

International Students

Pre-Departure Pack 2013



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Visa Applications

Anyone wishing to study in New Zealand for more than 12 weeks must apply for a student visa.

You cannot enrol at Unitec until Immigration New Zealand approves your visa.

The following information is a guide only - for further information visit the [Immigration NZ website \(www.immigration.govt.nz\)](http://www.immigration.govt.nz).

Unitec provides these documents:

- » Offer of Place
- » Tuition fees receipt (once fees are paid)

Applying for your student visa before arriving in New Zealand:

- » Complete the Immigration New Zealand visa application form and submit all documents to your nearest Immigration New Zealand office. Allow enough time for your application to be processed - this can take 2 - 3 months.

» Students in China, India, Pakistan, Sri Lanka and Vietnam apply for the student visa first, and pay tuition fees to Unitec after the visa is Approved in Principle (AIP). Other students pay tuition fees first and use the receipt to apply for a visa.

For further information on visas, please visit the [Immigration New Zealand website \(www.immigration.govt.nz\)](http://www.immigration.govt.nz).

To access various forms and guides supplied by Immigration New Zealand, [please click here](#).

For queries relating to Student Visa applications being processed by Unitec, please email the Visa Admin team at the International Office: studentpermit@unitec.ac.nz.



Compulsory Medical & Travel Insurance

Unitec is required by the New Zealand Government to ensure that all International Students hold appropriate Medical & Travel insurance. Failure to meet insurance requirements will have the following impact on your student account:

- » No enrolment
- » No student log-in
- » No access to Blackboard / Moodle
- » No Library service
- » No academic transcript (results will not be issued)

If Unitec has no record of your insurance details one week before your classes start, you will automatically be covered under the Unitec blanket policy held with Unicare (Chartis) our preferred provider. Premium charges will be billed to your student account for you to pay.

Uni-Care (Chartis) Insurance

The Unicare (Chartis) policy is the NZ Student Plan it is appropriate and cost effective. For full policy wording, visit Uni-Care's website (www.uni-care.org).

An Insurance Application is included in your Offer of Place and shows relevant premiums. Payment of the premium is required 4 weeks before your semester start date. Please pay this with your tuition fees.

Alternative Insurance Providers

We are happy for students to arrange their own cover if it meets Code of Practice requirements. Unfortunately, often this is not the case. For details of Unitec approved alternative providers, please visit the insurance section on our website, www.insurance.unitec.ac.nz.

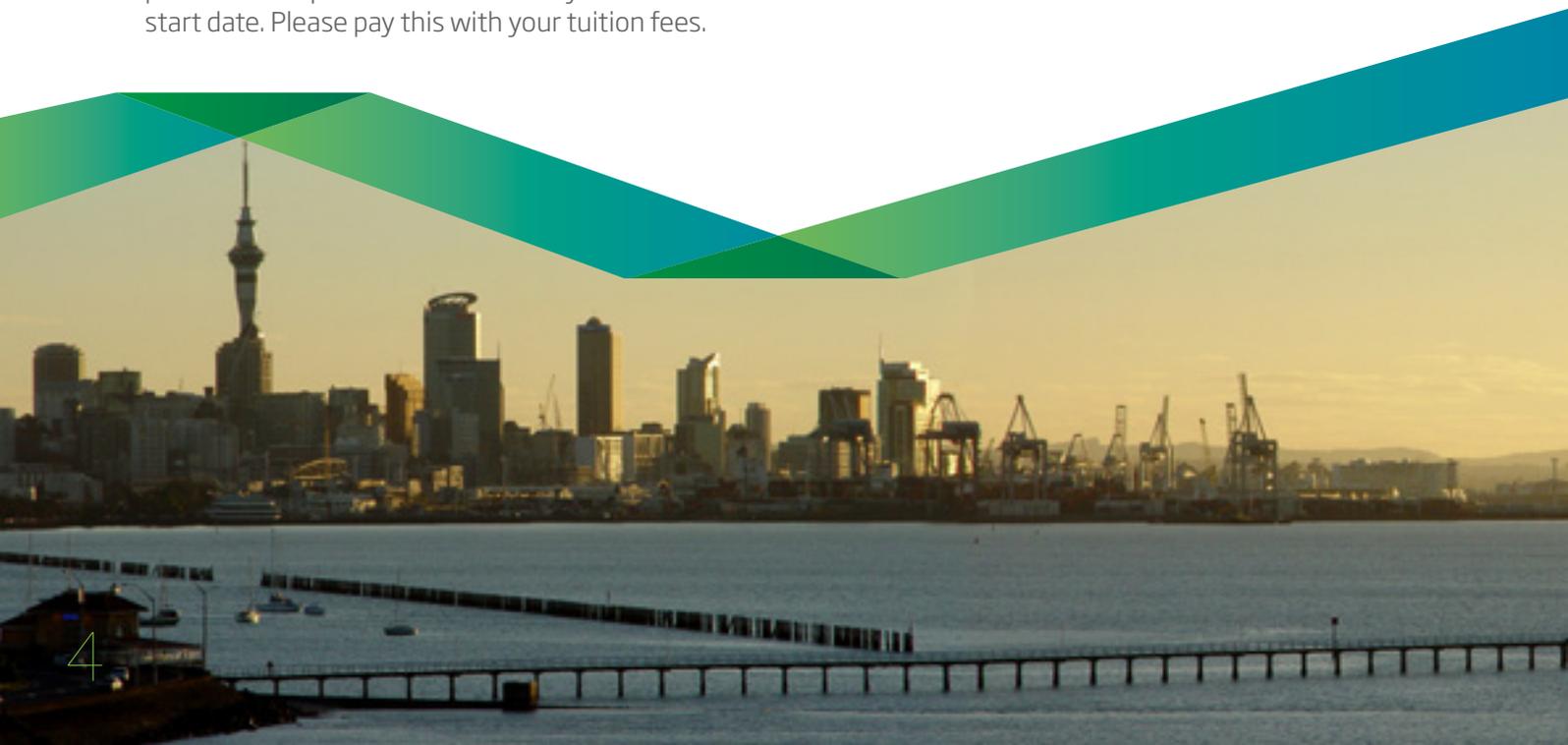
If you arrange your own insurance you must provide a copy of the policy to Unitec International 4 weeks before your programme starts.

Cover is to commence 1 week prior to the official semester start and finish 1 week after your student visa expiry date to allow for travelling time.

If you have any questions relating to insurance please contact our Insurance Administrator with your name and student ID number.

Email: insurance@unitec.ac.nz

Phone: +64 9 815 4321 extension 8265



Accommodation

Full details and the application form are online as shown below. To apply for accommodation, download and complete the relevant form, and return it to the address on the form (not Unitec International).

Unitec Residential Village **(www.accommodation.unitec.ac.nz)**

Each furnished apartment has between 1 and 5 bedrooms. Bring your own bedding or alternatively you can purchase bedding packs for \$67.50. You will be responsible for your own meals and laundry. Rooms are usually booked for a semester or a year; if you stay at least one semester you have free gym at our Sports Centre.

Homestay **(www.accommodation.unitec.ac.nz)**

Live with a New Zealand family, where you will have your own room with most meals provided and your laundry done. You will be part of a family, joining in outings and family gatherings, and you will have help in learning English. Airport pickup is included in homestay applications.

Uni Stay (www.unistay.co.nz)

This building is only about 5 minutes' walk from Unitec's Mt Albert campus. Uni-stay is a totally renovated, character filled historic building with 26 fully furnished rooms (single, twin, and doubles) costing \$150 - \$220 per week. It has a huge modern kitchen and great communal living and entertainment space. There is a live-in manager, and it is close to local shops, library, bus station etc. Contact Uni-Stay directly to apply.

Flats / Apartments **(www.accommodation.unitec.ac.nz)**

Arrange your own accommodation in an apartment or flat. Rent is likely to be about \$130 to \$200 per week; you will also need about \$100 each week for transport, food, power etc. You can arrange to rent a flat or apartment after you get to New Zealand through a real estate agent or by answering advertisements in the newspaper or online.



Money Matters

Paying Tuition Fees

It is recommended that you pay your tuition fees before you arrive in New Zealand. If you are paying your fees from outside of New Zealand, we recommend that you use TravelEx as this is our preferred provider.

When using TravelEx, tuition fees, as well as any other student fees such as accommodation, can be paid in your home currency instead of New Zealand dollars. Unitec will receive the full amount of New Zealand Dollars and you do not have to make up the difference when you arrive in New Zealand. The payment will also include reference information to ensure that it reaches Unitec quickly and accurately which will help speed up the student visa process. Please click this link and follow the 5 simple instructions to pay in your local currency, US dollar or NZ dollar amount.

Cost of Living Guide

From your \$15,000 each year for accommodation and general living expenses, the estimated approximate expenses for a student studying full time at Unitec per year are:

- » Accommodation NZ \$8,000 - \$10,000
- » Books NZ \$1,000
- » Miscellaneous NZ \$4,000

If you share a flat or apartment, expect to pay for things such as:

- » Bonds / deposits / placement fees - required when living in a hall of residence or going flatting. They are typically charged at around 2 - 4 weeks rent.
- » Gas / Electricity
- » Water rates. Landlords can charge for water if specific conditions are met. Further information on this can be found on the Department of Building and Housing website (www.dbh.govt.nz/tenancy-index).

- » Phone connection (NZ \$60.00 plus 2 months payment in advance) and monthly phone charges (see www.telecom.co.nz) for examples.
- » If you own a car, associated costs include things such as car insurance, road tax, Warrant of Fitness (allow approximately NZ \$500 a year to for maintenance). For more road safety information, visit New Zealand Land and Transport Agency's website (www.ltsa.govt.nz).

The approximate cost of each individual item listed in the below table is to give you an idea of how much spending money you will need:

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Item / Event	\$ NZD
McDonalds combo meal	\$6.00 - \$8.00
Loaf of bread	\$2.50
Cappuccino / Latte	\$3.00 - \$4.00
Bus ride from Unitec to city centre	\$4.00
A taxi ride per 5kms	\$8.00
Haircut	\$12.00 - \$40.00
Doctors visit	\$25.00 - \$50.00
Can of Coke	\$1.80
Movie ticket	\$11.00 - \$14.00
Litre of milk	\$1.90
One day's skiing	\$250.00

Banking

Banks are the safest place to keep your money in New Zealand. Major banks that operate in the country include the following:

- » ANZ (Australia New Zealand Banking Group (www.anz.co.nz))
- » ASB (www.asb.co.nz)
- » BNZ (Bank of New Zealand, www.bnz.co.nz)
- » Kiwibank (www.kiwibank.co.nz)
- » The National Bank (www.nationalbank.co.nz)
- » TSB Bank (www.tsb.co.nz)
- » WestPac (www.westpac.co.nz)

It is recommended that you open up a bank account before you arrive in New Zealand, there is no charge for opening an account. Many of the larger banks allow you to open up a bank account before arriving in the country, giving you the security of knowing you'll be up and running with your finance straight away.

There is a National Bank Branch on campus, which you can visit upon arrival.

(Living) Funds Transfer Scheme (FTS) for Students from India:

This is a new scheme for students who are from India and are coming to New Zealand to study. For further information on this scheme, please visit the [Immigration New Zealand's website](http://www.immigration.govt.nz) (www.immigration.govt.nz).



Leaving the Airport: Transport Options

1). Airport Pickup Service - Meet & Greet Service

If you are going to a homestay, your airport pickup is included - you do not need to do anything else.

If you are NOT going to a homestay and you would like to be personally collected from Auckland International Airport, the fee is \$65. You must download and complete the [airport pickup application form from the Unitec website \(www.unitec.ac.nz\)](#) and return it to the address on the form at least one week before you are due to arrive in Auckland.

2). Airbus Express

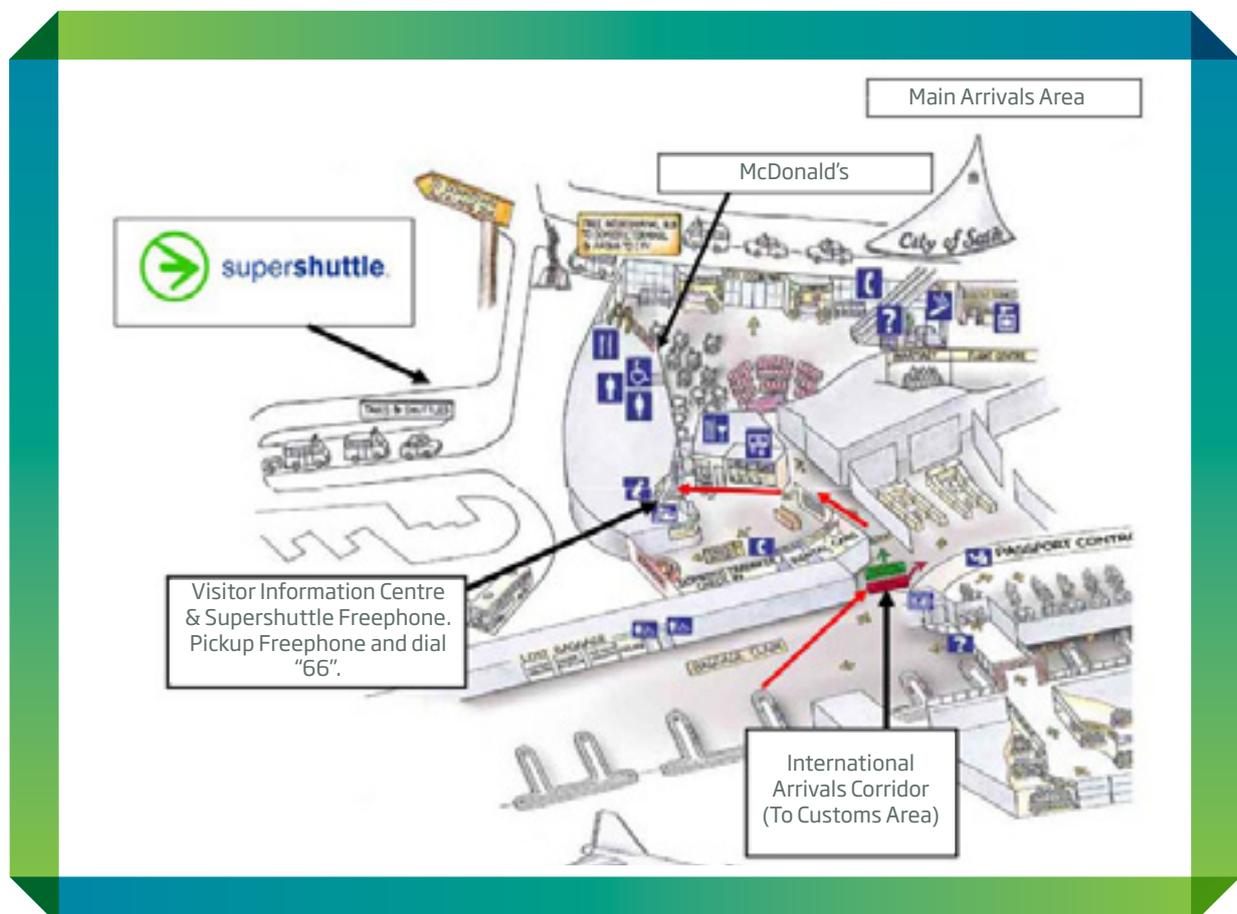
The Airbus Express departs the airport every 15 minutes in the daytime, and every 30 minutes in the evening and through the night. Please note: this bus service takes you to the city centre, the last stop is the Britomart Transport Centre. We recommend that you explore your transport options from the city to your final destination. Check out [www.maxx.co.nz](#) for a full list of buses and train services.

For further information on the Airbus Express service, please see the [Airbus Express Website \(www.airbus.co.nz\)](#).

3). Supershuttle

If you would like to take a Super Shuttle to your destination after arriving in Auckland, please follow the below instructions.

Instructions: Proceed from the Customs entry area and take an immediate left turn to find the Visitor Information Centre "i-site" booth (see map below). Look for the Super Shuttle Freephone (ask Information Centre staff if required) and dial "66" to book the Super Shuttle service. The driver will come into the Freephone area and escort you to the Supershuttle. The cost will vary depending on where you are staying (i.e. to Unitec it will cost you approximately \$40 - \$50). You can pay by cash or credit card. If you get a little lost or confused ask one of the many friendly airport staff.





Unitec International - Key Contacts for New Students

This is a partial list of the staff you are most likely to need contact with before you arrive. Our reception number is +64 9 815 4302. Each person has an extension number as per the list below. If you are not sure who to contact, email international@unitec.ac.nz. Please quote your ID number every time you contact Unitec staff.

Queries / Issues	Name	Email	Extension
Study Abroad and Exchange	Bronwyn Watts	bwatts@unitec.ac.nz	7403
Student Advisor	Tara Mason	tmason@unitec.ac.nz	8239
Student Advisor	Naomi Twigden	ntwigden@unitec.ac.nz	8143
Student Advisor	Sarah Sung	ssung@unitec.ac.nz	8015
English Language Applications	Grace Zhang	gzhang@unitec.ac.nz	8133
Payments and Receipts	Barbara Kedzior	international.finance@unitec.ac.nz	8242
Insurance Queries and Forms	Liz Ferdinands	insurance@unitec.ac.nz	8265
Pastoral Care Issues, NZAID Student Queries, NZDS Applications	Raewyn Castle	rcastle@unitec.ac.nz	8856
Visa Queries	Sylvia Rechsteiner	srechsteiner@unitec.ac.nz	6024

Guide to Auckland

Auckland is home to 1.5 million people and is New Zealand's largest city. It boasts numerous stunning beaches, two harbours, nearby rainforest, as well as a vibrant and cosmopolitan city centre. There is never a shortage of things to do in Auckland, whether it be dining out in one of the city's countless restaurants, experiencing cultural activities such as visiting art galleries or museums, or by taking advantage of the city's natural resources through outdoor and adventure activities.

Auckland is a great city to live in and this has been recognised by the Mercer Quality of Living Survey as being the third best city to live in the world.

- » To find out what events are coming up, please see the [Auckland Council Website \(www.aucklandcouncil.co.nz\)](http://www.aucklandcouncil.co.nz).
- » The [View Auckland website \(www.viewauckland.co.nz\)](http://www.viewauckland.co.nz) contains restaurant listings and reviews of places to eat around the city.

» The [New Zealand Tourism Guide \(www.tourism.net.nz\)](http://www.tourism.net.nz) is a great source of information for things to do in Auckland and in the rest of the country.

Getting Around

The [Maxx website \(www.maxx.co.nz\)](http://www.maxx.co.nz) provides useful information regarding Auckland's public transport system. The website includes timetables, tickets and price information, as well as a journey planner.

Maps

The [Wises website \(www.wises.co.nz\)](http://www.wises.co.nz) provides maps on New Zealand, including Auckland city.

Additional Information

Supermarkets

One of the easiest and most cost effective places for buying groceries is from a supermarket. The main supermarkets currently operating in Auckland are as follows:

- » [Countdown \(www.countdown.co.nz\)](http://www.countdown.co.nz)
- » [Foodtown \(www.foodtown.co.nz\)](http://www.foodtown.co.nz)
- » [New World \(www.newworld.co.nz\)](http://www.newworld.co.nz)
- » [PAK'nSAVE \(www.paknsave.co.nz\)](http://www.paknsave.co.nz)

Mobile Phone Providers

The main mobile phone operators in New Zealand include:

- » [Telecom \(www.telecom.co.nz\)](http://www.telecom.co.nz)
- » [Vodafone \(www.vodafone.co.nz\)](http://www.vodafone.co.nz)
- » [2degrees Mobile \(www.2degreesmobile.co.nz\)](http://www.2degreesmobile.co.nz)

It may be possible to bring your current phone over with you and purchase a New Zealand simcard to use while you are here. However, first please check with your current provider to ensure you are able to use your phone here.

Embassies in New Zealand

To find your nearest embassy from your country, see the [New Zealand Ministry of Foreign Affairs and Trade's website \(www.mfat.govt.nz\)](http://www.mfat.govt.nz)

Code of Practice for the Pastoral Care of International Students: Summary

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for. New Zealand educational providers have an important responsibility for international students' welfare. This page provides an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code) and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

The Code is a document that provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standard of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards. The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them. You can request a copy of the Code from your New Zealand education provider. The Code is also available online from the [Ministry of Education's website \(www.minedu.govt.nz\)](http://www.minedu.govt.nz).

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from [their website as well \(www.minedu.govt.nz\)](http://www.minedu.govt.nz). If the education provider that you are seeking to enrol with is not a signatory of the Code, you will not be granted a permit from Immigration New Zealand and you will not be able to study at that institution.

Appeal Process

The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further. If your concerns are not resolved by the

internal grievance procedures, you can contact the International Education Appeal Authority (IEAA). The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their education provider or the provider's agents. The IEAA enforces the standards in the Code of Practice. You can contact the IEAA at:

International Education Appeal Authority C/- Ministry of Education

Private Bag 47-911

Phone: (09) 374 5481, Fax: (09) 374 5403, Email: info.ieaa@minedu.govt.nz

What will the IEAA do?

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on education providers who have committed a breach of the Code that is not a serious breach. These include an order for restitution, publication of the breach, and / or requiring that remedial action be undertaken. The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate.

The education provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel. The IEAA can determine if it considers that the breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

What can the Review Panel do?

A summary of the Code of Practice for the Pastoral Care of International Students:

The Code sets standards for educational providers to ensure that:

- » High professional standards are maintained.
- » The recruitment of international students is undertaken in an ethical and responsible manner.
- » Information supplied to international students is comprehensive, accurate, and up-to-date.
- » Students are provided with information prior to entering into any commitments.
- » Contractual dealings with international students are conducted in an ethical and responsible manner.

- » The particular needs of international students are recognised.
- » International students are in safe accommodation.
- » All providers have fair and equitable internal procedures for the resolution of international student grievances.

Full details of what is covered can be found in the Code itself. The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.



Pre-Departure Checklist

Before you leave home, please ensure that you have done the following things:

Pay your tuition fees and Unitec approved medical and travel insurance as indicated on your Offer of Place letter first, or apply for your student visa first (depending on which country you are applying from).



Book flights - we strongly advise that you make your air travel arrangements as soon as possible, as flights to Auckland are often booked well in advance. Look for student discounts on flight tickets and compare prices at different agents and airlines.



Complete the Residential Village application form or the homestay form if you want one of these two options.



Arrange the Airport Pickup or other transport from Auckland International Airport.



If possible, set up a bank account in New Zealand before you arrive. However, you can also do this very easily at Unitec when you arrive as we can advise you about this during orientation.



Get an International Student Identity Card before you leave home so you can use it around New Zealand.





Unitec

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