



THE UNIVERSITY OF  
**WAIKATO**  
*Te Whare Wānanga o Waikato*

# The University of Waikato College: Student Handbook



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## **PART 1:**

# **The University of Waikato College**



# Welcome to Te Kura Huanui, The University of Waikato College

Our mission is to support our students toward the degree of their choice at the University of Waikato, and assist you to achieve your academic and life goals. We have a supportive environment and great staff who understand what it takes to develop diverse cohorts of students into successful university graduates.



The College offers a wide range of courses and programmes aimed at both international and domestic students, including foundation pathway certificates and academic and general English language programmes. We are delighted to be launching new International Diploma programmes in Business and Computer Science (first year bachelor level) and have further developments in the pipeline. We also host international study groups from a wide variety of countries and operate one of New Zealand's largest IELTS testing centres.

Our students have all the benefits of being Waikato University students and also receive the extra care, attention and support that we are able to provide. The College is located right in the heart of the University of Waikato campus, and we make sure our students have opportunities to become fully involved in the life of the University, including visiting other parts of the University and observing different classes.

We have a team of staff who understand the unique needs of our students and their different backgrounds. Staff who are patient and caring and have a strong commitment to international education and how it adds richness to the lives of our students, staff and to our community.

We aim to keep most class sizes small, so that students can get more individual attention and we have dedicated staff to provide advice and support to help you on your academic journey. The College provides a supportive environment, with students from many different countries studying together, to succeed in their studies and have a great student experience.

Welcome to the University of Waikato College.

**Dr Simon Peel**  
College Director



# The College and the University of Waikato

The University of Waikato College provides your route to degree study at the [University of Waikato](#). Our programmes are designed specifically for international and domestic students to ensure you get the best start to your studies at the University.



The [General English](#) programmes are designed for international students who wish to improve their Academic English or are preparing to enter the Academic English programme. The programme includes core language and vocabulary skills, fluency and accuracy in listening, speaking, reading and writing. More information on [page 9](#).

The [Academic English](#) programmes offer a number of study levels to help improve your English language skills in order to study at the University of Waikato. Successful completion will provide you with the English language entry requirements to the Foundation Studies programme, International Diplomas, Pre-Master's or most degree programmes. Check out [page 10](#) for more details.

Our [Foundation Studies](#) programme provides comprehensive university preparation for domestic and international students, helping you to develop your subject knowledge and the core study skills you need to begin your degree. Successful completion of the Foundation Studies programme will guarantee you entry to most undergraduate degrees at the University of Waikato. Foundation programme information can be found on pages [11](#) and [12](#).

The [International Diploma \(Business\)](#) and the [International Diploma \(Computer Science\)](#) are suitable for international students who do not have the equivalence of New Zealand University Entrance. Combining the first year of the Bachelor of Business or the Bachelor of Science with English language development and a comprehensive programme of academic support and development activities, ensures you are prepared for your studies in New Zealand. Refer to pages [13](#) and [14](#).

The [Diploma in Postgraduate Preparation](#) is designed for international students whose personal and professional goals include the completion of a postgraduate qualification but they don't currently meet the entry criteria for a New Zealand university. On successful completion of this degree, students will be considered equivalent to meeting the entry requirements to one of the progression degrees. See [page 15](#) for more information.

# Staff at The University of Waikato College

Our staff are here to help you succeed in your studies. If you are not sure who to contact, email [Pathwayscollege@waikato.ac.nz](mailto:Pathwayscollege@waikato.ac.nz) or call 07 858 5600 and our friendly staff will be able to help.



## Dianne Donald

Director of Studies

dianne.donald@waikato.ac.nz

- » Oversees all academic development and delivery of College programmes
- » Responsible for high quality teaching and learning.



## Dr Martin Bagheri

English Language Programme Leader

martin.bagheri@waikato.ac.nz

- » Answers questions about your programme
- » Help you if you have a problem after having already talked to your teacher and a student advisor.



## Charlotte Ferry-Parker

Foundation Programme Leader

charlotte.ferry-parker@waikato.ac.nz

- » Answers questions about your programme
- » Help you if you have a problem after having already talked to your teacher and a student advisor.



## tba

Programme Manager

@waikato.ac.nz

- » Answers questions about your programme
- » Help you if you have a problem after having already talked to your teacher and a student advisor.



## Susan Phillipps

Manager, Student Experience

susan.phillipps@waikato.ac.nz

- » Oversees administration and student advisor teams
- » General enquiries.



## Judith Bogle

English Administrator

judith.bogle@waikato.ac.nz

- » English Language administration and enrolments
- » General enquiries.



## Sally Thompson

Foundation Administrator

sally.thompson@waikato.ac.nz

- » Foundation administration and enrolments
- » General enquiries.

# Student Advisors

Student Advisors are available for help with study skills and issues related to your success as a student at The University of Waikato College. Please contact them for help and advice.

## How can the Student Advisors help?

- Assist with academic support
- Assist with well-being support and advice
- Provide advice and support for students in following the various formal processes needed for The University of Waikato College
- Provide information on visa requirements
- Assist students in obtaining information about pathways to degree programmes at the University of Waikato and help with enrolment
- Assist with enrolment enquiries such as new enrolments, course changes, course cancellation and withdrawal, refund requests and transfer of tuition fees to the university
- Provide guidance for students on cultural differences, expectations, and customs of New Zealand society and the way we study.



Mera Tan  
English / International  
Diploma Academic Advisor  
Mera.tan@waikato.ac.nz



Yoko Kishi-Rychkova  
Groups Co-ordinator/Advisor  
yoko.kishi-rychkova@waikato.ac.nz



Melanie Jones-Leaning  
CUP/CAFS Academic Advisor  
melanie.jones-leaning@waikato.ac.nz

## PART 2:

### Programme Information





# General English

The General English course offers an exciting opportunity for people from around the world to learn everyday English in an English-speaking environment. The programme has a general focus suitable for students who need English for everyday contexts or for students preparing to enter the English Language programme. You will cover core language skills and vocabulary, fluency and accuracy in listening, speaking, reading and writing.

Features of the programme include:

- Classes offered from elementary to advanced levels
- Study options include full-time (23 hours per week) or part-time (15 hours per week)
- Class sizes are restricted and do not exceed 22 students
- If you don't have evidence of an external examination, you will be asked to sit an English language placement test during the first week to assess your entry level, with the option of further testing to move up to higher levels
- Upon completion of your study with us, you will receive a University of Waikato College Certificate of Attendance. Individual graded reports are also available (fee applies). Individual graded reports are also available.



<https://pathways.waikato.ac.nz/programmes/general-english>

# English Language programmes

## Certificate of Attainment in English Language (CAEL)

Classes focus on the skills needed for successful study in higher education in New Zealand:

- Level 6 will provide direct entry to the Foundation programme
- Successful completion of levels 7 or 8 will provide direct entry to most university programmes.

	Entry Requirements	Entry to university
Level 1	You will enter into a level based on your current English proficiency	No, at the end of the course, progress to CAEL below
Level 2		
Level 3		
Level 4	IELTS 4.0 (4.0 writing, no band less than 3.5)	
Level 5	IELTS 4.5 (4.5 writing, no band less than 4.0)	
Level 6	IELTS 5.0 (5.0 writing, no band less than 4.5)	Complete Level 6 Foundation Studies programme
Level 7	IELTS 5.5 (5.5 writing, no band less than 5.0)	Complete Level 7 Most undergraduate degrees
Level 8	IELTS 6.0 (6.0 writing, no band less than 5.5)	Complete Level 8 Most postgraduate degrees and some undergraduate degrees, such as Law and Social Work.

As a full-time student:

- Your core programme will be 23 hours per week over 10 weeks
- Your class size will not exceed 22 students.
- You will be involved in independent learning, an important part of your study
- Homework can be expected to take at least 2 hours per night
- Set homework should be handed to the teacher on the due date and will be handed back to you as detailed in the relevant paper outline
- You will achieve a University of Waikato certificate upon successful completion, and will be included in the University of Waikato graduation ceremony booklet
- You will receive a report that shows the grade for each of the four language skills.

<https://pathways.waikato.ac.nz/programmes/english-language>

# Foundation Studies:

## Certificate of Attainment in Foundation Studies

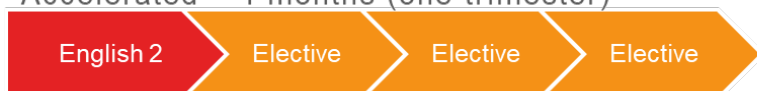
Successful completion of the Certificate of Attainment in Foundation Studies (CAFS) guarantees you entry to most University of Waikato undergraduate degrees.

The normal minimum period of enrolment for completion is two trimesters, following an approved programme of study, as shown in the image below. Candidates must gain 120 points, including 45 points from the three compulsory papers, as prescribed in the [Pathways Programmes](#).

For students who can demonstrate a sufficiently higher level of writing and academic capability, a one-trimester **accelerated** option is available. For this option, candidates must gain 60 points, including 15 points from the compulsory paper, as shown in the image below.

Every candidate for the Certificate must complete, to the satisfaction of the Academic Board, such class work, practical work, assignments, tests, and oral and written examinations as may be required.

Accelerated – 4 months (one trimester)



Standard – 8 months (two trimesters)



### Electives:

- Accounting, Finance and Economics (FOUND014)
- Arts (FOUND003)
- Biology (FOUND009)
- Business Studies (FOUND005)
- Calculus (FOUND007)
- Chemistry (FOUND010)
- Critical Thought and Expression (FOUND002)
- Mathematics and Statistics (FOUND008)
- Physics (FOUND011)
- Science (FOUND012)
- Social Sciences (FOUND004)
- Study Skills (FOUND001)

<https://pathways.waikato.ac.nz/programmes/foundation-studies>

# Foundation Studies:

## Certificate of University Preparation

The Certificate of University Preparation (CUP) is a one-trimester programme that can provide students who have a New Zealand secondary school qualification with the equivalent of University Entrance as well as the tools and skills needed to confidently transition into degree-level study.

For those needing additional academic preparation, or seeking a career change, then this programme will help you gain the confidence for university degree study. It will help you develop skills including research, note-taking and essay writing, time management and critical thinking.

Successful completion of the Certificate of University Preparation programme will enable you to progress to any New Zealand university and most degrees at the University of Waikato.

You will be required to take a total of four papers: two compulsory and two electives. Elective options are listed below:

### Compulsory papers

- Introduction to Study Skills (FOUND001)
- Introduction to Critical Thought and Expression (FOUND002)

### Electives:

- Accounting, Finance and Economics (FOUND014)
- Arts (FOUND003)
- Biology (FOUND009)
- Business Studies (FOUND005)
- Calculus (FOUND007)
- Chemistry (FOUND010)
- Mathematics and Statistics (FOUND008)
- Physics (FOUND011)
- Science (FOUND012)
- Social Sciences (FOUND004)
- Study Skills (FOUND001)

*Note: not all electives are offered each trimester.*

[waikato.ac.nz/study/qualifications/certificate-of-university-preparation](http://waikato.ac.nz/study/qualifications/certificate-of-university-preparation)

# International Diploma (Business)

This programme offers direct entry into year two of the Bachelor of Business (BBus) at the Waikato Management School, a triple-crown accredited Business School at the University of Waikato. It incorporates the first year papers of the Bachelor of Business with English language development, a complete programme of academic support, and development activities to ensure international students are well equipped to undertake higher education studies in New Zealand.

Candidates must gain 120 points, including key papers from the first year of the Bachelor of Business programme, and four compulsory support modules, as prescribed in the [Pathways Programmes](#).

As you progress into year two of the Bachelor of Business (BBus), you can complete your qualification within the same timeframe as students who gained direct entry to the programme.

## International Diploma (Business) 12 months (three trimesters)



Progressing to the BBus:



## Progression

Successful completion of the International Diploma (Business) enables students to progress into the Bachelor of Business (undergraduate degree) at the University of Waikato in a variety of subject areas.

- Bachelor of Business (Accounting)
- Bachelor of Business (Digital Business)
- Bachelor of Business (Economics)
- Bachelor of Business (Finance)
- Bachelor of Business (Human Resource Management)
- Bachelor of Business (Marketing)
- Bachelor of Business (Public Relations)
- Bachelor of Business (Strategic Management)
- Bachelor of Business (Tourism and Hospitality Management)
- Bachelor of Business (Supply Chain Management)

<https://pathways.waikato.ac.nz/programmes/diploma/business>

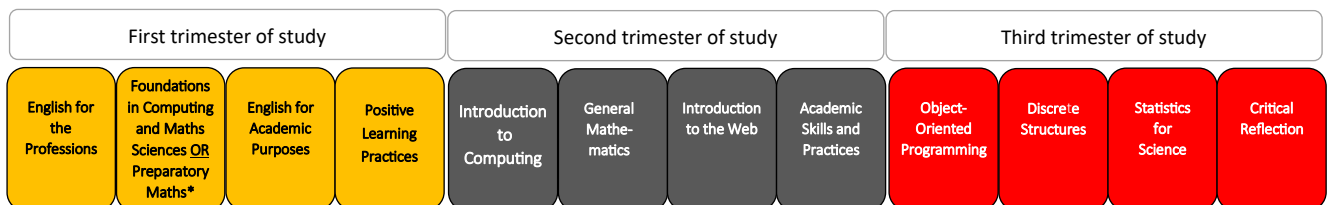
# International Diploma (Computer Science)

This International Diploma offers direct entry into year two of the Bachelor of Science or the Bachelor of Computer Science at the University of Waikato. It incorporates the first year papers with English language development, a complete programme of academic support and development activities to ensure international students are well-equipped to undertake higher education studies in New Zealand.

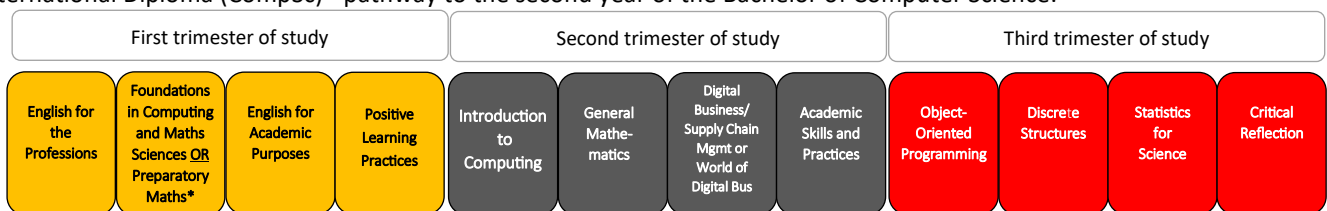
As you progress through the International Diploma and degree programme, you will gain hands-on experience with some of the most up-to-date and high-tech computing facilities and laboratory equipment in New Zealand<sup>^</sup>.

Candidates must gain 120 points, comprising of papers from the first year of the Bachelor of Science or Bachelor of Computer Science programme, as well as complete the four compulsory support modules, as prescribed in the [Pathways Programmes](#). Once you successfully complete the International Diploma (Computer Science), you can go on to study the Bachelor of Science or Bachelor of Computer Science at the University of Waikato.

International Diploma (CompSc) - pathway to the second year of the Bachelor of Science:



International Diploma (CompSc) - pathway to the second year of the Bachelor of Computer Science:



\* students who do not demonstrate the required competency in maths must take MATHS168 Preparatory Maths in place of CSMAX170 as a pre-requisite for General Maths (MATHS165).

## Progression

As you progress into year two of the Bachelor of Science (BSc) or the Bachelor of Computer Science (BCompSc), you can complete your qualification within the same timeframe as students who gained direct entry to the programme.



<sup>^</sup>online delivery will provide experience applicable to an online environment

<https://pathways.waikato.ac.nz/programmes/diploma/science>

# Diploma in Postgraduate Preparation (Pre-Masters)

The Diploma in Postgraduate Preparation – Pre Masters (DipPP) is an eight-month (two-trimester) level 7 Diploma that aims to prepare international students for postgraduate studies at the Waikato Management School, a Triple-Crown accredited business school in New Zealand.

The DipPP provides international students, who either do not have the equivalent of a New Zealand bachelor's degree or do not meet the requirements for direct entry, with an alternative pathway into the Master of Business Management (MBM) and the Master of Professional Accounting (MPAcct) at the University of Waikato.

This programme teaches the English language, academic literacies, and personal and professional skills students need to succeed with postgraduate studies at a New Zealand university.

Once successfully completed, students will be able to study at the University of Waikato's Triple-Crown accredited business school, ranked in the top 1% worldwide, choosing one of these degree options:

- Master of Applied Finance
- Master of Business and Management
- Master of Digital Business
- Master of Professional Accounting
- Master of Management (Marketing)
- Master of Management (Supply Chain Management)

Students will complete a total of six papers, worth 120 points:



Please note:

- this programme is only available to International Students
- the DipPP provides entry only into the postgraduate degree, it does not provide credit towards the completion of the degree.



<https://www.waikato.ac.nz/study/qualifications/diploma-in-postgraduate-preparation-pre-masters>

# PART 3:

## Information for Students





# Teaching and Learning

As a student at The University of Waikato College, you will work closely with your teachers and tutors during your study. You will experience a variety of learning activities in class and for assessments, which may include the following in face-to-face or online delivery format:

- Workshops and tutorials
- Lectures
- Quizzes
- Discussions
- Student presentations
- Group activities
- Problem solving activities.

## Teaching and learning

You should treat full-time study like a full-time job. You can expect to spend around 40 hours per week studying, either in class or independent study.

- Teaching and learning may be in class (face-to-face) or online, or a combination of the two, called blended learning
- Lectures may be pre-recorded and available on Moodle
- Tests and some assessments may be online
- Information about your paper will be in the relevant paper outline and on Moodle
- More information about Moodle and some handy how-to guides can be found [here](#).

## Expectations

Your teachers and tutors have expectations of you as a learner. You are expected to:

- Attend classes unless you have a valid reason (see Attendance, [page 21](#))
- Participate in class, to contribute your ideas and answers, and respect those of your classmates
- Engage in homework tasks in your own time
- Submit your assignments on time
- Behave in a manner that is respectful and courteous to staff, students and yourself
- Act with honesty and integrity in all your study activities
- Ask if you need help or do not understand.



# Studying online etiquette



Log in using your Student ID and full name



Dress as you normally would for a uni class



Arrive on time and prepared



Use a headset with external mic



Close other applications and eliminate distractions



Mute your mic when not speaking



Use "raise hand" feature to indicate you want to talk



Use chat function to ask questions silently



Do not record/share sessions without permission



Sit in a well-lit space with a neutral background



Don't be shy, please participate in discussions



Be patient and respectful towards everyone

# Academic Integrity

Me tika. Me rite. Me pono. (*To be correct, to be prepared and to be ethical*)

The University of Waikato is committed to excellence, respect, and honesty in scholarship and to ethical professional conduct. Academic integrity is at the core of this commitment and requires all members of the University community (students, academic and general staff) to uphold academic integrity as a personal, academic, and professional responsibility.

Mā te Tangata! Mō te Tangata! (*It is up to the individual to do it and it is for the people's benefit*)

<https://www.waikato.ac.nz/students/academic-integrity/statement>

## What is academic integrity?

Academic integrity is an important concept for you, as a student, to understand. It means being honest in all your academic work. It means that the work you submit is all your own work, that you did not copy from other sources, that you didn't have help from friends or family, and didn't cheat or copy. It is perfectly fine to discuss your work with others to help form your ideas and clarify your thinking, but the work you submit must be entirely your own.

It is good practice to use resources and published material to help justify our viewpoint, and these must be properly referenced, showing that these ideas belong to other people. Sometimes we use their exact words, and we must show this in the citation. Sometimes we refer to their ideas but use our own words to explain this, called paraphrasing. When we do this, we must indicate that this thinking belongs to that person. If we don't do this, we are copying someone else's work, pretending that it's our own, and this is called plagiarism.

You will be shown how to reference properly in your classes, and it is important that you take note of this and apply it to all your assignments. Marks will generally be awarded for doing this correctly, and details will be included in your marking rubric.

## What is academic misconduct?

If you don't reference properly, or don't write in your own words (paraphrase), you may be considered to have committed academic misconduct. This is taken very seriously by the University and by the College, and can result in reduced marks for the assignment, a zero grade, a failed paper or, in extreme circumstances, removal from the programme and university.

Our teachers refer all assessments that they consider may include academic misconduct (including plagiarism, copying and collusion) to be investigated. If it is considered to be a case of misconduct, the student will receive a letter inviting them to a meeting to discuss the matter, usually with the College Director.

## Where can I find more information?

You will talk about academic integrity in your classes, but if in doubt, ask your teacher, tutor or student advisor.

The University has a very helpful guide to the types of referencing that can be found [here](#).

More information can be found on the University's [website](#).

# University Support Services

## Waikato Student Union Advocacy

The Waikato Student Union (WSU) provides free and confidential advocacy services for students, independent from the University. They can help with a range of issues, including budgeting and financial concerns, tenancy, academic issues and misconduct. Contact [Waikato Student Union](#) for more information.

## Counselling service

The [Student Counselling Service](#) is free to all students. The University will also work with you and other support services as needed.

## Student health

[Student Health](#) provides Hamilton-based students with access to comprehensive health care. Cost depends on whether you are an international or domestic student, and whether you enrol with Student Health as your primary health provider (fees will be waived when a student is in crisis).

## Muslim Prayer rooms (on-campus, Hamilton)

The University has Prayer Rooms available in [L Block](#). To access the space, you will need swipe access entered on your Student ID card from the Security Office in the [Annex](#) beside B Block.

## Places of worship, Hamilton

[The Lady Goodfellow Chapel](#) is situated opposite UniRec, in the same building as Student Health.

Additionally, there are nearly [places of worship](#) for faiths including Bahá'í, Buddhist, Hindu, Jewish, Muslim and Sikh. For details, contact Brother Andrew at the Chaplaincy.

## Accommodation

If you would like to find out more about accommodation options on campus, more information can be found [here](#). There are various options available to students looking for affordable accommodation in the Waikato region.

## Accessibility Services

[Accessibility services](#) are available to our students to ensure equity in education. This team work to ensure that students with impairments have access to all areas of campus life, making our university more inclusive and accessible, whilst working to increase the success of students with impairments.

## Sport and Wellbeing

This is the home of all [sport, gym and wellbeing opportunities](#). Get involved, pop in to the Wellbeing Hub, join the UniRec gym—all are great ways to meet new friends and keep healthy.

## Career development services

The [Career development service](#) can help you get ready for your future career. They can help you write your CV, cover letter and LinkedIn profile, learn interviewing skills and even put you in touch with potential employers.

The [Employability Plus Programme](#) (EPP) offers volunteering opportunities and workshops while you study, giving you work-ready skills that will make you stand out to prospective employers.

# Staying Safe

## Safety and Security on campus

**In an emergency situation off-campus, call the New Zealand emergency services on 111.**

Please be prepared to state your name, location and whether you require the police, fire service or ambulance.

To contact the University security team, call the main University number which is monitored 24/7. Call 0800 WAIKATO (0800 924 5286) or +64 7 838 4610 (International).

If you need to contact a staff member urgently, the 24-hour contact number is 0800 WAIKATO or 64 7 856 2889.

On campus, Blue Light phones put you in direct contact with University security staff on campus. If you are ever feeling unsafe, witness suspicious behaviour or would like to request an escort to your car or residential hall, locate a Blue Phone (you will see the bright blue light) to speak to security.

If you have been treated unfairly by another student, including bullying, harmful behaviour or intimidation, in the first instance, contact the student advisors who will be able to advise you on the next steps. More information is provided about the Student Complaint procedure on page [21](#).

## Be Sun Smart

New Zealand sunlight can be deceptively strong, and wherever you are from, you should be aware of the damage that it can cause. [Be SunSmart](#) and learn how to keep safe while living in the New Zealand sun.

Remember to Slip, Slop, Slap and Wrap:



**Slip** on a shirt or into the shade



**Slop** on sunscreen



**Slap** on a hat



**Wrap** on sunglasses

## Be AdventureSmart

Kiwis love the outdoors and love tramping, water activities, boating and skiing. You will need to prepare yourself for heading into New Zealand's great outdoors. Visit [AdventureSmart](#) to learn more and find important resources and information that you need to know before you go out on foot, into the snow or onto (and into) the water.

## Weather

The weather in New Zealand can be very changeable - as they say, 'four seasons in one day'. Be informed and check the weather before you plan activities and holidays. Visit [Metservice](#) for up to date information and weather warnings.

**24hour emergency phone:**

**0800 924 5286**

# Attendance

## What is the Attendance requirement?

You will be required to attend their classes at all times, unless you have a genuine reason to be absent.

This includes:

- If you are sick
- If you have an **important** appointment, for example, with Immigration New Zealand, court hearings or the police. This generally does not include family or social occasions or holidays.

If you are going to be absent, you must advise the University of Waikato College as soon as you know.

Note: you must provide evidence for your absence, for example, a medical certificate, a letter from New Zealand Immigration.

## How do I advise The University of Waikato College that I will be absent?

To advise the College, either tell your teacher the day before, or email the College reception ([pathwayscollege@waikato.ac.nz](mailto:pathwayscollege@waikato.ac.nz)) and tell them:

- Your name
- Your Student ID number
- The period of time you expect to be away
- Your reasons for being away.

If you are unsure what is required, please contact your student advisor.

## What about medical certificates?

If you are sick and cannot come to class for three days or more, you must present a medical certificate.

The medical certificate should be on your doctor's official letterhead and include:

- The date you went to see the doctor
- The period of time that you were not able to come to class
- The doctor's name and signature
- An English translation where necessary.

*Please refer to the Attendance Procedure and Declaration on page 26.*



# Withdrawing From Your Programme

You are entitled to withdraw from your paper or programme at any time, for example, for family reasons or because of illness.

If you need to withdraw from your paper, you must follow the College's withdrawal procedure outlined below, starting with a discussion with a student advisor.

If you are withdrawing for personal reasons, you will not usually be eligible for any refund. However, it is still important to withdraw from the paper following the correct procedure.

For international students, you will need to confirm that your right to hold a Student Visa in New Zealand is not affected.

## How to withdraw:

1. Talk to a student advisor to discuss your situation and refund options.
2. The Advisor will assist you with lodging an application to withdraw and applying for a refund (if applicable.)
3. To apply for a refund (after the withdrawal period) you will need to apply for a compassionate / medical withdrawal. Your Student Advisor can provide you with advice and support.
4. If you are an international student and intend to stay in New Zealand you will need to arrange for a new visa.



# Complaints Procedure

The University of Waikato College has a process for dealing with student concerns and complaints. You should follow this procedure to ensure that any issues you have are resolved quickly and efficiently. The procedure covers the informal resolution of concerns and the formal complaints procedures including the rights and responsibilities of the parties involved.

- If you feel you have grounds to lodge a complaint, in the first instance, you are encouraged to raise it informally with the relevant staff member and seek a satisfactory resolution within the College. If necessary, you may discuss the situation with a student advisor in preparation for your informal discussion with the staff member.
- If it is not possible to resolve informally, you can formalise your complaint by submitting the details of your case and associated evidence on the form found [here](#), which is considered by the College Director.
- If you feel this is a very serious situation, you may send your complaint direct to the Senior Deputy Vice-Chancellor.

Please visit the [Student Complaints Procedure](#) in the Calendar for more information regarding the process.

## **Rights and Responsibilities of Parties to a Student Complaint**

*Parties to a student complaint have the right to:*

- be treated with courtesy at all times
- a fair and timely investigation process in accordance with the principles of natural justice
- express their points of view without fear of recrimination
- receive full information at all stages of the complaint process
- be advised in writing of all decisions made in relation to the complaint
- appeal the outcome.

*Parties to a student complaint have a responsibility to:*

- treat all parties with courtesy at all times
- respect the points of view of others
- respect the rights of all parties to confidentiality
- ensure that the complaint is made in good faith and complies with the requirements of the Student Complaints Procedures
- provide full and accurate information to the person investigating the complaint
- not take any action that may prejudice the situation or be regarded as an act of recrimination against any other party.

For students studying English, our College is a member of English New Zealand. As an international student, if you have a complaint that we haven't been able to resolve, you may wish to contact our professional body and ask for assistance on 03 383 7153 or email [admin@englishnewzealand.co.nz](mailto:admin@englishnewzealand.co.nz). If you are not satisfied, you can contact the New Zealand Qualifications Authority (NZQA) on 0800 697 296 or email [risk@nzqa.govt.nz](mailto:risk@nzqa.govt.nz) (regarding the *Education (Pastoral Care of International Students) Code of Practice 2016*) or iStudent Complaints on 0800 00 66 75 (regarding financial or contractual disputes).



## More useful links:

**Student Learning:** The Student Learning team provides a University-wide service to support students' academic learning needs.

<https://www.waikato.ac.nz/teaching-and-learning/student-learning>

**Student Support Services:** Includes help with learning, technology, careers and student well-being.

<https://www.waikato.ac.nz/student-life/student-services>

**Library:** The library offers many group and quiet study spaces, free tours and tutorials to help improve your learning.

<https://www.waikato.ac.nz/library/>

**Waikato Student Union:** Here you'll find information about clubs and societies, support and advocacy, and student events.

<https://wsu.org.nz/>

**Nau Mai:** This is your place for information on life as an international student in New Zealand.

<https://naumainz.studyinnewzealand.govt.nz/>

**Student Job Search:** Student Job Search connects tertiary students and employers throughout New Zealand, helping enrolled and recently graduated tertiary students get the work experience and finance they need to make it through their studies and into the workforce.

<https://www.sjs.co.nz/>

## Useful phone numbers:

**24hour emergency phone:**

0800 924 5286 or 07 856 2889

**College Reception:**

07 858 5600

**Free Healthline:**

0800 611 116

**Student Health Centre on campus**

07 838 4037

**Anglesea Clinic:**

Accident and Emergency Medical Clinic

07 858 0800

**Study Link support**

0800 924 5286 ext 4790

[n.hayes@waikato.ac.nz](mailto:n.hayes@waikato.ac.nz)



# Additional Information for International Students:

## Learning culture

You may be an experienced student but still find that studying in the New Zealand environment is different from what you are used to. It is important for you to know what The University of Waikato College expects from you as a student. You may also experience a different 'learning culture' in our classrooms.

## Your guide to the University of Waikato College classroom

- You can have strong opinions about issues, but you should also consider other opinions, and express your opinions gently.
- When you ask a question a New Zealand teacher might not answer your question directly. It is their role to help you find the answer. They might ask you what you think and/or ask the class to help you find the answer.
- When another student has a question, you should listen to the question and help with the answer if you can. You should listen to the answer. You should not talk when another student is asking a question. You will need to listen to other students.
- New Zealand teachers love students to take part in discussions. *Politely* interrupting the teacher with a question or an opinion is good in New Zealand. Remember - strong opinions but gentle words.
- New Zealand teachers love students to help each other. Helping each other means discussing the problem together. Helping each other does not mean copying your friend's work or letting your friend copy your work. Copying is plagiarism or cheating, and New Zealand teachers must fail copied work. For more information, refer to [page 19](#).
- In New Zealand we communicate with words. We say what we think. When we are happy, we say we are happy. When we are sad, we say we are sad. There is no guessing needed. New Zealand teachers may speak more loudly and strongly when the information is important.

### You are responsible for:

- Learning and doing your homework
- Speaking in English whenever you can (even at home)
- Creating good learning habits, eating well and getting good, regular sleep.

### Things you must not do in class:

- Copy assignments and tests (remember that a good friend does not ask to copy an assignment)
- Sleep
- Chat (in your first language)
- Answer your cellphone.



Questions?

Contact your student advisor.

# Additional Information for International Students:

## International Student Services Office

The University's International Student Services Office provides support for International students and works closely with other student support groups to provide the help you need, including helping with immigration and visa information, well-being support and advice. medical and travel insurance assistance. More information can be found on their [website](#).

## International Buddy Programme

Designed by students specifically for international students as a way to ease the transition into your new environment, and set you on a path to success in both studies at the University of Waikato and life in New Zealand. You will be paired with a current University of Waikato student who has similar interests and who will act as your mentor. Your buddy can help you settle into life in New Zealand and will answer your questions or point you in the direction of where to go for help.

More information on how to apply for the International Buddy Programme can be found [here](#).

*Note: this programme is currently only available to students studying in New Zealand.*



## Useful Links

International students:

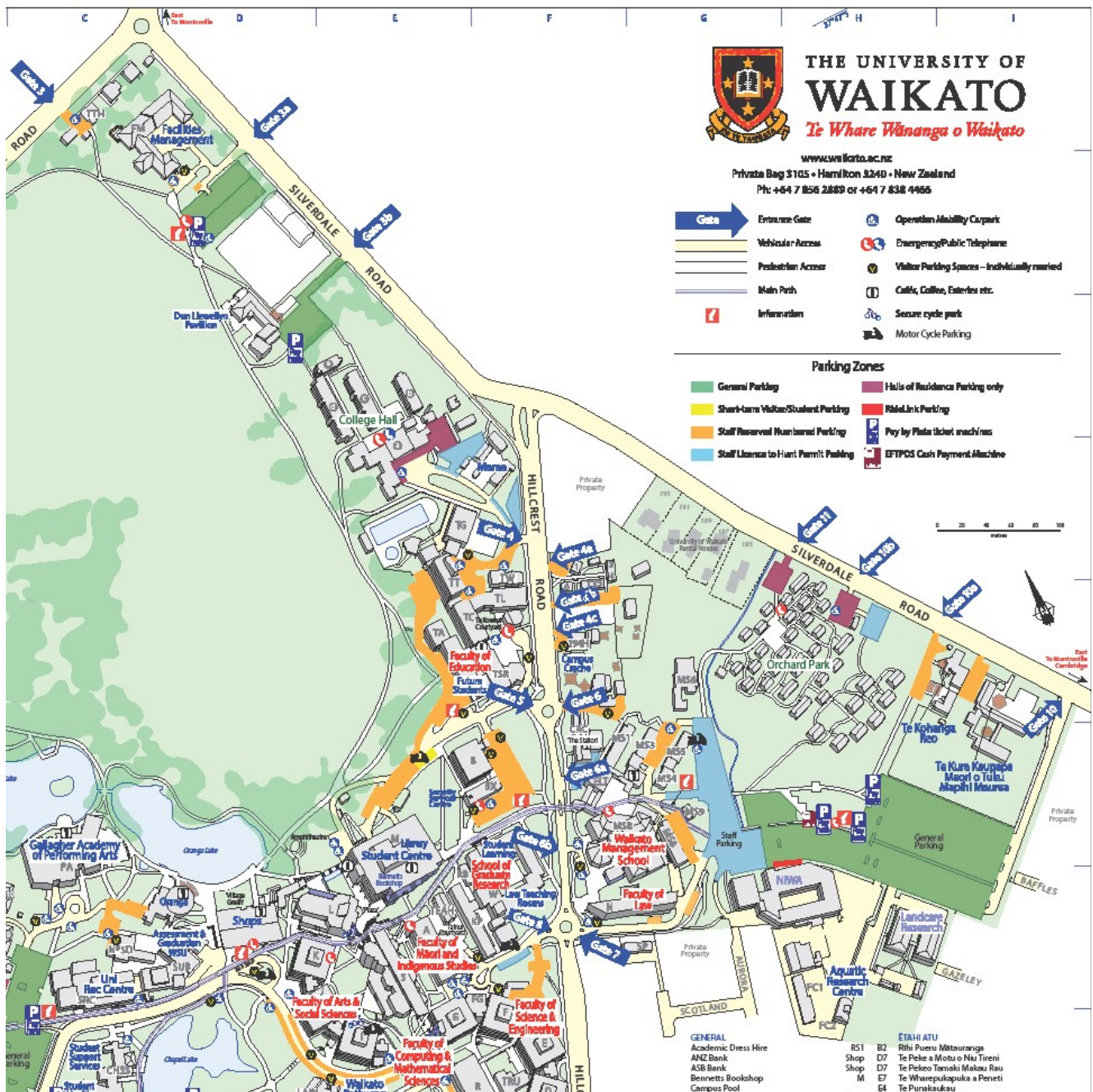
<https://www.waikato.ac.nz/study/international>

International Student Support:

<https://www.waikato.ac.nz/international/international-office/international-student-support>

International Student Experience:

<https://www.waikato.ac.nz/study/international/why-study-at-waikato/international-student-experience>



More detailed information about the University of Waikato campus and map information can be found [here](#).

## The University of Waikato College contact information

### Postal Address:

The University of Waikato College  
University of Waikato  
Private Bag 3105  
Waikato Mail Centre  
Hamilton 3240  
New Zealand

### Physical Address:

The University of Waikato College  
University of Waikato  
LAIN Building  
Gate 1, Knighton Road  
Hillcrest, Hamilton 3240  
New Zealand

### College Reception

Pathwayscollege@waikato.ac.nz  
+64 7 858 5600  
0800 WAIKATO (in New Zealand)

**Emergency phone: 0800 WAIKATO or +64 7 856 2889**

# Mental health and addictions service

## 0800 Lifeline



0800 LIFELINE (543 354) and textline HELP (4357)

<b>Programme Areas</b>	Self help/ helpline, Mental health
<b>Programme Type</b>	Helpline / self-help - mental health
<b>Regions</b>	All of New Zealand
<b>Referral Types</b>	Self referral
<b>Charge</b>	Free
<b>Website</b>	<a href="http://www.lifeline.org.nz">www.lifeline.org.nz</a>

Lifeline's 24/7 helpline and textline is a nationwide service offering free, anonymous and confidential support.

Qualified counsellors and trained volunteers undergo world class counselling training and supervision, providing a caring and professional service to a wide range of people in need.

They deal with many kinds of issues including psychological and emotional distress, financial and work issues, marriage and family problems and with callers who are lonely, ill, depressed or the victims of violence or abuse. Whatever the issue, it can help to talk or text with Lifeline.

Lifeline are committed to providing a safe, effective and confidential service to support the emotional and mental wellbeing of our callers and communities.

# Asking for help!

Māori

Āwhina!

Waea ohorere—+64 7 856 2889

Hauora o ngā akonga—student health

Ahuru—security

Pirihimana—police

Japanese

助けて!  
(tasukete!)

非常電話 Hijō denwa —+64 7 856 2889

学生の健康 Gakusei no kenkō —student health

セキュリティ Sekyuriti —security

警察 Keisatsu —police

Samoaan

Fia ola!

Telefoni fa'afuase'i —+64 7 856 2889

Soifua Maloloina Tamaiti A'oga—student health

Saogalemu—security

Leoleo—police

Arabic

مساعدة  
musaeada

هاتف الطوارئ hatif altawari —+64 7 856 2889

صحة الطالب sihat altaalib —student health

الأمان al'aman—security

شرطة shurta—police

Chinese (simplified)

救命啊!  
(jìumìng ā!)

紧急电话 Jǐnjí diànhuà —+64 7 856 2889

学生健康 Xuéshēng jiànkāng—student health

安全 Ānquán—security

警察 Jǐngchá —police