



New Zealand  
School of Tourism

cut above academy



FACE & BEAUTY

# WELCOME

(Health & Safety and General Information for International Students in  
Auckland, New Zealand)

## *A Very Warm Welcome!*

Please enjoy your time here while you learn and make new friends. We hope this information will make your settlement into your school and New Zealand easier. Read it and refer to it often as it contains some **very important information for you on safety in New Zealand**. Much of the information is just “common sense”.

You should also have received a copy of our other publication – **Student Handbook, Rules & Guidelines** which will help you understand some of the things the school and your course/s.

On your first day you will be given an orientation, timetable and other important information. You will also have a chance to be shown around the premises, meet the staff, your course trainer and your classmates.

We are all here to help you – so come and talk to us if you need any help at all about any matter (e.g. if you need to see a doctor, make an appointment, obtain a student ID card etc).

**The Campus Manager is your Pastoral Care Manager** and is available for any enquiries you may have 24 hours a day, 7 days a week. The Campus Manager is also available to you if you have an inquiries or concerns about accommodation while in New Zealand.

*Once again... Nau mai, Haere Mai: A Kiwi welcome!*

# TABLE OF CONTENTS

---

- STAFFING & SUPPORT..... 1**
  
- SONDER - PERSONAL SAFETY AND WELLBEING SERVICE..... 1**
  
- SAFETY..... 3**
  - EMERGENCIES..... 3
  - HOTLINE..... 3
  - HEALTH..... 3
  - TELEPHONE..... 3
  - PEOPLE AT THE DOOR..... 3
  - NEIGHBOURS..... 4
  - HOMESTAY PROBLEMS..... 4
  - IF YOU THINK THERE IS A BURGLAR..... 4
  - WALKING IN THE STREETS..... 4
  - IF YOU THINK SOMEBODY IS FOLLOWING YOU..... 4
  - IF A STRANGER IN A CAR STOPS AND TALKS TO YOU..... 4
  
- ROAD SAFETY..... 5**
  - PEDESTRIANS..... 5
  - CYCLING..... 5
  - DRIVING..... 6
  
- CULTURE SHOCK..... 7**
  - WAYS TO COPE WITH CULTURE SHOCK..... 8
  
- ALCOHOL & TOBACCO..... 9**
  
- OTHER GENERAL INFORMATION..... 10**
  - Accommodation..... 10
  - FIRE ALARMS..... 11
  - INTERNET CAFES/VIDEO GAME ARCADES..... 11
  - SARS (SEVERE ACUTE RESPIRATORY SYNDROME)..... 11
  - COVID-19 (NOVEL CORONAVIRUS)..... 11
  - SAFE SEX..... 12
  - HARRASMENT & DISCRIMINATION..... 12
  - OTHER NZ LAWS..... 12
  - NEW ZEALAND PUBLIC HOLIDAYS..... 13
  
- WORKING IN NEW ZEALAND..... 13**
  
- COMPLAINTS PROCEDURE FOR INTERNATIONAL STUDENTS..... 14**
  - How to make a complaint to NZQA..... 14
  
- AUCKLAND – THE QUICK FACTS..... 15**
  - CLIMATE..... 15
  - POPULATION..... 15
  - MONEY..... 15

BANKING .....	15
TAX .....	15
TRANSPORT .....	15
TELEPHONE .....	16
LIBRARY .....	16
RADIO/TV .....	16
ENTERTAINMENT .....	16
SPORT .....	16
SHOPPING .....	17
EATING OUT .....	17
VISITOR'S CENTRE .....	17

**HELPFUL PHONE NUMBERS & WEBSITES ..... 18**

# STAFFING & SUPPORT

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Travel Trainers at New Zealand School of Tourism have experience in the travel & tourism industry and hold a travel & tourism qualification. Flight Attending Trainers will have at least 5 years experience as a Flight Attendant.

Beauty Trainers at Elite School of Beauty & Spa and Face & Beauty have experience in the beauty industry, hold a qualification and will have 2 years' experience in the industry.

Hair Dressing and Barbering Trainers at Cut Above Academy and Face & Beauty have experience in the industry, hold a qualification and will have 2-5 years' experience in the industry.

Each class is allocated a Class Trainer. This is the person who will be your initial support during your course. Class meetings are held weekly and at this time any questions can be asked. All trainers are available before and after class for one-on-one assistance. The Campus Manager is the Pastoral Care Manager and is responsible for your overall wellbeing on campus. You will have the opportunity to meet with the Campus Manager monthly. You will be given emergency contact details in your monthly meeting.

# SONDER - PERSONAL SAFETY AND WELLBEING SERVICE

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New Zealand School of Tourism, Elite, Cut Above and Face & Beauty have a partnership with Sonder, a 24/7 support service available for you. Please note in person support is currently limited to Auckland, Hamilton and Wellington – in all other regions Sonder will either contact your Pastoral Care Manager or Emergency services for in person support if required.

During orientation you should have downloaded the Sonder App and be registered for its use. If you haven't done this please speak to your Pastoral Care Manager to complete as this is compulsory for all International Students attending our schools.

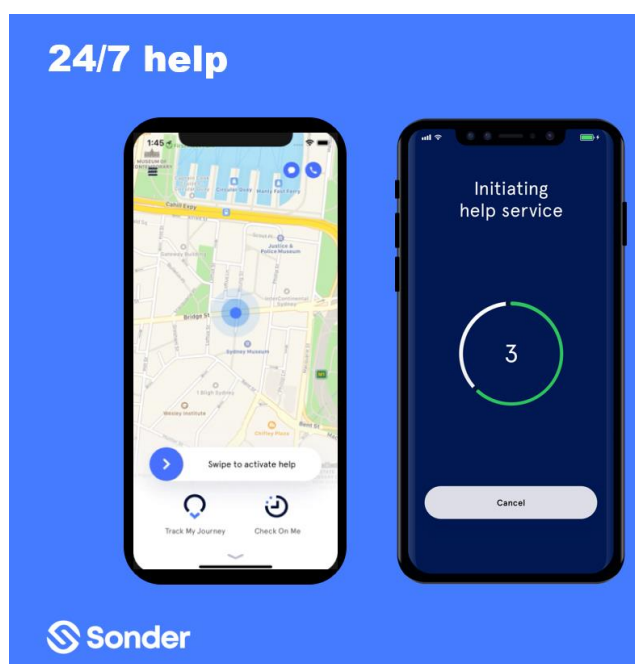
The Sonder app has a number of features, like "Track My Journey" and "Check On Me", that will help you to pursue your lives in NZ with confidence - if you are walking alone at night, going on a first date, or meeting up with a stranger to buy or sell goods, for example. Sonder also provides services for illness or accidents, anything from a sudden allergic reaction or accident to a serious incident or natural disaster, Sonder will take control of those rare events when you need someone with a clear

head to take action and make decisions in your best interests. Sonder Flyers can be found on your International Student Noticeboard and you will have been given information at your orientation about SONDER.

Additionally, if you are feeling stressed, anxious, lonely or simply don't know who to turn to, you can speak to Sonder's multilingual support team anytime via live chat or phone, and they can even send in-person assistance if they need it (in person support currently only available in Auckland, Hamilton and Wellington).

Your Pastoral Care Manager is always there for you and Sonder is a great tool to support our efforts to provide the very best experience for you whilst studying with NZST, Elite, Cut Above and Face & Beauty in NZ.

If you use Sonder for support with serious illness or accident – the Pastoral Care Manager will receive an update via email on the situation as soon as the immediate response has been carried out, followed by a full incident report within 24 hours. This will enable your pastoral Care Manager to follow up with you around what ongoing support needs to be in place.



# SAFETY

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New Zealand is a very safe country and the crime rate here is very low compared to many countries, however, you still need to be very careful and protect yourself. If you have any concerns please talk to a staff member.

## EMERGENCIES

The emergency telephone number in New Zealand is '111'. This will connect you to the operator and you must tell the operator which service you need – i.e. Police, Ambulance or Fire Service. You can only use this number for a serious emergency. All other calls should be made to the local police station or hospital. You can find these numbers in the phone book.

If you want to speak to the Police and it is a non-emergency (non-emergency means you do not need Police presence right now or you want to report something that has already happened) you can call '105' from any phone.

## HOTLINE

You may also call the **ENGLISH NEW ZEALAND HOTLINE** in an emergency. The hotline number is available 24 hours, 7 days a week. The English New Zealand Hotline number is 0800 106 108.

## HEALTH

New Zealand is a clean and healthy country. Tap water is safe to drink in all parts of the country. Visiting the doctor costs about \$80.00. You can claim this back on your medical insurance. You will generally need to make an appointment to see a GP (General Practitioner) before going to the doctors. All GP consultations are confidential. The GP will direct you to where to take a script for prescription.

## TELEPHONE

- If somebody rings you with the wrong number, politely hang up
- Never give your name and address or any personal information over the phone
- If you get an "obscene phone call", report it to the police and to your telephone service provider.

## PEOPLE AT THE DOOR

- Always check to see who is at the door before you open it
- Don't open the door to strangers
- If somebody is selling something, ask to see some ID. It is ok to say "no thank you – goodbye!"
- It is common in NZ for charities to collect money from homes – ask to see ID
- If somebody wants to use your phone, only let them if you are sure they are safe! If in doubt – dial the call for them while they wait outside or send them down the road to a phone-box

## **NEIGHBOURS**

- Get to know your neighbours! Even saying “hello” is good
- Make sure you know your neighbours names and telephone number and they know yours

## **HOMESTAY PROBLEMS**

- If you have a “safety” problem with your homestay family, please tell the Campus Manager immediately

## **IF YOU THINK THERE IS A BURGLAR**

- Turn on all the outside lights and turn off all the inside lights
- Make a loud noise – they will be more scared than you!
- Dial the police on 111 and if possible, your neighbours
- If you come home and you think there is a burglar, don’t go inside! Go somewhere safe (i.e. neighbour) and call the police on 111

## **WALKING IN THE STREETS**

- Try to avoid walking alone at night, especially if you have been consuming alcohol
- If it is dark, plan the safest way to go home. Always walk on busy roads that have a lot of lights
- If you are walking to your car, have your keys in your hand
- Walk facing the traffic, and near to the road, not the houses
- If somebody wants to fight, walk (or run) away
- NEVER carry weapons (i.e. knives or guns). It is illegal to carry weapons in NZ. Most importantly they can be used against you. The NZ Police do not carry guns.
- Never carry large amounts of cash. Use a Cash Card (EFTPOS)
- If somebody asks if you speak English, say “Yes, of course!”

## **IF YOU THINK SOMEBODY IS FOLLOWING YOU....**

- Walk briskly and cross the road and see if they follow you
- If they do, go to the nearest place where there are people

## **IF A STRANGER IN A CAR STOPS AND TALKS TO YOU....**

- Be polite, but do not go near the car
- If they ask you to get into the car, DON’T!
- If you are attacked get to a safe place and call the police on 111

The risk of being attacked in New Zealand is VERY SMALL! But like in any place in the world you must use common sense. If you are attacked, there are some things you can do to make sure that the attacker is caught and cannot do it again by reporting this to the police on 111



# ROAD SAFETY

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**Be careful!** In New Zealand we drive on the left side of the road. When crossing the road, **STOP** before crossing, make sure you look left, right then left again. When it is clear, cross quickly.

New Zealand Road Rules are available in a book called the “Road Code” which you can buy from most bookstores. For other helpful suggestions about driving in NZ, refer to the website <https://www.nzta.govt.nz/>

## PEDESTRIANS

- Footpaths provide a safe place for you to walk. Where a footpath is provided, use it. Where there is no footpath:
- Walk on the side of the road facing oncoming traffic, except on curves, where it is best to walk on the outside edge of the curve
- If possible, walk off the road, or as close as possible to the edge of the road
- At night, wear light-coloured clothing or carry something white - a sheet of newspaper is better than nothing, a torch or reflective belt or arm band is better still
- Cross the road only when it is safe to do so. Always check all nearby roads for vehicles before you cross, and walk quickly straight across the road.
- Remember - it takes time for a vehicle to stop. Be sensible and wait for a gap in the traffic before crossing the road.
- When crossing the road at an intersection, remember to check behind and in front for turning vehicles.
- When crossing the road at night, cross near a street light if you can.
- When you get off a bus, wait until it has moved away before checking for moving vehicles.
- If you have to cross the road between parked vehicles, move out as far as the headlight nearest the traffic. Then check for moving vehicles, and wait for a gap before crossing the road.
- Young children should hold an older person's hand.

## CYCLING

- Cyclists must wear an approved safety helmet. Always fasten it securely, by following the manufacturer's instructions.
- It's a good idea to wear brightly coloured or reflective clothing when cycling. That way you'll be easier to see.
- Don't ride your bicycle on the footpath.
- At intersections, you must:
  - follow the rules for motor vehicles - Giving Way or
  - get off your bicycle and walk across

- You can only ride alongside another cyclist or moped. You must not ride alongside a car, truck, etc.
- Always ride in single file if passing another vehicle.
- Your bicycle must not be towed by another vehicle.
- Your bicycle can only tow a trailer and must not be fitted with a sidecar.
- You must not carry a pillion passenger on your bicycle unless you have a pillion seat and footrest. The pillion seat must protect children's legs from the wheels.
- You must not leave a bicycle blocking a footpath.
- Where there is an adequate cycle lane, cyclists must use it.
- You must ride with lights on from 30 minutes after sunset until 30 minutes before sunrise - just like motorists must.
- You must give a hand signal at least 3 seconds before stopping or turning.

Always check to make sure your hand signals have been seen and understood.

Look well back (at least 20 metres or 2 power poles) to check that there is room for you to turn, pull out or pass safely.



This hand signal means you want to turn left.



This hand signal means you are stopping or slowing down.

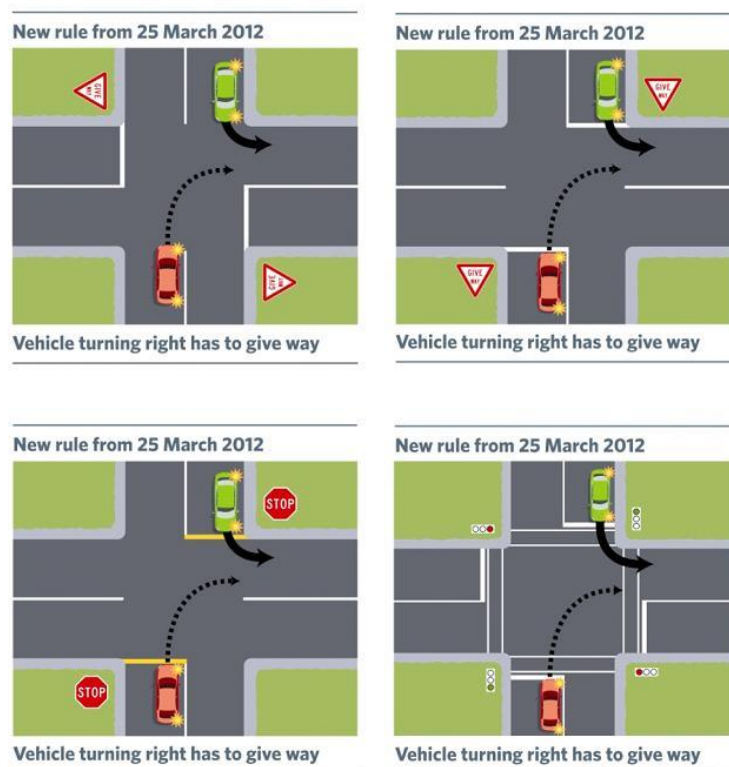


This hand signal means you: want to turn right  
are going to pass a vehicle or some other object on the road  
are pulling out from the kerb

## DRIVING

- The NZ Police enforce NZ driving laws
- There are penalties such as fines and imprisonment for breaking driving law
- You must have a valid NZ or international driver's licence
- You must carry your licence whenever you are driving
- DRIVE ON THE LEFT SIDE OF THE ROAD – GIVE WAY TO THE RIGHT
- Always use your indicator!
- Max speed limits – 50 kilometres per hour (kmph) in built-up areas, 100 kmph on the motorway
- Always wear a safety belt – both front and back seat

- There are parking laws in NZ. Never park on a yellow line.
- Do not drink alcohol and then drive
- Do not take drugs and then drive
- Get car insurance (at least 3rd party)
- Never drive when you are tired – stop and rest
- If you have a crash
  - Do **NOT** just drive away!
  - Make sure no one is hurt
  - If you feel unsure what to do – call the police on 111
  - Exchange names, addresses and telephone numbers
  - Note down the other person's car make, model and registration number and insurance company
  - Phone your insurance company
  - If you didn't call the police, visit the local police station and make an Accident Report as soon as possible
- There are serious penalties in NZ for drink-driving, careless driving and driving without a licence. If you are caught doing one of these things it may affect your ability to stay in NZ.
- Do NOT leave valuable things (mobile phone, camera, even coins or cigarettes!) visible in a parked car. Put them under a seat or in the boot
- Do not become another statistic – always drive safely
- Below are the New Zealand Give Way rules:



# CULTURE SHOCK

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Sometimes you may feel as if you lack direction, not knowing what to do or how to do things in New Zealand, and not knowing what is appropriate and inappropriate. Here are some possible symptoms of culture shock you may experience:

- You may feel isolated or frustrated
- You may become homesick
- You may experience anger or hostility towards your new home
- You may become overly dependent upon other students of your culture
- You may doubt your decision to come to New Zealand

You may experience one or more of these symptoms, and different people will experience them in varying degree of intensity. It is important for you to realise that you will probably experience culture shock before you begin your cultural adaptation, and that is normal.

## WAYS TO COPE WITH CULTURE SHOCK

Below are some ways that you might want to try to combat culture shock:

- Remember that experiencing culture shock is a normal part of the adaptation process.
- Don't put too much pressure on yourself, adapting will take time. Be patient
- Keep a journal, it can really show you how you're doing if you read what you wrote when you first arrived and compare it to several months later.
- Talk to someone who has been through the cultural adaptation process. This person can probably give you a positive perspective on the experience you are having.
- Be open-minded and try to remember that New Zealand is a different country to your home town. People will behave in ways that may seem to you odd or even rude, but you must try to avoid judging New Zealanders to your cultural standards.
- Keep yourself busy and active, keep your mind occupied.
- Avoid the temptation to spend all your time with other students of your culture
- Maintain contact with other International Students. This will give you a feeling of belonging and you will reduce your feelings of loneliness and alienation.
- Don't forget about all the good things about the experience of living in New Zealand
- Exercise or develop a hobby.
- Establish simple goals and evaluate your progress.
- Try to get involved in activities outside your studies, perhaps with other International Students or peoples in New Zealand.

Once you begin to understand New Zealand culture you will not feel as lost and will begin to gain a sense of direction. You will realise that the New Zealand culture, like

any culture, has positive and negative aspects. Remember that there is always someone or some service available to help you.

## ALCOHOL & TOBACCO

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### Alcohol

- Saying 'No' is ok!
- Under NZ law you must be at least 18 years of age to purchase alcohol
- If you do drink – know your limit
- Safe drinking as a general guide
  - For Men – 21 Standard drinks per week
  - For Women – 14 Standard drinks per week
- 1 Standard drink = 1 can/bottle of beer or 1 glass of wine or 1 measure of spirit
- This depends on your body type – large, small, fat, thin etc.
  - NB: Men should not drink more than 6 Standard drinks on any **one** occasion.
  - Women should not drink more than 4 Standard drinks on any **one** occasion.
- If you are under 18 years of age and are caught in a bar by the Police, you can be charged, convicted and fined up to \$1,000.00. This may affect your ability to stay in NZ
- Pregnant women should not drink alcohol
- Do not drink alcohol in public places – NOTE: alcohol ban area in main towns and cities
- Do NOT drive if you have been drinking alcohol
- If you are going to have a “big night”, make safe plans on how you will get home
- If you are with someone who gets too drunk – look after them and make sure they get home safely. Do not let them walk home alone
- Always eat food when you are drinking
- When in a bar or pub, do not leave your drinks unattended
- If you think you, or maybe a friend has a problem with alcohol, ask for some help

The Smoke-free Environments Act 1990 and subsequent amendments, and the Smoke-free Environments Regulations 1999, have, among other matters:

- Placed restrictions on smoking in workplaces
- Required all workplaces to have a policy on smoking and to review that policy annually
- Placed restrictions or bans on smoking in restaurants, bars, casinos, public transport and certain other public places
- Regulated the marketing, advertising, and promotion of tobacco products and the sponsorship by tobacco companies of products, services and events
- Banned the sale of tobacco products to people under the age of 18 years
- Provided for the control, and disclosure, of the contents of tobacco products.

The 1990 Act also established the Health Sponsorship Council. The Council has the primary function of promoting health and encouraging healthy lifestyles through the provision of sponsorship and other means.

## OTHER GENERAL INFORMATION

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### ACCOMMODATION

If you arrange accommodation for yourself, it is important that you understand your rights and obligations as a tenant. Information on signing tenancy agreements between landlords and a tenant can be found below.

Tenancy Tribunal:  
0800-836-262

<https://www.tenancy.govt.nz/starting-a-tenancy/tenancy-agreements/>

A range of accommodation options is available to students studying in New Zealand. Below are some examples and costs. We can advise you on how to apply for Homestay accommodation through another company.

The information below is by way of advice only - we have not viewed the accommodation. Availability of all accommodation types can be limited so we recommend you book early. All can be found within walking distance of the campus however due to availability public or private transport may be required.

- Halls of Residence and student hostels

Halls of residence and student hostels are located near campus with single or share rooms. Bed linen and cleaning are provided. Meals are eaten in the communal dining hall. The cost is up to \$230.00 per week. Some areas have self-catering private or independent hostels. The cost for a furnished room, with shared kitchen and lounge facilities, is about \$130.00 per week share or \$230.00 per week single. Plus application fees.

- Homestay

Homestay is a room of your own in a suburban house, usually with a garden and lawns. Interacting with your host family and friends is an excellent way to improve your English! Your host family provides meals, but home stay is not like living in a hotel. Some “give and take” is expected, as you become part of the family. The cost is up to \$210.00 per week. There is up to a \$160.00 one off fee payable to the home stay company who visit every home and interview every family. Many families have hosted students for many years. They will match you with a family close to your needs for example, smoking, non smoking, no children etc.

- Flatting

You can find flats by looking in the newspaper, on local notice boards (such as the supermarket) or going through a rental agent. You will probably have to pay a bond and some rent in advance when you first move in. Cost can be between \$150 and \$200 for a room then you must pay for food, electricity, water etc.

Information on Auckland accommodation is available on the Study Auckland website, [www.studyauckland.com](http://www.studyauckland.com), Christchurch is [www.studychristchurch.co.nz](http://www.studychristchurch.co.nz) and in Wellington on [www.ewi.org.nz](http://www.ewi.org.nz).

For further information, speak to your Pastoral Care Manager.

## **FIRE ALARMS**

If you hear the fire alarm at New Zealand School, listen carefully to your Trainer or Fire Warden (wears a yellow jacket) and follow their instructions

- You should leave your class immediately, evacuate the building (using the stairs) and follow instructions.

## **INTERNET CAFES/VIDEO GAME ARCADES**

- Be very careful with your bag or valuables when at an internet café or in a games arcade. Keep your eyes open!

## **SARS (SEVERE ACUTE RESPIRATORY SYNDROME)**

- There have been no reported cases of SARS in New Zealand
- If you have recently arrived from a SARS affected country or have been in contact with someone from a SARS affected country AND you feel ill with a fever and have a cough, or have difficulty breathing, talk to a New Zealand School of Tourism staff member immediately

## **COVID-19 (NOVEL CORONAVIRUS)**

- COVID-19 is an active public health pandemic that is occurring worldwide.
- New Zealand is managing the spread of COVID-19 through Government mandated “Alert Levels” which place restrictions on what we can do, where we can go, and we have managed isolation facilities for any new arrivals into New Zealand.
- It is now a part of your visa conditions that you must comply with any order made by the Government as part of the COVID-19 Public Health Response Act 2020, the Health Act 1195 or a Medical Officer. If you don’t comply, it could put your time in New Zealand at risk.
- If you are sick, you need to stay home. Contact your Pastoral Care Manager to let them know and they can direct you to additional support.
- If you feel sick and would like health and medical advice, you can contact Healthline on 0800 611 116.
- If you are unsure about what you should be doing to comply with the Government restrictions, please ask your Pastoral Care Manager

## **SAFE SEX**

- The legal age for anyone to have sex in NZ is 16 years old
- Sex with someone under 16 years old is illegal and have severe penalties
- In most western countries – alcohol often leads to sex. Remember you always have the choice to say 'NO'.
- Sexually Transmitted Infections (STI's), including Hepatitis and HIV (AIDS), are in Auckland, NZ and everywhere else. Protect yourself. Even if a person looks healthy, they still may have STI's
- If you think you may have caught something, speak to your doctor, or you can visit your local Sexual Health Centre. Ask your Pastoral Care Manager for information on where to locate this.
- Abortion rates are very high in NZ, especially among Asian International Students. Get some advice about the best form of contraception for you and your sex partner
- Be responsible – if you plan to have sex – carry condoms. Don't assume the other person will have some
- If you are going to have sex – always, always, always use a condom
- If you have had sex and didn't use protection, or an accident happened (i.e. condom broke) go to a pharmacy or your doctor for some professional advice
- If you would like to talk to someone about sex or sexuality, or want more information, please ask

## **HARRASMENT & DISCRIMINATION**

If you feel harassed or discriminated against in anyway contact your Pastoral Care Manager.

Harassment may be in the form of bullying or it may be that you are put in a situation you do not feel comfortable about. If anyone is bothering you, please let your Pastoral Care Manager know immediately.

## **OTHER NZ LAWS**

New Zealand has many laws to protect you. Some are:

- Consumer Guarantees Act for information about guarantees for goods and services you buy
- Fair Trading Act
- Residential Tenancies Act – your rights and responsibilities relating to accommodation
- Human Rights Act – information on harassment and discrimination
- Sale of Liquor Act – legal ages for the purchase and consumption of Alcohol. In NZ you must be 18 years of age to purchase alcohol or be in a Bar.
- Smokefree Environments Act – legal ages to sell and buy cigarettes and the use of tobacco
- (In NZ you must be 18 to sell or buy cigarettes. Workplaces and public areas in NZ are smokefree. Penalties do apply for smoking in these areas



If you need any assistance or advice on any matter relating to living in NZ or your welfare contact your Campus Manager

## **NEW ZEALAND PUBLIC HOLIDAYS**

Most people in New Zealand are on holiday when there is a public holiday. On Christmas Day, Easter Friday and until noon on ANZAC day, only essential services will be available.

The public holidays are:

<b>Holiday</b>	<b>Date</b>
New Year's holiday	1st & 2nd Jan
Regional Anniversary Day	Varies
Waitangi Day (Celebrates the signing of the Treaty of Waitangi in 1840 between Maori Chiefs and the British Crown in agreement for governance)	6th Feb
Easter: Good Friday and Easter Monday	Mar/Apr
ANZAC Day (Commemorating New Zealand and Australia's forces in World War I)	25 Apr
Queen's Birthday	1st Monday of June
Labour Day	4th Monday of October
Christmas Day	25th Dec
Boxing Day	26th Dec

## **WORKING IN NEW ZEALAND**

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For information on minimum wages and labour conditions in New Zealand

<https://www.employment.govt.nz/hours-and-wages/pay/minimum-wage/minimum-wage-rates/>

<https://www.immigration.govt.nz/new-zealand-visas/options/study/working-during-after-your-study/working-on-a-student-visa>

If you have a Student Visa, you may be able to work part-time, up to 20 hours per week, and full-time during scheduled holidays. Check your visa – it will show if and when you are allowed to work while you are studying in New Zealand.

<https://nzstudywork.immigration.govt.nz/work-rules-for-students/working-on-a-student-visa/>

### **International Students on Internships (practical experience)**

Student internships are referred to by Immigration New Zealand as practical experience. Where practical experience and/or internships are an approved part of your programme you are granted the ability to complete the practical experience component of your course under student visa conditions. When your internship hours

are completed, **you must ensure you return to your current student visa conditions (ie 20hours a week/scheduled holiday weeks)**. It is your responsibility to ensure you are compliant with your visa conditions. Any breach of these conditions will impact any further visa applications with INZ.

If you are unsure please use the following

link: <https://www.immigration.govt.nz/new-zealand-visas/options/study/working-during-after-your-study/working-on-a-student-visa>

## **COMPLAINTS PROCEDURE FOR INTERNATIONAL STUDENTS**

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### **HOW TO MAKE A COMPLAINT TO NZQA**

If you have a complaint it should be taken in the first instance to your Course Trainer or the Campus Manager, for discussion. It will be discussed with you and the various options available and if necessary discuss any other parties involved in an attempt to solve it. If the complaint is unable to be resolved satisfactorily then it can be taken to the General Manager. If still not resolved, then the complaint can be taken to:

New Zealand Qualifications Authority

Ph: 0800 697 296

Or

If the complaint is of a financial/contractual nature, NZQA will refer it to the Dispute Resolution Scheme (DRS) operator iStudent Complaints. Information about the Dispute Resolution Scheme operator can be found at [www.istudent.org.nz](http://www.istudent.org.nz)

You will be asked for documentation on:

- Your full name
- Your physical address
- Your telephone number
- Your email address
- If someone else is acting on your behalf, your confirmation that they are authorised to act for you
- Name and address of the Education Provider your complaint is about
- Date of course commencement
- If possible, copies of the enrolment document(s) you signed
- Brief details of the nature of the complaint
- Other relevant documentation relating to the enrolment, course taken and the complaint
- Information about the steps you have taken through the institution's internal complaints procedure
- The name(s) and contact details of other organisations that you have also referred your grievance to

# AUCKLAND – THE QUICK FACTS

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Auckland or Tamaki Makaurau (in Maori), is known as the ‘First City of the Pacific’. It is a beautiful, friendly place surrounded by two magnificent harbours. Whether you enjoy sports, bush walks or the city life, Auckland has it all! We are sure you’ll enjoy becoming an ‘Aucklander’, and sharing our wonderful quality of life. To make things a little bit easier for you we’ve included some helpful information.

## CLIMATE

Auckland has a ‘temperate’ climate. This means it is neither very hot in summer, nor very cold in winter. This makes Auckland great for outdoor activities all year round. In summer the average daytime temperature is about 24 degrees Celsius and about 16 degrees Celsius in winter.

Warning: New Zealand’s sun is very strong and you must protect your skin with sun cream and a sun hat

## POPULATION

There are just over 1,600,000 people in greater Auckland (NZ’s population is 4,800,000). You’ll soon see how multicultural Auckland is. People here come from every continent on earth.

## MONEY

New Zealand’s currency is dollars and cents. There are 5, 10, 20, 50 and 100 dollar notes. There are coins in 10, 20 and 50 cent values, and 1 and 2 dollar coins.

## BANKING

There are 24 hour/7 day a week ATM’s (Automatic Teller Machines) everywhere in NZ. All banks are open Monday to Friday from 9:00am to 4:30pm and some are open on Saturdays and Sundays as well.

## TAX

In NZ all goods and services have a 15% GST (Goods and Services Tax) included in the price. Unless stated “+ GST”.

## TRANSPORT

Regular bus, train and ferry services run from Downtown Auckland six or seven days a week. There is also a ‘night bus’ operating most nights. For information about bus, train or ferry times call ‘Maxx’ on 366-6400 or online <https://at.govt.nz/bus-train-ferry>

## **TELEPHONE**

Spark has a network of approximately 2,500 Payphones across New Zealand. They're in most busy public places – find your nearest payphone now or just look for the distinctive Spark graphics.

Every Payphone accepts chip PhoneCards, which are available from a large network of retailers - such as supermarkets, book stores and service stations - across the country.

All of their Payphones also accept Credit Cards and about 10% of the payphones accept coins.

Some of our external booths are also WiFi zones, so laptop users can access wireless high speed internet up to 50 metres away. Everything you can do on the Internet at your desk you can now do from your laptop and one of these nearby Payphones.

'0800' and '0508' numbers are free. '021', '022' '025', '027' and '029' number are for mobile telephones. If you want to call overseas you can use a public pay phone, go to an internet café, or contact 'i-tel', 'CLEAR', 'IHUG' or 'VOYAGER' to get one of their phone cards.

## **LIBRARY**

Auckland has many libraries. You can use the same library card in most of them. To get a library card you should visit your local library with proof of your name and local address. Library cards cost about \$5.00.

## **RADIO/TV**

There are numerous radio stations in Auckland playing everything from classical music to the latest pop. There are six free television channels. SKY TV has up to 50 extra pay channels. Netflix and Neon are also providers of on-demand internet streaming media. To find out more go to: [www.netflix.com/nz/](http://www.netflix.com/nz/) or [www.neontv.co.nz](http://www.neontv.co.nz)

Hot Tip: Listening to the radio and watching television (in English!) can really help your learning. Improve your English by listening to BBC World Service Radio (live from London 24 hours a day) on 1476 kHz AM or National Radio 101.4 MHz FM.

## **ENTERTAINMENT**

Auckland has many places to go in the evening. There are friendly cafes, bars, pubs, night-clubs and live music venues. If you like arts and culture you can listen to world class classical music and operas or watch ballet and theatre. You can also relax and go to one of the many cinemas around Auckland. International stars come to Auckland every year. You can buy tickets from Ticketek on phone number 307-5000.

## **SPORT**

New Zealanders LOVE sport and many people play some kind of sport during the weekend. Kiwis also enjoy watching sports games like rugby, cricket and netball. You

can buy tickets to important games at Ticketek or the Warehouse. There are also many modern well-equipped gyms in Auckland. You can either pay per visit or per month. The closest swimming pool to New Zealand School of Tourism is the Tepid Baths, which is located at 100 Customs Street West (corner of Customs and Hobson Streets).

## **SHOPPING**

Most shops and shopping centre's in Auckland are open seven days a week from 9:00am to 5:00pm. Some areas have late night shopping until 9:00pm (usually Thursday or Friday night). You can buy things using credit cards, EFTPOS (cash card) or cash. EFTPOS is the easiest and safest way to shop and is available in almost every bar, café, shop, restaurant and supermarket in the country.

## **EATING OUT**

There are hundreds of wonderful restaurants in the city and suburbs. The best way to find food that you like is to experiment! For a cheap lunch you should try a food court. For a special dinner you will love the restaurant of Ponsonby, Parnell and the Viaduct. New Zealand is world famous for its delicious seafood and of course our excellent wine!

Hot tip: Tipping is not expected in NZ, however if you receive very good service you can tip if you want to.

## **VISITOR'S CENTRE**

The visitor's centre's (287 Queen Street or Viaduct Basin – American's Cup Village) have information on events in Auckland, transport, travelling around NZ and things to see and do. Phone 09 979-2333.

# HELPFUL PHONE NUMBERS & WEBSITES

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**Emergency: Dial 111 for Police/Fire/Ambulance – (Emergencies only)**

**English New Zealand hotline:**

0800-106-108 for 24/7 Emergency Hotline

**City Med Doctors/Health centre:**

09 377 5525

**CYFS (Child, Youth & Family Services)**

0508 326 459

<http://www.cyf.govt.nz/>

**Safe to Talk Sexual Harm Helpline:**

0800 044 334

Shakti Asian Women's Centre – crisis phone: 0800-742-584

**Auckland Sexual Health:**

09 307-2885

**CADS (Community Alcohol & Drug Service)**

helpline: 0800 787-797

[www.adanz.org.nz](http://www.adanz.org.nz)

**Citizens Advise Bureau (CAB):**

0800-367-262

[www.cab.org.nz/lowdown](http://www.cab.org.nz/lowdown)

**Drug Education & Counseling**

<http://www.nzdf.org.nz/>

**Eating disorders:**

09 623-4650

[www.everybody.co.nz/support/eating](http://www.everybody.co.nz/support/eating)

[www.eatingdisorders.org.nz](http://www.eatingdisorders.org.nz)

**Family Planning Association:**

09 524-3341

[www.fpanz.org.nz](http://www.fpanz.org.nz)

**Gambling Helpline:**

0800-654-659

[www.inyaface.co.nz](http://www.inyaface.co.nz)

**Housing New Zealand**

0800 801 601.

<http://www.hnzc.co.nz/>

**Human Rights Commission:**

0800-496-877

[www.hrc.co.nz](http://www.hrc.co.nz)

**Immigration:**

0508-558-855

[www.immigration.govt.nz](http://www.immigration.govt.nz)

**Land Transport New Zealand**

<http://www.nzta.govt.nz/>

**Legal AID/Lawyers:**

09 257-5140

[www.communitylaw.org.nz](http://www.communitylaw.org.nz)

**Lifeline:**

0800 543 354

**Mental Health Foundation of New Zealand:**

0800 800 717

[www.mentalhealth.org.nz](http://www.mentalhealth.org.nz)

**Ministry of Agriculture and Forestry:**

04 819 0435

[www.biosecurity.govt.nz](http://www.biosecurity.govt.nz)

[www.fish.govt.nz/recreation](http://www.fish.govt.nz/recreation)

**Ministry of Health:**

0800 252 464

**New Zealand Drug Foundation:**

[www.nzdf.co.nz](http://www.nzdf.co.nz)

**New Zealand Automotive Association (AA)**

0800 500 444

<http://www.aa.co.nz/>

**Police (Auckland Central Police Station)**

(09) 302-6400

**Pregnancy help:**

09 625-0065

<http://www.parentscentre.org.nz/auckland/>

**Rape Crisis:**

09 360 4001

[www.rapecrisis.org.nz](http://www.rapecrisis.org.nz)

**Tenancy Tribunal:**

0800-836-262

[www.dbh.govt.nz/tenancy](http://www.dbh.govt.nz/tenancy)

**Translation Services**

<http://www.translate.net.nz/?ag=2346856061>

**Youthline:**

0800-376-633

[www.youthline.co.nz](http://www.youthline.co.nz)

**Youth Law:**

09 309-6967 (free call: dial 010 and follow the instructions)

**Need To Talk:**

Mental Health & Addictions helpline

Free text 1737 or call 0800 1737 1737