Welcome to Pathways College

Welcome to the University of Waikato Pathways College! Congratulations on choosing a top quality New Zealand university in which to study English language. This university was established in 1964 and has strict government requirements to satisfy regarding the quality of our learning programmes, our teachers and the provision of services and support for students.

This handbook is provided to help keep you informed and aware of the appropriate processes to follow when you need further assistance. The staff at the Waikato Pathways College (WPC) are committed to providing you with the most satisfactory and high quality learning experience while you are studying with the University of Waikato. Your experiences within the Waikato Pathways College will also help you prepare for the demands of degree study in New Zealand. Good luck for successful study with us! Let us know if there is any way we can improve the excellent service we want you to enjoy and remember.

Chelsea Blickem
Director
Waikato Pathways College
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Important Phone Numbers

Write these phone numbers down and keep them with you for quick reference.

Emergency Phone Numbers (24 Hours)

Emergency Number for Ambulance, Fire Brigade and Police
Phone: 111

University of Waikato Emergency
Phone: 0800 924 5286 (toll free within NZ)

Angelsea Clinic
(Corner of Angelsea & Thackeray Streets)
Phone: 07 858 0800

Healthline for health advice from a nurse
Phone: 0800 611 116

Daytime Phone Numbers

Pathways College Reception
Phone: 07 858 5600 or 0800 924 5286 (toll free within NZ)
(Monday-Thursday 8.30am-5pm) (Friday 8.30am-4.30pm)

University of Waikato Student Health Service
Phone: 07 838 4037
(Monday-Friday 8.30am-5pm)

Telephones on Campus

There are public telephones located in the foyer the Central Library Building
(next to the elevator), and Student Union building.

Phone cards can be purchased on campus from Unimart, the Pharmacy at the Shops or Bennetts Bookshop.
Student Advisors

Waikato Pathways College (WPC) has two academic Student Advisors and a Groups Student Advisor.

Student Advisors are available during office hours from 9am-5pm. You can join the Drop-in Sessions from 12am-1pm or make an appointment to see us. If we are busy when you come to see us there will be a sign on the door, saying "i am talking to someone" or "i am in a meeting". If you see this sign you can wait, come back later, or you can arrange to make an appointment. If you have a very urgent matter we will see you in class time. If this happens we will give you a written note to give your class teacher. You can also contact student advisors from the international Services office in the Student Centre (the Central Library building).

How can the Student Advisor help?

An Advocate:

» To represent students in their dealings with the Waikato Pathways College administrative, teaching and other staff.
» To help communicate student questions, problems, and complaints to the Pathways College and its staff.

An Advisor:

» To provide advice and support for students in following the various formal processes they need to complete for the Pathways College.
» Insurance enquiries, visa applications and university enrolment
» English Language enrolment enquiries: New enrolments, course changes, course cancellation & withdrawal, refund requests and transfer of tuition fees to the university.
» To assist students in obtaining information about studying at New Zealand universities.
» To provide guidance for students on cultural differences, expectations, and customs of New Zealand society and the way we study.

A Counsellor:

» To provide advice and suggestions for who to contact if students experience other problems while they are studying at the Waikato Pathways College.
» Problems which students sometimes experience include: homesickness, loneliness, depression, loss of motivation, broken relationships/friendships, money worries, social problems (gambling, drinking etc), difficulty juggling study and social life or health problems.

Mera Tan
Academic Advisor
Room: LAIN.G.25

Yoko Kishi-Rychkova
Groups Co-Ordinator/Advisor
Room: LAIN.G.23

Melanie Jones-Leaning
CUP/CAFS Academic and Advice
Room: LAIN.G.24
Staff

Reception
» You can collect your iD card
» Enquire about living expenses refund
» Collect course results
» Collect attendance record for INZ
» Present a change of address form
» Present passports with new visas
» Phone reception if you are sick
» Book tours

Homestay Office
» Answers questions about Homestay
» Changes your Homestay
» Helps you find new accommodation
» Sorts out problems in your homestay
» Books Airport Shuttle

Business Manager
» English Language offers
» Complete student enrolments
» Provides you with letters for INZ

IELTS Office
» You can book in for the iELTS test
» Ask for information about the iELTS test
» Collect your iELTS test results
» Ask for extra copies of your iELTS results
» Apply for your iELTS test to be assessed

Administrator - Academic & IELTS
» Checks the hours you have been absent
» Sends you a letter if your absent hours are increasing
» Prepares your certificates and grades at the end of your course
English Language Resource Centre Staff

» Help you find library material
» Issue library material
» Assist with computer use
» Assist with online access for independent learning

English Language Programmes

» Answer questions about your programme
» Answer questions about your afternoon option
» Help you if you have a problem after having already talked to your teacher and a student advisor
» Approve English waiver

Bridging Programme Leader

» Answer questions about the bridging programme
» Approves waivers into the programme
Orientation

As an ‘international Student’ you are studying in a country and a culture that is different from your own. in New Zealand we may do things differently from the way things are done in your country and there are things you need to know. When you arrive you will be given an orientation Programme to help you adjust to this new environment.

The orientation Programme is held every second Monday for new students entering General English, and at the beginning of every CAEL enrolment period for new academic students. in the programme we provide information and helpful tips about:

» Studying in New Zealand
» Living with a New Zealand family/accommodation
» How to keep yourself safe and healthy
» The law in New Zealand

Studying in NZ

» Although you may be an experienced student you may find that studying in New Zealand is different from what you are used to. it is important for you to know what Waikato Pathways College expects from you as a student. You may also experience a different ‘learning culture’ in the classroom here.

in the orientation programme we will give you information about:
» The terms and conditions of your enrolment
» Attendance requirements
» What happens when you are absent
» Visa requirements and the application process
» iELTS and how to apply for University
» Plagiarism and cultural differences in the classroom
» What to do if you have a problem or a complaint.

Living with a NZ Family/Accommodation

We recommend that our students live in a ‘Homestay’ with a New Zealand family. This will give you the opportunity to use and improve your English. The Homestay Family can also help you become familiar with your new environment.

When you live with people from another culture many things are new and different from what you are used to. in the orientation programme we will talk about these differences and explain how people in New Zealand usually do things. We will also help you to learn how to communicate with your Homestay family when you have a question or problem.

We also will explain the terms and conditions of your agreement with the Waikato international Centre regarding your Homestay accommodation. This includes:
» The payment of the accommodation registration fee
» The payment of your weekly Homestay fee
» Moving from your Homestay to other accommodation.

remember! if you need information about other accommodation options this is available from the Accommodation office any time.
How to Keep Yourself Safe and Healthy

Visitors think that New Zealand is a ‘safe’ country. However, you still need to be careful and it is important to look after yourself and your things!

It is best not to carry large amounts of money with you, and when you go out, go with a friend. During orientation we will talk more about ‘personal safety’ and how to take care of yourself in New Zealand.

We will give you information about:
» Travel and medical insurance
» Medical services
» What to do in an emergency
» Dangerous sports and activities
» Pedestrian and bicycle safety.

Keeping your money safe is important! We will give you information about banking.

The Law in New Zealand

When you live in another country it is important to know something about the law and the legal system of that country. In the orientation programme we will give you information about New Zealand law, and in particular:

» Driving in New Zealand
» Medicine and drug use
» Purchasing and drinking alcohol
» Cigarettes and tobacco products
» The ‘Privacy Act’ in NZ law and what that means for you.

Additional Information

In the orientation programme we are unable to tell you everything you need to know! The Student Advisors are available at any time if you have questions and need more information. The Pathways College and Waikato international may also provide additional ‘workshops’ on topics of interest for students when necessary.

» If you need to contact a member of the Police Department we will explain how the police operate in New Zealand and how they can help you!

Driving in NZ

You can borrow or use the current ‘road Code’ from the university libraries.
Homestay - A New Zealand Experience

When we travel and live with people from another culture we sometimes have to change the way we do some things. This can feel strange at first. In other cultures people do things differently. They speak a different language, eat different food and often think differently from us. Give yourself time to adjust. Try to relax and enjoy new things.

What are the advantages of staying in a Homestay?

Your English will improve more quickly. It is an opportunity to experience another culture. Your host family can help you adjust to life in New Zealand by helping you find your way around, telling you the best places to buy what you need and helping you understand the customs and culture of New Zealand.

How much does it cost to stay in a Homestay?

The Homestay fee is $259 per week. In most cases the University of Waikato pays the first 4 weeks (if you have pre-paid). After the first 4 weeks you are responsible for paying the family yourself. If you are unsure about this please ask the Accommodation Advisor. If you are paying yourself we advise you to record your payments.

What can you expect from your Homestay?

- Your own room (This is your private space).
- A desk or a table for study with a desk lamp.
- Space to keep your things.
- Three meals a day.
- Opportunity to speak English.
- Your host family may wash your clothes for you or they may show you how to use the washing machine yourself.

What can your Homestay expect from you?

Pay your Homestay fee on time (if you are paying yourself). Try to “fit in”. Find out when the family meal times are and be on time. Respect your host family’s home. Keep your own room clean and tidy. Some families may not be happy if you eat in your bedroom. If you smoke, smoke outside the house, not inside. If you are not sure about using something, ask first (e.g. hair dye).

Being thoughtful builds good relationships.

Communication

Tell your Homestay family when you will be late or not going to be home for a meal, you are going away or staying with friends, you want to invite your friends to your place or if you have a problem.

Sharing the bathroom

Ask what time of the day is best for you to use the bathroom. Do not run the hot water in the shower for too long (10-15 minutes).

Using the telephone

Do not talk for too long. Let other people use the telephone too! Pay for long distance calls as soon as possible. Try not to use the telephone late at night. It may disturb your family. There may be another telephone line which you can pay for yourself.
What about the food?
if you feel unsure about the food, try to eat it first. You may like it! if you really do not like the food speak with your family. For example:
» I can eat sandwiches, but I do not enjoy them every day.
» Can I have noodles for lunch sometimes too?
Be honest in a polite way. For example:
» I appreciate the food you cook for me. Would you like me to cook some Asian food for you sometime?
» Thanks for the meal. The chicken was delicious, but the potatoes are hard for me to eat! Next time can I have rice with the chicken?

Important! Changing your Homestay
You are required to stay in your homestay for 4 weeks. if you move within the first 4 weeks you will still pay for the first 4 weeks. After the first 4 weeks you may move. You must give one week’s notice. You must tell your HS Family and the HS Coordinator one week in advance. if you move without giving one week’s notice you will be required to pay one week’s homestay fee.

Questions to help you communicate with your Homestay Family:
» What would you like me to call you? (Mr. or Mrs. or first name)
» What housework would you like me to help with?
» What is the best time for me to use the bathroom?
» What should I do with my dirty laundry?
» When should I change the sheets?
» Where should I wash my underclothes? (if you want to wash them yourself)
» Where is the iron? When can I use it?
» What food and drink may I eat when I want a snack?
» Are there any parts of the house that I may not go into?
» May I hang pictures or posters in my room?
» When can I have my friends over to visit?
» How do I lock the house when I go out?
» When can I use the telephone to ring my family?

House Rules
Families all over the world run their homes in different ways and each Homestay family will have their own rules. it is important for students to respect these rules. Most rules are based on respect, courtesy and consideration for other people. You can ask your Homestay family about their particular house rules.

If there is a problem contact the Homestay Coordinator
Monday to Friday (9am - 4pm), Accommodation Office (07) 838 4058 if she is not available contact a WPC Student Advisor (07) 858 5600
What other accommodation options are there?

Where you live is important. If you are happy and satisfied with your accommodation, you will be able to study well. We advise you to take time to choose your home in New Zealand carefully. If you want to find your own place to live, our Accommodation Advisor can give you good information and advice.

Boarding

As a boarder you pay weekly rent for a room in a house. You share the bathroom and kitchen with the owner and others living in the house. You look after yourself by doing your own cooking, washing and cleaning.

Costs: Rent for the room maybe approximately $80-$120, plus a share of power and electricity costs.

How do I find a good place to board? Talk to the Accommodation Advisor.

Advantages of Boarding
» Cheaper
» Learn to look after yourself
» May have English practice
» Flexibility

Disadvantages of Boarding
» No written legal contract
» The house owner may not be honest
» May not have English practice
» People might be too busy to help you

Hostel or Boarding Establishment

A ‘Boarding Establishment’ is any place where five or more people pay the owner or a manager to live there. Students at the Pathways College sometimes live in these Hostels or ‘Boarding Establishments’.

» University Halls of residence
» Brookfield Accommodation
» YWCA

Advantages of living in a Hostel
» Private rooms
» Can be a helpful community.
» Clear rules to help you.
» Someone will be in charge.
» Hostels must meet safety standards.

Disadvantages of living in a Hostel
» Can be hard to make friends
» Can be an unhelpful community.
» Sometimes busy and noisy.
» Not everyone will think like you do.

Renting

In New Zealand you can rent a House, Flat, a Unit, or a Studio Apartment. The owner or ‘landlord’ does not live in the house with you, but they might live in another house close by. Rental properties can be ‘furnished’, ‘semi-furnished’ or ‘unfurnished’. An ‘unfurnished’ property will have a stove for cooking. A ‘semi-furnished’ property may have a stove, washing machine, and a fridge. You must have a Tenancy Agreement with the Landlord.

Advantages of Renting
» You can live with friends
» You might have more freedom

Disadvantages of Renting
» Difficult to practice English
» Household tasks take up time
Tenancy Agreements, Bond, Contracts & Utilities

What is a Tenancy Agreement?
A Tenancy Agreement is a written legal document signed by you and the landlord. The Tenancy Agreement states the rules that you and the landlord agree to.

What is a Bond?
A ‘bond’ is money you pay to the landlord before you move in. It is not rent but the ‘bond’ can be equal to 1 - 4 weeks rent. The ‘bond’ is held by the NZ Tenancy Board, not by the landlord. When you move out of the property, the bond will be returned to you if nothing is damaged or broken. If you have caused damage to the property, the ‘bond’ will not be returned to you. This will go to the landlord to pay for the damage to the property.

How do I find a good place to rent?
The Accommodation Advisor can help you. Places are also advertised in the Waikato Times (local newspaper - Wednesday and Saturday), Trade Me (http://www.trademe.co.nz) and through rental agencies (http://www.realestate.co.nz/rental).

What can I do if I have problems with the landlord?
Contact the Accommodation Advisor first.

Contact Tenancy Services 0800 836 262 or visit http://www.dbh.govt.nz/tenants-getting-started

Stop! Read this carefully! Some Landlords ask students to sign a Fixed Term Contract. This means you agree to rent the property for a certain length of time. You cannot change your mind and move before the contract expires. We advise you not to agree to and sign fixed term contracts. If there is a problem contact the Accommodation Advisor. The University after hours emergency phone number is 0800 924 5286

Monday to Friday (9am - 4pm), Accommodation office (07) 838 4058 if she is not available contact a WPC Student Advisor (07) 858 5600

How do I arrange for the telephone to be connected?
Phone SPARK 123 residential Sales and Service. You can ask for an interpreter.

How do I arrange for the electricity or gas to be connected?
Phone the Genesis Energy Company 0800 300 400. Note there is a bond to pay.

How do I find out when the rubbish is collected?
Contact: Hamilton City Council (07) 838 6999 or visit: 

Where do I buy a fridge, washing machine and furniture?
You do not have to buy these things new! Try second hand shops, University noticeboards, garage sales, Trade Me website.
The English Language Resource Centre

The English Language resource Centre (ELrC) has a library and independent Learning area with access to computers. We provide resources and support for the academic and general English programmes, groups and specialist teacher training courses run at Waikato Pathways College. We have a range of hard copy and online English language learning material, test materials, journals, audio-visual equipment for the use by university students and staff.

When can I use the Resource Centre?
Monday-Thursday (8.30am-5pm); Friday (8.30am-4.30pm); Saturday & Sunday (Closed).

What can I do at the Resource Centre?
We have:
» readers/ebooks with audio on CDs/DVDs/mp3 files - we have a range of reading books at different levels, which you can borrow. These can help to improve your reading and listening skills.
» Language books with and without audio - we have a range of reading, writing, speaking, vocabulary, grammar & pronunciation material you can borrow or use in the resource Centre.
» Newspapers and Magazines - for reading and research.
» Listening packs - books with CDs/DVDs/mp3 files for listening which you can borrow.
» Test material - you can borrow a variety of iELTS books + CDs to improve your skills.
» DVDs - you can watch these in the resource Centre or borrow to watch at home. You can borrow wireless headphones for use in the resource Centre.
» A photocopier
» Scanning - you can use the photocopier or the scanner
» Computers - for your course work, email, to watch DVDs or for internet access.
» Self Access/independent Learning material - you can use online material, books and CDs/DVDs. You can use the worksheets and answer sheets that are provided.

Please remember!
Please remember to be considerate to other people who are studying in the resource Centre. Put your phone to 'silent mode' and go outside if you want to speak on the phone. Use the headphones if you are listening to audio material or when watching movies. Please Do NOT write in the books. Use the worksheets provided or use scrap paper which is kept near the photocopier.
Computer Access, Photocopying, Scanning and Printing

When you have registered your iD card, Pathways College students can use any free use computers on campus for course work, email and internet access. You can use the computers on the East wing of levels 2-4 of the Library (Student Centre), Teaching resources Library, and at the resource Centre.

Student ID: logging on to the computers on campus & email

You get your Student iD card from Pathways College reception at the LAiN building. You need to register your iD card at level 2 of the Student Centre (Central Library), to get your username and password. Students will automatically receive unlimited free internet access when using campus WiFi and lab computers. Your university email account will be - username@students.waikato.ac.nz. This information will be covered at the time of resource Centre orientation.

How do I photocopy, scan and print on campus?

To print or to photocopy, you need to load money on your iD card (your UniCash account). You can use the photocopier to scan and email a copy to yourself. You can load money on your iD card at Waikato Print, level 2 of the Student Centre (Central Library), by using a credit card online or via internet banking.

Computer Lab Rules

You must follow the University of Waikato Computer Systems regulations. Go to: http://calendar.waikato.ac.nz/policies/computersystems.html

» You must not eat or drink near the computers
» You must not download or install any software
» You can save your work to the H: drive, to a USB drive or email a copy to yourself
» You must not view pornography
» You must follow the University of Waikato’s copyright regulations when photocopying, printing or scanning. Go to: http://www.waikato.ac.nz/copyright/
The Learning Culture

You may be an experienced student but still find that studying in New Zealand is different from what you are used to. It is important for you to know what the Pathways College expects from you as a student. You may also experience a different 'learning culture' in the classroom here.

Your guide to the Pathways College Classroom

You can have strong opinions about issues, but you should also consider other opinions, and express your opinions gently.

Ask questions. New Zealand teachers love this!
When you ask a question a New Zealand teacher might not answer your question directly. It is his or her job to help you find the answer. He or she might ask you what you think and/or ask the class to help you find the answer.

Listen to other students
When another student has a question you should listen to the question and help with the answer (if you can). You should listen to the answer. You should not talk when another student is asking a question.

Talk in class
New Zealand teachers love students to take part in discussions and talk. Politely interrupting the teacher with a question or an opinion is good in New Zealand. Remember - strong opinions but gentle words.

Helping other students
New Zealand teachers love students to help each other. Helping each other means discussing the problem together. Helping each other does not mean copying your friend's work or letting your friend copy your work. Copying is plagiarism or cheating, and New Zealand teachers must fail copied work.

Listen to the teacher’s words
in New Zealand we communicate with words. We say what we think. When we are happy we say we are happy. When we are sad we say we are sad. There is no guessing needed. New Zealand teachers may speak more loudly and strongly when the information is important.

You are responsible for
- Learning and doing your homework.
- Practising speaking in English (even at home).
- Creating good learning habits, eating well and getting good regular sleep.

Things you must not do in class:
- Sleep.
- Chat (in your first language).
- Answer your cell phone.
- remain silent.
- Copy assignments and tests (remember that a good friend does not ask to copy an assignment).
Attendance

What is the Attendance Requirement?
Students will be required to attend their courses at all times, as required, unless they have genuine reason for their absence.

What does this mean? it means that:
» You should only be absent from class if you have a genuine reason, e.g. You are sick.
» You have an appointment with the New Zealand immigration Service. Court hearings or Police Station.
» if you are absent for genuine reasons you must provide the relevant documents.

How do I advise the Pathways College that I will be absent?
if you are going to be absent for any reason, you must advise the Waikato Pathways College as soon as you know. To advise the College, either tell your teacher the day before, or phone the Pathways College reception and tell them:
» Your name.
» Your Student iD card number.
» The amount of time you expect to be away.
» Your reasons for being away.

What about Medical Certificates?
if you are sick and cannot come to class for three days or more, you must bring a medical certificate.

The Medical Certificate should include:
» The date you went to see the doctor.
» The period of time that you were not able to come to school.
» The doctor's name and signature.

The medical certificate should be from a New Zealand registered doctor. The Pathways College will check medical certificates to make sure that they are genuine.

Important Notice! Always keep your original medical certificate. You may need it. You must present the original but ask the Pathways College to make a copy for their records.
Pathways College Rules

» You must not interfere with the learning of other students.

» Participate fully in classes and comply with the Waikato Pathways College rules and requirements. You must not cheat or plagiarise. These are serious offences.

» Inform your Homestay family and the Waikato Pathways College of any accident or illness.

» Mobile phones must be turned off during classes.

» You must not damage, misuse or remove University property or property belonging to other students.

» Smoking is not allowed anywhere in the University.

» The cafeteria, toilets and other shared areas must be used respectfully and kept clean and tidy at all times.

» Do not take food and drink into classrooms & computer labs.

» No skateboarding inside buildings & on most roads on campus.

No Smoking on Campus

Smoking is not allowed anywhere in the University of Waikato. Please be reminded that no staff or students are permitted to smoke on campus, including in the fernery or near St John’s College grounds. Smoking is to be done on the outskirts of the university on the footpath areas only. This is a serious issue, and there will be serious consequences for any staff member or student caught smoking in these areas.

What happens if I break a Pathways College rule?

If you break one of the Pathways College rules, the Pathways College Discipline Process will apply. The Discipline Process ensures that you are treated fairly and that you have an opportunity to tell your side of the story. You will be told that there is an allegation that you have broken a Pathways College rule. You will be asked to meet with your Student Advisor to discuss the allegation against you. You will need to go to a meeting with the Director, College Manager or the relevant Senior Teacher to tell your side of the story. A Student Advisor will go with you to support you and help you understand what is said at the meeting. After the meeting the Manager will decide how serious the situation is and what should happen. You will receive a letter advising you of the outcome of the meeting. This letter may be a warning letter. You are allowed to get one warning letter while you are at the Pathways College. If the offence is cheating, you may forfeit your marks as well as receiving a warning letter.

If you break the rules again after you have received a warning letter, your enrolment may be terminated. If you are found to be cheating a second time, your marks may be forfeited and you may be asked to repeat the tuition period. At this point you may choose to terminate your enrolment without further penalty. If your breach of the rules is very serious, your enrolment may be terminated and the letter you receive may advise you that your enrolment has terminated. This will only happen if what you did was very serious. If you have any questions after you receive the letter, you should go to see a Student Advisor. They can explain what the letter means and help you if you think the letter is unfair.
Complaints Procedure

The Pathways College has a process for dealing with student concerns and complaints. You should follow this process to ensure that any issues you have are resolved quickly and efficiently.

The Complaints Process

if you have a problem, you can go to see a Student Advisor and they will help you.

Talk to the staff member yourself or if you can’t talk to the staff member yourself you can ask a Student Advisor to support you. if the problem isn’t resolved after you have talked to the staff member, talk to a Student Advisor.

You should then talk to the Supervisor or Manager of the staff member you have just talked with, or if you can’t talk to them yourself, you can ask a Student Advisor to support you.

if the problem isn’t resolved after you have met with the Supervisor or Manager, you should prepare a complaint in writing, or ask a Student Advisor to help you prepare a complaint in writing, and present the complaint to the Pathways College Manager.

if the problem isn’t resolved by the Pathways College Manager, you can send the written complaint to the Pathways College Director.

if the problem isn’t resolved by the Director, you can take your complaint to the Pro-Vice Chancellor International, University of Waikato. Ask a Student Advisor for the contact details.

if the problem isn’t resolved by the Pro-Vice Chancellor, you can contact the International Education Appeal Authority (IEAA)

Ministry of Education
Phone: 64 4 462 6660

Po Box 12083 Wellington
Fax: 64 7 462 6686
Email: info.ieaa@minedu.govt.nz

Our school is a member of English New Zealand. If you have a complaint we haven’t been able to resolve, you may wish to write to our professional body and ask for assistance. The address is English New Zealand, PO Box 35283, Christchurch 8640. You can phone 03 386 1222 or email admin@englishnewzealand.co.nz
New Zealand Culture and You

When you live in a country different from your own it is helpful to know something about the people and their culture. We hope this will help you understand some things about New Zealanders.

New Zealanders care for the environment and save natural resources including electricity. They like to relax by enjoying outdoor activities and sport, especially rugby. They try to keep NZ ‘smoke free’. Smoking is banned in many public places. recycling our rubbish is important. You can be fined for leaving rubbish in public places in NZ. Do not take too many shellfish from the beaches. it is against the law to take too many and you can be fined. Be a tidy Kiwi!

Making Friends with New Zealanders

New Zealanders are usually relaxed and friendly. They will often show they like you by asking you to join in with whatever they are doing, teasing or joking with you or asking you questions about yourself and your country.

They may show respect for you by giving you the freedom to make your own decisions, treating you as an ‘individual’ with your own ideas and opinions or helping if you ask. if you don’t ask they may think you don’t need help!

They may appear to be ‘informal’ by calling people by their first names, wearing casual clothes or communicating in a direct way by saying honestly what they think and by believing what you say!

What is ‘polite’ or ‘appropriate’ behaviour in NZ?

When you meet others, even someone you don’t know, greet them. When being introduced to someone it is polite to shake hands. Sometimes people will hug and kiss to greet one another. Acknowledge others by saying ‘please’ and ‘thank you’ even for small things. Use tissues or a handkerchief to blow your nose. Be on time for appointments, for class and for social engagements.

What is ‘impolite’ or ‘inappropriate’ behaviour in NZ?

» Asking personal questions such as: ‘How old are you?’ or ‘How much do you earn?’
» Spitting in public places.
» Making a noise while eating.
» Bargaining is not usual practice when shopping in NZ and can be considered rude.
» Making a loud noise can be an offense.

Invitations and Social Occasions

if you receive an invitation it is polite to answer as soon as possible. if you cannot go it is better to say so, than to be quiet and say nothing, if someone invites you out, it is polite to offer to pay for yourself. if someone says it’s their ‘shout’, this means they want to pay for you. if you are invited to a ‘pot-luck’ meal or you are asked to ‘bring a plate’ this means you are being asked to bring a plate of food to share with everyone. if you are invited to someone’s home for dinner, ask what you can bring. if they say ’don’t worry’, taking a small gift of special food or drink is appropriate.

Facts about New Zealand

» New Zealand has a population of about 4 million people.
» New Zealanders are often called ‘Kwis’. ‘Kiwi’ is one of our native birds. it is also the name of a ‘fruit’ grown in NZ.
» English, Māori and New Zealand Sign Language for the Deaf are the official languages in New Zealand. English is the one used the most.
» The Māori people are the indigenous people of New Zealand. This means the Māori people were the first people to settle in New Zealand.
» New Zealand has a ‘Clean’ and ‘Green’ image.
Human Rights Act

in New Zealand 'equal rights' is promoted. The NZ law includes the Human rights Act. This means that all people should have equal social, legal and political rights and that they should not be treated unfairly because of, sex (including pregnancy and childbirth), marital status, religious belief, ethical belief, colour, race, ethnic or national origins, disability, age, political opinion, employment status, family status, and sexual orientation. Sometimes international Students may experience 'racial abuse', where they are treated unfairly or disrespectfully because of 'race'. This is illegal in New Zealand.

For information about this you can contact: The Human Rights Commission 0800 496 877.

Communication

If you communicate well you will enjoy your time living and studying in New Zealand more. To communicate in New Zealand you need to speak English and you need to use English appropriately. This means saying the right words at the right time.

What does it mean to ‘be polite’ in New Zealand?

<table>
<thead>
<tr>
<th>GREETINGS</th>
<th>ExCUSE mE</th>
</tr>
</thead>
<tbody>
<tr>
<td>» You can say 'good morning' or 'morning' when you first get up.</td>
<td>» You can say 'excuse me' if you are interrupting someone to ask a question or if someone is in your way and you want to get past.</td>
</tr>
<tr>
<td>» ‘hello’, ‘hi’ or ‘hi, how are you?’ when you meet people.</td>
<td></td>
</tr>
<tr>
<td>» ‘good bye’, ‘bye’ or ‘see you later’ when leaving.</td>
<td></td>
</tr>
<tr>
<td>PLEASE AND THANk YOU</td>
<td>Your culture is different from NZ culture. Your host family will not know what you are used to, will not know everything you like and may not think of everything you need.</td>
</tr>
<tr>
<td>» Small words make a big difference! 'please', 'thank you'</td>
<td>if you need something, ask. in New Zealand it is all right to ask for something, We will not think you are impolite if you ask. if you don’t ask we will not know what you need.</td>
</tr>
<tr>
<td>» Say please when you are asking for something, for help, if you can do something</td>
<td></td>
</tr>
<tr>
<td>» Say thank you when someone gives you something, answers your question or helps you.</td>
<td></td>
</tr>
<tr>
<td>» That was a delicious meal. Thank-you very much (very polite)</td>
<td></td>
</tr>
<tr>
<td>» I want rice for my dinner (not very polite)</td>
<td></td>
</tr>
<tr>
<td>» Can I watch TV after dinner please? (polite)</td>
<td></td>
</tr>
<tr>
<td>When you ask it is important to ask in a polite way</td>
<td>ExERCISE: Can you think of a polite way to ask for what you need?</td>
</tr>
<tr>
<td>» May I watch television now?</td>
<td>» I don’t know where to go. eg. Can you tell me the way to...</td>
</tr>
<tr>
<td>» Can I read the newspaper after you please?</td>
<td>» I need to wash my clothes</td>
</tr>
<tr>
<td>» is it okay if I park my car in the garage?</td>
<td>» I am a bit cold at night</td>
</tr>
<tr>
<td>» is it all right if I dry my clothes in the dryer?</td>
<td></td>
</tr>
<tr>
<td>» Will it disturb you if I listen to music now?</td>
<td></td>
</tr>
</tbody>
</table>

Exercise:
Can you think of a polite way to ask for what you need?

1. I don’t know where to go. eg. Can you tell me the way to...
2. I need to wash my clothes
3. I am a bit cold at night
If you don’t understand, say so!

New Zealanders sometimes speak very quickly. You may find your host family difficult to understand. The children and teenagers in your family might use words you have never heard before. Don’t be discouraged. This is because they may use a lot of ‘colloquial English’ or ‘slang’.

If you don’t understand you can say:
» “I don’t understand. Can you say that again please?”
» “I’m not sure what you mean. Can you explain it another way?”
» “I didn’t catch what you said. Can you speak more slowly please?”

If you have a problem talk to someone!
» It can be difficult if you have a problem.
» You might feel unsure about talking to someone.
» You might not know who to talk to.
» You may not be able to explain your problem in English.

If you have a problem and you feel unsure you can say:
» “I am not sure what to do about this. Can you help me?”
» “I feel unhappy. Can I talk to you?”

Applying for a Visa in New Zealand

While you are in New Zealand most of you will need to renew your Visa. It is your responsibility to find out what you must do.

Contact: immigration New Zealand: http://www.immigration.govt.nz

Questions you will need to ask include:
1. **What kind of Visa do I have?** Visitor Visa? Student Visa? Limited Visa? Working Visa?
2. **What date does my visa expire?** You must never allow your visa to expire.
3. **What kind of visa do I need?** You can study part-time or full-time for three months with a Visitor Visa.

Remember apply for your new visa well ahead of time

You can study part-time or full-time for a limited period of time with a Working Holiday Visa. If you study for longer than specified, you must have a Student Visa. If you have a Student Visa you must study full time.

Where do I apply for new visa?
» For a Limited Purposes Visa you need to return to your own country.
» For a Visitor Visa or a Student Visa you can apply in New Zealand. There is an immigration office in Hamilton.
» For a Student Visa you can lodge an on-campus application via International Services Office at the Student Centre Level 2.

What documents do I need to apply for a Student Visa?
For online Student Visa Applications at the Pathways College.
» An online application form (available from Student Advisors or Pathways College reception).
» Your passport.
» Pathways College Student iD card.
» Application fee ($165)
» recent Bank Statements for the last three months
» A valid air ticket for outward travel from NZ or $1,000
» Evidence of accommodation. You may also be required to provide a medical and x-ray certificate or a Police Certificate.
» You need to prove that you have enough money to live in NZ ($1250 per month or $15,000 for 36 weeks or more)

Student Visa Applications to the Immigration New Zealand

» An iNZ application form (available from Student Advisors).
» Your passport
» Application fee ($250 paid by a Bank Cheque or Credit Card)
» recent Bank Statements for the last three months
» An ‘offer of Place’ from the University of Waikato Pathways College.
» receipt for the tuition fee payment.
» Photograph - passport size.

If you already hold a Student Visa you must provide:

» evidence of previous student performance.
» evidence of attendance.

You may also be required to provide:

» Medical & X-ray Certificate
» Police Certificate from your country and all countries you have lived in for 5 years or more since attaining the age of 17 years.

Immigration NZ Hamilton Office
Postal Address: Immigration New Zealand, Student Processing Unit, PO Box 1049, Palmerston North
Physical Address: 5th Floor Westpac Building 430 Victoria Street Hamilton.
open for Service: Monday-Friday 9am-3pm.
Drop-in box is available 8am-4.30pm (Monday-Friday).

Attendance Requirements

» To hold a Student Visa you must complete all course requirements.
» GE students will be issued a Certificate of Attendance if they attend 85% of their classes.
» if you have completed a iNZ Student Visa application form you must post it to this address.
driving In New Zealand

if you drive a car, ride a motorbike or ride a bicycle, you must follow the road rules in New Zealand. The New Zealand road code:


if you are in a group sent by a school, a university or a language school, in most cases, you will not drive a car in New Zealand. Individual students who wish to drive in New Zealand are advised to obtain a New Zealand Drivers Licence.

Drivers Licence Information

You must have a Drivers Licence to drive in New Zealand. If you drive in NZ without a Drivers Licence you will be fined $400 and your car will be locked up for 28 days. You may use:

» A valid and current New Zealand Drivers Licence.
» A valid and current Drivers Licence from your country.
» A valid and current international Driving Permit (iDP).

If your Drivers Licence or iDP is not in English you must provide an English translation. The translation must be prepared by one of the following:

» The embassy or consulate of the country that issued the licence
» The authority that issued the licence.
» A translation service approved by the NZ Transport Agency (NZTA).

It is your responsibility to:

» Have a valid Drivers Licence.
» Make sure your vehicle is licensed.
» Have a current Warrant of Fitness.

For Approved Translation Agencies ask a Student Advisor for an up-to-date list.

I have an International Driving Permit, do I need a NZ Drivers Licence?
You may use the Drivers Licence from your country for multiple periods of up to 12 continuous months. If you stay in NZ for more than 1 year you must have a New Zealand Drivers Licence.

New Zealand has a Graduated Driver Licensing System. This means you cannot get a full Drivers Licence straight away. There are steps. The first step is to pass the theory test.

<table>
<thead>
<tr>
<th>LEARNER LICENCE</th>
<th>RESTRICTED LICENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>You must not drive on your own. A 'Supervisor' must sit beside you. A 'Supervisor' must hold, and have held a current Drivers Licence for at least two years. You must display 'L' plates on the vehicle. You must carry your Learners Licence at all times when driving a car.</td>
<td>You must have had a Learners Licence for 6 months. You can drive on your own during the day between 5am and 10pm. You can drive at night, from 10pm until 5am if a 'supervisor' is with you. You can only carry passengers if a 'supervisor' is with you. You must carry your restricted Licence at all times when driving a car.</td>
</tr>
</tbody>
</table>

FULL LICENCE: if you are under 25 yrs of age you must have a restricted Licence for 18 months.
Where can you get a Drivers Licence in Hamilton? (VTNZ means Vehicle Testing NZ)

<table>
<thead>
<tr>
<th>VTNZ Te Rapa:</th>
<th>VTNZ Frankton:</th>
</tr>
</thead>
<tbody>
<tr>
<td>16 Tawn Place, Te Rapa, Hamilton</td>
<td>40 Lincoln Street, Frankton, Hamilton</td>
</tr>
<tr>
<td>open: Mon-Fri (9am-4.30pm), Sat (8am-1pm)</td>
<td>open: Mon-Fri (9am-4.30pm), Sat (8am-1pm)</td>
</tr>
<tr>
<td>Services: Driver licensing - theory tests</td>
<td>Services: Driver licensing - theory tests</td>
</tr>
<tr>
<td>Mon-Fri (9am-3.30pm), Sat (8am-12pm)</td>
<td>Mon-Fri (9am-3.30pm), Sat (8am-12pm)</td>
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</table>

<table>
<thead>
<tr>
<th>VTNZ Pukete:</th>
<th>AA Centre:</th>
</tr>
</thead>
<tbody>
<tr>
<td>2-4 Pukete Road, Pukete, Hamilton</td>
<td>Shop 7, 5 Cross Roads, (Fifth Avenue), Enderley</td>
</tr>
<tr>
<td>open: Mon-Fri (9am-4.30pm), Sat(8am-4.30pm), Sun(9am-4pm)</td>
<td>open: Mon &amp; Wed-Fri. (8.30am-5pm), Tues (9am-5pm), Sat (9am-12pm)</td>
</tr>
<tr>
<td>Services: Driver licensing - theory tests</td>
<td>Services: Theory tests; Practical tests; Driver Licensing administration.</td>
</tr>
<tr>
<td>Mon-Fri (9am-4pm), Sat (8am-4pm), Sun (9am-3.30pm)</td>
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</table>

<table>
<thead>
<tr>
<th>AA Centre:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>313 Barton Street, Hamilton City</td>
<td></td>
</tr>
<tr>
<td>open: Mon, Wed &amp; Fri (8.30am-5pm), Tues (9am-5pm)</td>
<td></td>
</tr>
<tr>
<td>Services: Driver Licensing administration.</td>
<td></td>
</tr>
</tbody>
</table>

Follow the NZ road rules

» You must always wear a seat belt when driving or travelling as a passenger in a motor vehicle.
» Do not drink alcohol and drive
» Drive within the speed limit
» Be careful where you park. If you park illegally your car may be towed away or wheel clamped.

Copies of the NZ Road Code are available in the resource Centre Library.

What do I do if I have an accident?

Stay with your car and phone the police.


Remember drive safely. It saves lives!

Buying a Car

Owning a car can be fun and make you more independent. If you do have a car, we advise you to be responsible for keeping yourself and others safe on the road. Before you buy a car get to know the city first, take driving lessons, study the New Zealand Road Code (available at the resource Centre) and join the Automobile Association (AA). The AA provides driver training and membership:

Web: http://www.aa.co.nz/

When you buy a car ask around, your NZ friends may be able to help. Purchase your car from a reliable business. Before you pay for the car have it checked over by a mechanic. The Automobile Association AA can help. If possible negotiate a warranty from the car dealer. Insure your car.
Pedestrian Safety

You may want to buy a car while you are in New Zealand. However, even if you are cycling or walking, there are things to remember to stay safe!

General Pedestrian Guidelines

Footpaths

Footpaths provide a safe place to walk. Where a footpath is provided use it.

Where there is no footpath:
- Walk on the side of the road facing oncoming traffic.
- Where the road curves walk on the outside edge of the curve.
- If possible, walk off the road, or as close as possible to the road edge.
- At night wear light-coloured clothing or carry something white.
- A torch or a reflective belt or arm band is best.

Safety Information for Pedestrians

Do not walk on motorways. The ‘driving culture’ in New Zealand may be different from what you are used to.

Crossing the Road
- In New Zealand if you step out onto the road, cars will not stop.
- If there is a pedestrian crossing use it!
- Some pedestrian crossings have lights for pedestrians. Cross the road only when it is safe to do so.
- Cars travel on the left handside of the road in New Zealand. This means you must look right before you cross the road.
- When you cross, walk quickly straight across the road.
- Always check all nearby roads for vehicles before you cross.
- Remember it takes time for a vehicle to stop.
- Wait for a gap in the traffic before crossing the road.
- When crossing at an intersection, remember to check behind and in front for turning vehicles.
- It is dangerous to cross the road by walking across a round-about!
- When crossing the road at night, cross near a street light if you can.
- When you get off the bus, wait until it has moved away before checking for moving vehicles.
- If you have to cross the road between parked vehicles, move out as far as the headlight nearest the traffic, and wait for a gap before crossing the road.
- Young children should hold an older person’s hand.

Important Notice! Your medical and personal property insurance does not include car insurance. Take out separate insurance for your car.

Some of this information comes from the NZ Transport Agency Website.
Cycling Safety

Cycling is a popular sport in New Zealand as well as a good form of transport. If you are riding a bicycle on the road, it is important for you to know and to follow the New Zealand road Code. The Code for Cyclists is available online.

http://www.nzta.govt.nz/resources/roadcode/

Safety Rules for Cyclists

- Cyclists must wear an approved safety helmet.
- Always fasten the helmet securely by following the manufacturers instructions.
- Wear brightly coloured or reflective clothing when cycling.
- Don’t ride your bicycle on the footpath.

The Code for Cyclists

At intersections you must:

- Follow the road rules for motor vehicles in section 2.3 of the road Code or Get off your bicycle and walk across.
- You can only ride alongside another cyclist.
- Do not ride along side another car, truck etc.
- Always ride in single file when passing another vehicle.
- Your bicycle must not be towed by another vehicle.
- You can only carry a passenger if your cycle has a pillion seat & footrests for that passenger.

Do not leave your bicycle blocking a footpath.

- Where there is a cycle lane, use the cycle lane.
- When riding during the hours of darkness, your bicycle must have lights that can be seen from 100m away, and pedal reflectors (and/or wear reflective material).
- You must keep your bicycle in good working condition.

This information comes from the NZ Transport Agency website.

Keeping your bike safe

To keep your bike from being stolen Buy a ‘bike lock’ and lock it every time you leave it. Even if you leave it for a few minutes lock it.

As soon as you get your bike, record the serial number. Ask someone to show you where it is. If you have the serial number the police can trace your bike if it does get stolen!

Where can I buy a bike?

There are good second hand bikes for sale. Look in the Trade Me website or check University/community noticeboards.
Banking in New Zealand

We all need money! Most of us need to budget and take responsibility for what we have. If you keep large amounts of cash at home or carry it with you, you may lose it or it may be stolen. To ensure the safety of your money we advise you to open a bank account at a local bank.

Where are the closest banks?
- ANZ, University of Waikato campus
- ASB, University of Waikato campus
- Banks in Hamilton City Centre BNZ, ANZ, & WESTPAC

What do you need to know?

**Banks have different kinds of accounts.** You need to ask:
- What kind of account would be best for you.
- How much money you need to deposit to open an account.
- How much money you need to keep in the account.
- How much you will pay in Bank Fees.
- How much interest you can earn on larger amounts.
- How much tax you will pay on interest you earn. (You may need an i.r.D. number to qualify for a lower tax rate on interest payments)

**International Student Accounts**
Banks offer an international Student Account. This account is set up for the particular banking needs of international students. You can get brochures from banks on campus for more details.

**Payment of Large Amounts**
If you need to pay a large amount of money and are not able to pay by EFTPOS or by personal cheque you may ask your Bank to issue a bank cheque (if transferring money within NZ) or a bank draft (if transferring money from overseas).

**EFTPOS Cards & Credit Cards**
What is the Difference? What is EFTPOS? Electronic Funds Transfer at Point of Sale.
If you have an EFTPOS Card you must have money in a bank account and you must have a PiN (Personal Identification Number).

<table>
<thead>
<tr>
<th>Advantages</th>
<th>Disadvantages</th>
</tr>
</thead>
<tbody>
<tr>
<td>» You do not need to carry cash with you.</td>
<td>» The amount you can withdraw on your card within 24 hours is limited.</td>
</tr>
<tr>
<td>» You can purchase items from most shops using EFTPOS.</td>
<td>» You may not buy things on credit with an EFTPOS card.</td>
</tr>
<tr>
<td>» You can withdraw cash from a banking machine (ATM) and from some shops.</td>
<td>» You may have to pay a bank fee when you use your EFTPOS card depending on the type of account you have.</td>
</tr>
<tr>
<td>» You can pay some accounts. Larger amounts are difficult.</td>
<td>» Someone else can use your EFTPOS card if they know your PiN. <strong>Do not give your PiN to anyone. Do not write your PiN down and carry it with you.</strong></td>
</tr>
<tr>
<td></td>
<td>» Mistakes can happen! Always check the amount before you enter your PiN into the EFTPOS machine.</td>
</tr>
</tbody>
</table>
Credit Cards

if you have a Credit Card you do not need to have money in your account. Using a PiN is optional. You may sign your name instead.

<table>
<thead>
<tr>
<th>Advantages</th>
<th>Disadvantages</th>
</tr>
</thead>
<tbody>
<tr>
<td>» You can purchase items on credit from most shops.</td>
<td>» if you do not pay your account every month you will pay interest.</td>
</tr>
<tr>
<td>» You can pay accounts, including larger amounts within your credit limit.</td>
<td>» interest rates can be as high as 22%.</td>
</tr>
<tr>
<td>» You may withdraw cash from a banking machine and from some shops.</td>
<td>» it is easy to purchase on credit but it’s hard to pay it back. Be careful!</td>
</tr>
</tbody>
</table>

Travel & medical Insurance

The Code of Practice for the Pastoral Care of International Students states that all international Students must have appropriate & current medical & travel insurance for the duration of their study.

What is insurance?

Insurance is a contract between you and the insurance Company. You agree to pay a fixed amount (premium) and the insurance Company agrees to pay for unexpected medical expenses, the replacement cost of damaged, lost or stolen property and for travel delay. In New Zealand, many people have car insurance, house insurance, house and contents insurance and medical insurance.

Why do you need medical & travel insurance in NZ?

If you are not a Permanent resident or a Citizen of New Zealand, medical care is expensive. Here are some examples:

» A visit to the Doctor: $30 - $70 + Medicine
» An operation + 10 days in hospital: $17,000+
» 3 days in hospital, no operation: $5,250+
» Ambulance (emergencies & accidents): $800

Student Health Service

There is a Student Health Service at the Waikato of University. All University of Waikato Pathways College students can make appointments to see a doctor right here on campus.

Location: Student Services Building, (off Gate 1 Carpark)
Hours: 8.30am-5pm Monday-Friday Phone:(07) 838 4037 to make an appointment.

If you have a Student Safe University insurance Policy, you can use the Student Health Service without paying first (except for pre-existing conditions). Give the receptionist the following information.

» Your University of Waikato iD card number.
» If you want to claim for travel or personal property expenses, you must complete a claim form. See a Student Advisor for assistance.
What must medical & travel insurance cover?

if you have not arranged appropriate insurance cover for yourself when you enrol in an English course, the Waikato Pathways College will arrange it for you.

The insurance policy we use is called StudentSafe. Your StudentSafe University insurance Policy will cover you for the following:

» Medical Care: This includes visits to the doctor, hospitalisation, pharmaceutical costs (some medicines are not covered), emergency dental care, and if your cover is for 6 month+, then optical expenses. Pre-existing medical conditions are not covered.
» Emergency Evacuation: if you become seriously ill or injured and must return home, your travel expenses and those of someone to travel with you are covered.
» Travel insurance: This means you are insured from the time you leave your home until you return. You are also covered for travel within NZ and for travel from NZ to another country and back again.
» Personal Effects: This includes accidental loss or damage to your personal belongings up to $2,500 per item. Theft of money up to $1,000. replacement of travel documents up to $3,000.
» Personal Liability: This means the insurance company will pay if you cause damage to other people or their property.
» Death: in the event of death, funeral and cremation costs will be covered by the insurance policy.
» *Claims Excess: $100-200 for personal effects, $100-500 for liability.

Important! Other Insurance Policies
The University has decided we will only accept policies that are 100% compliant with the Code of Practice. The list of alternative policies approved by the University can be found here; http://www.waikato.ac.nz/students/international/insurance/alternative.shtml

You must also give the reception staff a copy of the insurance. if you need to claim for expenses, do it as soon as possible.

Claims From Other Insurance Companies
if you want to make a claim for expenses and your insurance policy is not StudentSafe University, you must:

» Pay first and keep the receipt
» Obtain a claim form from your insurance company
» Complete the claim form
» Send the insurance Company
  » your claim form
  » your receipts, and
  » any relevant Doctors or Police reports.
Personal Safety

Keeping Safe

» it is dangerous to carry large amounts of cash on your person or in your bags. Open a bank account. Student Advisors can help you.
» Don’t leave your bag unattended. Always keep an eye on your personal possessions.
» Look right then left before you cross the street. In New Zealand cars drive on the left.
» When you go out, do not go by yourself, especially at night. It is better to go with a friend or in a group.
» If you are at a party do not accept a drink from someone you don’t know & don’t give your drink to someone else to look after. Drugs can be put into it!
» If a stranger invites you to their house, or to go somewhere in their car with them, don’t go!
» If someone is asking you for money or threatening you, tell the police or a Student Advisor.
» If you feel afraid, or do not like the way someone is speaking to you or touching you, tell a Student Advisor or someone else that you can trust.
» Remember, help is never far away!

Water Safety

New Zealand has beautiful beaches, and lakes and rivers which attract many people in the summer months. While they are very popular, they can also be very dangerous, especially for people who have little experience. Weather conditions can change very quickly in New Zealand.

Where is the best place to swim?

Look for the Surf Lifesavers. They ‘patrol’ the beaches. ‘Patrolling’ means watching out for people in trouble in the water. Look for the flags. Between the flags is the safest place to swim. Flags show where the Surf Lifesavers will always be watching for people in trouble.

Things to remember!

» Stay within your depth. Holes, currents and tides can quickly take you out too deep.
» When swimming don’t wear loose, long or baggy clothing. It gets heavy when wet.
» The NZ sun is harsh. Even dark-skinned people can burn easily.
» When in the sun, ‘cover up’ with loose clothing and use ‘sunscreen’.
» Stay out of the sun during the hottest part of the day.
» If you are going out in a boat, always wear a life jacket.

Bodyboarding: This is popular in summer. Be careful. It is easy to be swept out to sea. Always wear fins or flippers, they help you surf better too! If you are in trouble! Do not panic. Signal and call for help. If you are caught in a current swim across it diagonally until you are free. Learn to swim! Contact your nearest public swimming pool. It’s a great way to meet people, practise English and have fun! For more information look at this website: Drowning Prevention Strategy.
Health and Support Services

Students sometimes encounter problems they don’t expect when they come to New Zealand. Some problems can be a burden if you don’t talk about them to others. In New Zealand, there are professional people who can help you. On this page are contact details of some places where you can receive information and help.

IMPORTANT NOTICE! We understand that it can be difficult to talk on the phone or go and see a stranger about a personal problem. Student Advisors can help you make a telephone call or even go with you so that you find the person who is able to best help you.

For information about Eating Disorders
www.everybody.co.nz  www.eatingdisorders.org.nz

Gambling Helpline
Gambling can affect you even if you are not gambling yourself. It might be a friend or a family member’s gambling which has become a problem for you.
0800 654 655  www.gamblinghelpline.co.nz

Smoking Quitline
For advice and support to stop smoking.
0800 778 778  www.quit.org.nz

Alcohol Drug Helpline
Are ‘drugs’ stopping you from enjoying your life? There are people who can help.
0800 787 797  www.alcoholdrughelp.org.nz

Family Planning
Are you in a sexual relationship? Get good advice before a crisis happens! Family Planning can give you professional advice about how to keep yourself safe & healthy.
Phone (07) 839 4061  www.familyplanning.org.nz

Hamilton Budget Advisory Trust
Do you owe money? Do you stay awake at night trying to solve the problem?
www.hamilton.familybudgeting.

Women’s Refuge
Ladies, are you sometimes afraid someone might hurt you? You can get help!
Phone (07) 838 1339  24hr Crisis Line 0800 733 843
87 Clarence Street, Hamilton  www.womensrefuge.org.nz
Recreational Activities and Facilities

Hamilton might seem to be a very quiet place when you first arrive. This can be great for study! But in New Zealand we sometimes say, ‘work hard play hard’. This means that if you are studying hard it is important to take some ‘time out’ to do some other things. Here are some ideas to get you started.

University Rec Centre
Personal Training, Exercise Classes, Yoga, Zumba, and much more.

Address: Gate 1 Knighton road, University Campus, Hillcrest.
Open: Mon - Fri 5.30am -10pm, Sat 8am – 6pm, Sun 8am - 9pm
Cost: $11 per session with a Student iD card. Memberships also available.

Free Sport for Pathways College GE & CAEL students
Every Friday 2.30pm-4.30pm

Waterworld

Address: Garnett Avenue, Forest Lake, Hamilton
Open: Mon-Fri (6am-9pm), Sat (7am-9pm), Sun & Public Holidays (9am-9pm).
Cost: Adults $6. Children $3. (Concession Cards are available)

Movies
Movies in English (Great English practice!)
Where: Events at Chartwell Westfield Shopping Centre, Te Awa Shopping Centre
When: There’s always a movie on! The ‘Hamilton Press’ free newspaper has times
Cost: Show your student iD card and you can get a cheaper price. it is cheaper to watch movies on Tuesdays.

Waikato Museum
Exhibits, photography, art, historical artifacts from NZ and overseas. How much? Free admission
(Admission may be charged for some exhibitions)
1 Grantham Street, Hamilton. (the south end of Victoria Street). Open: Daily 10am – 4:30pm.

For other information about ‘What’s On’ in Hamilton
» Check out the Sports Waikato Out There and Active website http://www.sportwaikato.org.nz
» Check out the newspapers free and delivered to homes weekly (eg. The Hamilton Press).
Other Useful Services in Hamilton

Legal Services

For free information and legal advice:

Ministry of Justice: Legal Help

Legal services at Citizen’s Advice Bureau on campus

Make an appointment at WSU office (*Free 15 mins consultation*)
Ph: (07) 856 9139 Email: advocacy@wsu.org.nz

Citizens Advice Bureau (CAB)

You can contact the Citizens Advice Bureau (CAB) to find out almost anything!

Student Union building (SUB), next to Waikato Print
Ph: 0800 367 222 open: Mon-Fri (11am-1pm)

International Student Identity Card

You can get an international Student identity Card from STA Travel (NZ) on Campus
Ph: (07) 8561300 waikatouni@stores.statravel.co.nz www.statravel.co.nz

Telephone Cards

You can buy these from several places on campus.

» Bennetts Bookstore
» Unimart
» Campus pharmacy

Hamilton Public Library

if you live in Hamilton you can use the library free! All you need is ...

» one form of iD.
» Proof of residence in Hamilton. e.g. a tenancy agreement.

The Central Library is in Garden Place.

Resources for Ethnic Communities in Hamilton

Waikato Migrant Resource Centre

Boundary road, Claudelands Parks, Hamilton Tel 07 853 2192, info@wmrc.org.nz
Services: Connects new settlers with existing services in the community

Hamilton Ethnic Communities Resource Centre

38A Ohaupo road, Hamilton Tel/Fax: 07 843 5426
Services: Assistance for new and intending immigrants with immigration, Business Employment, Legal & Social Matters, Personal Help & Counselling
Hamilton: What’s On and How to Get There!

Hamilton Transport Centre
For ‘inner city’ and ‘inter city’ bus travel. You can get a bus timetable from the Transport Centre. You can buy a ‘BUSiT’ card from the bus driver or from the Transport Centre. The orbiter bus route circles the city both ways every 15-20 mins.
Location: Corner of Angelsea & Bryce Street, Hamilton
Visit: http://busit.co.nz/About-us/Hamilton-Transport-Centre/

What’s On
For more information about Hamilton visit: http://www.hamiltoninfo.co.nz

Maps
For up to date information about What’s on in Hamilton visit the What’s on website. http://www.hamiltononevents.co.nz
For an online map of Hamilton check this website. Just enter the name of the street you want to find and click Go!
https://maps.google.co.nz

Do you get lost around the university campus? Find your way with the online campus map! remember, you do have a Hamilton City map, bus map and a University map in your orientation Pack.
What If I Change my Address?

if you change your address, it is very important that you advise Pathways College of your new address. The New Zealand Qualifications Authority (NZQA) Code of Practice for the Pastoral Care of International Students requires Pathways College to keep current addresses and contact details for students at all times. You can help with this by filling out a change of address form if you move.

Complete a change of address form
Collect a change of address form from reception at Pathways College or the Waikato international Centre or from a Student Advisor. Complete the form. Don’t forget the barcode number on the back of your ID card. Give the completed form to the receptionist at either Pathway College or the Waikato international Centre.

You must tell Immigration New Zealand
if you have a student visa or permit, you are also required to advise the New Zealand immigration Service (NZIS) if you change your address. Do this by sending a fax to: 07 957 3217.

If you are under the age of 18.
if you are under 18 then you may not change your address without the permission of Pathways College. This is because under New Zealand law, Pathways College must approve your accommodation.

Want to move?
if you are unhappy in your accommodation, you should see the Accommodation Advisor to find a new Homestay, or your Student Advisor to talk about any problems you are having.
**Waikato Pathways College Change of Address Form**

**Personal details**

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<tr>
<th>iD Number</th>
<th>Barcode Number</th>
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<th>English Name</th>
<th>Date of Birth</th>
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**New Address**

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<th>Street Name</th>
<th>City</th>
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<th>Email</th>
<th>Moving Date</th>
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**Type of Accommodation** *(Tick one box only)*

- [ ] Homestay (arranged by the University)
- [ ] Homestay (privately arranged)
- [ ] Boarding in a private home
- [ ] Hostel or Boarding Establishment*
- [ ] renting (Flat or House)
- [ ] Home owner (Flat or House)
- [ ] other

*A ‘Boarding Establishment’ is any accommodation where 4 or more people are paying ‘board’ to a house owner or a manager to live there.*

How many other people live in your new accommodation? (Do not include yourself)

[ ]

**Address & contact details of a friend**

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**Information for the IELTS Office:**

Are you scheduled to sit the iELTS examination?  **YES/NO**  Test Date

Signed [ ]  Date [ ]

**PLEASE RETURN COMPLETED FORM TO RECEPTION**

<table>
<thead>
<tr>
<th>OFFICE USE ONLY:</th>
<th>Accommodation</th>
<th>iELTS Administrator</th>
<th>Enrolments</th>
<th>resource Centre</th>
</tr>
</thead>
</table>
Withdrawing From Your Course

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

If you withdraw from your English Language course, a refund Policy will apply. If you are withdrawing for personal reasons, you will not usually be eligible for any refund. However, it is still important to withdraw from the course properly, to ensure that your right to hold a Student Visa in New Zealand is not affected.

If you need to withdraw from your course, you must follow the Pathways College withdrawal procedure.

If you leave the course without following the withdrawal procedure:
» The New Zealand immigration Service may be notified that you have not met the attendance requirement for the course; and
» You may not be able to obtain a Student Visa in New Zealand again.

How to Withdraw

1. Go to see a Student Advisor and ask for a Course Withdrawal & Cancellation Form

2. Complete the form and hand it in to the Enrolment staff.

3. Inform immigration New Zealand and tell them that you have withdrawn from your English language course.
Student Participation Agreement

For the safety and comfort of all students and staff at the Pathways College we ask that all students agree to obey the following items.

» respect all your classmates.

» Take part in all class activities and obey the Pathways College rules.

» if you have some kind of accident, or if you get sick, you must tell your Home Stay family and reception at Pathways College. The reception phone number is 858-5600 and the after office hours emergency phone is 0800 924 5286.

» You must attend all classes unless you are sick or have permission from the College staff to be absent.

» if you are going to be absent you must phone Waikato Pathways College reception at phone 858-5600. More details about our attendance policy can be found on our attendance policy form.

» Tell Pathways College reception if you change your New Zealand address.

if you do not obey the rules that have been discussed on this paper, Waikato Pathways College may cancel your enrolment.

i understand and agree to the above. Student Name _______________________

Signed ________________________ Date __________________________
disclosure of Personal Information

i agree to let the Pathways College give my agent / or my parents, information about:
» My academic progress
» My course results
» My attendance

i also agree to let the Pathways College tell my agent / or my parents, any serious thing which the College staff think would be dangerous for my HEALTH, SAFETY, or WELL-BEING.

i understand that sometimes the College must release information about me to immigration New Zealand or the Police if they are asked. I agree to let the College pass on the necessary information.

if you do not want your personal information given, the College may not accept you as a student.

i understand and agree to the above. Student Name ______________________

Signed _________________________ Date ___________________
Attendance Policy

Student attendance is very important to Waikato Pathways College and immigration New Zealand. Waikato Pathways College will check your attendance, your safety, and academic progress to make sure you are keeping the requirements of your student visa/permit.

If you do not attend class for any reason you will be marked absent.

**LATENESS:** If you come late to class, your arrival time will be recorded.  
**ILLNESS:** If you are absent for three days or more you **MUST** provide a medical certificate.  
**TESTS:** If you miss a TEST due to sickness, you must provide a medical certificate.

The number of hours students attend class will be recorded because each student is required to prove their attendance to immigration New Zealand as part of the process to renew their student visa/permit.

If you are an international student and your enrolment is cancelled, the college **MUST** advise immigration New Zealand.

If your attendance is poor during the course, the procedure is the following:

1. You will receive a letter asking you to meet with a Student Advisor or the Academic Administrator.
2. If your attendance does not improve after meeting with a Student Advisor or Academic Administrator, you will receive a warning letter. If you are under 18 years of age, your parents and your agent will be notified immediately about your poor attendance.
3. If you stop coming to class before your course finishes, a Waikato Pathways College staff member will contact you to discuss the reasons for your absence.
4. Sometimes the Waikato Pathways College Manager may cancel a student's enrolment and immigration New Zealand may be notified. In this case a student does not have the legal right to a refund of fees.

I understand and agree to the above.  

Student Name ______________________________

Signed ________________________________ Date ____________________
Pathways College Contacts

Pathways College Reception
Freephone: 0800 WAIKATO (In NZ)
Phone: +64 7 858 5600
Email: pathwayscollege@waikato.ac.nz
Website: https://education.waikato.ac.nz/pathways

Postal Address
Pathways College
University of Waikato
Private Bag 3105
Waikato Mail Centre
Hamilton 3240
New Zealand

Physical Address
University of Waikato
Gate 1, Knighton Road (LAIN Building)
Hillcrest, Hamilton
New Zealand
Campus map