

# Foundation Studies Certificate

## Student Handbook 2023

Your Guide to Student Life in Aotearoa New Zealand



UNIVERSITY OF  
**AUCKLAND**  
Waipapa Taumata Rau  
NEW ZEALAND

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# A warm Welcome to the University of Auckland

## Welcome from the Campus Director

I am glad to have this opportunity to introduce Taylors College Auckland.

We have a vibrant campus in the heart of one of the world's most beautiful and liveable cities.

We have a wealth of experience in preparing students for university study in New Zealand and we provide a caring and supportive learning environment that allows students to reach their potential, academically and personally.

MR LINDSAY SPEDDING  
Campus Director  
Taylors College Auckland



I welcome you to the University of Auckland. It is important to us that you get the greatest possible value out of your University experience, both in your studies and in student life outside the classroom.

We look forward to your contribution to the life of our very international University, bringing your insights and experience to our community.

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

I wish you every success at the University of Auckland!

PROFESSOR DAWN FRESHWATER  
Vice-Chancellor  
The University of Auckland

# Academic Year Dates

## Foundation Studies Certificate

Intake Dates	
January Intake 2023	
Orientation	Friday 20 January
Programme Begins	Monday 23 January
Auckland Anniversary Day*	Monday 30 January (observed)
Waitangi Day*	Monday 6 February
Term Break 1	Saturday 1 April - Sunday 16 April
Anzac Day*	Tuesday 25 April
Queen's Birthday*	Monday 5 June
Mid-Course Exams	Monday 12 June - Monday 19 June
Term Break 2	Saturday 24 June - Sunday 9 July
Matariki*	Friday 14 July
Term Break 3	Saturday 16 September - Sunday 1 October
Labour Day*	Monday 23 October
Final Exams	Wednesday 8 November - Thursday 23 November
Completion Ceremony	Tuesday 5 December
Final Offers Day / Programme Ends	Thursday 7 December / Friday 8 December
April Intake 2023	
Orientation	Friday 14 April
Programme Begins	Monday 17 April
ANZAC Day*	Tuesday 25 April
Queen's Birthday*	Monday 5 June
Mid-Course Exams	Monday 26 June - Friday 30 June
Term Break 1	Saturday 1 July - Sunday 9 July
Matariki*	Friday 14 July
Term Break 2	Saturday 16 September - Sunday 1 October
Labour Day*	Monday 23 October
Final Exams	Wednesday 8 November - Thursday 23 November
Completion Ceremony	Tuesday 5 December
Final Offers Day / Programme Ends	Thursday 7 December / Friday 8 December
July Intake 2023	
Orientation	Friday 7 July
Programme Begins	Monday 10 July

Matariki*	Friday 14 July
Term Break 1	Saturday 16 September - Sunday 1 October
Labour Day*	Monday 23 October
Mid-Course Exams	Monday 27 November - Monday 4 December
Term Break 2	Saturday 9 December - Sunday 14 January 2024
Auckland Anniversary Day*	Monday 29 January 2024 (observed)
Waitangi Day*	Tuesday 6 February 2024
Term Break 3	Friday 29 March 2024 - Sunday 14 April 2024
Final Exams	Wednesday 8 May 2024 - Thursday 23 May 2024
Completion Ceremony	Tuesday 4 June 2024
Final Offers Day / Programme Ends	Thursday 6 June 2024
<b>August Intake 2023</b>	
Orientation	Friday 4 August
Programme Begins	Monday 7 August
Term Break 1	Saturday 23 September - Sunday 1 October
Labour Day*	Monday 23 October
Mid-Course Exams	Monday 27 November - Monday 4 December
Term Break 2	Saturday 9 December - Sunday 14 January 2024
Auckland Anniversary Day*	Monday 29 January 2024 (observed)
Waitangi Day*	Tuesday 6 February 2024
Term Break 3	Friday 29 March 2024 - Sunday 14 April 2024
Final Exams	Wednesday 8 May 2024 - Thursday 23 May 2024
Completion Ceremony	Tuesday 4 June 2024
Final Offers Day / Programme Ends	Thursday 6 June 2024
<b>October Intake 2023</b>	
Orientation	Friday 29 September
Programme Begins	Monday 2 October
Labour Day*	Monday 23 October
Mid-Course Exams	Monday 11 December - Friday 15 December
Term Break 1	Saturday 16 December - Sunday 7 January 2024
Auckland Anniversary Day*	Monday 29 January 2024 (observed)
Waitangi Day*	Tuesday 6 February 2024
Term Break 2	Saturday 9 December - Sunday 14 January 2024
Final Exams	Wednesday 8 May 2024 - Thursday 23 May 2024
Completion Ceremony	Tuesday 4 June 2024
Final Offers Day / Programme Ends	Thursday 6 June 2024

# Academic Year Dates

## Pre-Foundation

Intake Dates	
January Intake 2023	
Orientation	Friday 20 January
Programme Begins	Monday 23 January
Auckland Anniversary Day*	Monday 30 January (observed)
Waitangi Day*	Monday 6 February
Term Break	Saturday 1 April - Sunday 16 April
Anzac Day*	Tuesday 25 April
Queen's Birthday*	Monday 5 June
Final Exams	Wednesday 14 June - Friday 16 June
Final Offers Day / Programme Ends	Friday 23 June
July Intake 2023	
Orientation	Friday 7 July
Programme Begins	Monday 10 July
Matariki*	Friday 14 July
Term Break	Saturday 16 September - Sunday 1 October
Labour Day*	Monday 23 October
Final Exams	Wednesday 29 November - Friday 1 December
Final Offers Day / Programme Ends	Friday 8 December

*\*New Zealand public holiday*





# Living in Auckland

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

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## Living in Auckland

Located in the North Island of New Zealand, Auckland is a vibrant South Pacific city situated between two beautiful harbours and surrounded by subtropical islands and lush native forest. It is one of the few cities around the world where the wild outdoors can be enjoyed right alongside the comfort of home. Central Auckland has a vibrant cultural scene and some of the best education providers internationally.

With a population of over one million people, Auckland is New Zealand's largest and most cosmopolitan city. Students are an established and welcome part of Auckland's population and contribute in many ways to the diversity of this harbour city.

In Auckland you can enjoy theatre, the arts, restaurants, sporting events, outdoor activities and more. The central business district, where Taylors College is located, is surrounded by some beautiful parks and reserves, and just a short drive away are located some of Auckland's finest beaches.

Auckland is a multi-ethnic society, home to many different cultural groups from around the world, giving the city a rich cultural mix that is reflected in its restaurants, meeting places, events, music and arts. Our international students are welcomed, making Auckland feel like a home away from home.

## Cultural and Language Learning

Geographically and culturally, Auckland might be a little different from what you are familiar with. However, be patient and ask for help when needed; you will find that most Aucklanders are happy and willing to help you. If you have any questions, please see us at the Reception.

You will also learn more about Auckland and New Zealand in your Mentor Group throughout your programme.

## Climate

The north of New Zealand is subtropical, while the south is more temperate. The warmest months are January to March and the coldest are July to September.

Auckland has very changeable weather and has been said to have 'four seasons in a day'. The climate ranges from warm to hot in summer to cold and crisp in winter. It does not snow in the city but skiing is very popular in the mountains a few hours drive away.

Seasonal Weather		
	Temp (°C)	Rain Days/ Month
Spring	18/11	12
Summer	24/12	8
Autumn	20/13	11
Winter	15/9	15

## Drinking Water

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

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

[www.aucklandnz.com/visit](http://www.aucklandnz.com/visit)

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

For information on living in Auckland, visit:

[www.auckland.ac.nz/is-living-nz](http://www.auckland.ac.nz/is-living-nz)

## Transport

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

### Ferries

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

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

For fares and timetable information, visit [www.fullers.co.nz](http://www.fullers.co.nz)

### Trains and Buses

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

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

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

The Inner and OuterLink bus service runs on such a frequent basis that timetables are not required.

If you live elsewhere in the city, you can catch either a bus or train to your destination.

Download the AT Mobile app to help you plan your journeys.

[www.at.govt.nz/bus-train-ferry](http://www.at.govt.nz/bus-train-ferry)

### Cars

Carparks within Auckland's Central Business District (CBD) are expensive, costing from \$20-40 per day.

[www.auckland.ac.nz/parking](http://www.auckland.ac.nz/parking)

There is a 24-hour Wilson Parking carpark located at 100 Symonds Street.

<https://www.wilsonparking.co.nz/find-a-park>

## Cost of Living

Below are some of the costs you can expect to pay on a weekly basis, per person, per week, living in rented accommodation in Auckland. Please note that these costs are approximate as of 2022. All prices are quoted in NZD. For more detailed information, please visit the New Zealand government website: [www.studyinnewzealand.govt.nz/live-work/cost-of-living/](http://www.studyinnewzealand.govt.nz/live-work/cost-of-living/)

The Necessities	Per Week In \$NZD
<b>Accommodation</b> (per bedroom – including remainder of the house/flat/apartment shared between flatmates; for private studio, rent would start at \$360 per week)	195-360
<b>Power (and maybe gas)</b> Based on a 1/3rd share of a three bedroom apartment, with an average monthly power account of \$260. Note this is averaged on higher use in winter, lower in summer.	23
<b>Phone and internet</b> The average price for unlimited wifi for a shared flat is \$90 a month (shared between flatmates). Wifi costs are typically included in homestays and halls of residence.	10
<b>Mobile phone</b> Calls, text and data.	8
<b>Insurance</b> Based on insuring household items.	8
<b>Food</b> Food, drink, cleaning items, shared or bought separately in a three-bedroom flat.	120
<b>Total</b>	<b>\$361-\$526</b>
The Non-Essentials	Per Week In \$NZD
<b>Transport</b> Transport costs are minimized if you live closer to campus. If living further away, transport costs can be higher.	15-37
<b>Entertainment</b> The University of Auckland suggests budgeting \$55 a week for entertainment (this might cover dinner out and a movie). You can explore New Zealand's stunning beaches, mountains, forests and lakes for free.	55

Remember to also take into account the cost of buying text books, clothing, medicine, beauty products and going on holidays. To compare with the cost of items in your own country, you can convert these prices on [www.xe.com](http://www.xe.com).

Other Expenses to Be Considered	\$NZD
Medical Visit	from 65
Dental Visit	from 150
Haircut	from 40
Movies (Student Discount)	12.50-16.50
Gym Membership (Per Year)	319

# Career Development

## Ambassadors

Taylor's College's Student Ambassador programme is an excellent way for current students and alumni to engage with potential students. It gives new students an insight into what it would be like being a student of Taylor's College. At the same time, the ambassador will gain experience, support, and remuneration, from the campus as well. If you are interested, please see the Academic Director.

## CDES

Our Career Development and Employability Services can help you with career planning and increasing your employability. For more details, see page 23.

Students also have the opportunity to be student representatives for their cohort. They attend training sessions and meetings, providing student feedback to the College and the University.



# Driving

Driving in New Zealand is permitted if you hold a current valid driver licence (in English). Any restrictions or conditions on your licence will continue to apply in New Zealand.

You can drive for a maximum period of 12 months from the date you arrive in New Zealand. If your licence is not in English, you must obtain an international driver permit or an approved translation of your licence and carry it with your original driver licence when driving in New Zealand.

After you have been here for longer than 12 months, you must convert your license to a New Zealand licence. Any person caught not carrying their driver licence with them when they drive will be fined. Anyone who drives without any licence at all will be fined.

For more information visit:

[www.nzta.govt.nz/licence/residents-visitors](http://www.nzta.govt.nz/licence/residents-visitors)

**Remember to always keep left:** In New Zealand, we drive on the left-hand side of the road. If you are having trouble remembering, write "keep left" on a sticker and put it on your steering wheel.

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

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

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

For more information visit

- [www.nzta.govt.nz](http://www.nzta.govt.nz)  
(where you can find New Zealand road rules)
- [www.drivesafe.org.nz](http://www.drivesafe.org.nz)  
(tips on driving in New Zealand safely)
- [www.drivingtests.co.nz/roadcode/tourist](http://www.drivingtests.co.nz/roadcode/tourist)  
(driving theory quiz for overseas drivers)
- [www.police.govt.nz](http://www.police.govt.nz)

For pedestrian and bicycle safety visit:  
[www.at.govt.nz/cycling-walking](http://www.at.govt.nz/cycling-walking)

# Personal Safety

## Essential Safety Advice

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

- Avoid walking home alone at night; If you are walking, go in a group and keep to well-lit streets.
- Be alert and aware of your surroundings at all times. Do not listen to loud music; do not walk while sending text messages, or talking on your mobile phone.
- Avoid carrying large amounts of cash. If you must carry valuables, keep them hidden from view.
- Protect your mobile phone. Register your phone with your network provider and if it is stolen ask them to block the SIM card immediately.
- Take care when using cash machines late at night.
- Never keep your PIN number with your cash card.
- Back up work on your computer regularly (external hard drives, cloud services).
- If your credit or cash cards are stolen, inform the card provider immediately.

## What to Do in an Emergency

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

Only use the 111 number when a crime is actually being committed, or if life is at risk.

For non-emergency calls to the police (for example, when a burglary has already taken place and the burglars are no longer on the scene), call 105. You can also go to your local police station.

If the emergency is not urgent enough to call 111, and takes place on the University campus you can contact University Security (see pg. 11).

The welfare emergency number is +64 21 539 054.

## Online Scams

International students are often the target of scams. They receive phone calls pretending to come from legitimate organisations such as government departments, Embassies or Consulates. Trustworthy companies and institutions will never call to ask for personal details or money to be sent. These types of calls/emails are scams and you should inform police if you have been targeted.

# COVID-19 Information

## COVID-19 Website

All the latest information about Covid-19 in New Zealand are available on the government's website.

[www.covid19.govt.nz](http://www.covid19.govt.nz)

## Water and Beach Safety

New Zealand's beautiful beaches and coastline attract many visitors. Before spending a day at the beach familiarise yourself with the do's and don'ts of staying safe around the water.

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



## Proof of Age - KiwiAccess Card

The KiwiAccess card is useful whenever you need to prove your age, such as when buying alcohol. You should obtain one if you do not have a New Zealand driver's licence and do not wish to carry your passport with you.

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

## Banking

For students attending courses in New Zealand, there are a number of banks to choose from including Kiwibank, ASB, BNZ, ANZ, Westpac and TSB Bank.

## Your Rights

New Zealand is a democratic country in which human rights are protected. It is illegal to discriminate on grounds such as gender, sexual orientation, disability, religion or ethnicity. Complaints about discrimination should be made to the Human Rights Commission.



Newcomers to New Zealand have the same rights and obligations under New Zealand law as any other person living here. It is against the law for anyone to steal or damage your property. It is against the law for anyone to deliberately attempt to injure you or anyone in your family.

## Consumer Rights

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

### Citizens Advice Bureau (CAB)

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

#### Citizens Advice Bureau

1st floor, Auckland Central City Library  
44-46 Lorne St, Auckland 1010  
Phone: 0800 367 222 (0800 FOR CAB)  
[www.cab.org.nz](http://www.cab.org.nz)

### CAB Language Connect

CAB Language Connect is a specialised multi-lingual service providing interpretation in 23 different languages.

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

### Community Law Centre (CLC)

In addition to CAB, CLC also provides additional support, legal advice, liaison services for people who often cannot afford legal representation.

There are a number of CLCs throughout the Auckland region.

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

For important New Zealand laws, visit:  
[www.legislation.govt.nz](http://www.legislation.govt.nz)

# Orientation

You won't want to miss Orientation. It is a great chance for you to meet your teachers and fellow students, as well as getting familiar with all the facilities and services that Taylors College and the University of Auckland have to offer.

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## Taylors College Orientation

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

Through a comprehensive series of information sessions, you'll learn about all the support services available to help you reach your academic potential. You will also get to learn about the different subjects that Taylors College has to offer and get the opportunity to select your subjects in a one-on-one setting that is tailored to your degree of preference at the University of Auckland.

Key information at orientation:

- General campus information
- IT information
- Welfare information
- Subject choices and selection
- Campus tour

## University of Auckland Orientation

As a student of the University of Auckland, you are also welcome to join the University of Auckland's orientation. The University of Auckland runs two orientations a year, usually in February and July.

The University has a variety of great programmes and sessions for new students. For more details, please visit [www.auckland.ac.nz/orientation-new-students](http://www.auckland.ac.nz/orientation-new-students).

## Student Events

What's On is the University's hub for events and activities on campus, not just at Orientation, but for the whole year. Sign up to the fortnightly e-newsletter and we'll keep you up to date with what's happening on campus. Events include everything from concerts to stand-up comedy, exploring the outdoors to cooking classes, poetry slam and quiz nights and everything in between. [www.auckland.ac.nz/whatson](http://www.auckland.ac.nz/whatson)



# International Student Support

Taylors College offers students a variety of support services, and guidance for students at the Taylors College campus.

Additionally, students are welcome to seek help from the Student Hub, the University of Auckland's own support service, which may also help and support you with any issues concerning studying and living in Auckland.

## Support Team

Our Taylors College support team consists of Administration, Welfare, Finance, and Academic staff. We recognise the pressures that students face when studying overseas. Our friendly staff can help with a range of matters, including visa and insurance questions, enrolment help, health and wellbeing, accommodation, finances, degree planning, and course advice.

## Student Hub

Student Hub, City Campus

General Library Building 109, 5 Alfred Street, Auckland

**Phone:** Auckland: (09) 923 5025

Outside Auckland: 0800 61 62 63 0800 61 62 63

**Email:** [studentinfo@auckland.ac.nz](mailto:studentinfo@auckland.ac.nz)

**Monday to Friday 8am-8pm**

**Saturday and Sunday 9am-5pm**

<https://www.auckland.ac.nz/en/students/student-hubs.html>

## Student Visa Service

You can apply for your student visa at AskAuckland Central, Monday to Friday, 8am–6pm. Please book an Apply for a Student Visa appointment online.

All student visa applications must be submitted at least one week prior to the expiry date of your current student visa. Please note: Only students already holding a student visa can apply through askAuckland Central. [www.auckland.ac.nz/renewvisa](http://www.auckland.ac.nz/renewvisa)

## Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

When students from other countries come to study in New Zealand, it is important they are well-informed, safe and properly cared for. New Zealand educational providers have an important responsibility for the welfare of international students.

[www.auckland.ac.nz/intl-code-of-practice](http://www.auckland.ac.nz/intl-code-of-practice)

### What is the Code of Practice?

Both Taylors College Auckland and the University of Auckland are signatories to the Code of Practice. The Code of Practice is a document that provides a framework for service delivery by educational providers and their agents to international students. It sets out the minimum standards of advice and care expected with respect to international students. The Code of Practice applies to pastoral care and provision of information only. It does not apply to academic standards. [www.nzqa.govt.nz/the-code](http://www.nzqa.govt.nz/the-code)

## Disputes Resolution Scheme

The International Student Contract Dispute Resolution Scheme Rules 2016 is to protect you against any contractual or financial disputes with an institute. So if you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution.

The code also requires all institutions to have fair and equitable internal grievance procedures for students. You need to go through these internal processes before you can take the complaint any further.

For more information about the processes for handling student complaints, visit [www.istudent.org.nz](http://www.istudent.org.nz)



# Meet our Team

Our team consists of people from diverse backgrounds and expertise. We recognise the pressures that students face when studying overseas. Our friendly team can help with a range of matters, including academic concerns, health and wellbeing, finances, work, and accommodation.

You can find a member of our team in their office, email them and make an appointment, or contact our Reception at [Auckland@studygroup.com](mailto:Auckland@studygroup.com) or on +64 9 306 2600. The physical address of the Reception is Ground Floor, 75 Karangahape Rd, Grafton.

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**Dr Miriam Bissett**

Academic Director

Ask me about: your course, classes, and universities

**Room 1.02**

[MBissett@studygroup.com](mailto:MBissett@studygroup.com)



**Margaret Chen**

Student Welfare Manager

Ask me about: general welfare, leave, and U18 concerns

**Room 1.01**

[MChen@studygroup.com](mailto:MChen@studygroup.com)



**Ian McLeod**

Director of Teaching and Learning

Ask me about: your teachers and study

**Room 2.16**

[IMcLeod@studygroup.com](mailto:IMcLeod@studygroup.com)



**Bakhrom Majidov**

Student and Business Services Manager

Ask me about: admission, enrolment, and course change

**Room G.02**

[BMajidov@studygroup.com](mailto:BMajidov@studygroup.com)



**Angela Zhao**

Accommodation Officer

Ask me about: attendance, homestays, student residence

**Room 1.01**

[AZhao@studygroup.com](mailto:AZhao@studygroup.com)



**Jenny Wang**

Bursar

Ask me about: bursary, payments, and refunds

**Room G.03**

[JWang@studygroup.com](mailto:JWang@studygroup.com)



**Coco Lu**

Student Advisor

Ask me about: insurance and visa queries

**Room G.04**

[JLu@studygroup.com](mailto:JLu@studygroup.com)



**Fraser Dixon**

Infrastructure Engineer

Ask me about: Wi-Fi, passwords, and general IT issues

**Room 1.13B**

[FDixon@studygroup.com](mailto:FDixon@studygroup.com)



**Haohao Su**

Administrative Assistant

Ask me about: general questions and insurance concerns

**Ground Floor Reception**

[HSu@studygroup.com](mailto:HSu@studygroup.com)



**Dr Lawrence Xu-Nan**

Compliance and Quality Assurance Manager APAC

Ask me about: student policies, contracts, and building issues

**Room G.04**

[LXu-Nan@studygroup.com](mailto:LXu-Nan@studygroup.com)



# Essential Information

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## Student Visa

You must have a valid student visa to study at Taylors College and the University of Auckland. Your visa must say you are studying at the University of Auckland in Foundation Studies Certificate at a minimum.\*

You must provide Taylors College with a copy of your passport and visa when you first arrive at the College AND whenever you renew your passport or obtain a new visa. This is a requirement of Immigration New Zealand, and also the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. You can bring evidence of your visa into Reception on the Ground Floor of the College.

If you do not have a valid visa, or for questions about student visas, please see the administration team or email us at [Auckland@studygroup.com](mailto:Auckland@studygroup.com).

***\*Pathway student visas may include additional courses.***

## Student ID Card/Campus Card

As a student of the Foundation Studies Certificate programme, you will receive your University of Auckland student ID card when you start your course.

The University of Auckland student ID card can be used at various University facilities and services, such as the General Library.

If you lose your student ID card, please see the administration team at the College Reception.

***Student ID cards will only be issued to onshore students. You do not need a visa if you are currently studying offshore.***

## Insurance

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 requires all international students studying in New Zealand to have appropriate health and travel insurance during their period of study. Allianz Global Assistance NZ Ltd is our preferred insurance provider for international students. Enrolled international students will be charged Allianz's Studentsafe Inbound University insurance premium when enrolment is completed.

You must pay this fee unless the University approves the use of an alternative insurance provider. You must have approved insurance for the duration of your study, regardless of the type of visa you have.

A student visa holder is also required to have approved health and travel insurance for the duration of their visa or until they depart New Zealand, whichever comes first.

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

### Pre-Existing Medical Conditions

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

For more information on the Studentsafe Inbound University policy, pre-existing and family packages, visit **[www.auckland.ac.nz/is-insurance](http://www.auckland.ac.nz/is-insurance)**

For all Studentsafe Inbound University insurance and claim related queries, you can email us at **[Auckland@studygroup.com](mailto:Auckland@studygroup.com)** or visit the Reception of Taylors College.

In addition to your insurance cover, the Accident Compensation Corporation (ACC) provides comprehensive, no-fault personal injury cover for all New Zealand residents and visitors to New Zealand. **[www.acc.co.nz](http://www.acc.co.nz)**

if you have any questions. Contact details can be found on page 8. Details of other University services can be found throughout this guide. Check their websites for online resources and events. Please note that you cannot access the University Health and Counseling Services from offshore due to jurisdiction requirements.

Remote study support information:

[www.auckland.ac.nz/en/students/studentssupport/remote-learning-support](http://www.auckland.ac.nz/en/students/studentssupport/remote-learning-support)

## Security Services

We have CCTV cameras and systems in place to ensure the safety of our students. If you feel unsafe or in need of help on campus, please come and see us at the Reception, or call/email us. Our number is +64 9 306 2600 and our email is [Auckland@studygroup.com](mailto:Auckland@studygroup.com)

**Dial 111 for Police, Ambulance and Fire Emergency Services.**

## Student Information Technology

### Student Services Online

Student Services Online (SSO) allows you to enrol in classes, view your timetable, update your personal details, generate fees statements/receipts and much more.

**Please keep your personal details (email address, phone number and living address) up-to-date at all times in SSO.**

[www.auckland.ac.nz/sso](http://www.auckland.ac.nz/sso)

### Online Enrolment

For information on enrolment, please visit

[www.auckland.ac.nz/sso-enrol](http://www.auckland.ac.nz/sso-enrol)

Advice is also available at the Reception on the Ground Floor of Taylors College.

### Internet Access

Internet access is provided over the wired and wireless networks on all campuses, both at the College and at the University. Unlimited, free, high-speed access is available to all University students.

[www.auckland.ac.nz/internet](http://www.auckland.ac.nz/internet)

### IT Essentials

We have a dedicated IT staff member in room 1.13B who is available if you need help.

### Printing, Photocopying and Scanning

You have the choice of using the copiers and printers at both Taylors College and the University of Auckland.

At the College, copiers and printers are available in the library on Level 1. You can top up your account at Reception on the Ground Floor.

Copiers and printers at the University are available in all libraries, computer labs and information commons. There is a charge to copy and print.

You can add credit to your copy and print balances at any Information Commons Helpdesk or by using a self-service ePOS station.

[www.auckland.ac.nz/copy-print](http://www.auckland.ac.nz/copy-print)

### Study Smart

The Taylors College online learning platform, Study Smart, is the tool your teachers will use to help deliver their courses. Resources, recorded material, revision exercises, class information, assessments, and links to online classes will be available on Study Smart. All students will have access from orientation week. There are also other Study Smart pages outlining student competitions, chat forums, useful tips, and university information.

# Examinations

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

Final Examinations at Taylors College are held in the last month of your course. The examination timetable is provided to you at least six weeks in advance of the examinations. It will be emailed to all students and is available on Study Smart.

You must sit at the time scheduled for your examination. If you think you may have problems sitting your examinations at the scheduled time, please contact the Academic Director immediately. There are strict criteria for approving alternative arrangements. Find out more on Study Smart Student Hub and on the examination website:

<https://www.auckland.ac.nz/en/students/academic-information/exams-and-final-results.html>

Examination regulations and instructions will be given to you via email and are also available on the Examinations website and on Study Smart. Read these carefully. Note that strict rules apply when sitting examinations. Penalties apply for breaking these rules.

For examinations which are held physically on campus, examination room allocations will be made available before 5pm the day before the examination on the noticeboard on Level 2.

## Injury, Illness or Misfortune

If you feel that personal circumstances have affected your exam preparation or your performance on the day of your examination, you can apply for aegrotat and compassionate consideration.

If your preparation is affected, you must see a medical doctor or counsellor within the fortnight before the exam. If you are affected on the day of your exam (and possibly unable to sit it), it is vital you see a doctor on the day of the exam itself. The University’s Health and Counselling Service provides this service. Please be aware there is **no possibility** of re-sitting an examination.

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

[www.auckland.ac.nz/exams](http://www.auckland.ac.nz/exams)



## Alumni Relations Office

When you graduate from the University of Auckland you automatically become one of our alumni. The word “alumni” comes from the Latin verb “alere” and literally means “nourished ones”. We currently have over 190,000 alumni living both in New Zealand and overseas. Our aim is to develop a vibrant, global alumni community.

To be a part of this community, be sure to stay in touch with us by keeping your contact details up to date on our website.

[www.auckland.ac.nz/alumni-update](http://www.auckland.ac.nz/alumni-update)

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

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

[www.auckland.ac.nz/globalalumni](http://www.auckland.ac.nz/globalalumni)

Wherever you are in the world, please stay in touch. As you progress in your life and career, we want to share and celebrate your successes.

Alumni Relations Office

University House

19A Princes Street

Phone: +64 9 923 1848

[www.alumni.auckland.ac.nz](http://www.alumni.auckland.ac.nz)

Examination Dates 2023	
January and April Final Examinations	Wednesday 8 - Thursday 23 November
July, August, October Final Examinations	Wednesday 10 May - Thursday 25 May 2023

# University Support Services

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## Student Welfare Support

The Student Welfare Team in Room 1.01 at Taylors College are available to discuss any difficulties and personal problems, and/or help you be referred to professional services.

You can also contact any team member to discuss an appointment time and method, such as phone, email, and/or virtual conferencing technologies.

## Health and Counselling Services

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

### City Campus

Level 3, Student Commons, 2 Alfred Street

**Phone:** +64 9 923 7681

**Open:** Monday: 8.30am-6pm

Tuesday: 8.30am-6pm

(open at 10.30am on the first Tuesday of the month due to staff meetings.)

Wednesday: 8.30am-7.30pm

Thursday: 8.30am-6pm

Friday: 8.30am-4.30pm

### Grafton Campus

Building 505, Rm 325, Level 3, 85 Park Rd

**Phone:** +64 9 923 7681

**Open:** Monday to Friday 8.30am-4.30pm

### Epsom Campus

Health staff (GP and nurse) available Monday and Thursday 9am - 1pm. Counsellor available Monday and Thursday 9am-3pm.

### After Hours

A registered nurse is available after hours by phone to advise you throughout the night, weekends, public holidays and at any time the centre is closed.

[www.auckland.ac.nz/healthandcounselling](http://www.auckland.ac.nz/healthandcounselling)

*Please note that you cannot access the University Health and Counselling Services from offshore due to jurisdiction requirements.*

## Mentor Group

At Taylors College, every student is enrolled in the Mentor Group programme, which is designed to prepare you for university life. You will have a mentor teacher who will help you with:

- Degree and career choice
- Finding the right channels for solving any problems you encounter
- Understanding life in New Zealand
- Learning how to study
- Writing a CV and/or personal statement
- Completing the compulsory Academic Integrity module



# Career Development and Employability Services (CDES)

Thinking about life after university and taking steps to increase your employability will enable you to create the future you want, and there's plenty of help to get you started.

Our team of Career Development Consultants, including our specialised International Career Development Consultant, can help you gain the skills you need to be employable in New Zealand at the end of your degree. CDES will help you identify opportunities, meet and network with employers and become work ready. You will be able to use our online career management system MyCDES, which features a job board, resources and bookings for workshops, events, and appointments with Career Development Consultants.



Special events we run to help you connect and engage with employers and understand the New Zealand job market include:

- Careers expos
- Recruitment events
- Networking opportunities
- Workshops
- Work place experience
- Employer presentations

CDES also runs programmes dedicated to international students, such as the Workplace Insights Programme, which is aimed at enabling students to have a deeper cultural understanding of the Kiwi workplace environment by partnering them with alumni working in various industries. For more information visit:

[www.cdes.auckland.ac.nz](http://www.cdes.auckland.ac.nz)



## Libraries and Learning Services

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

### Libraries

The Taylors College library is located on Level 1 of the school and contains resources specific to the learning needs of our students. There are reference books, journals, graded readers, fiction and non-fiction books, a photocopier and scanner to provide all the support for you. The librarian is a specialist in helping students with English as a second language and is available to answer questions and help you to find what you are looking for.

From the Libraries and Learning Services website you can access a variety of electronic resources (e.g. databases, e-journals, e-books). Subject guides will give you a starting point to find information for assignments and to keep up-to-date with current research. Most electronic resources can be accessed via the website anywhere, anytime with your username and password.

Our libraries provide you with quiet study space, print and multimedia resources, manuscripts and archives. Libraries are located on most of the University campuses. For details about locations and opening hours visit [www.library.auckland.ac.nz](http://www.library.auckland.ac.nz)

### English Language Enrichment

English Language Enrichment (ELE) is a dedicated English language service available to all University of Auckland students on campus and online.

Located on Level 3 of the Kate Edger Information Commons, opening hours and resources can be found at [www.library.auckland.ac.nz/ele](http://www.library.auckland.ac.nz/ele)

## Information Commons and IC Helpdesks

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

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

## Developing Academic Skills

Sometimes you'll have specific questions, such as "How do I structure a report?" "How do I access my student files from home?" "How do I complete three assignments due on the same day?"

Take a look at the online resources to learn more about academic skills, e.g. note-taking, time management, exam preparation.

[www.library.auckland.ac.nz/study-skills](http://www.library.auckland.ac.nz/study-skills)

Attend a workshop to learn more about essential IT services, searching for information, academic reading, writing, and referencing.

[www.library.auckland.ac.nz/workshops](http://www.library.auckland.ac.nz/workshops)

## Tutorials

Tutorials are free and available in all subjects. The teachers at Taylors College are more than happy to help you with specific questions and provide one-on-one academic support.

## Academic Integrity Course

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

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

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

At Taylors College, your mentor teacher will help you to access the modules and provide support if needed. You must complete the Academic Integrity course before you can complete your Foundation course.

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

## Student Disability Services

Support may be available for international students with disabilities on application. Contact us early so we can assist you with your support requirements. Student Disability Services provide a broad range of services including assessment of support needs, support with academic reading, writing and mathematics, and special accommodations for tests and exams, if required. Some costs may be charged to international students. These would be negotiated on a case-by-case basis.

### Student Disability Services

Room O36, Basement Level, ClockTower  
22 Princes Street, City Campus

**Phone:** +64 9 373 7599 ext 82936

**Email:** [disabilities@auckland.ac.nz](mailto:disabilities@auckland.ac.nz)

## Disputes and Grievances

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

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

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

## Cancellations, Deletion, and Refunds

When considering cancellation or deletion from a course or programme of study, the student should first approach the Bursar on campus for guidance. Alternatively, please refer to your programme terms and conditions for additional information.

Foundation Studies Certificate:

<https://www.taylorsauckland.ac.nz/terms-and-conditions/uoa>

Pre-Foundation:

<https://www.taylorsauckland.ac.nz/terms-and-conditions/taylors-auckland>

## Code of Conduct

The purpose of this Code is to develop and maintain a standard of behaviour that supports and enables the University's commitment to being a safe, inclusive, equitable and respectful community, both in-person and online.

[www.auckland.ac.nz/en/on-campus/life-oncampus/code-of-conduct](http://www.auckland.ac.nz/en/on-campus/life-oncampus/code-of-conduct)

## Student Learning Grievances

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

For further information, visit:

[www.auckland.ac.nz/dispute-resolution](http://www.auckland.ac.nz/dispute-resolution)

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

For further information, visit:

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

## Personal Disputes and Conflict

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

## Harassment

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

The Proctor can provide advice in such matters and support is available from a variety of support and advocacy services.

The Proctor: Email: [proctor@auckland.ac.nz](mailto:proctor@auckland.ac.nz)

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

## Chaplaincy and Quiet Spaces on Campus

### Maclaurin Chapel

The Maclaurin Chapel is on the corner of Princes St and Waterloo Quadrant. The hall is open Monday to Friday, 9am-5pm for anyone to study or gather in small groups, and the kitchen has free hot drinks and a microwave. Our Chapel is a peaceful place for prayer and reflection, with occasional services or meditation during the week. Various groups and campus clubs meet here in the evenings and for particular bookings. Chaplains are available to meet with students and help you connect with other groups and events.

**Maclaurin Chapel:** 18 Princes St, City Campus

**Chapel Secretary:** Jannine Wood

**Phone:** +64 9 3737 599 ext 87731

**Email:** [chapelsec@auckland.ac.nz](mailto:chapelsec@auckland.ac.nz)

**International Student Chaplains:**

Yukiko Wakui-Khaw

**Email:** [yukiko.wakui-khaw@auckland.ac.nz](mailto:yukiko.wakui-khaw@auckland.ac.nz)

Shahela Qureshi (Chaplain for Muslims)

**Email:** [s.qureshi@auckland.ac.nz](mailto:s.qureshi@auckland.ac.nz)

### Catholic Chaplaincy

**Auckland Catholic Tertiary Chaplaincy:**

Fr Chris Denham

110 Symonds St, City Campus

**Phone:** +64 9 303 3852

**General email:** [thechaplains@cda.org.nz](mailto:thechaplains@cda.org.nz)

**Fr Chris:** [frchris@cda.org.nz](mailto:frchris@cda.org.nz)

**Open hours:** Monday to Friday 10am-6pm

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

### Muslim Prayer Room

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

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

Please ensure that you are enrolled in your courses before you request access. Please talk to staff at the Taylors College Reception if you require an access card.

# Accommodation

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## Under 18 Students

U18 students on a student visa must agree to live in Taylors College approved accommodation, and be monitored by Taylors College for either the duration of their course or until the student turns 18, whichever happens first. The U18 student will be placed within one of Taylors College's managed homestays or approved homestay provider, with due consideration to the student's preferences in relation to pets, dietary considerations, facilities, etc. During non-compulsory study periods, students will remain in their existing accommodation or in the care of their parents/legal custodian. All student accommodation will be assessed by Taylors College or delegate service provider for suitability. Designated caregiver arranged accommodation will be approved only if it meets Taylors College's requirements in relation to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Persons under 18 will be identified at orientation and introduced to the Under 18 welfare contact where monitoring procedures and homestay rules will be explained. Rules for students under the age of 18 apply to all accommodations, whether you are living in designated caregiver arranged accommodation or in Taylors College managed homestay accommodation. You will be required to attend regular well-being interviews.

Upon the end of enrolment or when withdrawing, student under 18 will be required to provide detailed information of well-being care arrangement thereafter, acknowledged by their parents/legal custodian.



## Homestay

Living in a homestay is an ideal way of quickly becoming familiar with a new culture and living environment, and for developing English language skills.

If you are living in a homestay you will have received pre-arrival information and the Taylors Homestay Guidelines for Students.

### Homestay Changes

You must give 17 days notice to the homestay family and to the College if you would like to move out.

If you wish to remain living with your homestay family after the first four weeks, please see the Accommodation Coordinator in Room 1.01.

Refunds for living expenses will only be processed if you are moving out of your homestay to live in private accommodation that you have arranged. You will need to see the Bursar for refunds.

If you are under the age of 18, you must live in an approved homestay arranged by Taylors College and/or arranged and authorised by a parent or legal guardian.

### Courtesy of Living in a Homestay

You should tell the host parent in advance if you are not going to be home for a meal.

You should tell the host parent where you are going, what time you will be home and leave a contact number if possible (in case of emergency).

You should be courteous and show kindness and respect to the homestay family.

### Curfews for Students under 18 in Homestay

Students between the age of 16 to 18 must be home by 9pm Sunday to Thursday, and by 10:30pm Friday and Saturday nights.

## Electrical Goods

New Zealand electricity is 240 volts, so you may need to use transformers on any electrical appliances you bring. Please check this with your host family.

## Water

You should spend only around 10 minutes in the shower.

You should not place too much toilet paper or any objects in the toilet, as it will become blocked.

Tap water is safe to drink in New Zealand.

## Housekeeping

As a member of the family, you should assist with some housework if asked to do so.

The host family may do the laundry or you may prefer to do this for yourself. If so, you should ask to be shown how to use the appliances.

## Telephones and Internet

If a student requests their own phone line the host family may charge for this.

Please check with your host before using the internet. If the host permits you to use the internet please respect the amount of time spent on this.

## Alternative Accommodation

If you are over 18 and don't want to stay in homestay accommodation you may want to consider alternative accommodation. Auckland is a vibrant multi-cultural city and home to numerous diverse communities.

With so many people in one place it can be very challenging when looking for alternative accommodation. This is why it is handy to know as much as possible before you start looking.

There are a number of things you will need to consider when looking for rental accommodation: where you want to live, if you need transport, if you want to live alone or with other people.

This may also be the first time you have had to look for properties to rent or dealt with property managers and landlords or even signed legal documents such as tenancy agreements. Our Accommodation Office is here to help you.

You may like to visit [www.tenancy.govt.nz](http://www.tenancy.govt.nz), which is an excellent website to learn about tenancy bonds.

You may also wish to view or print a copy of the Bond Lodgement or Refund Form - please visit

[tenancy.govt.nz/forms-andtemplates](http://tenancy.govt.nz/forms-andtemplates)

You will also find information on quality standards for renting at [www.mbie.govt.nz](http://www.mbie.govt.nz)

You can also find alternative accommodation in

University of Auckland student residences:

<https://www.auckland.ac.nz/en/on-campus/accommodation.html>

## Additional Information

### Useful Links

Police vetting service:

[www.police.govt.nz/advice/businesses-and-organisations/vetting](http://www.police.govt.nz/advice/businesses-and-organisations/vetting)

Vulnerable Children Act 2014: Guidelines for compliance in universities:

[www.universitiesnz.ac.nz/node/831](http://www.universitiesnz.ac.nz/node/831)

Tenancy Services:

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

TradeMe:

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

Realestate:

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

Disputes Tribunal:

[www.justice.govt.nz/tribunals/disputes-tribunal](http://www.justice.govt.nz/tribunals/disputes-tribunal)

Information about accommodation for international students in Auckland:

[www.aucklandnz.com/study/live](http://www.aucklandnz.com/study/live)

### Smoking, Alcohol and Drugs

- Buying cigarettes under the age of 18, and for anybody born on or after January 1, 2009, is illegal in New Zealand
- Buying alcohol under the age of 18 is illegal in New Zealand
- Drugs are illegal in New Zealand
- For smoking in the home, the rules of the house apply
- Smoking in bedrooms is not permitted
- Smoking in a public building is not permitted in New Zealand

Please remember that most problems occur through cultural differences. It is imperative that you realise that you are in another country and experiencing another culture which may be very different to your own. Please be sensitive and allow yourself some time to become accustomed to the New Zealand way of life. Communication can go a long way towards solving many of the potential problems.

Please see the Accommodation Co-ordinator in Room 1.01 for more information.

# Life On Campus

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## Auckland University Students' Association (AUSA)

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

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

### Contact:

AUSA House, 4 Alfred Street  
(opposite the General Library), City Campus.

**Email:** [ausa@ausa.org.nz](mailto:ausa@ausa.org.nz)

## Student Advice Hub

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

### Contact:

Rooms G15, Old Choral Hall, City Campus  
(use Alfred Street entrance).

**Email:** [cityhub@ausa.org.nz](mailto:cityhub@ausa.org.nz)

[www.ausa.org.nz/hub](http://www.ausa.org.nz/hub)

## Welfare Office

Our Welfare team are available to help you with any problems you might have regarding your course, your accommodation, or your health and well-being.

### Contact:

Room 1.01, 75 Karangahape Road, Taylors College

**Email:** [MChen@studygroup.com](mailto:MChen@studygroup.com)

## Smoking and Vaping

Both Taylors College and the University of Auckland are smokefree campuses. This means that smoking and vaping are not allowed on campus.

For more information, see:

<https://www.auckland.ac.nz/en/on-campus/life-on-campus/latest-student-news/smokefree-policy.html>.

## Emergency Procedures

### In the Event of a Fire

1. Alarm sounds.
2. Follow the fire wardens' instructions.
3. Walk down the stairs.
4. Go to the assembly point.
5. Do not:
  - use the elevators;
  - use the toilets;
  - carry food or drink;
  - take your bags, leave them in the classroom;
  - use your phone until you leave the building;
  - cross the road.

## At the University of Auckland

For emergency response on any of the University campuses, please see:

<https://www.auckland.ac.nz/en/about-us/emergency-information.html>.



## Sports and Recreation

Sport and Recreation provide a wide range of facilities and services to students, staff and graduates.

If you're keen on sport you could get some friends together and sign up for one of the UNIM8S Social Sports Leagues, or represent your faculty in the Inter-faculty Sports Championship. And if you're competitive, you could even represent the University of Auckland in the National Tertiary Sports Championship.

All memberships include access to a wide range of group fitness classes, weights and cardio equipment. Additional programmes and services are also available. Refer to the website for up to date opening hours.

**University Recreation Centre, City Campus**

**Phone:** +64 9 923 4788

**Email:** [universitiesport@auckland.ac.nz](mailto:universitiesport@auckland.ac.nz)

[www.universitiesport.auckland.ac.nz](http://www.universitiesport.auckland.ac.nz)

## Student Space

### Parent Space

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

### Queerspace

Queerspace is AUSA's provided community space for every student who identifies as queer. Queerspace is a great place to hang out, connect with other queer people on campus, and is a safe space away from the normal din of study. Queerspace is managed by the AUSA Queer Rights Officer. Queerspace is also a bookable space.

Contact Tessa Naden at [qro@ausa.org.nz](mailto:qro@ausa.org.nz) for details.

### Womenspace

Womenspace is down the walkway from the Student Health Services. The Womens Rights Officer's Office is the second door on the left in the Womenspace hallway. We have oodles of pamphlets, free condoms, sanitary products, lollies and a long list of contacts and community groups if you're in need of some more specialised assistance. And a hug if you need it.

## The Todd Foundation Centre For Students with Disabilities

Located in the Recreation Centre, at Quad level. Access cards are arranged through the Disability Co-ordinators ([disabilities@auckland.ac.nz](mailto:disabilities@auckland.ac.nz)). Services include computers, screen readers, text readers and a scanner; specialised equipment such as CCTV; University network and library catalogue access; individual and group study desks; coffee and teaming facilities; a rest room with bed; and a wheelchair-accessible toilet.

## Volunteering

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

[www.auckland.ac.nz/volunteer](http://www.auckland.ac.nz/volunteer)

## Student Leadership

A range of opportunities is available for students who want to develop leadership skills and an increased self-understanding.

[www.auckland.ac.nz/leadership](http://www.auckland.ac.nz/leadership)

## Campus Store

The Campus Store is proud to offer a wide range of University of Auckland branded apparel, merchandise and memorabilia. Shop the range online or visit the store in the Student Quad, City Campus. Refer to the website for up to date opening hours.

### Campus Store

34 Princes Street, City Campus

[www.campusstore.auckland.ac.nz](http://www.campusstore.auckland.ac.nz)

## Clubs and Societies

Joining a club is a great way to balance your academic career with something that takes you away from the books. You could try something new, or continue with an interest you have already.

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

[www.auckland.ac.nz/club](http://www.auckland.ac.nz/club)

## Attendance Requirements

You are required to attend all classes each week, except in cases of illness or pre-arranged absence. Students who arrive at class more than 15 minutes late will be marked absent for that class. Each absence from class is recorded. Repeated failure to comply with attendance requirements will result in disciplinary action.

It is a condition of your enrolment that you attend ALL scheduled classes EXCEPT where there is a legitimate reason for non-attendance (e.g. illness supported by a doctor's certificate). A breach of this rule may lead to the termination of your enrolment and you will not be entitled to any refund of the annual tuition fee or other charges paid to the school under the contract of enrolment.

Continuous absence for more than ten class days, without notification to the College in writing and without the College's approval will be considered as an abandonment of the study programme. Your enrolment will be withdrawn and you will not be entitled to any refund of the annual tuition fee or other charges paid to the school under the contract of enrolment. Unsatisfactory attendance may lead to the cancellation of student visas for international students. Immigration New Zealand needs to know that international students are genuinely here to study. If you do not attend class and the school hasn't been notified of any illness you may be in breach of your visa conditions and could result in the cancellation of your visa or deportation.

If a student's attendance starts to fall below 90%, they will receive a first warning letter. If attendance does not improve a second letter will be issued and the student will be placed on an attendance contract. If attendance does not improve, the student will be referred to the Taylors College Disciplinary Committee. This signals the College's intention to report the student to Immigration for non-compliance with their student visa.

The College reserves the right to place students on attendance/ performance contracts. This is usually applied when a student is constantly late or missing classes with no supporting documentation, but the College may use this contract at any time it feels the student's academic progress is in serious jeopardy.

The attendance/performance contract is monitored and involves the student having the contract signed by their Learning Facilitators to prove they attended the class, were on time, actively participated in the lesson and brought all the relevant materials required for the class: books, calculators, etc. Failure to comply with a performance contract will result in very serious consequences, including, in some cases, removal from the College.

## Health and Safety

Taylors College and the University of Auckland place the safeguarding of the health, safety and wellbeing of the students and communities at the heart of our Strategic Plans.

At Taylors College, there are health and safety boards at multiple locations on each floor that will can give you guidance on Taylors College's health and safety protocols. For the University, you can find more information at <https://www.auckland.ac.nz/en/health-safety-wellbeing.html>.

As a student, it is important for you to know how to identify a hazard and how to report it. A hazard is defined as "a person's behaviour where that behaviour has the potential to cause death, injury, or illness to a person (whether or not that behaviour results from physical or mental fatigue, drugs, alcohol, traumatic shock, or another temporary condition that affects a person's behaviour)".

On campus, common hazards can be:

- Wet slippery floors
- Dangerous material in the microwave
- Boiling water
- Live wires
- Bullying and harassment
- Unfamiliar people on or around the campus

If you notice a hazard while on campus, or would like to be involved in the area of health and safety, please contact the Reception: [Auckland@studygroup.com](mailto:Auckland@studygroup.com).



### Tailors College Campus

75 Karangahape Road  
Auckland

Web: [tailorsauckland.ac.nz](http://tailorsauckland.ac.nz)

Phone: +64 9 306 2600

Email: [auckland@studygroup.com](mailto:auckland@studygroup.com)

The Foundation Studies Certificate programme is owned by the University of Auckland and delivered by Study Group NZ Limited trading as Tailors College on behalf of the University of Auckland.

The New Zealand Certificate in Foundation Skills (Level 2) is developed by the New Zealand Qualifications Authority (NZQA) and delivered by Study Group NZ Limited trading as Tailors College.

### Emergency Contact

In an emergency (fire, police, ambulance)

Phone: 111 – Emergency Services

This is a free number (including calls from mobile phones)

For traffic incidents and information:

Phone: \*555 (mobile phones only)

People with impaired hearing:

Phone: 0800 16 16 16 (text phone only)

Fax: 0800 16 16 10

### Campus Contact

24/7 Emergency Contact  
(English and Chinese)

+64 21 539 054 (general and U18 emergency)

+64 21 332 126 (accommodation emergency)

### Where to Get Help:

International Student Advisers

Web: [www.auckland.ac.nz/international](http://www.auckland.ac.nz/international)

Phone: +64 9 373 7599

Email: [int-questions@auckland.ac.nz](mailto:int-questions@auckland.ac.nz)

AskAuckland Central

Phone: 0800 61 62 63

Email: [studentinfo@auckland.ac.nz](mailto:studentinfo@auckland.ac.nz)

University Health and Counselling Services

Web: [www.auckland.ac.nz/healthandcounselling](http://www.auckland.ac.nz/healthandcounselling)

Phone: 09 923 7681 (also after-hours)

Email: [uhsinfo@auckland.ac.nz](mailto:uhsinfo@auckland.ac.nz)