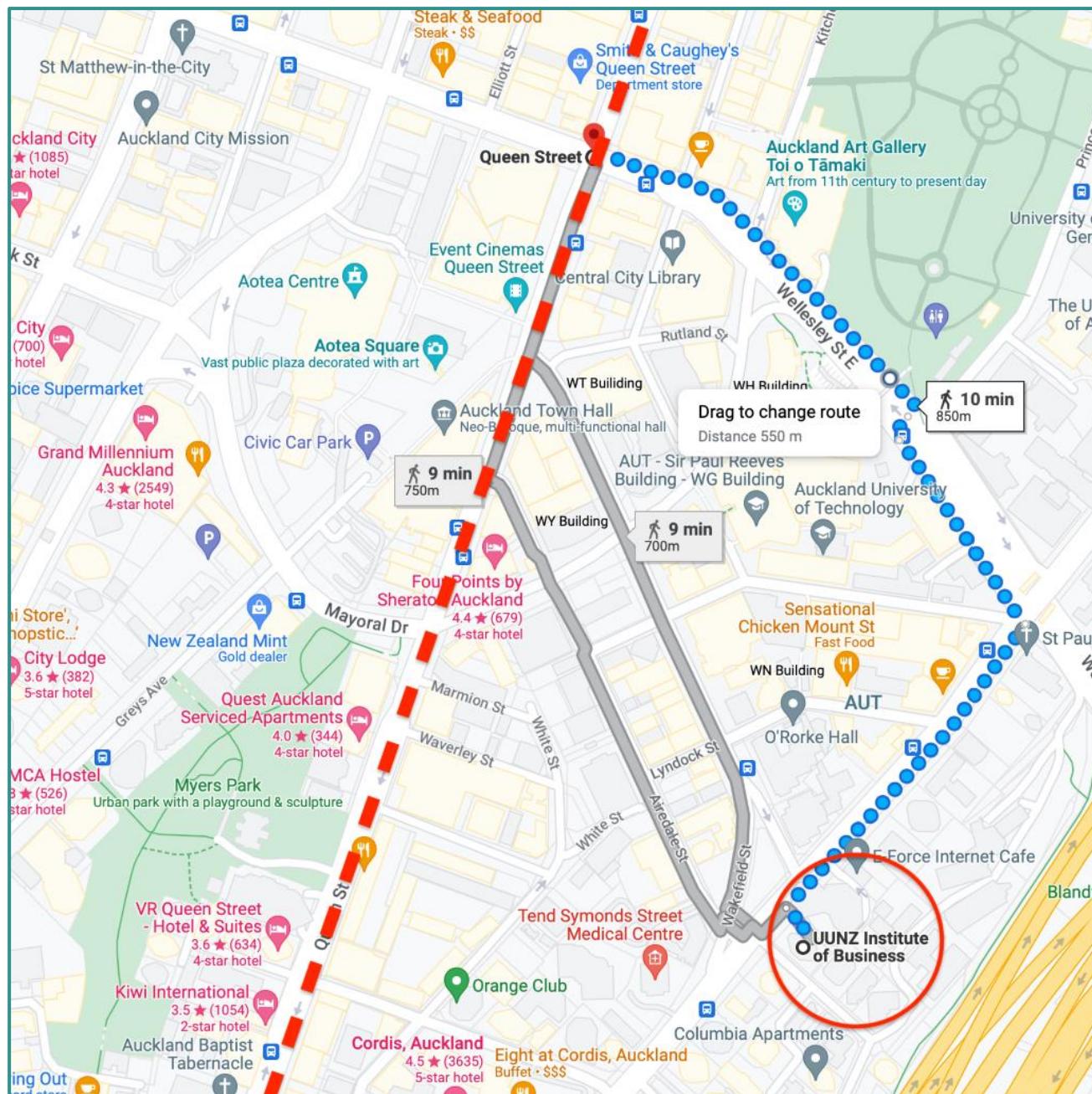
Tend Symonds Street Medical Centre:



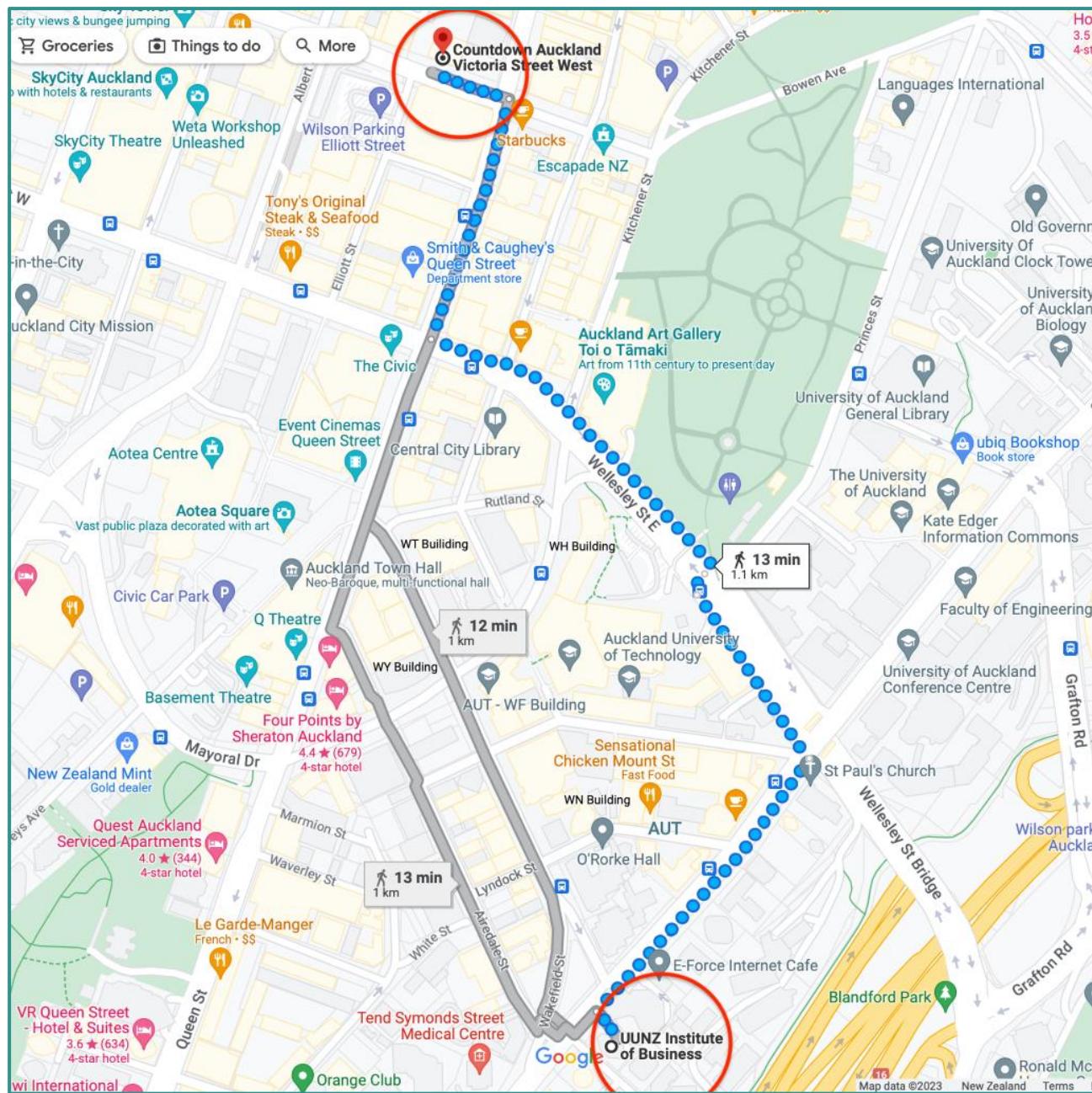
Auckland Central Library:



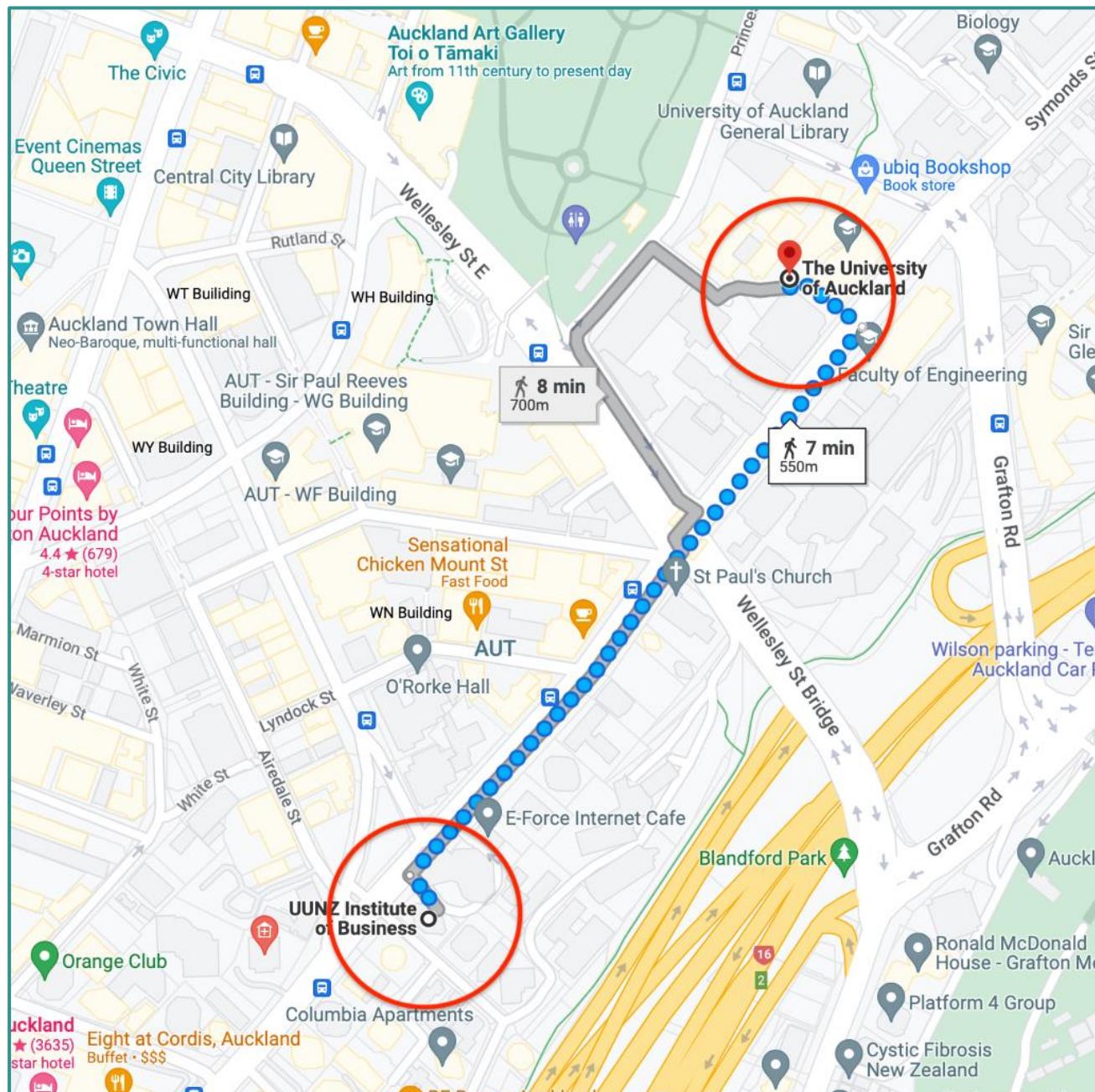
Queen Street (shopping, cafes, bars, entertainment, transport links):



Countdown Supermarket:



The University of Auckland. There are also lots of cafes and convenience stores as you walk down Symonds Street towards the university:



3. Orientation

3.1 Pre-departure orientation

Orientation to your study at UUNZ and life in New Zealand starts with this guide and continues with the online pre-departure course.

The online pre-departure course includes interactive activities to help you prepare for your travel to New Zealand and get a better idea of what to expect when you arrive.

We encourage you to complete the pre-departure orientation before you travel to New Zealand.

If you haven't received your login details, please contact us.

3.2 On-campus orientation

Your on-campus orientation will be on the Friday before your course starts and will include:

- a tour of the campus and local area
- introductions to the UUNZ staff members responsible for your wellbeing and academic support
- information and advice about how you can keep safe and well
- details of your responsibilities as a UUNZ student and your rights under the terms and conditions of your enrolment
- details of who to speak to if you are unhappy with your class or teacher, our facilities, a school activity, your UUNZ-approved homestay or the results of an assessment

If you took the UUNZ Placement Test before you arrived in New Zealand, you'll usually have to take another version of the placement test after the on-campus orientation so we can make sure that you meet the admission requirements for your course.

If you aren't able to attend the orientation on the Friday before your course starts, we'll arrange a time for your orientation during the first week of your course.

After your orientation and during your course, we will ask you to complete a survey to check you understand your rights and responsibilities and how we can support you.

You can also talk to us at any time during your studies if you have any questions or if you need extra help or support. See Section 4 of this guide for more details.

4. Student support

4.1 Administrative

Our friendly team at the Student Help Desk on Level 6 can help you with routine matters like checking your timetable or attendance. They can show you where you need to go if you're feeling a bit lost or take you to the best person to speak to if you have questions about your enrolment, study plan or accommodation.



4.2 Pastoral care

Our Student Services team are available onsite from 9.00am to 6.00pm Monday to Friday and can support you with all aspects of life in New Zealand, from opening a bank account to dealing with the challenges of living away from home.

We can provide or arrange support in English or in your first language if you prefer.

A UUNZ staff member is contactable on 021 457 650 in emergencies 24 hours a day, 7 days a week.

If you are under 18, one member of the Student Services team will be responsible for:

- making sure everything is okay with your accommodation before you arrive and during your stay
- making sure your contact details are up to date as well as those of your parents/guardians, education agent and accommodation provider
- communicating with your parents/guardians, education agent and accommodation provider, and making sure all the necessary written agreements and reports are completed

- checking you are happy with your studies and accommodation on a regular basis
- making sure responsibility for your wellbeing and safety is transferred to an appropriate person if you change accommodation during your enrolment or not travelling directly home when your enrolment ends

4.3 Academic support

You can find a summary of your course or programme in Section 5. The summary includes the Learning Outcomes, i.e. descriptions of what you will be able to do on successful completion of the course or programme.

Throughout your course or programme, your teacher will monitor your progress in class activities and assessments and provide you with feedback on your performance.

If you or your teacher are concerned about your progress, you can arrange a time to talk about why this is, how you can improve and what support you need.

Your teacher can refer you for additional academic support, which may include creating an Academic Support Plan or the option to transfer to a different course or programme.

We can provide or arrange support in your first language if needed.

4.4 Study plan

We know that things can change after you have enrolled and that you may need to change your study plan.

You can speak to the Student Services team if you have any questions about your study plan, including your chosen pathway or pathway options.

See Section 6 for details about withdrawing from your course or programme, taking a break from studying, delaying your start date, extending your enrolment or transferring to a different course or programme.

4.5 Accommodation

If you are 18 or over, you can stay in a homestay arranged by UUNZ or arrange your own accommodation.

You can expect homestays arranged by UUNZ to:

- be welcoming and safe
- treat you respectfully and make you feel comfortable and part of the family

- provide you with two meals a day on weekdays and three meals a day on weekends and public holidays (half-board) or three meals a day on weekdays, weekends and public holidays (full-board)
- provide you with your own room, a bed and bedding, a study desk and chair, adequate bedroom furniture to store your clothes and belongings, a lamp and adequate lighting, adequate heating and access to laundry facilities and a bathroom/shower
- provide you with an internet connection subject to reasonable use
- provide you with advice and/or assistance for transport arrangements to and from school
- let us know if you are unwell and not able to attend school

We work closely with homestay agencies to make sure that your homestay accommodation meets these expectations.

Homestays are not required to pay for toll or mobile phone calls, insure your belongings, pay for property you damage or lose, or offer accommodation to any of your friends or relatives who visit.

If you stay in a homestay arranged by UUNZ, you are expected to:

- be polite and respectful at all times and speak English as much as possible
- talk to your homestay family frequently and let them know if you are going to be home later than usual
- talk to your homestay family about when you can do your laundry, take a shower and use a heater
- offer to help with some household duties like clearing the dinner table or washing up
- keep your room clean and tidy and make your bed in the mornings
- turn off electrical appliances when you're not using them
- make sure the windows are closed and the doors are locked if you leave the home when the family are out
- ask for permission before inviting anyone to visit the homestay
- provide us with at least 2 weeks' notice if you want to change, extend or cancel your homestay accommodation
- let us know if there is any disagreement between you and your homestay family

You can find a list of fees related to homestay accommodation in Section 6.11 of this guide. If you haven't booked a homestay but would like to, speak to our team at the Student Help Desk or email uunz@uunz.ac.nz.

If you want to find your own accommodation, the options include renting a house or apartment or sharing accommodation (known as 'flatting' in New Zealand).

For apartments and houses to rent in Auckland, go to

<https://www.trademe.co.nz/a/property/residential/rent/auckland>

For a guide to the law about renting, go to <https://www.tenancy.govt.nz/starting-a-tenancy/new-to-tenancy/key-rights-and-responsibilities/>

For flatting options in Auckland, go to <https://www.trademe.co.nz/flatmates-wanted/auckland>

For a guide to flatting, go to <https://www.tenancy.govt.nz/starting-a-tenancy/flatting/>

See Section 7 for information on the cost of living, including monthly rents.

You must let us know if you change your address, telephone number(s), email address or accommodation type during your enrolment so that we can contact you when needed and provide appropriate support.

If you are under 18, your accommodation options are:

| Living with a parent or legal guardian | Living with a designated caregiver | Homestay accommodation arranged by UUNZ |
|--|--|---|
| If you are travelling to New Zealand with a parent/guardian, you can stay with them. | A designated caregiver is a relative or a close family friend appointed by your parent(s) or guardian(s) in writing. | If you do not have a parent/guardian or designated caregiver in New Zealand, you have to stay with a homestay arranged by UUNZ. |

Students under the age of 18 are not allowed to rent a flat/ room/ house/ apartment or live on their own.

If you are under 18 and staying in a homestay, the list of expectations is the same as those above for students 18 and over. You must also be home no later than 8pm from Sunday to Thursday and 10pm on Friday and Saturday.

If you are under 18 and staying with a designated caregiver, we will:

- make sure everything is okay with your accommodation before you arrive and during your stay
- communicate with your parents/guardians, education agent and designated caregiver, and make sure all the necessary written agreements and reports are completed
- check you are happy with your accommodation on a regular basis
- make sure responsibility for your wellbeing and safety is transferred to an appropriate person if you change accommodation

You must let us know if you change your address, telephone number(s), email address or accommodation type during your enrolment so that we can contact you when needed and provide appropriate support.

4.6 Asking for help

Use the following table to find out who you should ask for help. You can also ask the team at the Student Help Desk on Level 6 if you need some help but don't know who to talk to.

| Help needed | Who to speak to |
|--|---|
| You need help finding your classroom or have questions about your attendance or timetable | Student Help Desk on Level 6 |
| You are concerned about your progress | Your teacher (See Section 4.3 also) |
| You are unhappy with the result of an assessment | Your teacher (See Section 6.9 also) |
| You are unhappy with your class or teacher | Academic team (See Section 6.8 also) |
| You need to change your study plan, e.g. you need to take a break from study or change your chosen pathway | Student Services team (See Section 4.4 also) |
| You are unhappy with your homestay arranged by UUNZ or your education agent | Student Services team (See Section 6.8 also) |
| You are concerned about your or another student's attendance, wellbeing and/or safety | Student Services team (See Section 4.2 also) |
| You receive some news at the weekend and need to return to your country as soon as possible | Call the UUNZ 24-hour emergency number 021 457 650 for some help and advice |

5. Courses

5.1 Course Calendar 2025

| | Course | Start | End | Non-teaching weeks |
|------------------|--------------------------|-------------|-------------|--------------------|
| Summer School | NZCEL Level 4 and 5 | 6 January | 31 January | 1 week |
| | General English | 6 January | 31 January | 1 week |
| Semester 1A | NZCEL Level 4 and 5 | 10 February | 4 April | 2 weeks |
| | General English | 10 February | 11 April | 1 week |
| Semester 1B | NZCEL Level 4 and 5 | 21 April | 13 June | 2 weeks |
| | General English | 21 April | 20 June | 1 week |
| Semester 2A | NZCEL Level 4 and 5 | 30 June | 22 August | 2 weeks |
| | General English | 30 June | 29 August | 1 week |
| Semester 2B | NZCEL Level 4 and 5 | 8 September | 31 October | 2 weeks |
| | General English | 8 September | 7 November | 1 week |
| Summer School | NZCEL Level 4 and 5 | 17 November | 12 December | 2 weeks |
| | General English | 17 November | 19 December | 2 weeks |
| Summer Closedown | 20 December to 4 January | | | |

5.2 General English

Who is this course for?

The General English courses are for learners of English as an additional language who want to improve their proficiency in everyday use or in preparation for academic or vocational studies.

Most learners who take our General English courses do so as part of an English language pathway to tertiary study in New Zealand. The General English language courses therefore provide an important English language foundation for more academic study, and familiarise learners with the style of learning they will experience on their NZCEL and tertiary programmes.

What level is this course?

We offer two General English courses at CEFR levels A1 (Elementary) to C1 (Advanced).

What qualification will I get?

If you successfully complete a CEFR level, you will be eligible for a certificate of completion from UUNZ.

What will I be able to do at the end of the course?

Learners who successfully complete these courses can use English effectively for a variety of everyday, professional and/or academic purposes. Your level of proficiency – A1 (Elementary) to C1 (Advanced) will depend on the level of course you complete.

What are the entry requirements?

To enrol on one of our General English courses, learners must be at least 16 years old and display the appropriate level in the UUNZ Placement Test.

What is the teaching approach?

Lessons are practical and communicative. You will learn by completing tasks individually, in pairs and in groups, and receiving feedback from your teacher.

Lessons focus on developing your language systems and skills through tasks in your coursebook and other activities devised by your teacher.

How many learners are there in a class?

There are a maximum of 16 learners in each class. The only exception to this is if you are a member of a tour group – in this case, your class may be larger.

What is the course content?

The course content is based on a core coursebook. We have selected coursebooks which help you develop language for everyday communication as well as explore engaging and topical global issues. You will also have opportunities to learn about New Zealand's unique history and culture, including Māori and Pacific perspectives.

What does a typical week look like?

You will have 20 hours of classes per week and a further approximately 2 independent learning hours. Classes are typically scheduled between 8.30am and 6.00pm. You will receive a copy of your timetable when you enrol.

Example timetable:

| | Monday | Tuesday | Wednesday | Thursday | Friday |
|-----------------------------------|---|--------------------------|-----------------------------------|---|--|
| Session 1: 8.30-10:30 | Introduction to unit Listening focus | Grammar focus | Reading focus Vocabulary focus | Listening focus Pronunciation focus Speaking skills | Organising your presentation |
| 30-minute break | | | | | |
| Session 2: 11.00 -1.00 | Presentation skills | Communicative activities | Communicative activities | Writing focus | Final preparations for presentations Delivering presentations |

| | | | | | Peer and teacher feedback |
|--|---|---|---|---|---------------------------|
| | Self-directed learning (around 2 hours) | |

How will I be assessed?

You will complete a progress test in Week 5 and a final, summative test in Week 9. The four skills – listening, reading, writing and speaking – are tested separately, and the tasks and text types are all based on what you have studied during the course.

What do I need to do to complete the course?

To complete the course, you must:

- Attend all 9 weeks of the course
- Pass the end-of-course assessments in Week 9

What happens if I don't pass?

If you do not pass the end-of-course assessments, you can re-enrol for another 9 weeks and attempt the assessments again. If you re-enrol, you will usually study a different coursebook and sit different end-of-course assessments.

What next?

Learners who successfully complete a General English level can move up to the next level.

Learners who complete the B1+ and B2 level General English courses can also take our NZCEL placement test and then study either NZCEL Level 4 or 5.

5.3 NZCEL Level 4

Who is the course for?

This course is for learners of English as an additional language, who wish to develop the English language and academic skills required for further study in New Zealand at Levels 5 to 7.

What level is this course?

This course is at a level comparable to the CEFR level mid B2.

What qualification will I get?

This course leads to the award of the New Zealand Certificate in English Language (Academic) (Level 4).

What will I be able to do at the end of the course?

Graduates of this qualification have the English language and academic skills to:

1. Understand main ideas and supporting details of moderately complex oral academic texts.
2. Participate effectively in sustained spoken academic discourse.
3. Understand main ideas and supporting details of moderately complex written academic texts.
4. Write detailed, developed, moderately complex academic texts.

What are the entry requirements?

To enrol on this course, students must be at least 16 years old and meet ONE of the following requirements:

- Have successfully completed the New Zealand Certificate in English Language (Applied) (Level 3)
- Have an overall IELTS score of 5.5 (Academic or General Training) with no band score lower than 5.0 within the last 2 years
- Have an overall Cambridge First or B2 First for schools score of at least 165 with no score lower than 157 in each skill, within the last 2 years
- Have an overall Pearson Test of English (Academic) score of at least 36, with no band score lower than 29, within the last 2 years
- Achieve an equivalent of CEFR low B2 in the UUNZ Placement Test

What is the teaching approach?

Lessons are practical and communicative. You will learn by completing tasks individually, in pairs and in groups, and receiving feedback from your teacher.

Lessons focus on developing your language and academic skills through tasks in your coursebook, and providing assessment practice and feedback through activities in our Learning Management System, uPortal.

How many learners are there in a class?

There are a maximum of 16 learners in each class.

What's the course content?

The 16-week programme is divided into four modules, with each module focusing on a particular topic. The topics address contemporary global issues, and they have been chosen to ensure that they prepare you for a wide range of tertiary subjects.

The topics also make connections to the New Zealand context, including Māori and Pacific social, cultural, environmental, scientific and historical perspectives.

| Module | Topic | Sub-topics |
|--------|------------------------|--|
| 1 | Education | The purpose of education: strategies for success; Māori and Pacific pedagogical principles and education best practice |
| 2 | Health | Diet; exercise: Māori and Pacific health models (e.g. Whare Tapa Wha, Ta and Va) |
| 3 | Business | Leadership: role models; Māori and Pacific leadership and mentoring models (e.g. Tuakana-Teina) |
| 4 | Science and technology | Progress: how science affects our lives; indigenous ways of knowing and contemporary applications |

What does a typical week look like?

You will have 20 hours of classes per week and a further approximately 18 independent learning hours.

You will have 5 hours of classes per day Monday-Thursday. Classes are typically scheduled between 8.30am and 6.00pm. You will receive a copy of your timetable when you enrol.

Fridays are dedicated to guided independent learning, e.g. carrying out research and completing assignments.

Example timetable:

| | Monday | Tuesday | Wednesday | Thursday | Friday |
|------------|-------------------------------|-----------------------------|-----------------------------|------------------------------|---|
| 9:00-12:00 | Listening skills development | Reading skills development | Writing skills development | Speaking skills development | Reviewing assessment practice feedback |
| 12:00-1:00 | Lunch | | | | |
| 1:00-3:00 | Listening assessment practice | Reading assessment practice | Writing assessment practice | Speaking assessment practice | Carrying out research for research report |
| 3:00-3:30 | Break | | | | |
| 3:30-6:00 | Homework | Homework | Homework | Homework | Pre-reading for next week |

How will I be assessed?

There are three summative assessments for each of the four skills – 12 in total.

Assessments are scheduled throughout the 16 weeks, and you will have several chances to pass most assessments.

| | |
|------------------|---|
| Listening | <ul style="list-style-type: none"> Listening exam (a monologue) Listening exam (a dialogue) Summary and evaluation of an academic spoken text, e.g. a lecture, talk, interview or discussion |
| Speaking | <ul style="list-style-type: none"> Oral presentation Two group discussions |
| Reading | <ul style="list-style-type: none"> Reading exam (text 1) Reading exam (text 2) Summary and evaluation of three academic written texts |
| Writing | <ul style="list-style-type: none"> Essay under test conditions Research report |

| | |
|--|---|
| | <ul style="list-style-type: none">• Essay completed in class under your teacher's supervision |
|--|---|

What do I need to do to complete the course?

To complete the course and be awarded the qualification, learners must:

- Attend all 16 weeks and complete the required learning hours
- Pass all 12 assessments

What happens if I don't pass?

If you do not pass the course, you can re-enrol and reattempt different versions of the assessments you haven't passed. You will not have to repeat assessments you have already passed. However, you must attend all classes and participate fully.

What next?

Graduates of this qualification can enrol on many undergraduate and graduate-level programmes in New Zealand at Levels 5-7.

5.4 NZCEL Level 5

Who is the course for?

This course is for learners of English as an additional language who wish to develop the English language and academic skills required for postgraduate study in New Zealand at Levels 8 and 9.

What level is this course?

This course is at a level comparable to the CEFR level high B2.

What qualification will I get?

This course leads to the award of the New Zealand Certificate in English Language (Academic) (Level 5).

What will I be able to do at the end of the course?

Graduates of this qualification have the English language and academic skills to:

1. Understand extended, complex oral academic texts on a wide range of topics
2. Participate flexibly and effectively in extended spoken academic discourse on a wide range of topics
3. Understand extended, complex written academic texts on a wide range of topics
4. Write well structured, sophisticated, extended academic texts on a wide range of topics

What are the entry requirements?

To enrol on this course, students must be at least 18 years old and meet ONE of the following requirements:

- Have successfully completed the New Zealand Certificate in English Language (Academic) (Level 4)
- Have an overall IELTS score of 6.0 (Academic or General Training) with no band score lower than 5.5 within the last 2 years
- Have an overall Cambridge First or B2 First for schools score of at least 172 with no score lower than 165 in each skill, within the last 2 years
- Have an overall Pearson Test of English (Academic) score of at least 46, with no band score lower than 36, within the last 2 years
- Achieve an equivalent of CEFR mid B2 in the UUNZ Placement Test

What is the teaching approach?

Lessons are practical and communicative. You will learn by completing tasks individually, in pairs and in groups, and receiving feedback from your teacher.

Lessons focus on developing your language and academic skills through tasks in your coursebook, and providing assessment practice and feedback through activities in our Learning Management System, uPortal.

How many learners are there in a class?

There are a maximum of 16 learners in each class.

What's the course content?

The 16-week programme is divided into four modules, with each module focusing on a particular topic. The topics address contemporary global issues, and they have been chosen to ensure that they prepare you for a wide range of tertiary subjects.

The topics also make connections to the New Zealand context, including Māori and Pacific social, cultural, environmental, scientific and historical perspectives.

| Module | Topic | Sub-topics |
|--------|----------------------|---|
| 1 | Language and culture | The value of language learning; the relationship between language and culture; Māori and Pacific culture, world view and language, impact of colonisation and revival |
| 2 | Business | The 21st century workplace; work-life balance; Māori and Pacific business and leadership models |
| 3 | Modern life | 21st century cities; the importance of public spaces; reflecting Aotearoa New Zealand's cultural diversity in urban design |
| 4 | Environment | The energy crisis; sustainable alternatives to landfill; application of kaitiakitanga to contemporary environmental issues; Pacific responses to climate change |

What does a typical week look like?

You will have 20 hours of classes per week and a further approximately 18 independent learning hours.

You will have 5 hours of classes per day Monday-Thursday. Classes are scheduled between 8.30am and 6.00pm. You will receive a copy of your timetable when you enrol.

Fridays are dedicated to guided independent learning, e.g. carrying out research and completing assignments.

Example timetable:

| | Monday | Tuesday | Wednesday | Thursday | Friday |
|------------|-------------------------------|-----------------------------|-----------------------------|------------------------------|---|
| 9:00-12:00 | Listening skills development | Reading skills development | Writing skills development | Speaking skills development | Reviewing assessment practice feedback |
| 12:00-1:00 | Lunch | | | | |
| 1:00-3:00 | Listening assessment practice | Reading assessment practice | Writing assessment practice | Speaking assessment practice | Carrying out research for research report |
| 3:00-3:30 | Break | | | | |
| 3:30-6:00 | Homework | Homework | Homework | Homework | Pre-reading for next week |

How will I be assessed?

There are three summative assessments for each of the four skills – 12 in total.

Assessments are scheduled throughout the 16 weeks, and you will have several chances to pass most assessments.

| | |
|------------------|---|
| Listening | <ul style="list-style-type: none"> Listening exam (a monologue) Listening exam (a dialogue) Summary and evaluation of an academic spoken text, e.g. a lecture, talk, interview or discussion |
| Speaking | <ul style="list-style-type: none"> Oral presentation Two group discussions |
| Reading | <ul style="list-style-type: none"> Reading exam (text 1) |

| | |
|----------------|---|
| | <ul style="list-style-type: none"> • Reading exam (text 2) • Summary and evaluation of three academic written texts |
| Writing | <ul style="list-style-type: none"> • Essay under test conditions • Research report • Essay completed in class under your teacher's supervision |

What do I need to do to complete the course?

To complete the course and be awarded the qualification, you must:

- Attend all 16 weeks and complete the required learning hours
- Pass all 12 assessments

What happens if I don't pass?

If you do not pass the course, you can re-enrol and reattempt different versions of the assessments you haven't passed. You will not have to repeat assessments you have already passed. However, you must attend all classes and participate fully.

What next?

Graduates of this qualification can enrol on many postgraduate programmes in New Zealand at Levels 8 and 9.

6. Essential information

6.1 Visa requirements

If you are an international student, you need an appropriate visa to study at UUNZ and you have to comply with the visa conditions throughout your study with us.

You also need to tell us if your visa status changes at any point.

Depending on your nationality, your visa options may include:

| Visitor Visa | Fee Paying Student Visa | Working Holiday Visa |
|---|--|---|
| This visa allows you to visit New Zealand for a holiday or to see family or friends. It also allows you to study for 3 months or less while you are here. | This visa allows you to study full-time in New Zealand. You need to pay the full cost of your course and enrol with an approved education provider such as UUNZ. | This visa allows you to work in New Zealand while here on holiday. It also allows you to study for 6 months or less while you are here. |

A licensed immigration agent can help you with a visa application or you can call Immigration New Zealand on 09 914 4100. Our Student Services team can also give you more information, but only licensed immigration agents are allowed to offer you immigration advice.

Use <https://www.immigration.govt.nz/new-zealand-visas/explore-visa-options> to explore your visa options. You can apply for most visas online.

6.2 Medical and travel insurance

If you are an international student and you have enrolled for 2 weeks or longer, you need medical and travel insurance that covers the following requirements of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021:

- travel to and from New Zealand and travel within New Zealand; and
- medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation; and
- repatriation or expatriation as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and

- in the event of your death: (i) travel costs of family members to and from New Zealand; and (ii) costs of repatriation or expatriation of your body; and (iii) funeral expenses.

On the enrolment form, you'll be given two options for purchasing insurance:

1. To purchase insurance through Southern Cross to cover the whole period of your travel to, from and in New Zealand.
2. To purchase your own appropriate insurance to cover the whole period of your travel to, from and in New Zealand.

We will ask you to provide us with your insurance policy in English before you start studying with us.

What happens if my insurance doesn't meet the requirements?

You will be required to purchase further insurance if your existing insurance does not meet the requirements above.

6.3 Attendance

Do I need to attend all classes?

You are expected to attend all lessons to meet the conditions of your visa and the required number of learning hours of your course or programme.

Being late for class may affect your attendance rate!

I can't come to class today. What do I need to do?

If you are unable to attend a lesson for any reason, you must inform UUNZ as soon as possible by calling or emailing studentservices@uunz.ac.nz and providing evidence to explain your absence (e.g. a medical certificate or evidence of a family emergency) when you return to school.

If you are under 18 years old, it's very important to tell UUNZ that you're unable to attend a lesson in advance. Unexplained absences are immediately reported to the student services team to follow up.

What happens if I stop attending class?

UUNZ may give you a first attendance letter if your current attendance falls below 90%, a second attendance letter if your current attendance falls below 80%, and a final

attendance letter if your overall attendance falls below 80%. Your overall attendance is your attendance if you attend all lessons until the end of your enrolment.

You can check your attendance rate at any time while at UUNZ.

Unsatisfactory attendance can result in termination of your enrolment and notification being sent to Immigration New Zealand.

6.4 Responsibilities

What can you expect from us at UUNZ?

At UUNZ, we want to provide the best experience for your time with us. To do this, we will:

- Place you in a class that is appropriate for your level and chosen pathway.
- Provide lessons, resources and assessments that give you the opportunity to meet the learning outcomes of your course or programme.
- Provide a safe, inclusive, supportive and accessible learning environment (including online).
- Provide opportunities for you to give feedback, and make suggestions and decisions about your classes and the learning environment at UUNZ.
- Provide opportunities for you to connect with others and build relationships.
- Respect your and others' cultural beliefs and practices.
- Provide useful information and advice about your chosen pathway or pathway options.
- Talk to you if we are concerned about your attendance, progress, wellbeing and/or safety.
- Provide clear and accurate information about the terms and conditions of your enrolment.
- Respect your privacy in accordance with our Privacy Policy available at <https://uunz.ac.nz/privacy-policy/>
- Protect your fees in accordance with the Student Fee Protection Rules 2022.
- Let you know as soon as possible if we need to make changes to your course or programme due to factors beyond our control (including emergencies).

What do we expect from you?

At UUNZ, we're happy that you're a part of our learning community. To make sure you have a great experience, we have a few things for you to remember about:

Your learning

- Attend your scheduled classes and complete the required number of independent learning hours.
- Arrive to classes on time and participate in all class learning activities.
- Complete all assessments with honesty and by the due dates.

The UUNZ learning community

- Act responsibly and in ways that do not negatively affect others' learning, wellbeing and/or safety – this includes using technology responsibly.
- Treat other students and UUNZ staff with respect and fairness at all times.
- Contribute positively to creating an inclusive environment in class and on campus.

UUNZ campus and property

- Follow the rules relating to where you can eat, drink and smoke – no smoking or consuming alcohol is allowed on or immediately outside the UUNZ campus.
- Help maintain a clean learning environment.
- Take responsibility for the security of your personal belongings at all times.
- Pay all fees related to your enrolment by the due dates.

Communication

- Speak to us if you are unhappy with your class or teacher, our facilities, a school activity or your UUNZ-approved homestay. Check the concerns and complaints process in Section 6.8 below to see who you should speak to.
- Speak to us if you have any concerns about your or another student's wellbeing. You can find out who to talk to in Section 4.6 above.
- Let us know as soon as possible if you change your address, telephone number(s), email address, accommodation type or immigration status during your enrolment so that we can contact you when needed and provide appropriate support.

If you are studying NZCEL Level 4 or 5, you are also expected to have access to a laptop for the duration of your study.

6.5 Academic misconduct and inappropriate behaviour

What is academic misconduct and inappropriate behaviour?

Academic misconduct is cheating, and inappropriate behaviour is behaviour that is disruptive, threatening or causes harm to others.

Both academic misconduct and inappropriate behaviour can result in disciplinary steps including termination of enrolment. See the following section for more details.

| Academic misconduct | Inappropriate behaviour |
|--|---|
| Cheating of any kind in a formal assessment, including plagiarism, | Any behaviour that is disruptive, threatening or causes harm to others or |

| | |
|--|--|
| contract cheating, fabrication, impersonation, collusion, sabotage, possession of unauthorised materials or electronic equipment, and copying another student's work or allowing work to be copied during an exam. | that is not consistent with the UUNZ student responsibilities, including discrimination, racism, bullying, harassment and abuse. |
|--|--|

6.6 Disciplinary process and termination

We investigate all cases of unsatisfactory attendance, academic misconduct and inappropriate behaviour as described in Sections 6.3-6.5 above and according to these principles:

- everyone has a right to be heard and not to be pre-judged,
- decisions should be made without bias or personal motives,
- processes for dealing with unsatisfactory attendance, academic misconduct and inappropriate behaviour should be fair.

We know that there can be both serious and minor cases of unsatisfactory attendance, academic misconduct and inappropriate behaviour. We also know that in some cases students may not know that their attendance or behaviour is unacceptable.

For serious cases, however, UUNZ may need to take disciplinary action.

What happens if I break the terms and conditions?

If you don't follow the things you agreed to do as a UUNZ student, or if you don't meet any other obligations mentioned in your enrolment terms and conditions, you might get a **verbal warning**, or be asked to attend a **disciplinary meeting** about your behaviour.

If you go to a disciplinary meeting, you will have an opportunity to ask questions about the evidence presented. You can also bring someone with you to support you.

After the meeting, you will get a written notice about any disciplinary actions that will be taken, and you can dispute UUNZ's decision if you want to.

Disciplinary actions may include a written warning or termination of your enrolment.

You have the right to complain to NZQA if you are unhappy with how the disciplinary process was conducted. See Section 6.8 for the contact details of these organisations.

What happens if my enrolment is terminated?

UUNZ can end your enrolment immediately if you do not meet your responsibilities in relation to academic conduct, attendance, or behaviour. We hope it doesn't get to this stage!

If your enrolment is terminated, you can't continue your studies, or come back to UUNZ, and you won't get a refund or be able to delay or pause your enrolment. UUNZ will also inform Immigration New Zealand about the termination of your enrolment.

6.7 Changes to your enrolment

What happens if I want to cancel my enrolment before I start studying?

If you withdraw from your course or programme or are not able to get the correct visa **before** the start date of your course or programme, you will receive a refund less the registration fee, course related fees and an administration charge of \$300.

My course or programme has started, but I need to withdraw. Can I get a refund?

If you withdraw from your course or programme once it has started, please refer to the following table for refund details.

If you are entitled to a refund, we will process this automatically. You do not need to request a refund, arrange a meeting with us, or provide us with additional information. We will let you know if we need further information from you. However, if you have any questions about your refund, please speak to our Student Services team.

| Length of course/ programme | Refund after a course/programme has started |
|--|--|
| 3 months or more | <ul style="list-style-type: none"> For withdrawal up until the end of the 10th working day from the first day of the course/programme, you will receive a refund less a deduction for costs incurred by UUNZ, up to 25 per cent of the fees paid. For withdrawal from the 11th working day onwards, no refund will be issued. |
| 5 weeks or more but less than 3 months | <ul style="list-style-type: none"> For withdrawal up until the end of the 5th working day from the first day of the course/programme, you will receive a refund of 75% of the fees paid. For withdrawal from day the 6th working day onwards, no refund will be issued. |
| Less than 5 weeks | <ul style="list-style-type: none"> For withdrawal up until the end of the 2nd working day from the first day of the course/programme, you will receive a refund of 50% of the fees paid. If one or two days constitute the full amount of tuition paid, no refund will be issued. For withdrawal from the 3rd working day onwards, no refund will be issued. |

What do I do if I need to take a break from studying at UUNZ?

You can apply for leave of absence from your course or programme on the basis of compassionate and compelling circumstances (e.g. an injury that requires hospitalization) by emailing studentservices@uunz.ac.nz.

All requests for leave of absence are subject to approval on a case-by-case basis by UUNZ.

I haven't started my classes yet. How do I delay my start date?

You can apply to defer (delay) your enrolment with no additional cost if you apply in writing before the enrolment deadline.

A deferment fee applies if you apply after the enrolment deadline and before the start of the course. See Section 6.11 below for the current deferment fee.

If your course or programme has started, you cannot delay your enrolment but you can apply to suspend your course or programme. See the following question for details.

If you want to enrol in a course or programme that you previously deferred, you may have to provide extra evidence of your English language ability before your enrolment can be confirmed.

I have started my classes but I'm not able to continue. What can I do?

If you really need to (e.g. you have an injury that requires hospitalisation) you can apply to suspend your course or programme by emailing studentservices@uunz.ac.nz. You will also need to provide evidence to support your application, like a doctor's certificate.

When you suspend your course or programme, you do not continue with the remainder of the study until a later date.

All requests to suspend an enrolment are subject to approval on a case-by-case basis by UUNZ.

All requests to return to study are subject to the enrolment conditions on your enrolment form.

What do I do if I need to extend my enrolment?

If you want to continue studying the course or programme, you can apply for an extension by submitting an enrolment application before the deadline of enrolment.

All requests to extend an enrolment are subject to the enrolment conditions on your enrolment form.

Can I transfer to a different course or programme?

If you are already enrolled in a course or programme at UUNZ, you can apply to transfer to a different course or programme. You must meet the admission criteria (including having the correct visa) for the new course or programme.

All requests to transfer an enrolment are subject to the enrolment conditions on the enrolment form.

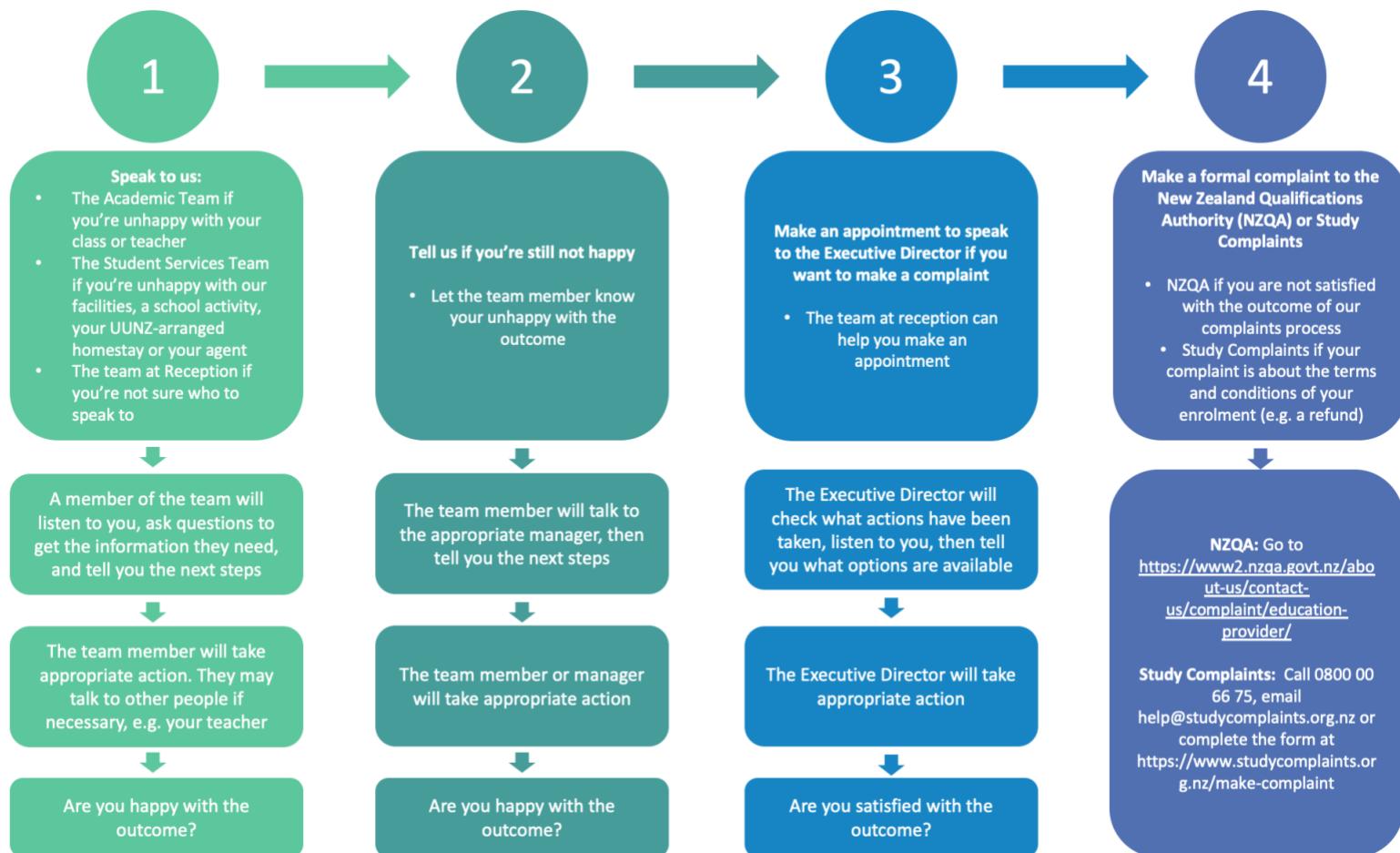
6.8 Complaints process

What do I do if I'm unhappy with UUNZ?

If you are unhappy with your class or teacher, our facilities, a school activity or your UUNZ-approved homestay, the first step is to speak to us. Most problems can be solved through a conversation.

You can ask a friend or family member to join you at any stage of the process.

If you are unhappy with the result of an assessment or an Assessment Special Consideration request, please see the Academic appeals process in the following section.



6.9 Reasonable adjustments, academic appeals and assessment special consideration

What do I do if I have a disability or other difficulty and I need UUNZ to make changes as a result?

You should tell us about your disability or difficulty when you enrol. The Academic Manager will then discuss the changes – reasonable adjustments - we can make with you during your orientation.

Reasonable adjustments

Reasonable adjustments are modifications made to assessment conditions to allow a learner with a disability or difficulty to be assessed fairly without compromising the integrity of the assessment.

Reasonable adjustments to assessment conditions may include, but are not limited to:

- Making changes to the testing room, e.g. lighting or audio equipment, or providing an alternative venue
- Adapting assessment materials, e.g. providing materials in larger text format
- Providing extra time and/or supervised breaks
- Providing a reader and/or a scribe
- Allowing personal assistive technology, e.g. a handheld magnifier

The Academic Manager tell your teacher about any reasonable adjustments that we need to make for you.

If you tell us about your disability or difficulty after the start of your enrolment, the Academic Manager will do their best to ensure reasonable adjustments can be made. Depending on when you tell us, this may not always be possible.

What do I do if I'm unhappy with my assessment result?

Follow these steps if you are unhappy with the result of an assessment, an Assessment Special Consideration request or a credit recognition and transfer request.

If you're unhappy with the result of an assessment ...

Speak to your teacher about the reason you are unhappy with the result.

Your teacher will talk to you about what your result means and whether you should apply for Assessment Special Consideration.

You can also talk to the programme lead or Academic Operations Manager if you are unhappy with the outcome of the conversation with your teacher.

Accept your result or apply for Assessment Special Consideration.

You can get an Assessment Special Consideration application form from reception.

If you're unhappy with the result of an Assessment Special Consideration request ...

You can appeal the decision by writing to the Academic Board at appeals@uunz.ac.nz within 10 working days.

You should attach your original Assessment Special Consideration request and any additional evidence you have.

The Academic Board will review your request/evidence and the result, and notify you of the decision to uphold or reject your appeal.

Please note the decision of the Academic Board is final.

If you're unhappy with the result of a credit recognition and transfer request ...

You can appeal the decision by writing to the Academic Board at appeals@uunz.ac.nz within 10 working days.

You should attach your enrolment form that includes your original request for credit recognition and transfer, and any additional evidence you have.

The Academic Board will review your request/evidence and the result, and notify you of the decision to uphold or reject your appeal.

Please note the decision of the Academic Board is final.

6.10 Additional information for students under 18

Like everyone else, it's important to accept the responsibilities of being a student at UUNZ. There are also a few other things to remember about your time at UUNZ if you're under 18 years old. Note: UUNZ cannot accept students who will be 15 or under at the start of their enrolment.

I'm under 18 years old. What accommodation can I stay in?

UUNZ students under the age of 18 are not allowed to rent a flat/room/house/apartment or live on their own. Here are your accommodation options:

- Living with a parent or legal guardian
- Living with a designated caregiver like a relative or a close family friend. This person must be appointed by your parent/guardian in writing
- Homestay accommodation arranged by UUNZ.
 - Remember, you can't arrive home after 8pm from Sunday to Thursday and 10pm on Friday and Saturday when staying with an approved homestay!

How can I travel to, or from the airport to my accommodation?

You need to use UUNZ's airport transfer service to travel to/from the airport on arrival/departure or provide a completed 'Transfer of care' form before alternative travel is taken.

When you finish your studies at UUNZ, don't forget to provide a completed 'Transfer of care' form if you are not returning directly to your home country.

When does UUNZ need my parent/guardian's written agreement?

If you're under 18, UUNZ requires a written agreement from your parent/guardian to go on a field trip, change accommodation (including moving to temporary accommodation) or change the location of study.

Don't forget you also need to include the contact details and signature of a parent/guardian on the enrolment form if you apply to extend your study!

6.11 Additional fees

When do I need to pay an extra fee?

In some situations, you need to pay an additional fee. This includes:

- Delaying the start of your course (see section 6.7)
- Printing
- Replacing a certificate or ID card
- Homestay accommodation
- Airport transfers

The following table shows a list of additional fees in 2023.

| Student Services - Administration fees | Fee |
|---|--|
| Course Deferment fee | Free if requested before the enrolment deadline or \$150 if requested after |
| Completion Certificate replacement | \$40 (only provided with genuine reason for replacement, i.e. original destroyed) |
| Completion Transcript Reprint | \$40 |
| Third party Verification of UUNZ Graduates | \$30 |
| Student ID Card Replacement fee | \$10 |
| Photocopying | Fee |
| A4 black and white | 15 cents per copy |
| A4 colour | 50 cents per copy |
| A3 black and white | 25 cents per copy |
| A3 colour | \$1 per copy |
| A4/A3 Scan to email | Free |
| Homestay | Fee |
| Placement Fee | \$360 |
| Placement Fee to move to another homestay | Up to \$360 (dependent on reason for moving) |
| Homestay Accommodation - half-board (minimum stay: 4 weeks) | \$360/week including two meals a day on weekdays and three meals a day on weekends and public holidays |
| Homestay Accommodation - full-board (minimum stay: 4 weeks) | \$390/week including three meals a day on weekdays, weekends and public holidays |

| | |
|--|---|
| Homestay Accommodation for students under 18 - half-board (minimum stay: 4 weeks) | \$370/week including two meals a day on weekdays and three meals a day on weekends and public holidays |
| Homestay Accommodation for students under 18 - full-board (minimum stay: 4 weeks) | \$410/week including three meals a day on weekdays, weekends and public holidays |
| Special dietary requirements (halal, vegetarian, vegan) | \$40/week |
| Holding Fee | \$100/week applies if you hold your homestay room for 2 weeks or longer while not staying there |
| Homestay cancellation | Fee |
| Two weeks or more before commencement of the homestay | \$410 (Placement fee plus \$50 administration fee) |
| Between one and two weeks before commencement of the homestay | \$770 for adults and \$780 for students under 18 (Placement fee, 1 week's Homestay fee and \$50 administration fee) |
| Less than one week before commencement of the homestay | \$1130 for adults and \$1150 for students under 18 (Placement fee, 2 week's Homestay fee and \$50 administration fee) |
| Airport transfer | Fee |
| One-way airport transfer | \$140 |
| Airport transfer cancellation | Refund |
| Two weeks or more before date of airport transfer | 100% refund provided |
| Between one and two weeks before date of airport transfer | 50% refund provided |

| | |
|--|--------------------|
| Less than one week before date of airport transfer | No refund provided |
|--|--------------------|

6.12 Emergency procedures

What should I do if there is an emergency on campus?

If there is an emergency when you are on campus, please follow the instructions of UUNZ staff members.

If you have to evacuate (leave) the building, e.g. when the fire alarm rings:

- use the emergency exits to the external staircase on Levels 1-5 or the stairs on Levels 6-8 (not the lifts) and exit the building as quickly as possible
- wait at the Designated Assembly Area in front of the Auckland Bioengineering Institute building at 70 Symonds Street, the building to the right of the UUNZ campus as you exit the building
- wait with your class so that your teacher can check that everyone is safe
- do not re-enter the building until a member of staff tells you it is safe to do so

What should I do if I am involved in an emergency off campus?

If you need to call the police, fire rescue or an ambulance, dial 111. This number is free, and you can call it even if your phone is out of credit.

If you need urgent Police help but cannot speak because you are afraid for your safety, call 111 anyway. If you don't speak, your call will be directed to a recorded message. You will then be asked to press 55 for emergency assistance.

If you need help, but it isn't an emergency (for example, to report a crime that is already over) call 105. You can also go to a police station.

What should I do if there is regional or national emergency?

If there is a state of emergency in Auckland (e.g. a flood, earthquake or Tsunami) or in New Zealand, please follow the instructions provided by New Zealand Civil Defence at <https://www.civildefence.govt.nz/>. If you have a New Zealand mobile number, you may also receive an Emergency Mobile Alert that provides essential information about what to do or not to do.

We will also email or text you to check you are okay and let you know if the campus is open and how you can attend lessons.

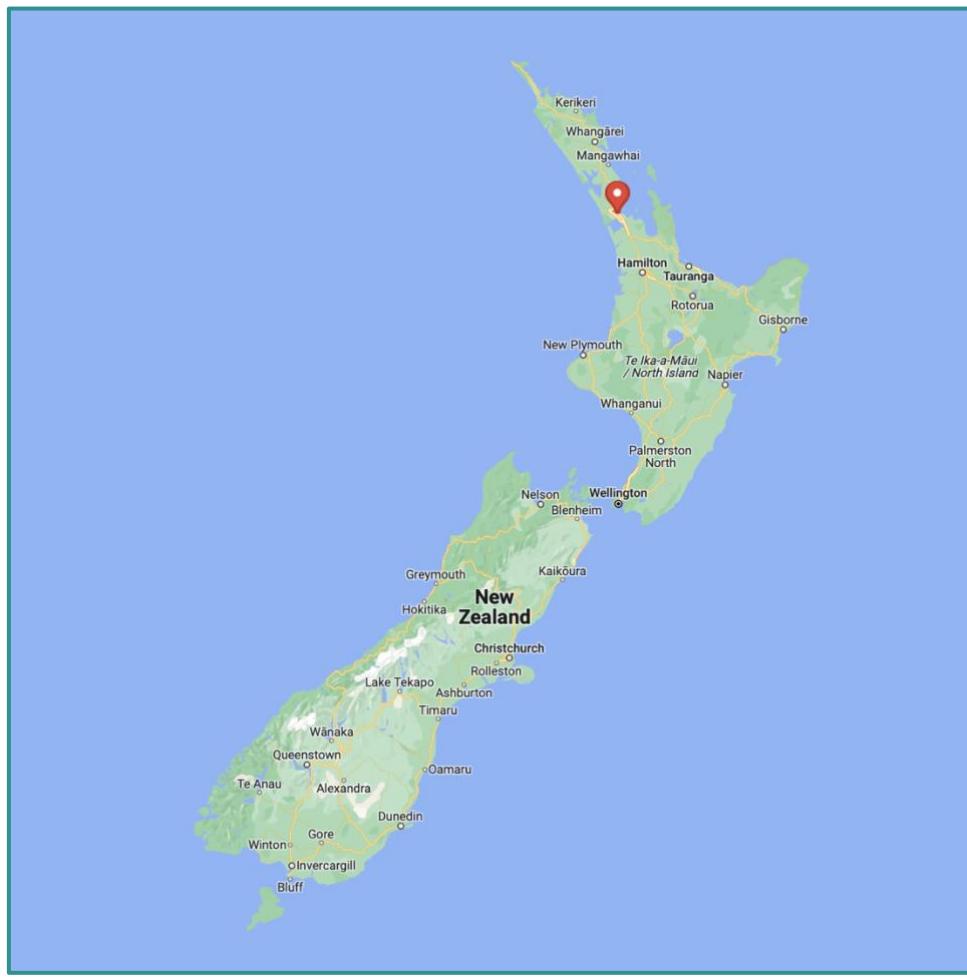
If you need to contact us when the campus is closed, call the UUNZ 24-hour emergency number 021 457 650.

7. Living in Auckland

7.1 Key facts

Size

Auckland covers 5,000 square kilometres (1,900 square miles). It is New Zealand's biggest and most cosmopolitan city and the country's centre of commerce.

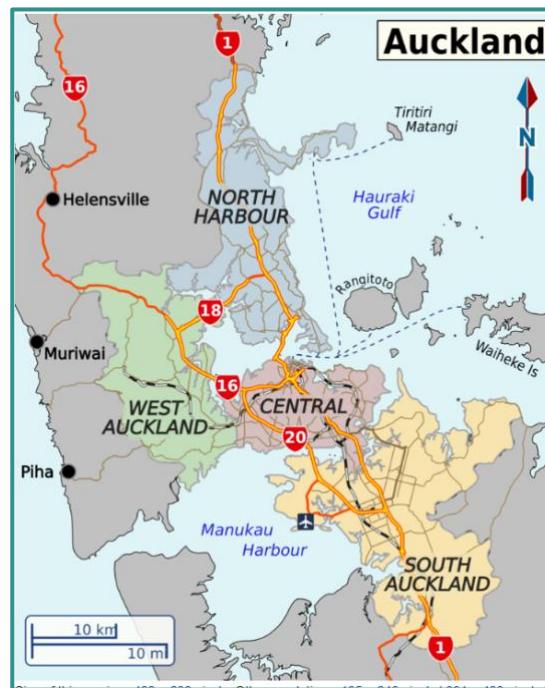


Population

Auckland has a population of over 1.65 million people. More than 200 different cultural groups from around the world are living here, making Auckland the most ethnically diverse city in New Zealand. Around 53% of its residents are of European descent, 28% are Asian, 15% are Pacific and 11% are New Zealand Māori.

Geography

Auckland's geography is unique. Most of the city lies stretches across a narrow strip of land (called an 'isthmus') which measures only two kilometres wide at its narrowest point. On either side of the isthmus are natural harbours: the Manukau Harbour on the Tasman Sea, and the Waitemata Harbour on the Pacific Ocean. It is one of the few cities in the world to have harbours on two separate bodies of water. The city also lies on a volcanic field, and there are spectacular hills and lagoons all over the area. But don't worry; the city's volcanoes are all dormant.



Source: https://commons.wikimedia.org/wiki/File:Auckland_WV_districts_map_EN.png

The city is divided into the Central Business District (CBD), Manukau, Waitakere and North Shore. Most people live in suburbs outside of the city centre. As a result, each neighbourhood has developed its own town centre, with local eateries, parks and shops. Due to its layout, distances between things can feel quite far and travelling from one area to another can take longer than expected.

Climate

Auckland is one of New Zealand's sunniest regions with over 2000 hours of sunshine each year. It also has a high rainfall of around 1240mm a year. This combination of rain and sun give Auckland its lush green rainforests and wide array of plants and animals.

The weather in Auckland is generally pleasant, however, it can be unpredictable and so it is recommended that you prepare for both rain and sun on any day.

Summer (December to February): Summers in Auckland are warm and humid. The average daily temperature is 23°C (74°F). The sun in Auckland can be very strong, and it is easy to get sunburned, even when it looks cloudy outside so

remember to wear a hat and sunscreen. It's also a good idea to carry a raincoat – just in case.

Winter (June to August): Winters are mild and wet. The average daily temperature is 14°C (57°F). The wind can be very cold, so you'll need a warm, waterproof jacket.

Time

New Zealand standard time is GMT+12, except in summer when we use 'daylight saving' time. This means the clocks are put forward one hour to GMT+13. The reason for this is to make better use of daylight. Daylight saving begins on the first Sunday in October and ends around the last Saturday in March.

Lifestyle

Auckland is considered one of the world's most liveable cities. Even though it is the biggest city in New Zealand, Auckland has a pretty relaxed and laidback lifestyle. It's smaller and less crowded than a lot of other major cities around the world and the locals are generally friendly. Every city comes with its advantages and disadvantages, but overall, Auckland is a fantastic place to live and study.

7.2 Getting around Auckland

Auckland is a big city and the distances between places can be quite far. The city centre is relatively small and getting around is easy and convenient. Outside of the city centre, however, public transport options are limited and so many people prefer to drive.

Public transport

Public transport is a great way to get around central Auckland and the inner suburbs, and it's often quicker than driving due to the traffic. There are regular routes to most major attractions as well as the main shopping, dining, and entertainment areas.

Britomart, in the CBD, is Auckland's main transport hub and where many bus and train journeys start and finish. Ferries arrive and depart just two minutes' walk from Britomart.

Use www.at.govt.nz to plan your train, bus and ferry journeys.

- **Trains:** There are four main lines connecting wider Auckland with the city centre: the Western Line, Southern Line, Eastern Line, and Onehunga Line. Auckland's trains are relatively new, so everything is clean and modern.

You will need to buy a ticket before getting on a train, or tag on with your AT HOP card (see below).

- **Buses:** Buses are a cheap and convenient way to get around Auckland's city centre and inner suburbs. Just look for the red, green, or amber buses and wait at a matching bus stop. Cash and card payments are not accepted on Auckland buses, so you'll need to buy an AT HOP card (see below).
- **Ferries:** Ferries leave from the city centre go to Devonport, Waiheke Island, Rangitoto, Hobsonville Point, and Half Moon Bay. The ferry is a great way to travel on the weekends when you have more time and want to see the city from a different perspective. You will either need to buy a ticket before you board the ferry or tag on with your AT HOP card (see below).
- **AT HOP card:** An AT HOP card is a reusable prepay smart card that you can use on trains, ferries, and buses around Auckland. It costs NZD\$10 to buy and you can recharge it as needed. You can either buy a card online at www.at.govt.nz or in person from train and ferry ticket offices and AT customer service centres. Discounts are available for full-time students.

Taxis and ride shares

Taxis can be ordered by phone, flagged down in the road, or picked up at taxi stands. Rideshare services, Uber, Ola and Zoomy, are also available in Auckland. Rideshares are normally cheaper than taxis, except when they are very busy, for example after a big sports event or concert. You will need to download their app to use them.

Electric scooters and e-bikes

Electric scooters and e-bikes are a good option for short trips around the city or for exploring the various bays and beaches. You can get them via the Uber or Beam apps.

Cycling

Auckland now has many cycleways making it a great city for cycling. Bicycles can also be taken on ferries and trains. For cycling maps and tips visit www.at.govt.nz.

Walking

It's easy to walk around the city centre as many attractions and neighbourhoods are within a short distance of each other. The rest of the city is not great for walking as it is very spread out and the inner suburbs are quite hilly.

Driving

Driving within the city centre is not recommended. The roads can be very busy, especially during the morning and afternoon rush hours. Finding parking is difficult and carparks cost from NZD\$20-40 per day. Petrol is also very expensive in New Zealand.

Outside of the city centre the best way to travel is by car. The suburbs are spread out and so public transport can be difficult and time-consuming.

7.3 Cost of living

Your cost of living will depend on the lifestyle you want to have. The costs listed below are based on average spending. All costs are listed in New Zealand dollars (NZD). Use www.xe.com to convert these prices to your own currency.

| | | |
|---|------------------------------|--------------------------------|
|  | Rent (room in a shared flat) | \$190-\$260 per week |
|  | Groceries | \$100-\$150 per week |
|  | Basic dinner for two | \$30-50 (not including drinks) |
|  | 1 Beer | \$12 |
|  | Cappuccino | \$ 5.65 |
|  | Milk (1l) | \$ 3 |
|  | Rice (1kg) | \$3.45 |
|  | Banana (1kg) | \$3.50 |
|  | Chicken (1kg) | \$15.50 |
|  | Public transport | \$210 month |
|  | Taxi trip (8 km) | \$30 |
|  | Gym membership | \$40-70 a month |
|  | Cinema | \$15-20 |
|  | Medical visit | \$19-55 |
|  | Haircut | From \$50 |

Tip: Almost no one in Auckland uses cash. Instead, you can use your bank card or mobile payments to pay, even for small purchases.

7.4 Accessing healthcare

All international students must have a private insurance covering them during their studies. However, you can still access a range of healthcare services.

Seeing a doctor

If you feel unwell, you should see a family doctor or general practitioner (also known as a 'GP'). Doctors and GPs work at medical centres. If your usual medical centre is closed, you will need to go to a private accident and medical clinic.

It's a good idea to find a doctor and register with them before you get sick so that can get an appointment more quickly and easily when you need it. To find a doctor near you go to: www.yourlocaldoctor.co.nz

Your nearest doctor's surgery is just across the road from UUNZ Tower – see Section 2, Our campus.

Healthline

If you feel unwell but you're not sure if you need to visit a doctor, you can call Healthline and speak to a medical professional who can give you advice. It's a free service available 24 hours a day, 7 days a week. If you need to talk to someone in your own language you can ask for a translator. Call 0800 611 116.

Lifeline

If you're having trouble with your mental health or are feeling depressed, worried or stressed, you can contact lifeline for help. It's a free service available 24 hours a day, 7 days a week. Call 0800 543 354.

In an emergency

If there is an emergency call 111 and ask for an ambulance. The ambulance is free and will take you to the emergency department at the nearest hospital. The main hospitals in Auckland are Auckland City Hospital, Waitakere Hospital, North Shore Hospital and Middlemore Hospital,

If you can't decide if it's a real emergency or not, call 111 and explain your situation. They will tell you what to do.

Paying for healthcare

You will need to pay each time you see a medical professional. Keep your receipts and then claim the money back using your medical insurance. Check the policy carefully to make sure you understand what is and isn't covered by your insurance.

Where to buy medicine

You can buy medicine for minor health problems, such as everyday painkillers, from a pharmacy. If you need more serious medicine, you need to visit a doctor first. They will give you a prescription that you then take to the pharmacy. The

closest pharmacy to UUNZ is on the University of Auckland campus, but you can find a pharmacy on most high streets and in many supermarkets.

Seeing a dentist

Dental care is expensive in New Zealand and isn't usually covered by insurance. To find a dentist close to where you live, go to: www.dcnz.org.nz

Accident Compensation Corporation (ACC)

ACC is New Zealand's accident compensation scheme. It covers everyone in New Zealand who is injured in an accident. ACC can help pay for any costs the result from an accident. For more information, go to www.acc.co.nz.

However, be aware that ACC **does not** cover the following for international students: illness, changes to your travel plans, emergency travel to get you back home or injuries while in travelling to or from New Zealand. You can find further information on the ACC website at <https://www.acc.co.nz/im-injured/what-we-cover/if-you're-a-visitor-injured-in-new-zealand/>.

7.5 Working while you study

Working while you study is a great way to get work experience, make friends, and help with living costs.

Visa requirements

Check the details on your student visa to see how many hours you are allowed to work. If you have any questions about your visa conditions, you can visit www.immigration.govt.nz. You can also contact immigration directly using their contacts page.

Finding a job

Auckland has a wide range of businesses that offer part time and casual work. Businesses in the hospitality industry – bars, cafes and restaurants – are usually happy to hire international students and these jobs often have more flexible hours that are easier to schedule around class times.

The following websites can help you to find a job:

- Careers NZ - www.careers.govt.nz
- Go with Tourism – <https://www.gowithtourism.co.nz/jobseekers>
- New Kiwis - <http://www.newkiwis.co.nz/>
- SEEK - www.seek.co.nz
- Student Job Search - www.sjs.co.nz

Tax and IRD Number

When you work in New Zealand you need to pay tax. In order to pay the right amount of tax, you need to give your employer your IRD number and your New

Zealand tax code. You should apply for your IRD number as soon as you can after you arrive in New Zealand.

You'll need:

- your passport details
- your most recent overseas tax number (if you have one)
- your Immigration New Zealand Application Number (from your visa letter)
- your New Zealand bank account number and your name on the account.

To apply for an IRD number, go to www.ird.govt.nz

7.6 Safety

Auckland is a pretty safe place, however, like any big city, crime and incidents that affect your safety can happen.

Personal safety

It's important to be careful, especially at night, and make sensible decisions about what you're doing and who you're socialising with.

If you're walking alone at night, keep to areas that have streetlights. Don't take short cuts through parks or alleyways. It's also a good idea to walk facing the traffic so you can see when cars are coming. If you think someone is following you, cross the road. If they follow, go to the nearest place where there are people, like a cafe or shop. You should never accept a ride from someone you don't know. If you're using public transport at night, sit near the driver on the bus.

If you go to a bar or pub, never accept drinks from people you don't know and always keep your drink in sight – it's rare but someone could put a drug in your drink (we call this 'spiking').

Remember, if you're feeling unsafe you can call the emergency phone number 111 and ask for the police. 111 is free and you can call it even if your phone is out of credit. If you can't decide if it's a real emergency but you're still worried, call 111 anyway and they will tell you what to do. The New Zealand Police are friendly and trustworthy. They're here to help you if you're in danger or in a difficult situation.

Theft

Auckland's city centre is a busy place. Always pay attention to your belongings in public and don't carry large amounts of cash with you. Use a bank card for your money if possible. If you are a victim of theft, make sure you report it to the police (111 in an emergency; 105 if not an emergency) as you can't claim insurance without a police report.

Major incidents or events

If there is a major incident or event that will affect many people, like an earthquake or serious emergency, it's important to keep calm and to follow any instructions the Police, Civil Defence or UUNZ gives you.

In the case of a major incident in your area, you may receive an Emergency Mobile Alert on your cell phone from Civil Defence. Read the message and take it seriously. It will tell you what the emergency is and what to do.

Go to this website for lots of great resources to keep you safe:

<https://www.aucklandnz.com/study-work-and-live/study/student-life/safety-in-the-city>

7.7 Eating Out

There's a huge range of excellent places to eat in Auckland. Here are some of the best budget options that the city has to offer.

| | |
|------------------------------------|--|
| Mr Zhou's Dumplings Mount Eden | A huge selection of dumplings. The pork, chives and prawn are the most popular. |
| Belly Worship Mount Eden | A Chinese restaurant famous for their Lychee pork. They also have a vegan version, |
| Bestie Café Karangahape Road | Overlooking Myers Park. A lovely place to sit with a coffee and watch the people go by. |
| Café Hanoi Britomart | The best pho outside of Hanoi. |
| FishSmith Herne Bay | Fish and chips, but different. Their spiced fish tacos are amazing. The chips are pretty great too. |
| Giapo ice cream Auckland CBD | Come here to try the unusual flavours. These ice creams taste and look amazing. |
| Green Door Pizza Commercial Bay | A funky little spot serving American-style pizzas at a great price. Their Margherita is very cheesy and very good. |
| Hapunan Huapai | Delicious Filipino food. Try the fried chicken bao buns. |
| King Made Noodles Auckland CBD | Authentic Northwest Chinese hand-pulled noodles. Made fresh every day. Try the homemade braised beef noodles. |
| No1 Pancake Rosedale | Korean pancakes (or hotteok) packed with tasty fillings and cooked until crisp. Try the potato and cheese one. |
| OCKHEE Ponsonby Road | An authentic Korean restaurant with delicious hot pots. |

| | |
|---------------------------|---|
| | |
| Paradise Sandringham | This might be the best Indian restaurant in Auckland. Try the biryani or one of the curries. |
| Rakuten Auckland CBD | An authentic Japanese kitchen serving over 15 kinds of dons and udon. They also have sushi and dinner sets. |
| Selera Newmarket | A Malaysian restaurant serving laksa, wonton soup and curry puffs. |
| Tiger Burger Grey Lynn | American classics with a Korean twist. We recommend the Kimcheese burger. |

Tip: Don't eat dinner late. Most people eat dinner around 6-7pm and it's hard to find a restaurant with a kitchen open after 10 pm on a weeknight.

7.8 Places of interest

Whether you enjoy outdoor adventures or visiting local markets, there's always something to do in Auckland. Here are some of the most popular attractions.

Visit Auckland Zoo: Auckland Zoo is the best in the country. It's a not-for-profit organisation focused on conserving wildlife. There are around 144 different species (and over 1400 animals) all kept in environments similar to their natural settings.

Go up the Sky Tower: Over 328 meters tall, the Sky Tower is the tallest free-standing structure in the Southern Hemisphere. Come here for 360-degree views across the city or eat in the revolving restaurant on top. Sunrise and sunset here aren't to be missed.

Learn about the Māori history at the Auckland War Memorial Museum: This important museum sits on top of a dormant volcano in the Auckland Domain, the city's oldest park. Come here to learn about New Zealand's history, geography and culture. Then take a self-guided walking tour around the beautiful park gardens. It's also a great spot for a picnic or playing football with friends.

Hike the Coast-to-Coast walk: a 16km urban walk that takes you from Waitematā to Manukau. You'll walk through many of Auckland's beautiful parks and over key mountains. You might even see some native birds like kingfishers (kōtare) and fantail (pīwakawaka).

Stroll the bays: On the outskirts of the CBD are several beautiful bays. Walk or cycle along the footpaths and see views of Rangitoto, the youngest dormant volcano in the country. Start from Okahu Bay and turn back when you've had enough. The beaches are also lovely for a swim in summer.

Shop at the Otara Flea Market: This large Polynesian and Maori market takes place every Saturday from 6am-12pm. Located 20 kilometers (12 miles) from

downtown, it's the most popular market in the city and has been around since 1976. You'll find a bit of everything here, from second-hand and new clothing to traditional Maori bone carvings. It's also a great place to try some traditional dishes.

Hang out at Auckland's waterfront: Britomart, the America's Cup Village and Wynyard Quarter are great places to hang out. Britomart has fabulous shops, bars and restaurants; the America's Cup Village is perfect for a drink by the harbour; and Wynyard Quarter is popular for its markets, outdoor movies and food trucks in the summer.

Climb a volcano: There are 53 volcanoes in and around Auckland and you can climb several of them. The most popular is Mount Eden (Maungawhau), which takes only about an hour to climb. You can also take a guided walk of the mountain, led by a member of the Ngati Whatua tribe who will teach you about the area's rich history.

Catch the ferry to Rangitoto Island: Rangitoto Island (Te Rangi-i-totongia-a-Tama-te-kapua) is actually a volcano. It's only a 25-minute ferry ride from the city centre, making it a good option for a day trip. Hiking to the summit takes about an hour and from the top you can see spectacular views of the Hunua Ranges, the Waitakere Ranges and the Hauraki Gulf. Remember to wear good shoes and bring food and drink with you, as there are no shops on the island.

Visit Takapuna: Takapuna is a suburb located on the North Shore of Auckland just 10 minutes from the CBD. Here you will find a huge white sand beach lined with shops, restaurants and bars. There is also a popular market on Sundays. If you're up for it, you can walk from Takapuna to Milford and back at low tide.

Take a day trip to Devonport: This lovely seaside suburb, founded in 1840, is only ten minutes from downtown Auckland by ferry. Wander along the peaceful streets, have a coffee on the beach or climb Mount Victoria.

Watch the Auckland Blues play rugby: Learn about the most popular sport in the country – rugby and support the local team. To find out when the games are, go to: www.theblues.co.nz

Take a day trip to 'the island of wine': Waiheke Island, is a 40-minute ferry ride from downtown Auckland. Visit the beautiful beaches, take a wine tasting tour and enjoy the spectacular views. The Saturday morning market is a lot of fun too. If you want to stay the night, look for accommodation on the northern side of the island, where the beaches are best for swimming.

Visit a black sand beach: Muriwai is a beautiful black sand beach on the West Coast about a 40-minute drive from the city centre. Come here for a swim in summer (remember to only swim between the flags) or a walk in winter. It's also a great spot for sunset. There's nowhere to eat on the beach, but there are some excellent eating and drinking options on the route to or from the city (check out Hunting Lodge or the Riverhead Pub).

Hang out around Ponsonby and Karangahape Road: This bohemian residential suburb is a great spot for an afternoon of shopping. The evenings here are very lively as it's a popular place for artists and students to hang out. There's an

excellent selection of bars and restaurants, ranging from 5-star dining to cheap eats.

Eat at a night market: There are various night markets around the city. They usually take place in undercover venues (often car parks) and are all-weather events. The markets are very lively with stalls, live performances, and foods from around the world.

For more recommendations on what to do, visit:

100% Pure New Zealand: www.newzealand.com/uk/feature/discover-experiences-in-auckland/

Lonely Planet: www.lonelyplanet.com/articles/top-things-to-do-in-auckland

The Culture Trip: www.theculturetrip.com/pacific/new-zealand/articles/20-must-visit-attractions-in-auckland-new-zealand/

7.9 Festivals and Events

There's always something exciting happening. Here are some of the most popular events.

January

Anniversary Day: A huge sailing regatta on Auckland's Waitemata Harbour. Last Monday in January. www.regatta.org.nz

Auckland International Buskers Festival: New Zealand street-performers and artists from around the world come together for a three-day festival.
www.aucklandbuskersfestival.co.nz

St Jerome's Laneway Festival: An all-day outdoor alternative music festival.
www.lanewayfestival.com/auckland/

February

Auckland Pride Festival: A month long festival to celebrate Auckland's rainbow communities and promote equality, freedom, and dignity.
<https://aucklandpride.org.nz/>

Te Matatini Festival: This festival brings together kapa haka groups from all over Aotearoa and Australia in an unforgettable celebration of Māori culture.
www.tematatini.co.nz

Auckland Lantern Festival: Celebrate the Chinese New Year with hundreds of Chinese lanterns, music and dance performances, food stalls and a spectacular fireworks display.

March

Auckland Festival: A major international arts and culture festival at venues all over the city with everything from street performances to ballet.

www.aucklandfestival.co.nz

Pasifika: A celebration of Polynesian and Pacific Island culture. It is the largest festival of its type in the world and attracts close to 100,000 visitors. Expect music, culture, food and crafts. www.aucklandnz.com/pasifika

Round the Bays Fun Run: 70,000 people jog 9km along the Tamaki Drive waterfront. www.roundthebays.co.nz

May

International Comedy Festival: Three weeks of performances by the best comedians from New Zealand and around the world. www.comedyfestival.co.nz

November

Farmers' Santa Parade: A colourful and energetic parade to kick off the Christmas season. www.santaparade.co.nz

December

Christmas Lights at MOTAT: Thousands of fairy lights and an open-air cinema showing Christmas movies each night. You can also meet Santa. www.motat.nz

To stay up to date on events in Auckland, visit:

Auckland Events: <http://www.aucklandnz.com/events>

New Zealand Events: <http://www.eventfinda.co.nz/>

School Play and Arty Fun: <http://www.eventfinda.co.nz>

Free outdoor movies and music: www.Aucklandforkids.co.nz

8. Exploring New Zealand

8.1 Weather

The weather in New Zealand will depend on where you are. The far North of the country is subtropical in summer with temperatures reaching 30°C. The weather generally gets cooler the further south you travel. The far South has an average temperature of 9°C, and in winter, inland areas can be as cold as –10°C. However, most of the country lies close to the coast, which means mild temperatures, moderate rainfall, and lots of sunshine all year round.

January and February are the warmest months of the year, and July is the coldest. Expect snow from June to October in mountainous areas like the Central Plateau, Southern Alps, Canterbury and around Queenstown. Although there is rain throughout the year, winter is the wettest season, apart from in the bottom of the South Island, which receives more rain in the summer. Westerly winds from the Tasman Sea bring heavy rain on the west coast, particularly on the South Island, making Fiordland one of the world's wettest places.

Whatever the time of year, the weather can change quickly in New Zealand, so you should be prepared.



Spring: September to November, 16 - 19°C

The weather in Spring is mixed, ranging from warm and sunny to cool and wet. It's a good time for outdoor activities such as hiking and white water rafting. The countryside is green and full of colourful flowers and new-born lambs. There's still some snow in high areas of the South Island and cold winds, which can be extremely strong in Wellington.



Summer: December – February, 20 - 25°C

Summer is the warmest time of year across New Zealand, especially in February when the weather can reach 30°C in Northland, Auckland and Gisborne. It's a good time of year for swimming and water sports. The Christmas period is the most popular time to visit New Zealand. Queenstown (South Island) is particularly busy at this time of year.



Autumn: March to May, 17 - 21°C

Autumn is a little cooler than summer, but it is still warm and sunny, particularly in the north. Autumn is a beautiful time of year, especially in Hawke's Bay, Mackenzie Country, the Southern Lakes region and Central Otago, which are known for their colourful changing leaves. There are fewer crowds in Autumn meaning accommodation and activities will be cheaper.



Winter: June to August, 12 - 16°C

Winter is the coldest time of year, particularly in the South Island. There's also lots of rain and so many walking tracks and water sports are closed. The exception is the bottom part of the South Island, which is driest in winter, making it a good

time for visiting the glaciers and mountains. Winter is ideal for snow sports. The ski season typically runs from June to the first week of October. The best places for skiing are the North Island's Central Plateau, the Southern Alps and around Queenstown and Canterbury.

For up-to-date weather advice, go to www.metservice.com

8.2 Driving around New Zealand

Driving is one of the best ways to explore New Zealand. The roads are well signposted and mostly well looked after and the scenery is beautiful.

New Zealand roads are busiest during summer and early autumn. Take extra care when driving in winter as there may be snow, ice, rain, or hail. Always check the weather forecast and road conditions before you leave and give yourself lots of extra time, so you never have to rush.

You should also check if your planned route includes any unsealed roads – these are roads that do not have a hard, smooth surface. Unsealed roads are more dangerous than sealed roads, so you need to drive more slowly and carefully. For more information about driving on unsealed roads, see:

<https://www.doc.govt.nz/parks-and-recreation/things-to-do/scenic-driving/tips-for-driving-on-unsealed-roads/>.

Travel Times

It's easy to underestimate travelling times in New Zealand. Distances may seem short, but often take longer to drive than you expect. This is because the roads are often steep, narrow and winding so you will need to drive more slowly and carefully.

The table below will give you an idea of the distance between places. You can calculate other travel times using www.aa.co.nz/travel/time-and-distance-calculator/

| FROM | DESTINATION | DISTANCE | ESTIMATED TIME |
|---------------------|------------------|----------|----------------|
| North Island | | | |
| Auckland | Whangarei | 160km | 2 hrs 20 min |
| Whangarei | Cape Regina | 286km | 4 hrs 10 min |
| Auckland | Waitomo | 200km | 3 hrs 10 min |
| Auckland | Rotorua | 235km | 3 hrs 20 min |
| Rotorua | Wellington | 451km | 6 hrs 30 min |
| Auckland | Taupo | 284km | 4 hrs |
| Taupo | Napier | 142km | 2 hrs |
| Taupo | Wellington | 375km | 5 hrs 25 min |
| Napier | Wellington | 319 km | 4 hrs 35 min |
| Rotorua | Palmerston North | 324km | 4 hrs 40 min |

| | | | |
|---------------------|--------------|-------|--------------|
| Palmerston North | Wellington | 143km | 2 hrs |
| New Plymouth | Wellington | 351km | 5 hrs |
| Auckland | Wellington | 658km | 9 hrs 15 min |
| South Island | | | |
| Picton | Nelson | 141km | 2 hrs |
| Nelson | Westport | 230km | 3 hrs 30 min |
| Westport | Greymouth | 100km | 1 hrs 25 min |
| Greymouth | Franz Josef | 180km | 2 hrs 35 min |
| Franz Josef | Queenstown | 355km | 5 hrs 10 min |
| Queenstown | Te Anau | 174km | 2 hrs 30 min |
| Picton | Christchurch | 344km | 5 hrs |
| Christchurch | Dunedin | 363km | 5 hrs 15 min |
| Christchurch | Queenstown | 484km | 7 hrs |
| Queenstown | Dunedin | 286km | 4 hrs 10 min |
| Dunedin | Invercargill | 210km | 3 hrs |

For suggested travel itineraries, visit: <https://www.newzealand.com/uk/trips-and-driving-itineraries/>

Driver license

To drive in New Zealand, you must have a valid driver licence. You must always carry your licence with you when driving. If your licence isn't in English, you must also carry an approved translation.

You are allowed to drive using your home licence for one year. After that you must get a New Zealand driver licence.

For more information, go to: www.nzta.govt.nz/licence/residents-visitors

Road rules and safety

New Zealand's driving rules and behaviours may be different to what you are used to. Here are some tips to keep you safe while driving:

| | |
|---|---|
|  | <p>Keep Left</p> <ul style="list-style-type: none"> In New Zealand we drive on the left. Stay left and do not cross the centre line. Most roads are two-way roads with one lane in each direction. There is no barrier between you and oncoming traffic. On two-way roads you must park your car facing the direction of the traffic. |
|  | <p>Speed Limits</p> <ul style="list-style-type: none"> Always stay under the speed limit. Speed limit signs are in kilometres per hour. As a guide: 100km/h = 62m/h. |

| | |
|---|--|
| | <ul style="list-style-type: none"> • Keep low speed when driving on a gravel road. • Drive more slowly if it's raining, icy or snowing, windy, or if you're in a roadworks area. |
|  | <p>Look out</p> <ul style="list-style-type: none"> • Be careful of animals on the road. • Be aware of cyclists and pedestrians on the road. Give them lots of room when passing. • If you hear or see an emergency vehicle (ambulance, fire engine or police car), move your vehicle to the side of the road to allow them to pass easily. |
|  | <p>Seatbelts</p> <ul style="list-style-type: none"> • Everyone in the car must wear a seatbelt. • Children must use a child seat. |
|  | <p>Drink driving</p> <ul style="list-style-type: none"> • If you have been drinking, don't drive. Random breath testing is carried out in New Zealand. |
|  | <p>Phones</p> <ul style="list-style-type: none"> • It is illegal to use a mobile phone while driving, except to make an emergency 111 call. |

For a guide to New Zealand's road signs and driving rules, go to:
www.nzta.govt.nz/roadcode/general-road-code/

Accidents

If you are involved in an accident, please follow these steps:

- Always stop.
- If someone is hurt call an ambulance (111).
- If no one is hurt, and it is safe, move your car to the side of the road.
- Write down the other car's registration number, driver's name, address and insurance company.
- If possible, get the name and number of a witness.
- Phone your insurance company within 24 hours.

For more tips on driving safely in New Zealand, go to:
<https://www.nzta.govt.nz/safety/driving-safely/> and www.drivesafe.org.nz

Renting a car

There are many rental companies in New Zealand, including:

- Hertz (Tel: 09 256 8692)
- Europcar (Tel: 09 275 0066)
- Avis (Tel: 09 256 8366)
- Budget (Tel: 09 256 8448)
- Thrifty (Tel: 03 359 2721)

All the companies above have desks at Auckland Airport.

Usually, you need to be 21 or older to rent a car in New Zealand. You should also be aware that most car rental agreements do not allow you to drive on unsealed roads.

Cost of renting a car

Renting a car in New Zealand can be expensive. Generally, the longer you rent a car the cheaper it will be. It is also much cheaper if you book your car in advance.

Below are the average rental costs:

| Vehicle | Off-season | High season |
|-------------|---------------------|---------------------|
| Economy | 40-50 NZD per day | 50-60 NZD per day |
| Family size | 60-80 NZD per day | 60-100 NZD per day |
| Minivan | 60-90 NZD per day | 80-120 NZD per day |
| Campervan | From 60 NZD per day | 100-300 NZD per day |

Don't trust companies that offer rentals for much cheaper than this – there will be a catch!

Before you rent

Always inspect a car before renting it and write down any damage you notice. It is best to inspect it on a dry, sunny day as it's easier to see the condition of the car. Take your time to examine everything carefully and don't just look at what the company chooses to show you.

Buying a used car

If you are going to use a car for longer than two months, it's a good idea to buy it rather than rent it. There are many Japanese-made cars in New Zealand and you should be able to buy a basic second-hand one for around 2000 to 5000 NZD.

To find a used car, check out the following:

- Online marketplaces such as www.trademe.co.nz and www.backpackerboard.co.nz

- Car Fairs - Ellerslie Car Fair in Auckland is the largest in the country.
- Online or in person at Turners Cars (www.turners.co.nz).
- Private adverts in newspapers
- Second-hand car dealers, also called 'LMVDs' (Licensed Motor Vehicle Dealers).

Before you buy

Before you buy a car, you must do the following:

1. Get a professional inspection before buying any used car. You can get the car inspected at a garage, or you can book an inspection with the Automobile Association (AA) (www.aa.co.nz).
2. Get a car history check. You can do this online at www.motorweb.co.nz
3. Test drive the car – if the seller doesn't let you test drive the car, then don't buy it.
4. Check out the car's safety rating on the Rightcar website (www.rightcar.gov.nz).
5. Check the car's paperwork. The car should have a Warrant of Fitness (WoF) that is less than one month old. Alternatively, you can buy the car 'as is where is', but you'll need to drive the car directly from where you buy it to get a warrant. It is likely that you will need to pay for repairs to get the car up to warrant standard.

Remember, your car plays a major role in keeping you safe on the road so buy the safest one you can afford.

For a full safety check list, go to: www.nzta.govt.nz/vehicles/choosing-the-right-vehicle/tips-for-buying-a-used-car/

After you buy

As soon as you've bought a car you must tell the New Zealand Transport Agency. You can do this online at www.nzta.govt.nz/bought-a-vehicle.

Insurance

Car insurance is not compulsory in New Zealand. However, we recommend that you get at least 'third party insurance'. This will cover you for any damage you cause to other cars.

Find out more about car insurance from the Insurance Council of New Zealand (ICNZ): www.icnz.org.nz/for-consumers/motor-insurance/

8.3 Other ways to get around New Zealand

Flying

Many people choose to fly across New Zealand to save time. Flying from Auckland to Wellington takes one hour, while driving takes over nine hours.

There are two main domestic carriers, Air New Zealand (www.airnewzealand.com) and Jetstar (www.jetstar.com). There are also a small number of regional operators.

Buses

You can get nearly anywhere in New Zealand by bus, but you may have to combine a national bus (Intercity buses) and a regional bus. Bus travel is cheap and easy, but it can be very slow. You need to book tickets in advance. To find out more go to www.intercity.co.nz.

There are also hop-on, hop-off buses especially for tourists and backpackers which will take you to the main tourist destinations. They are a good way to meet other travellers, but keep in mind that they are much more expensive than national buses. The two main operators are Stray (www.straytravel.com) and Kiwi Experience (www.kiwiexperience.com).

Trains

Intercity trains are largely limited to services between Auckland, Wellington, Christchurch and Greymouth. There are however some scenic journeys crossing the North and South Islands. To find out more, go to: www.newzealand.com/nz/rail/

8.4 Safety

Water and beach safety

It's important to stay safe while enjoying New Zealand's many beaches, rivers and pools. If you go near water, it's important that you know how to swim. If you don't know how to swim, you can take swimming lessons at your local swimming pool.

Here are some tips to keep you safe in and around water:

- Choose a beach with a lifeguard and always swim between the red and yellow flags – these show the safest area to swim.
- Never swim alone.
- Find out if a beach is safe for swimming by looking it up at www.safeswim.org.nz
- Always wear a life jacket when boating.
- Check the weather conditions before you go.

- Never swim when tired or cold.
- If you are in trouble, keep calm and raise your hand in the air. This is the signal to the lifeguard to say 'I need help'.
- Learn how to spot a rip tide. You can do this online at www.surflifesaving.org.nz/stay-safe/beach-hazards/rips
- Never jump into a river without being sure of what's below the surface.

For more information on how to stay safe around water, check out the following websites:

www.live-work.immigration.govt.nz/resources/stay-water-safe

www.surflifesaving.org.nz/stay-safe

<https://www.watersafetynz.org/resources>

Sun safety

The sun in New Zealand can be very strong, and it is easy to get sunburned, even when it's cloudy outside. Here are some tips on how to protect yourself:

- The sun is strongest between 10 am and 4 pm, so plan your outdoor activities for earlier or later in the day.
- Cover up with suitable clothing and sunglasses.
- Use at least SPF 30 sunscreen. Apply it 20 minutes before going outside and reapply every two hours, or after being in water or sweating.
- Wear a hat to protect your face, ears and neck.
- Wear sunglasses with proper UV protection. Reflected sunlight from snow, sand, concrete and water is dangerous.
- Take extra care to protect babies and children. Their skin is much more sensitive than adult skin.

For more information on how to protect yourself from the sun, go to:

www.sunsmart.org.nz/be-sunsmart

Drinking water

It is safe to drink tap water in New Zealand cities. Auckland, Tauranga, and Wellington are the cities with the cleanest water in New Zealand.

Water from rivers and lakes should be boiled, chemically treated or filtered before drinking.

If you're not sure whether water is safe to drink, you should boil it for at least one minute.

Personal safety

New Zealand is a relatively a safe place. However, it is still important to look after yourself and your belongings. Here are some tips for staying safe while travelling New Zealand:

Keeping yourself safe:

- Plan your journey and tell someone your plans.
- Don't hitchhike or accept rides from people you don't know.
- Take regular breaks when driving long distances, etc.
- Don't swim/hike/do other risky activities alone.

Keeping your stuff safe:

- Always lock your accommodation or car.
- Don't leave valuables visible in parked cars, especially at scenic spots.
- Don't leave valuables unattended in public places, especially at airports, railway stations and ferry terminals.

For tips on how to stay safe during outdoor activities, go to:

www.adventuresmart.nz

Keep safe via text messaging

New Zealand offers a text messaging service for visitors. You can text about your location and travel movements to 7233 [SAFE]. These details are kept on a central database which can be accessed on request by Police to help find you.

In an emergency, call 111

If you need to call the police, fire rescue or an ambulance dial 111. This number is free, and you can call it even if your phone is out of credit.

If you need urgent Police help but cannot speak because you are afraid for your safety, call 111 anyway. If you don't speak your call will be directed to a recorded message. You will then be asked to press 55 for emergency assistance.

In a non-emergency situation, call 105

If you need help, but it isn't an emergency (for example, to report a crime that is already over) call 105. You can also go to a police station.



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Website: www.uunz.ac.nz

Phone: +64 9 915 3390

Email: info@uunz.ac.nz

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