



**MASSEY  
UNIVERSITY**  
TE KUNENGA KI PŪREHUORA

UNIVERSITY OF NEW ZEALAND

# INTERNATIONAL STUDENT SUPPORT HANDBOOK



[iss.massey.ac.nz](http://iss.massey.ac.nz)



# CONTENTS

<b>STUDY AT MASSEY UNIVERSITY</b>	<b><u>3</u></b>	<b>LIFE IN NEW ZEALAND</b>	<b><u>25</u></b>
Arrival and Welcome	<u>3</u>	Accommodation and Tenancy	<u>25</u>
Welcome Message	<u>3</u>	Renting 101	<u>25</u>
International Student Support Services	<u>5</u>	Fixed Term Tenancies	<u>26</u>
International Student Support Queries	<u>5</u>	Adventure Smart	<u>27</u>
Massey Uni App for Students	<u>6</u>	Be Sun Smart	<u>27</u>
MyHub	<u>6</u>	Outdoor Safety Code	<u>27</u>
Student Portal	<u>7</u>	Water Safety Code	<u>27</u>
Access Massey Services via your student portal	<u>7</u>	Alcohol	<u>28</u>
Introduction to Student Portal	<u>8</u>	Alcohol Fact Sheet	<u>28</u>
Code of Practice	<u>9</u>	Culture Shock	<u>29</u>
Complaints – i/Student Complaints	<u>9</u>	Earthquake Advice	<u>30</u>
Complaints and Grievance Procedures	<u>10</u>	Finances	<u>31</u>
Emergency Procedures	<u>11</u>	Managing Your Finances	<u>31</u>
Examinations and Plagiarism	<u>12</u>	Insurance	<u>32</u>
Fees – Paying your fees	<u>13</u>	Pregnancy	<u>32</u>
Impaired Performance or Aegrotat	<u>14</u>	Settling in New Zealand	<u>33</u>
Important Dates	<u>15</u>	Smoking Law / Vaping	<u>36</u>
Massey University Accommodation	<u>17</u>	Smoke-free Law and practice in New Zealand	<u>36</u>
Student Academic Standing	<u>18</u>	Staying Safe	<u>37</u>
Student Academic Support	<u>19</u>	Student Visa and Working in New Zealand	<u>38</u>
Academic Advice	<u>19</u>	Vocabulary / Glossary	<u>39</u>
Centre for Teaching and Learning	<u>19</u>	Common Māori words	<u>39</u>
Student Discipline	<u>20</u>	Common New Zealand Slang	<u>40</u>
Terms and Conditions	<u>22</u>	<b>Services Directory</b>	<b><u>42</u></b>
Vocabulary / Glossary	<u>24</u>	Community Services	<u>42</u>
		Education and Translation	<u>43</u>
		Health Centres	<u>44</u>
		Immigration, Legal Advice, Rights and Visa	<u>45</u>
		Working and Driving	<u>46</u>

# STUDY AT MASSEY UNIVERSITY

## ARRIVAL AND WELCOME

### Welcome from Executive Director Student Services

#### **NAU MAI, HAERE MAI – WELCOME**

It is my pleasure to welcome new and returning international students to Massey University. We start each academic year with enthusiasm, in anticipation of the energy, talents and diverse influence you each contribute to the campus, making it a richer place. We look forward to celebrating your successes throughout your study at Massey.

#### **ABOUT MASSEY**

With more than 31,000 students, Massey University is the second largest University in New Zealand with campuses in Auckland, Manawatū (Palmerston North) and Wellington. In addition, we offer New Zealand's longest-running distance education programme.

Each year more than 5,000 international students from over 100 countries study at Massey, and international students play an important part, adding to the diversity of our student body and making a significant contribution to student life at Massey.

Massey is recognised internationally for its excellence in teaching and research. Our world-leading reputation extends across many diverse disciplines, all with international excellence and national significance in common.

We are ranked in the 1.3% of universities worldwide and have four subject areas ranked in the top 100 by QS: agriculture and forestry, art and design, development studies, and veterinary science.

#### **SUPPORT AT MASSEY**

It has been a challenging time globally with COVID19 impacting many of our students especially our international students. The future is likely to continue to bring challenge and disruption which is why it so important to us that you know about, and access when needed, our dedicated support services. This handbook is a key resource for you as it outlines details of these specialist international student support services and staff that are there to help you settle into your new study life, answer questions and help resolve any problems that may arise whether you are studying on campus in New Zealand or online.

I hope that you will enjoy your time with us, and take all the opportunities that will present themselves for learning, making new friends, expanding your personal, social and cultural horizons. When you become a student at university, you enter a special state of being. This period in your life should alter the way you look at the world, at your fellow human beings and at yourself. Enjoy it, cherish it, commit yourselves to your learning and development and be assured that we are committed to you and your success.

On behalf of the team at Massey, we hope you enjoy your time with us and I wish you every success for the year ahead.

**Amy Heise**  
**Executive Director: Student Experience**



ORIENTATION IMMIGRATION  
ACADEMIC SUPPORT  
ENROLMENT ASSISTANCE  
SOCIAL FUNCTIONS  
INSURANCE MEET & GREET  
FINANCIAL GUIDANCE  
PASTORAL CARE & SUPPORT  
PRE-DEPARTURE ADVICE



International Student Support (ISS) comprises of two teams Student Registry (SR) and Student Care (SC). We provide:

- Pastoral care and wellbeing support
- On-boarding information
- Student visa information
- Trips, activities and seminars
- Medical and travel insurance
- Orientation information
- Post-study work visa information
- General campus information

**A range of other services also exist to help you be well and achieve your goals.**

**Please find them in [MyHub - Assist Me](#)**

[iss.massey.ac.nz](https://iss.massey.ac.nz)

### Student Registry:

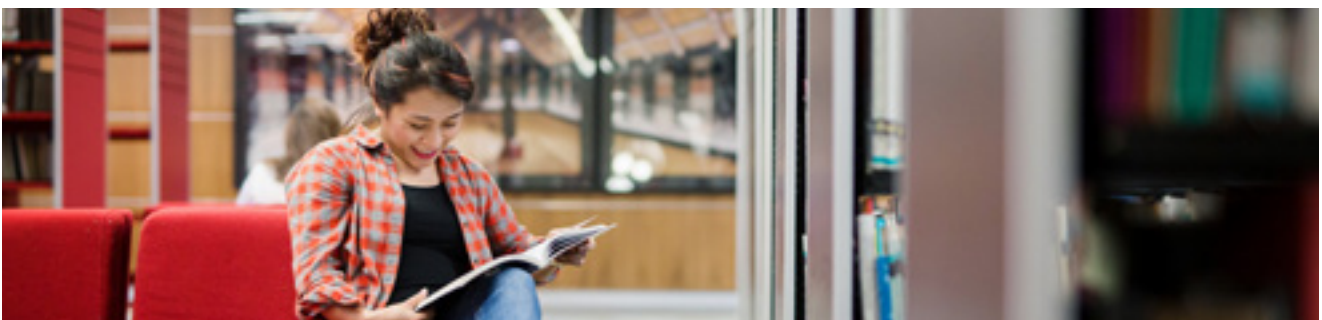
- Visa and Insurance      Email [visa@massey.ac.nz](mailto:visa@massey.ac.nz)
- Refunds      Email [compliance@massey.ac.nz](mailto:compliance@massey.ac.nz)

### Manaaki New Zealand Scholarships:

- Travel, Stipends, Reimbursements, Allowances, Extensions, Scholar Insurance and Visa  
Email [nzscholarships@massey.ac.nz](mailto:nzscholarships@massey.ac.nz)

### International Student Care:

- Pastoral Care Support, On-boarding and Exiting, Trips and Events, Wellbeing, Appointments  
Web <https://myhub.massey.ac.nz/students/infoPages/detail/40>



# MASSEY UNI APP FOR STUDENTS



The Massey University App brings you essential info while you are on the move.

Check out 'What's on' regularly to find out about upcoming events, workshops and things to do.

## MYHUB

### Welcome to MyHub



**Kia ora, and welcome to Massey. We want you to be happy and successful throughout your time with us, and to help you to develop both personally and professionally.**

For a good start on this, take some time to explore MyHub. This is an exciting online portal that we launched in February 2020. In it, you'll find a lot of information, resources, links and tools to help you.

**Information, resources, links and tools to help you:**

- Identify, explore, develop and articulate your skills and strengths
- Choose a career, look for and apply for work of your desire
- Enhance your wellbeing – physical and emotional – and stay safe
- Study and learn effectively
- Get fully involved with activities on and off-campus
- Make the most of your time with Massey.

Check out <https://myhub.massey.ac.nz/> and start getting involved.

[myhub.massey.ac.nz](https://myhub.massey.ac.nz)

## Access Massey Services Via Your Student Portal

### Portal login

Students, please log in using your Student ID number and password.

New applicants, if you have not yet received an ID number, log in using your email and password.

Agents, please log in using your network username and password.

**Student ID/Username**

**Password**

[Forgotten password](#) [Log in](#)



**STREAM** – access your on-line learning community



**TIMETABLE** – access when and where your classes are



**EMAIL** – access your Massey University email account



**Request or replace Student ID card**



**Apply for new qualification**



**Results**



**Enrol**



**Make a payment**



**Order records and transcripts**

## More Details About Student Portal

Welcome to Massey! This guide will help you find where to go in your student homepage.

Access is via the Student/staff login button (top right of most Massey web pages) or by going to [smsportal.massey.ac.nz](https://smsportal.massey.ac.nz)

Student/staff login

First time in you will need to set a password; you're welcome to use the same password as your Network ID (for Stream, library services etc).

### APPLY FOR A DIFFERENT PROGRAMME

Under the ⇒ **Qualification and courses** tab, click ⇒ **Apply for new qualification**.

### APPLY FOR CREDIT

Massey University may award you credit for previous learning (complete or incomplete). To see if your programme allows for credit, review the information on the ⇒ **programme planning page**.

### BALANCE

Use the ⇒ **Fees and Finance** tab to see your account balance.

### Contact details

Click on your name (top right corner), then ⇒ **Your profile**. You can update details, opt out of marketing messages and apply for credit.

### ENROL

Under the ⇒ **Qualifications and courses** tab, click the link under ⇒ **My study**. For more information, open any Massey page and search for ⇒ **CS Tour**.

### FEES

Under the ⇒ **Fees and finance** tab. You can make payments, view statements and balances etc.

### PASSWORD

Click on your name (top right corner), then ⇒ **Change password**. To change your network password go to **Home** tab ⇒ **Massey information** heading ⇒ **Manage your Massey network password**.

### PRINTING

Click **Home** tab ⇒ **Massey information** heading ⇒ **Manage your print budget**.

### Qualification progress

To view your courses (past, current and future), go to ⇒ **Qualification and courses** tab, you'll see a link under the heading ⇒ **Qualification progress**.

### RESEARCH

If you are a postgraduate student you will have a ⇒ **Research** tab with details of your programme. There are a number of options, including applying for an extension.

### SEARCH

Use the **Search** function (next to your name) to locate information or links.

### STREAM

Your homepage has a link to Stream on the right hand side. This is where you will access information about your courses.

### STUDENT ID CARD

To order a student ID card ⇒ **Home** tab ⇒ **Massey information** heading ⇒ **Request student ID card**.

### TIMETABLE

Click ⇒ **Timetable** (right hand side of the home page) to view your personal classroom timetable. Here you will see information on time and venue for your lectures and tutorials.

### WITHDRAW FROM A COURSE (paper)

e.g. 230.111 – Click ⇒ **Qualification and courses** tab, click ⇒ **Withdraw** next to the course. *Be careful not to withdraw from your programme (e.g. BSc) by mistake.*

### WITHDRAW FROM A PROGRAMME (qualification)

e.g. Bachelor of Arts – Click ⇒ **Qualification and courses** tab ⇒ **My study** heading, click ⇒ **withdraw permanently** under the particular qualification.



Massey University has agreed to observe and be bound by The Education (Pastoral Care of International Students) Code of Practice 2016 (including Amendments 2019) “The Code” published by the New Zealand Ministry of Education.

For more information, please visit NZQA website: [nzqa.govt.nz](https://www.nzqa.govt.nz)

## WHAT IS THE CODE?

The Code is a document that provides a framework for service delivery to international students by educational providers and their agents. The Code sets out the minimum standards 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.

## BREACHES OF THE CODE

Students, or parents of students, who feel that an area of The Code has been breached should document the breach of The Code in writing to the Executive Director, Student Experience, Student Services, Massey University, who will take all steps necessary to ensure that the grievance is settled.

## WHAT CAN YOU DO IF YOU HAVE A COMPLAINT?

If you have a complaint about Massey University’s compliance with the Code of Practice, you should try and resolve it by using the internal provider process in the first instance.

If your complaint is not resolved, you can take your complaint to iStudent Complaints. Visit <https://www.istudent.org.nz/>

# iSTUDENT COMPLAINTS

**iStudent Complaints** is the appointed operator of the International Student Contract Dispute Resolution Scheme (DRS), which was set up to resolve financial and contractual disputes.

Code signatories are required to comply with the International Student Contract Dispute Resolution Scheme Rules.

For more information, please visit NZQA website: [nzqa.govt.nz](https://www.nzqa.govt.nz)





## Student Complaints and Grievance Procedures

Massey University's Student Grievance Procedures are for all domestic and international students and cover programmes including not-for-credit, undergraduate and postgraduate programmes and related services. They are designed to ensure students receive a quality education and that relations between staff and students are equitable. The Procedures can be accessed from the University's Policy Guide at [policyguide.massey.ac.nz](http://policyguide.massey.ac.nz).

A Grievance means any grievance, which a student (whether or not that person has any other role within the university) has against the University and/or a staff member because of a claim that he/she has sustained **academic** disadvantage. This includes claims which are sometimes referred to as Student Complaints.

Such grievances may include but are not confined to:

- The unfair assessment of course work not otherwise governed by University assessment and examination regulations.
- An unfair refusal or failure of the staff member to make him/herself available to assist a student with difficulties regarding his/her course work.
- Unreasonable delays in the assessment of course work.
- Inadequate course materials.
- Inadequate teaching.
- Deficient performance of associated administrative services.

A grievance should be brought to the attention of the University within one year of the occurrence or circumstances to which the grievance refers (Note that assessments (including major tests) and examination scripts not routinely returned to students should be retained by academic departments for a period of 12 months).

Thereafter a grievance may be considered only with the consent of the Provost. In deciding whether a grievance will be considered pursuant to Clause 9 of this Policy, the Provost will consider:

1. The seriousness of the alleged grievance;
2. The availability of relevant information including witnesses and documents;
3. The prejudice to any other parties; and
4. Any reasons for the delay in bringing the grievance to the attention of the University.



## Procedures

### Step 1

The student(s) and/or their representative approaches the staff member concerned. If the approach is in writing the staff member should acknowledge the receipt of the complaint within 7 days. (Mediation preferred forum for resolution.) Students may approach their Students' Association representative for support, advice and advocacy.



University Disputes Advisor for referral to a Mediator agreed upon by the Parties.

### Step 2

If no resolution, or Step 1 is inappropriate, complainant approaches Head of Department/School/Institute/Section or, where the Head is the respondent or there is no settlement of the Grievance, the Pro Vice-Chancellor of the College. (Mediation preferred forum for resolution.)



University Disputes Advisor

### Step 3

If no resolution, complainant approaches Provost or their nominee who may, after consultation with the University Disputes Advisor, initiate the convening of the University Grievance Committee.



### Step 4

University Grievance Committee decision, which is final and binding.

- To receive emergency alerts direct on your smart phone from Massey download the Massey App: Scan the QR Code below or search "**Massey Uni App**" at [www.massey.ac.nz](http://www.massey.ac.nz)

SCAN QR CODE TO GO TO MASSEY APP WEB PAGE



## EMERGENCY PROCEDURES

### KNOW WHAT TO DO BEFORE AN EMERGENCY HAPPENS

**Dial  111 for Emergency Services**  
(Fire, Ambulance, Police) if required

IF YOU HAVE SECURITY CONCERNS ON CAMPUS:  
**Dial  your Massey Security Team helpdesk**

**0800 MASS 50 (0800 6277 50)**

**24Hrs / 7 Days a week**

- Act on evacuation alarm or instruction from Massey Wardens.
- FLUORESCENT VESTS identify Massey Wardens.
- For more information on emergency management at Massey refer to: [www.massey.ac.nz/emergency](http://www.massey.ac.nz/emergency)
- To keep updated following an emergency refer to the Massey University Homepage, and Massey on:

<https://www.massey.ac.nz>



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# EXAMINATIONS AND PLAGIARISM



## Examinations

Examinations may be different from those you have experienced in your own country.

At Massey University, your classes will finish after 12 weeks of study. Students then have two weeks of study time. Examinations start after the two weeks of study time. Examinations end on the last day of semester.

The examination timetable is published in week 4 or 5. Timetable information can be found in your Student Homepage under Examinations. Examination regulations and instructions will be sent to you in an email or via the Student Homepage.

They are also available on the Exams website. Read these regulations and instructions carefully. You must sit your exam at the time and place indicated in your timetable. If you think you have problems sitting your examinations at the scheduled time on campus please refer to "changing your exam centre" on the Exams website or contact Assessment Services immediately.

### CONTACT DETAILS:

Email [exams@massey.ac.nz](mailto:exams@massey.ac.nz)

Phone **0800MASSEY** ext **83138**

Check your exam timetable at:

[https://www.massey.ac.nz/massey/learning/exams/exam\\_home.cfm](https://www.massey.ac.nz/massey/learning/exams/exam_home.cfm)



## Plagiarism

Massey University defines plagiarism as presenting as one's own work the work of another, including the submitting, copying or paraphrasing of another's work without acknowledging it as another person's work through full and accurate referencing. Plagiarism applies to material so presented through written, spoken, electronic, broadcasting, visual, performance or other medium.

In the context of an assignment, plagiarism occurs when information from another source is used without being credited correctly. This source can be a ghost writer, book, a journal article, an image, or a website: anything that was written, designed, or created by someone else.

### THERE ARE SEVERAL COMMON MISTAKES THAT CAN LEAD TO PLAGIARISM:

- Copying a series of words without telling the reader where those words came from;
- Copying a series of words without putting them inside quotation marks;
- Paraphrasing (rephrasing) another source, but only changing a few words;

- Hiring a ghost writer to produce a piece of work for you to submit as your own;
- Using the facts or ideas from another source without telling the reader where they came from;
- Copying images, in whole or part, without including captions or telling the reader where they came from.

### THERE CAN BE SIGNIFICANT ACADEMIC PENALTIES FOR PLAGIARISING IN AN ASSIGNMENT.

All work is put through **turnitin** for checking and will be noticed. Visit <https://www.massey.ac.nz/massey/staffroom/teaching-and-learning/staff-guide-to-stream/how-to-use/guides/assignment/turnitin.cfm>

### PLAGIARISM ANXIETY

Many new students worry about accidentally plagiarising. This is perfectly natural! The rules of referencing are complex and intimidating at first. Academic study involves a lot of reading, and it can be difficult to keep track of the sources of ideas. If you have any doubts, ask your lecturer or tutor.

# Paying Your Fees

Payment of fees can be done via the Student Portal or at Campus Information Services. Acceptable payment methods include cheque, credit card, EFTPOS card, AliPay and WeChat Pay (cash payments are limited / not accepted). Once you have received your Confirmation of Enrolment you will be issued with an invoice which will detail when your fees are due.

**NOTE:** International students will need to pay fees in order to be issued a Receipt of Payment which is required for immigration purposes. The Receipt of Payment will be issued once your payment clears. Never agree for someone else to pay your fees on your behalf and vice versa.

## CREDIT CARD PAYMENT

You can pay your fees by credit card online from your student homepage. If you are in New Zealand you can pay in person at the Cashiers Office. The University accepts Visa or MasterCard.

## INTERNET BANKING

Either deposit directly into the Massey University Bank Account for Tuition and Enrolment Fees by entering the account number 02-0630-0016592-004.

### OR

Select one of the bill payment options for Massey University held at your bank:

- Massey University - Student Fees (for Enrolment and Tuition Fees).
- Massey University - Student Other (for other payments such as Library Fines or Student Health charges).

Payment details for either payment method must be completed using the example given below; this will ensure quick allocation of your payment.

- Particulars: <enter your name> e.g. "John Smith"
- Code: <enter your student ID> e.g. "1234567"
- Reference: "Fees"

## TELEGRAPHIC TRANSFER - INTERNATIONAL STUDENTS

Western Union Business Solution is Massey University's preferred method of payment for international students. This payment option enables you to pay your fees online in your home currency. Students, parents and partners can pay NZD student fees by selecting the country you are paying from using this simple and secure payment platform.

The Global Pay for Students platform provides convenient payment methods including Alipay, UnionPay, Trustly, Sofort and more.



If you experience difficulty please email Western Union directly. Please read the Western Union Payment Guide for information about how to use the service.

### OR

Directly through your bank using the University bank details below:

Bank Name: BNZ  
 Account Name: Massey University Account  
 Number: 02-0630-0016592-004 Swift (Routing) Number: BKNZNZ22 Bank Physical Address: 42 Willis Street, Spark Central, Floor 2, Wellington, New Zealand

Payment details for either payment method must be completed using the example given below; this will ensure quick allocation of your payment.

- Particulars: <enter your name> e.g. "John Smith"
- Code: <enter your student ID> e.g. "12345678"
- Reference: <enter your fees or invoice number> e.g. "268195"





# IMPAIRED PERFORMANCE OR AEGROTAT CONSIDERATION

**If you are unable to attend an exam due to illness or injury, or if you believe that your performance in an exam or test has been seriously impaired because of illness, injury, or something serious that happened just before the exam, you may make an application for Aegrotat consideration.**

## **AEGROTAT AND IMPAIRED PERFORMANCE – WHAT DO THEY MEAN?**

Aegrotat is a university term that is used when a student is unable to attend an examination, compulsory component or assessment activity occurring at a fixed time and place due to illness, injury, bereavement or other critical circumstances.

Impaired Performance is used when a student believes that their performance in, or preparation for, any examination or assessment activity has been seriously impaired due to illness, injury, bereavement or other critical personal circumstances.

Critical personal circumstances are circumstances that have a profound effect on your 'normal' functioning. The effect will usually be in terms of your ability to concentrate, think clearly or put aside strong emotion for the duration of the assessment or a significant proportion of the study period. A more comprehensive definition, including examples, can be found in the Glossary of the University Calendar, available at [https://www.massey.ac.nz/massey/learning/exams/before-your-exams/aegrotat-impaired-performance/aegrotat-impaired-performance\\_home.cfm](https://www.massey.ac.nz/massey/learning/exams/before-your-exams/aegrotat-impaired-performance/aegrotat-impaired-performance_home.cfm).

Supporting documentation such as medical certificates must be in English, or be accompanied by an official translation in English. More information on the University's Aegrotat/ Impaired Performance policy and procedure is available online [https://www.massey.ac.nz/massey/learning/exams/before-your-exams/aegrotat-impaired-performance/aegrotat-impaired-performance\\_home.cfm](https://www.massey.ac.nz/massey/learning/exams/before-your-exams/aegrotat-impaired-performance/aegrotat-impaired-performance_home.cfm)

## **WHEN TO APPLY?**

Applications for Aegrotat and Impaired performance have to be submitted as soon as possible after the assessment event. The University must receive applications within 14 days of the assessment. You should always attempt the assessment, and then apply for Impaired Performance. If exceptional circumstances prevent you from attending an examination, assessment or other compulsory component of the course you can apply for an Aegrotat consideration.

You should note that Aegrotat or Impaired Performance consideration is only given when serious and exceptional circumstances apply at, or around, the time of your assessment event(s) - if unsure discuss with Massey staff (ISS, NZS, CIS, H&C). Ongoing problems, conditions or situations do not provide support for an application. Circumstances of your own making, such as sleeping through an exam, or being exhausted because you studied all night prior to an exam, are not grounds for an application.

## **TO APPLY**

1. Go to your Homepage → Exceptional Circumstances → Apply for aegrotat, impaired performance, exam script return or remark → Create New application
2. Click on the link that will take you to the webpage with the relevant application form and information.
3. Download the application form and follow the instructions on the webpage for completion of the form
4. Back on the homepage site for applying for aegrotat or impaired performance, complete the Application type and Course information and upload the relevant forms and supporting documentation.

The University must receive the application within 14 days of the assessment. Do not send in an application for an Aegrotat/Impaired Performance consideration after you have received your examination results, as it is unlikely to be considered.

<https://www.massey.ac.nz/massey/about-massey/events/key-dates/important-dates.cfm>

- [Application due dates](#)
- [Semester and examination dates](#)
- [Fee payment dates](#)
- [Graduation ceremonies](#)
- [Orientation week](#)
- [Open days](#)

**\*Important Note:** Please check course details on the website or your confirmation of enrolment letter for WMAR and WD – dates are based on individual course. **WMAR:** Last day to withdraw from courses without financial penalty. **WD:** Last day to withdraw from courses without academic penalty

\*\* These dates have been adjusted to reflect the impact COVID-19 pandemic







# MASSEY UNIVERSITY ACCOMMODATION

SERVICE NAME	NUMBER	LOCATION	WEB / E-MAIL INFORMATION
<b>Massey Halls</b>  <b>Residential Services</b>  <b>On campus and Off campus Accommodation Advice</b>	<b>AUCKLAND</b>		
	09 213 6600	Student Central, Level 2 Monday to Friday 8:30am - 5pm	<a href="http://accommodation.massey.ac.nz">accommodation.massey.ac.nz</a> <a href="mailto:accommodation.auckland@massey.ac.nz">accommodation.auckland@massey.ac.nz</a>
	<b>PALMERSTON NORTH</b>		
	06 9517163 ext 84163	YFC Building, Rehab Road, Turitea Site Monday to Friday 8:30am - 4:30pm	<a href="http://accommodation.massey.ac.nz">accommodation.massey.ac.nz</a> <a href="mailto:accommodation.manawatu@massey.ac.nz">accommodation.manawatu@massey.ac.nz</a>
	<b>WELLINGTON</b>		
	04 801 5799 ext 63322	Student Central Monday, Tuesday, Thursday and Friday 8.30am - 4.30pm Wednesday 9am - 4.30pm	<a href="http://accommodation.massey.ac.nz">accommodation.massey.ac.nz</a> <a href="mailto:accommodation.wellington@massey.ac.nz">accommodation.wellington@massey.ac.nz</a>
<b>Massey University Homestay Accommodation</b>	<b>AUCKLAND</b>		
	09 414 0800 ext 43487 / 43239	Quad A Building, Level 1 Monday to Friday 8.30am - 4.30pm	<a href="mailto:homestayakld@massey.ac.nz">homestayakld@massey.ac.nz</a>
	<b>PALMERSTON NORTH</b>		
	06 356 9099 ext 84077 / 84078	Building 1, Colombo Village Colombo Road Turitea Site Monday to Friday 8.30am - 4.30pm	<a href="mailto:homestaypn@massey.ac.nz">homestaypn@massey.ac.nz</a>
	<b>WELLINGTON</b>		
	04 801 5799 ext 63408	Student Central Monday, Tuesday, Thursday and Friday 8:30am - 4:30pm Wednesday 9am - 4:30pm	<a href="mailto:homestaywgtn@massey.ac.nz">homestaywgtn@massey.ac.nz</a>





**Disclaimer: Academic Standing is currently suspended due to COVID-19**

## Academic Standing

Academic Standing is a system designed to assist you to understand how you are performing in your studies. Massey University has high expectations and wants students to pass 100% of their courses. Massey University identifies and acknowledges and wants to help you to perform at your best.

Your Academic Standing is calculated after each semester. There are three types of Academic Standing you can receive:

- **University Standing:**  
this standing is calculated based on the number of credits you have passed and your Grade Point Average (GPA). Your University standing may affect the number of courses you are allowed to enrol in.
- **Qualification Standing:**  
A few qualifications have specific student progression regulations that you need to meet. If you fail to meet these requirements, you will receive a Qualification Standing of Excluded. This only applies to a small number of qualifications, but it is important to know if it applies to yours.

- **Course Standing:**  
if you fail a course twice, you will receive a Course Standing of Excluded and will not be able to re-enrol in that course for 12 months. This can apply to any course, from any enrolment period.

If your academic standing is calculated as “Excelling” or “Good”, this means Massey University is happy with your progress (and you should be too!). However, if your standing is calculated as “Academic Management” or “Academic Risk”, this means that the University may need to take steps such as limiting the number of courses you can enrol in, so that you have the best opportunity to succeed in your studies with us.

For more information about Massey University’s academic policies, please see the University calendar or visit [https://www.massey.ac.nz/massey/about-massey/calendar/calendar\\_home.cfm](https://www.massey.ac.nz/massey/about-massey/calendar/calendar_home.cfm)





## Academic Advice

Contact an adviser from our Academic Advice and Information Team for help with choosing and planning your degree. This includes advice on planning and sequencing your courses, changing programmes and courses, requirement for completing your degree, as well as progression from undergraduate to postgraduate study.

- Email: [contact@massey.ac.nz](mailto:contact@massey.ac.nz)  
Phone: **0800 MASSEY (0800 627 739)**

### AUCKLAND

Gate 1, Campus Information Services,  
Quadrangle Building A, Level 1

### PALMERSTON NORTH

Campus Information Services, Registry, Level 2

### WELLINGTON

Student Central, The Pyramid (near Entrance A)

## Centre for Teaching and Learning

**As a student at Massey University, you have access to a wide range of study support services and resources that are designed to help you enhance your academic skills at all levels of study.**

### AUCKLAND

Albany Library Building, Level 3, East Precinct  
Phone **09 212 7117** Email [ctlalb@massey.ac.nz](mailto:ctlalb@massey.ac.nz)

### PALMERSTON NORTH

Student Centre, Level 2, Manawātū Campus  
Phone **06 951 6540** Email [ctlman@massey.ac.nz](mailto:ctlman@massey.ac.nz)

### WELLINGTON

Library, Level A  
Phone **04 801 5799** Email [ctlwel@massey.ac.nz](mailto:ctlwel@massey.ac.nz)

Study support services and resources can be sourced from:

- **One-to-one support**  
An appointment with a Learning Consultant.
- **Electronic resources**  
Learning resources you can view online.
- **Stream**  
Located on Massey's virtual learning environment, you can ask short questions or submit an assignment for review of its academic tone and focus.
- **Printed resources**  
Information that you can collect for free from CTL.
- **Workshops and seminars**  
Sessions to help you develop your academic skills. Available to internal and distance students.

## STUDENT DISCIPLINARY REGULATIONS

**The University has Student Disciplinary Regulations. These are available online at <https://www.massey.ac.nz/massey/about-massey/calendar/studying-at-massey-university/student-disciplinary-regulations.cfm>**

## ACADEMIC INTEGRITY

1. All students are required to comply with the principles of Academic Integrity as published from time to time.
2. Failure to comply with the principles of Academic Integrity may be considered to be Academic Misconduct.
3. Examples of Academic Misconduct include but are not limited to:
  - (a) Plagiarism: Presenting the work of others as one's own or without appropriate acknowledgement. This applies to material presented in any medium – works in textual, musical, visual, spoken, or performance format. Examples of plagiarism may be –
    - (i) copying of sentences, paragraphs, computer files, research data or creative products that are the works of other persons, without appropriate acknowledgement;
    - (ii) closely paraphrasing sentences, paragraphs or themes without appropriate acknowledgement;
    - (iii) submitting all or parts of other students work;
    - (iv) self-plagiarism, i.e. submitting one's own previously-assessed or published work for assessment or publication elsewhere, without appropriate acknowledgement and/or approval;
    - (v) submission of work overly reliant on model answers or sample solutions provided in the learning resources.
  - (b) Cheating in any examination or test. For example, the use of notes written on the body, crib cards, mobile phones or sheets of paper, or the use of pre-programmed electronic devices and mobile phones without permission, or positioning answers so others can see and make use of them.
  - (c) Collusion: Where one or more individuals set out to deceive an assessor as to the responsibility for a submitted piece of assessment work. This deception may be overt or covert and includes the following but is not limited to:
    - (i) any assistance given by a current student to another student to be dishonest or fraudulent with academic assessment;
    - (ii) collaborative projects falsely representing the individual contributions of each person or presenting as one's own the work of others in an associated individual report. Students are required to complete assessment tasks individually and submit individual work unless the Course Guide advises that assessments are group assessments.
  - (d) Contract plagiarism: Submitting material obtained from essay depositories (paper mills) or from another person. Submitting an assignment where all or part has been purchased from a third party service. The offering or advertising by students for students to engage in fraudulent activities.
  - (e) Presenting data with respect to laboratory work, clinical placements, practica, field trips, or other work that has been copied or falsified.
  - (f) Presenting data obtained improperly, e.g. data collected without ethical consideration.
  - (g) Any misrepresentation in relation to academic achievement or records.

- (h) Disclosing or assigning Intellectual Property in which the University can reasonably be said to have an interest outside the channels prescribed by the University's Intellectual Property Policy.
  - (i) Any breach of the Code of Responsible Research Conduct by a student.
4. Breaches of Academic Integrity will be managed in accordance with the Procedures for Managing Student Breaches of Academic Integrity and any determination of Academic Misconduct by a student may result in academic penalties being imposed.
5. Academic penalties include but are not limited to:
- (a) capped mark for an assessment component of a course;
  - (b) remedial advice to be sought from a University Learning Consultant;
  - (c) requirement to attend an appropriate workshop or other type of learning activity, either online or face-to-face;
  - (d) repeat or resubmission of assessment or part thereof, and re-presentation for marking;
  - (e) repeat assessment, or part thereof, and present for marking with capped mark;
  - (f) reduced mark (nil for affected section of the assessment task);
  - (g) zero marks for the piece of assessment;
  - (h) fail grade for the course;
  - (i) period of suspension from the University;
  - (j) exclusion from the University.
6. The University may rescind a qualification already awarded to a student or former student, where Academic Misconduct of a serious nature is revealed post-graduation.
7. Failure of a student to participate in a remedial activity required by the University under these regulations may result in an escalation of penalties.
8. A record of a finding of Academic Misconduct may be maintained on the University's Academic Misconduct Register.
9. Notwithstanding Regulations 1 to 8, Academic Misconduct may also be addressed through the Student Disciplinary Procedures or other relevant disciplinary processes, including recourse to the civil and/or criminal justice systems.
10. Appeals may be made by students in accordance with the process described in the Student Disciplinary Regulations.





## Additional Terms and Conditions for International Students

### **Tuition fees/financial support**

Tuition fees are subject to annual adjustment by the University Council and students agree to pay the tuition fees as set each year.

There is no financial assistance available from the University and it is students' responsibility to ensure that they have sufficient funds available to meet all expenses before commencing a programme of study.

One academic year (February to November) is generally equivalent to 120 credits of full time study.

Some programmes require more than 120 credits of full time study to be completed in a year. This will also increase the tuition fee for that year of study.

Tuition fees do not include accommodation, living expenses, textbooks, field trips, other course related or incidental expenses.

### **Non-tuition fees**

Non-tuition fees are calculated on an academic year not by semester. Where a student's study spans two academic years, e.g., commencing in Semester Two and continuing through Semester One of the following year, the student will be liable for the annual non-tuition fees in each academic year.

Non-tuition fees include the Enrolment Fee, Student Services Levy, campus charges and Building Levy and are subject to annual adjustment.

### **Payment of fees**

The student must pay tuition fees and other Massey University related fees to Massey University directly and not to any recruitment agent or other party, unless instructed by Massey University. This is part of Massey University's fee protection policy.

There may be a bank fee charged by Massey University's bank which is payable by the Student.

### **Refund Policy**

Refund of tuition fees shall be made to students who withdraw in the manner required from their course(s) before 10% of the study period has elapsed as defined by the course start and end dates (see Enrolment Regulations in the University Calendar). Students who withdraw from all of their study at Massey University within the time and in the manner required to obtain a tuition fees refund must pay a withdrawal fee. Commission paid by Massey University to agents for international students will also be deducted from any refund in respect of the courses withdrawn from.

When Massey University receives written notice from an international student that he or she has attained permanent residence in New Zealand, then, for any course which has not been commenced (defined by the course start date) at the date of receipt of the notice, Massey University will refund the student the difference between tuition fees received and the domestic tuition fees for the courses concerned. Massey University will require evidence of the change of status. There will be no refund for courses that have commenced.

Refunds due for overpayment of fees or withdrawal with a refund are made as soon as possible once enrolments and financial support provisions have been established for a particular study period. In any case, where a specific request is made for a refund that has been approved, such refund will be made within 28 days. If the refund cannot be made a written statement shall be provided to the student as to why the refund cannot be made, together with a date by which the refund shall be made.

Students under 18 years of age must provide evidence satisfactory to Massey University of parental approval prior to withdrawal or refund being granted.

In all cases, Immigration New Zealand will be advised that the student has withdrawn.

## Compensation

Massey University will not compensate the student if Massey University cancels and/or postpones courses and/or qualifications whether or not the student has commenced study. After the student has accepted the Offer of a Place, and even after Massey University has issued a written Confirmation of Enrolment, Massey University may still cancel and/or postpone courses and/or qualifications offered from a Programme of Study and/or change the content of any course/qualification the student has enrolled in. If Massey University cancels a qualification and/or course that the student is enrolled in and which the student has not undertaken or if Massey University postpones the start date of any qualification and/or course and a new start date does not suit the student, a refund of fees will be paid for the courses which have not been undertaken and were enrolled in at the time of the cancellation. Massey University may cancel the student's enrolment under the Education Act or as permitted by law.

## Insurance

International students must have appropriate and current medical and travel insurance while studying in New Zealand. The Studentsafe-University Insurance fee quoted in the Fees Details may be refundable only when an alternative policy is presented and approved by Massey University. A full refund will be given if Studentsafe Insurance has been charged when the student has not travelled to New Zealand and has not made a claim. Insurance premiums will not be refunded if a claim has been made or if an alternative policy is presented and approved by Massey University part way through a Semester. If no claim has been made, only a proportion of the insurance will be refunded as insurance cover for the travel period, time spent in New Zealand, and the return trip home needs to be retained. Under all circumstances, no refunds will be made following the insurance year close off, normally January preceding the enrolment year. Failure to disclose any known medical conditions to your insurer may invalidate your insurance policy. It is a condition of enrolment for international students that they obtain and maintain sufficient insurance for the duration of your enrolment.

## Education (Pastoral Care of International Students) Code of Practice 2016

Massey University is signatory to and bound by the Education (Pastoral Care of International Students) Code of Practice, a copy of which is available at <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/> or, upon request from Massey. The Code sets out minimum requirements for signatories including in relation to dispute resolution: <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/student-complaints/>.

## Students under 18 years of age

All international students under 18 years of age must live in Massey University approved accommodation (approved accommodation for under 18 is Massey approved homestay accommodation, Massey approved designated caregiver accommodation or living with parent or legal guardian). All Massey University approved accommodation, including homestay accommodation is compliant with the Education (Pastoral Care of International Students) Code of Practice 2016.

## Immigration

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at [www.immigration.govt.nz](http://www.immigration.govt.nz).

## Starting at Massey

There is very important information about starting study at Massey University on our website. Find out more about the compulsory welcome and registration programme, your arrival and your Student ID card, see Starting University.

## Campus location and programme of study

Massey University reserves the right to select the programme, campus location and start date to be offered to a Student. The programme of study may be selected by Massey University when the Programme selected by the Student is no longer offered by Massey University or when Massey University considers another Programme best suits the Student. Massey University also reserves the right to select the course to be offered to a Student where appropriate.

## Disability

If you currently have a disability or develop a disability while studying at Massey University you should be aware of the associated services and costs. Information is available about alternative examination arrangements for International students.

## Completing your qualification

Please note Massey University has an expected timeframe in which you must complete your qualification. For more information please see Time to Complete.

## Grievance procedure

Massey University has a Student Grievance Procedure outlined in the University Calendar.



**Academic Advisor**

Your new best friend when it comes to planning your study. You can book (free) appointments via the Contact Centre or the Campus Information Services or [MyHub](#).

**Co-requisite**

Some courses require you to be enrolled in another specific course, known as a co-requisite, at the same time. You can't take the one without the other.

**Contact workshop**

Students studying via distance or block mode will meet with their lecturer and other students at an assigned date and time to complete learning activities.

**Course**

Previously known as 'paper'. The first three numbers of the course code (for example 150.214) give the subject area. The next number gives the level of difficulty (in this example level 2, known as 200-level).

**Credits**

Each course has a credit value, most commonly 15. Most bachelor's programmes require you to complete 360 credits (usually 24 courses).

**Elective course**

Most programmes have core courses (compulsory) and elective courses where you get to choose from a range of courses.

**Level**

Most undergraduate degrees consist of 100, 200 and 300 level courses, each level being progressively harder. You must pass at least 45 credits at each level before being allowed to take courses at the next level. Not all 100 level courses have to be taken in your first year.

**Major**

The main subject area of your degree. Most degrees require you to complete 120 – 135 credits (8-9 courses) in your major subject. It may be possible to fit two majors (double major) into your degree.

**Minor**

The same as a major but requiring less credits (usually 60-75 credits = 4-5 courses). It can be in a subject belonging to another degree. It may be possible to have two minors.

**Paper**

This is the old name for course.

**Pre-requisite**

To be eligible to take some courses (for example, 230.210) you must first pass specific courses known as pre-requisites (for example 230.110). In other words, you can't do 230.210 until you have passed 230.110.

**Qualification**

Is as a programme of study, for example Bachelor of Science, Diploma in Arts.



# LIFE IN NEW ZEALAND

## ACCOMMODATION AND TENANCY

### Renting 101

**The University is not responsible for private accommodation but Student Association Advocacy can help, offer advice and support to students living in or wanting to live in private accommodation. We can help you with knowing where to find accommodation, plus what to be aware of when renting in New Zealand. Renting 101 is here for further information.**

#### DECIDE WHAT YOU WOULD LIKE

- Price
- Style or age
- Size
- Fencing
- Bedrooms
- School Zoning
- Length of tenancy

#### WHAT DOES IT COST?

- Move in costs typically include a deposit (3 or 4 weeks), rent in advance (1 or 2 weeks) and a letting fee (1 week + GST).
- Contracts are negotiable.
- Two types of tenancy (fixed or periodic) See below for further information on fixed term tenancy agreements).

#### TENANT RIGHTS AND OBLIGATIONS

- Pay the rent on time;
- Use the house for residential purposes;
- Have no more people living at the house than the maximum allowed;
- Tell the landlord about repairs and damage;
- Repair damage caused deliberately;
- Keep the home reasonably clean and tidy;
- Rules at the end of tenancy;
- Allow the owner reasonable access;
- Pay for phone, electricity and gas.

#### A TENANT MUST NOT:

- Carelessly or deliberately cause damage;
- Use the home for any unlawful purpose;
- Disturb your neighbours;
- Alter or renovate the building;
- Change the locks without permission;
- Unreasonably refuse entry to the landlord;
- Sublet or transfer the tenancy without landlord's agreement.

#### A LANDLORD MUST:

- Give 60 days' notice of rent increase;
- Give 48 hours' notice of an inspection;
- Give 24 hours' notice of repair (entry);
- Make sure locks are adequate;
- Do any necessary repairs;
- Make sure property is clean and habitable at the beginning;
- Pay the rates;
- Take steps to ensure tenants aren't disturbed by landlords' other tenants.

#### SERVICE NAME AND CONTACT INFORMATION

##### New Zealand Now Housing Advice

[newzealandnow.govt.nz/living-in-nz/housing/renting-a-property](http://newzealandnow.govt.nz/living-in-nz/housing/renting-a-property)

##### NZ Department of Building, Housing and Tenancy Services

Bond advice: 0800 737 666

Tenancy advice: 0800 836 262

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

## Fixed Term Tenancies

**Be careful! A lot of tenants end up with court cases because of problems with their fixed term tenancy agreements.**

**In New Zealand, a signed rental / tenancy agreement is a commitment by law and cannot be broken. Please think very carefully and discuss with MUSA Advocacy before you sign any fixed term rental agreement.**

### WHAT IS A FIXED TERM TENANCY AGREEMENT?

There are two main types of tenancy agreements for rental accommodation.

1. Indefinite or periodic agreements: The tenancy agreement does NOT have an END DATE. It does not say when the agreement will finish. In this situation, the tenancy is ended by:
  - a) The tenant giving 21 days' notice that they are leaving (this is advising the landlord that you are leaving 21 days BEFORE the day you leave); or
  - b) The landlord giving 90 days' notice that the property must be vacated (the landlord must tell you the date when you must leave the house at least 90 days in advance).

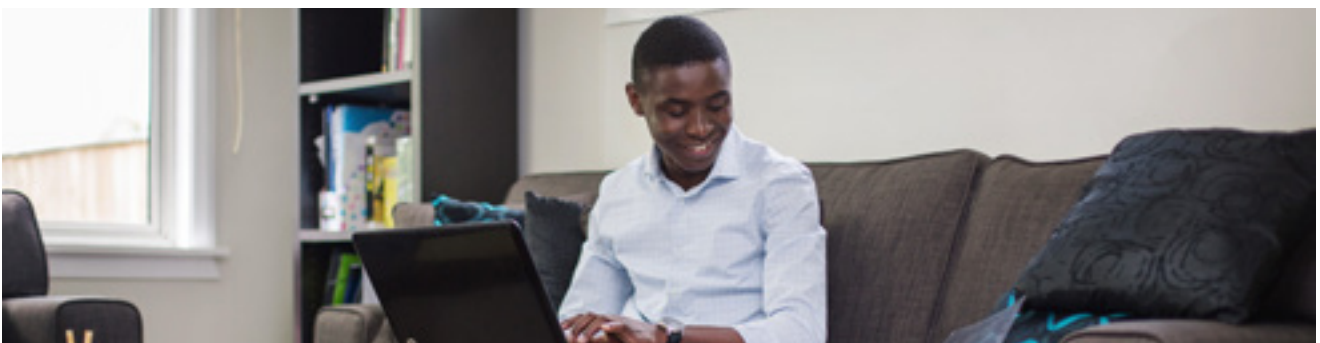
2. Fixed term tenancy agreement: In this situation the agreement signed states very clearly the date when the tenancy will end. For example: "this tenancy is for a fixed term from 1st February 2018 to 1st February 2019". Be careful because the words fixed term may not be written in the agreement. The important thing is that it says when the tenancy will finish. Neither the tenant (you) nor the landlord can end a fixed term tenancy agreement without giving notice.

Fixed term tenancies are very common in New Zealand, and houses are often in short supply. Lots of houses you look at may come with a fixed term tenancy. Don't sign a fixed term tenancy if it doesn't suit your circumstances.

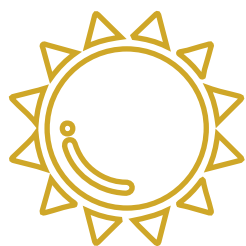
If you like the house, but you do not want to sign a fixed term tenancy agreement, then try to negotiate with the landlord (in these cases having good references from previous landlords would help).

A spoken agreement from the landlord is NOT enough. If the landlord is ready to agree to a periodic tenancy agreement, then make sure the current agreement is changed to periodic or indefinite in writing.

Don't rush into a decision – lots of people sign fixed term contracts and regret it later.



**Think carefully, read all the small print and get advice before signing a fixed tenancy agreement.**



## Be Sun SMART

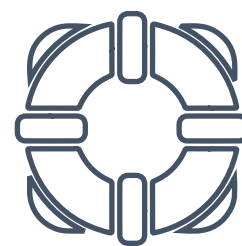
New Zealand has one of the highest rates of skin cancer in the world, so you should monitor UV exposure closely. UV exposure is greatest between 10am and 4pm and in the months of September to April – so try to minimize skin exposure during these times.

1. Always use SPF30+ sunscreen. Apply at least 20 minutes before you go outdoors and reapply regularly.
2. Wear a wide brim hat or cap with flaps.
3. Wear close fitting, wrap around style sunglasses that have a sun protection rating.
4. Move into the shade of an umbrella or leafy tree.
5. Plan your activities later in the day when the sun's UV levels aren't that high.
6. Wear a long sleeve shirt. Fabrics with darker colours or a tighter weave will give you better protection.



## Outdoor Safety Code

1. **PLAN YOUR TRIP**  
Seek local knowledge and plan the route you will take and the amount of time you can reasonably expect it to take.
2. **TELL SOMEONE**  
Tell someone your plans and leave a date for when to raise the alarm if you haven't returned.
3. **BE AWARE OF THE WEATHER**  
New Zealand's weather can be highly unpredictable. Check the forecast and expect weather changes.
4. **KNOW YOUR LIMITS**  
Challenge yourself within your physical limits and experience.
5. **TAKE SUFFICIENT SUPPLIES**  
Make sure you have enough food, equipment, clothing and emergency rations for the worst-case scenario. Take an appropriate means of communication.



## Water Safety Code

1. **BE PREPARED**  
Learn to swim and survive and set rules for safe play in the water.  
  
Always use safe and correct equipment. Know the weather and water conditions before you get in.
2. **WATCH OUT FOR YOURSELF AND OTHERS**  
Always pay close attention to children you are supervising in or near water. Swim with others and in areas where lifeguards are present.
3. **BE AWARE OF THE DANGERS**  
Enter shallow and unknown water feet first and obey all safety signs and warning flags. Do not enter the water after drinking alcohol.
4. **KNOW YOUR LIMITS**  
Challenge yourself within your physical limits and experience. Learn safe ways of rescuing others without putting yourself in danger.



## Alcohol Fact Sheet

### THE SALE AND SUPPLY OF ALCOHOL ACT 2012

The government and the police are concerned about the effects of alcohol on the public – and on young people in particular. [The Sale and Supply of Alcohol Act 2012](#) controls the sale and supply of alcohol on or from licensed premises like pubs, bars, restaurants, supermarkets and bottle-stores. It contains some new rules you need to know about.

#### 18 OR OVER

If you are 18 or over, you can buy alcohol and enter licensed premises in New Zealand as long as you can show photo ID as proof of your age. Acceptable forms of ID are a NZ or overseas passport, a NZ photo driver's licence or a HANZ 18+ card.

#### UNDER 18

If you are under 18 you cannot legally buy or be supplied with alcohol, with two exceptions:

- If it is bought for you by your parent or legal guardian (parent or legal guardian does NOT include any other family members like aunts, uncles, older brothers or sisters, older boyfriends or girlfriends, older husbands or wives, coaches or anyone else acting temporarily in the place of a parent).
- If it is supplied to you at a private function like a wedding.

#### IF YOU BREAK THE LAW

- The rules are strict and there are stiff penalties for breaking the law for both you and the person who supplies you with the alcohol.
- If you are under 18 and buy alcohol, or are illegally in a licensed premise, you could have to pay a NZ\$200 infringement fee, which is like a traffic ticket. If the police charge you and you go to court, you can be fined up to NZ\$2,000.
- If you are found in possession of, or drinking alcohol in a public place (without a parent or legal guardian), you could be charged a NZ\$200 infringement fee or fined up to NZ\$300.
- If someone buys alcohol for you, they could be fined up to NZ\$2,000.
- If a bar manager or licensee sells or supplies alcohol to you, they could be fined up to NZ\$10,000 or have their licence suspended or both.



**The term “culture shock” refers to the reactions of people who experience cultural differences when they visit or move to another country. These reactions usually include feelings of surprise, uncertainty, confusion, frustration, loneliness, and lack of control.**

Most international students suffer from culture shock when they arrive in their host country. They are exposed to new and unfamiliar situations, and must interact with people who speak a different language and have different customs, values and attitudes.

**It is important for international students to realise that the experience of culture shock is perfectly normal, and that culture shock does diminish with the length of stay.**

According to research, many international students go through four stages in their cultural adjustment:

### **1. THE “HONEYMOON” STAGE**

Students feel very positive, optimistic, and curious about their new environment.

### **2. THE “SHOCKED” STAGE**

Students struggle a lot, and may have negative, even hostile, attitudes towards their host country. They may suffer from homesickness at this stage.

### **3. THE “RECOVERY” STAGE.**

Students have increased language knowledge and ability to get around in the new culture.

### **4. THE “APPRECIATION” STAGE**

Students have adjusted well to the host culture and now feel comfortable with it. They are accepting of differences between their home and host cultures.





## WHEN THE GROUND BEGINS TO SHAKE



**DROP** down onto your hands and knees (before the earthquake knocks you down). This position protects you from falling but allows you to still move if necessary.



**COVER** your head and neck (and your entire body if possible) under a sturdy table. If there is no shelter nearby, get down near an interior wall (or next to low-lying furniture that won't fall on you), and cover your head and neck with your arms and hands.



**HOLD** on to your shelter (or your position to protect your head and neck) until the shaking stops. Be prepared to move with your shelter if the shaking shifts it around.

For more information contact the Civil Defence Emergency Management office at your nearest council or visit [www.getthru.govt.nz](http://www.getthru.govt.nz)



## Managing Your Finances

- Never agree to lend to or borrow money from others without a written agreement and repayment plan.
- Never agree or ask for others to pay Massey's fees via credit card.
- Do not carry more than \$200 cash. It is safer to use an EFTPOS card for daily spending.
- Do not share your pin number or card details, and do not write it down where it might be found.
- Contact your bank as soon as possible if you lose your card.
- Be aware that EFTPOS cards, debit cards, ATM and internet transactions have a daily limit.
- For large payments, the internet limit can be raised by contacting the bank. The bank can issue a secure Bank Cheque for a fee.
- Do not lend large amounts of money, even to friends.
- It is illegal to place borrowed money in a bank account for the purpose of gaining a visa.
- Your bank will be happy to advise you on managing your accounts.
- Speak to International Student Care team or Student Association before financial problems get too big.

Managing money is not easy for many people. It's really important to start thinking about your finances before it becomes an issue. The people below will be able to meet you in a range of situations and are here to help.

### AUCKLAND

#### Student Advocate

ASA Advocacy Office, Level 2, Student Central

Phone **09 443 9781** ext **43074**

Email [advocacy@asa.ac.nz](mailto:advocacy@asa.ac.nz)

### PALMERSTON NORTH

#### Student Advocate

MUSA Office, Level 2, Student Centre Building  
Manawatū Campus

Phone **06 356 9099** ext **86070**

Email [advocacy@musa.org.nz](mailto:advocacy@musa.org.nz)

### WELLINGTON

#### Student Advocate

Campus Co-Lab, Block 9 Level C

Phone **04 801 5799** ext **63762**

Email [advocate@massey.ac.nz](mailto:advocate@massey.ac.nz)





# INSURANCE

**The Education (Pastoral Care of International Students) Code of Practice 2016 requires that all international students have appropriate medical and travel insurance for the duration of their study visa or until they depart New Zealand, whichever comes first.**

Allianz Global Assistance NZ Ltd is our preferred insurance provider for international students. Enrolled students will be charged Allianz's Studentsafe Inbound University insurance premium when enrolment is completed. You must pay this fee unless the University approves the use of an alternative insurance provider.

You are not automatically covered for pre-existing medical conditions. Should you have a pre-existing medical condition, you will need to apply for cover from Allianz.

For more information on the Student safe Inbound University insurance policy, pre-existing conditions and family packages, visit [massey.ac.nz/massey/international/faqs/insurance.cfm](https://massey.ac.nz/massey/international/faqs/insurance.cfm)

**For all Studentsafe Inbound University insurance and claim related queries:**

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Within New Zealand: **0800 486 004 or 09 488 1638**

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Worldwide reverse charge: **+64 9 486 6868**

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Email: [claims@studentassist.co.nz](mailto:claims@studentassist.co.nz)

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Website: [insurancesafenz.com/studentsafe](https://insurancesafenz.com/studentsafe)

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

# PREGNANCY

## **Pregnancy is not covered by insurance in New Zealand**

**The laws in New Zealand about pregnancy and the medical/professional costs related to pregnancy have changed in the last few years. Currently any person who is a non-resident in New Zealand (such as a student visa holder) will have to pay the full costs of pregnancy and delivery at non-resident rates.**

### **COMMUNITY SERVICES**

As an international student, becoming pregnant or getting someone pregnant has several consequences that you must take into account BEFORE the pregnancy occurs. For more information, contact the community service providers listed below.

#### **Pregnancy Counselling Services**

Free phone: **0800 773 462** Website: [pcs.org.nz](https://pcs.org.nz)

#### **Family Planning NZ**

Website: [familyplanning.org.nz](https://familyplanning.org.nz)

#### **Ministry of Health**

Free phone **0800 855 066** Website: [health.govt.nz](https://health.govt.nz)

It is exciting and exhilarating when planning for a holiday trip. Coming to New Zealand to study can be likewise if you keep an open mind, be open to making friends, take opportunities to experience your new environment, learn different ways of doing things and pick up Kiwi lingo. Being prepared for a big change in your life when moving to a new country can help you be adjusted to the local culture and settle down.

## ADJUSTING TO LIFE IN NEW ZEALAND

On arrival in a new country, it is quite common for people to experience some culture shock. This is a normal reaction to having many new experiences all at once. Culture shock can make some people feel overwhelmed and homesick. Emotions such as sadness, loneliness, fear, tiredness and confusion can be normal, though at other times you may feel hopeful, pleased, excited, independent and confident.

Some of the things international students talk about in counselling are loneliness and homesickness, academic difficulties, speaking up in tutorials, confusion and anxiety, relationship problems, financial pressures, and many other things as well.

Although New Zealand has a relaxed, friendly lifestyle, there are behaviours which may affect your ability to fit in and make friends. To help you settle in New Zealand, here is some information on common social values and customs that will help you adapt to life in New Zealand.

## ALCOHOL

We have a drinking culture in New Zealand, but it is fine to have non-alcoholic drinks when you are socialising.

The legal age for buying alcohol in New Zealand is 18. There are strict rules against providing alcohol for people under that age.

## BRIBERY

Bribery is not part of the New Zealand culture. It causes serious problems to society and is illegal in this country.

## CHAPLAINCY SERVICES

(Also see [MyHub](#) page 6)

[https://www.massey.ac.nz/massey/student-life/services-and-resources/chaplaincy-and-religious-services/chaplaincy-and-religious-services\\_home.cfm](https://www.massey.ac.nz/massey/student-life/services-and-resources/chaplaincy-and-religious-services/chaplaincy-and-religious-services_home.cfm)

### AUCKLAND

Massey Business School building, level 1

Phone **09 414 0800** ext **43449**

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

### PALMERSTON NORTH

The Centre, Colombo Road  
(opposite the bus terminal)

Phone **06 350 5597**

Email [chaplain.manawatu@massey.ac.nz](mailto:chaplain.manawatu@massey.ac.nz)

### WELLINGTON

Campus Co-lab, Level 2, Block 9

Phone: **04 801 5799** ext **63775**

Email: [chaplain.wellington@massey.ac.nz](mailto:chaplain.wellington@massey.ac.nz)



# SETTLING IN NEW ZEALAND

## DISCRIMINATION

New Zealanders abide by the Human Rights Act 1993, which ensures that all people in New Zealand are treated fairly and equally. It is unlawful to discriminate on the grounds of your gender, sexual orientation, marital status, religious or ethical belief, colour, race, ethnic or national origin or disability. For more information, please visit: <https://www.massey.ac.nz/massey/about-massey/health-safety-and-wellbeing/rainbow-commitment.cfm>

## JAY WALKING

At all times, use designated pedestrian walkways or crossing for your personal safety. There are rules around where and how you cross the road. Getting it wrong can result in fines from \$10 to \$35.

## PUNCTUALITY

Kiwis can be causal when it comes to being in certain places on time. When it comes to scheduled meetings or appointments it is important to be punctual. Make sure you check meeting times and places ahead, so that you may get there on time. Contact the person that you are meeting if you are running late or unable to make an appointment.

## QUEUING

You must form queues and wait in line when waiting to purchase something, waiting to board a bus, waiting at a bank etc. It is considered impolite to push in front of someone who was waiting before you.

## RUBBISH AND RECYCLING

Rubbish and recycling bins are conveniently located on campus and public areas. Make use of them to dispose of waste. If there are no rubbish bins, you should carry the rubbish until it can be put in a bin. Keep New Zealand clean and green.

## SMOKING

There is a no smoking or vaping policy on the university campus. Under the NZ smokefree laws, the buildings and grounds of schools and early childhood centres are kept smokefree. Other smokefree areas include indoor areas of licensed premises and workplaces.

If you want to smoke, it is polite to ask the people around you if they mind, even if you are outside in an area where smoking is permitted.



## SOCIAL CUSTOMS, MANNERS AND ACCEPTABLE BEHAVIOUR

On the surface, Kiwis are friendly and outgoing. But we are also quite private. Although it is easy to start a conversation with us, we do not like sharing a lot of personal information. Topics to avoid include how much people earn, why they do not have any children or are not married, their weight - anything personal.

It is okay to ask people what they did on the weekend or how their children are. Sport and weather are also safe topics.

Some of the customs in New Zealand come from Māori culture. For example, you are often expected to take your shoes off indoors and it is important not to sit on tables or pillows. Māori people will often say a prayer (karakia) to bless food before eating it, and they may greet you with a hongi (pressing of the noses together) or a kiss on the cheek.

Other socially acceptable behaviours which can affect your ability to fit in and make friends are:

- Say “Please” when you ask someone for help.
- Say “Thank you” when a person helps you.
- Be patient. Wait for your turn and do not push ahead of others who may be waiting.
- A “Loud Mouth” is not appreciated. Speak loud enough for the person who needs to hear you, but not so loud that other people are disturbed by your conversation. This includes talking on your mobile phone.
- When there are more than 2 people together, do not use a language which one of those people do not understand. Remember this when you are with a staff member. The exception is when trying to explain something to a person who is having difficulty understanding.

- Gum should only be chewed silently with your mouth closed and not while talking. Eating and drinking sounds should be as quiet as possible.
- Do not drop litter (even a cigarette butt) and do not spit on the ground.
- Do not “sniff”. If you have a runny nose, use a tissue regularly away from other people. Cover your mouth if you need to cough or sneeze.
- Personal freshness (daily shower with body soap, clean teeth, fresh breath, using a deodorant every day and wearing clean clothes) will ensure that you are nice to be near.
- Strong odours are unpleasant for other people. They may not want to talk to you if you have just smoked a cigarette or eaten garlic. Too much aftershave or perfume may also be overpowering, so use in moderation.

## SOCIAL GATHERINGS

Social functions such as barbeques (BBQs), dinners or parties are common and can be held in private homes, parks and restaurants. When dining with a group in a restaurant it is usual for the cost to be split equally between the group.

You may get an invitation that says “bring a plate” or BYO. “Bring a plate” means bring a plate of food to share. BYO means “bring your own” drinks or your own meat for a BBQ. If the hosts says “don’t bring anything”, you can still bring a small gift.

New Zealanders have a relaxed attitude to invitations. Sometimes people will say they are coming to a party and not turn up. Do not take it personally.

## TIPPING

Tipping is not compulsory or expected. Kiwis tip when they feel that the service they have received has been particularly good.





## Smoke-free Law and Practice in New Zealand

### ABOUT THE LAW

The Smoke-free Environments Act was passed in 1990 and last updated in 2003. The purpose of the Act was to:

- Reduce the exposure of non-smokers to second-hand smoke;
- Regulate the marketing and promotion of tobacco products;
- Monitor and regulate the presence of harmful constituents in tobacco products and tobacco smoke.

### THE ACT

- Places restrictions on smoking in workplaces;
- Requires all workplaces to have a policy on smoking and to review that policy annually;
- Places bans on smoking in public transport and certain other public places, and restricted smoking in cafes;
- Provides for the control and disclosure, of the contents of tobacco products.

### BAN ON SALE AND SUPPLY OF SMOKING PRODUCTS TO PEOPLE UNDER 18

- The sale of cigarettes, tobacco products and herbal smoking products to people under 18 years of age is prohibited.
- The supply of cigarettes and tobacco products (in public places) to people under 18 is prohibited, for example, buying cigarettes on behalf of, or for, young people and giving the cigarettes to people under 18 outside any shop.
- Retailers selling cigarettes, tobacco or herbal smoking products must display a sign stating that the sale of cigarettes, tobacco and herbal smoking products to people under 18 years of age is prohibited.



### MASSEY SMOKEFREE UNIVERSITY



### MASSEY SMOKEFREE POLICIES

Massey University is committed to providing a healthy environment for everyone who works, studies, visits, or has business on University campuses.

All University workplaces, grounds and vehicles are totally smoke and vaping free except for the temporary designated smoking/vaping areas.

# PLAYING IT SAFE a few tips to make sure you have A GOOD NIGHT OUT

## STICKING TOGETHER

You love your mates (most of the time!) and we love them too. So, when you're drinking, stick together and look out for each other. It's best if someone in the team isn't going to get too wrecked and they can keep an eye out for the rest.

## SHARE A TAXI

If you don't want to disturb anyone else, put some cash aside for a taxi home. If you share, you can save some money as well.

## WALKING HOME?

This is probably not such a good idea. If you have to walk home, try to walk with a friend. Don't let your friends wander off by themselves either, especially if they have been drinking.

## AND REMEMBER

Drinking alcohol is your choice and you can choose to make it an enjoyable experience. Sometimes, less is more. Have a few, feel good, but not out of control. Listen to your body and think about your own limit, and tomorrow morning!

## ASSISTANCE

If it is hard to stop drinking, it might help to talk to someone you trust. Visit the Health & Counselling Centre on your campus or ring the Alcohol Helpline on 0800 787 797. They are good listeners and will have some helpful ideas.





# STUDENT VISA AND WORKING IN NZ INFORMATION

**As an international student, you must hold a valid student visa at all times. If you entered the country on a visitor visa or a working holiday visa, you must change it to a student visa before you can be enrolled. Your visa is valid from the moment it is issued until its expiry date, or until you are granted a new visa.**

## THE STUDENT VISA REGULATIONS ARE AS FOLLOWS:

1. Your visa must match your enrolled programme and campus of study.
2. You must be enrolled in full time internal study (minimum of 3 internal courses or 45 credits).
3. You must agree to hold valid insurance at all times.
4. Work rights:
  - a) Most students can work during semester up to 20 hours per week (This is each week separately not an average over several weeks), and you can work full time over scheduled university breaks .
  - b) Exchange students can work if enrolled for one year or more; however Study Abroad students cannot work.
  - c) PhD students are able to work full time but before doing so **MUST** have their supervisors' and GRS approval.

## STUDENT VISA RENEWAL PROCESS

Your Student Visa Application can be submitted through Immigration NZ's website:

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

Massey university can advise you on your student visa renewal process, more information can be obtained from Massey University's website by searching for "student visa".

## WORKING IN NEW ZEALAND

To be able to work in New Zealand you must apply for an IRD (Inland Revenue Department) tax Number. You will need:

- a) Your passport details;
- b) Your most recent overseas tax number (if you have one);
- c) Your Immigration New Zealand application number;
- d) A current New Zealand bank account.

**FOR FURTHER VISA QUERIES PLEASE EMAIL**  
[visa@massey.ac.nz](mailto:visa@massey.ac.nz)



## Common Māori Words

Here is a list of Māori word that you are likely to come across and their meanings:

<b>Aotearoa</b>	Land of the big white cloud (Māori name for New Zealand)
<b>Haere mai</b>	Welcome
<b>Haere ra</b>	Goodbye
<b>Hangi</b>	Traditional way to cook food, where the food is cooked in the ground heated by stones.
<b>Hapū</b>	Subtribe
<b>Hongi</b>	Formal Māori Greeting were you press noses
<b>Hui</b>	Meeting to discuss a special topic
<b>Iwi</b>	people of the tribe
<b>Kai</b>	Food
<b>Kaiako</b>	Teacher
<b>Ka pai</b>	Good
<b>Kawa</b>	Customs
<b>Kia ora</b>	Māori greeting, also used as an expression of gratitude and agreement
<b>Koha</b>	Gift, offering, donation, contribution
<b>Kōhanga</b>	Learning nest
<b>Kura</b>	School, college
<b>Mana</b>	Prestige, authority, status.

<b>Marae</b>	A Māori communal facility (generally consisting of a meeting house, dining hall, kitchen and ablution area)
<b>Me</b>	and
<b>Mihimihi</b>	Greeting
<b>Pākehā</b>	The Māori word for non-Māori people
<b>Rangatira</b>	High-Ranking person
<b>Reo</b>	Language
<b>Tamariki</b>	Children
<b>Tangata whenua</b>	(local) people of the land
<b>Tangi</b>	Funeral
<b>Taonga</b>	Values (spiritual, personal) and physical treasures
<b>Tapu</b>	Sacred
<b>Tēnā Koe</b>	How do you do?
<b>Te reo</b>	The language (Māori)
<b>Tiriti</b>	Treaty
<b>Waka</b>	Canoe, vessel
<b>Wānanga</b>	University
<b>Whānau</b>	Family
<b>Whare</b>	House, meeting house on a marae
<b>Whenua</b>	Land



## Common New Zealand Slang

The following is a list of some New Zealand slang and their meanings.

Warning, care should be taken with the use of these words.

<b>Awesome</b>	Fine, Excellent
<b>Bach</b>	Holiday home (also known as a crib in the South Island)
<b>Barbie</b>	Barbecue (also written BBQ), food cooked outside, over a charcoal or gas fire
<b>Beaut, Beauty</b>	Something good or outstanding. Often used ironically to mean to opposite.
<b>Bro</b>	Term of address for a male friend or relative
<b>Bright as a button</b>	Looking fresh and alert
<b>Bright spark</b>	Intelligent, alert, attentive, awake
<b>Bring a plate</b>	Everyone brings food to share. Don't bring an empty plate
<b>Bush</b>	New Zealand's native forest
<b>Bushed, had it</b>	Exhausted
<b>BYO</b>	Bring Your Own. A BYO restaurant is a restaurant that allows customers to bring their own wine to drink with their meal.
<b>Chocker</b>	full
<b>Choice</b>	Fine, excellent
<b>Chunder</b>	to vomit
<b>Clean as a whistle</b>	Sparkling clean
<b>Clown</b>	Term of abuse, idiot
<b>Crook</b>	To be ill or unwell. Also means a thief
<b>Cuz</b>	Term of address for a friends or relative
<b>Dag</b>	An amusing person, a character
<b>Dork</b>	An idiot or a physically uncoordinated person

<b>Dough</b>	Money
<b>Drive around the bend</b>	Annoy so much you lose your temper
<b>Drongo</b>	A term of abuse, idiot
<b>Dude</b>	A cool or good looking mate
<b>Fade</b>	Type of hair cut that is very short at the back and over the ears and gradually becomes longer on top
<b>Feed</b>	A meal
<b>Flat tack</b>	At top speed
<b>Foxy, fox</b>	Used to describe a cool and good looking person of either sex
<b>Fully</b>	I agree
<b>G'dday</b>	Greeting meaning hello
<b>Got the blues</b>	Being sad
<b>Greenie</b>	A conservationist
<b>Gumboots</b>	Waterproof rubber boots (called Wellingtons in Britain)
<b>Grog</b>	Alcohol
<b>Grouse</b>	Fine, excellent, often used to express delight
<b>Hard case</b>	A tough but likeable person, an eccentric person
<b>Hard graft</b>	Hard work
<b>Head over heels</b>	Usually describing somebody who is very, very happy
<b>Heart of gold</b>	Describing a person who is very kind
<b>Hook up</b>	Meet up or join in
<b>Hoon</b>	A noisy person, a lout
<b>In a spin</b>	Usually when too many things happen all at one time or too many choices

<b>Jandals</b>	Rubber sandals or thongs (called flip flops in Britain)
<b>Joker</b>	A man
<b>Kiwi</b>	New Zealand native bird symbol. New Zealander
<b>Lolly</b>	The usual word for a confection or sweet
<b>Mate</b>	A friend, also a term of address
<b>Mission</b>	An adventure
<b>Mongrel</b>	A term of abuse or contempt for a person
<b>Mullet</b>	A type of haircut where the hair is short and spiky on top and long and straggly at the back
<b>Munted</b>	To be broken or distorted
<b>Narley</b>	Cool, good
<b>Nerd</b>	A boring person
<b>Nifty</b>	Good (applied to a thing)
<b>No worries</b>	Common phrase of agreement
<b>On to it</b>	Efficient or intelligent
<b>On a high</b>	A good feeling that can come from success
<b>Once in a blue moon</b>	Very rarely, seldom, almost never
<b>Paddock</b>	A field, also a sport pitch
<b>Paint the town red</b>	To go out and have a good time
<b>Piker</b>	Someone who opts out of an activity
<b>Pootang</b>	Gross or disgusting
<b>Pop on over/ Pop in</b>	Come and visit me at my house
<b>Potluck dinner</b>	Everyone brings prepared food to share with all the guests
<b>Pressie</b>	A present (gift)
<b>Pub</b>	A bar where alcoholic drinks are served over the counter
<b>Rapt</b>	Very pleased

<b>Rellie</b>	A relation or relative
<b>Rough ride</b>	A difficult experience
<b>She'll be right</b>	Everything is going to be OK
<b>Shocking</b>	Very bad
<b>Shout</b>	To treat your friends to something such as a drink or a meal
<b>Skite</b>	To boast. A Boaster or show-off
<b>Smoko</b>	Coffee or tea break
<b>Snowed under</b>	Usually has too much work or responsibility
<b>Spuds</b>	Potatoes
<b>Sticks</b>	Remote or rural district, the countryside
<b>Stinge/Stingy</b>	Not generous with money
<b>Stoked</b>	Very excited
<b>Sweet as</b>	Great
<b>Swot</b>	Study hard, especially before an exam
<b>Ta</b>	Thanks
<b>Tinnie</b>	Can of beer
<b>Tinny</b>	Lucky
<b>To take for a ride</b>	To deceive or trick someone
<b>Togs</b>	Swimming costume
<b>Tucker</b>	Food
<b>Turn to custard</b>	Collapse of ideas, schemes, plans
<b>Unc/Unco</b>	An uncoordinated person, often used as an insult or taunt
<b>Under the weather</b>	Feeling off colour, unwell, tired
<b>Uni</b>	University
<b>Varsity</b>	University
<b>Veggies</b>	Vegetables
<b>Wicked</b>	Fine, excellent
<b>Wop-wops</b>	Remote or rural district, the countryside

# SERVICES DIRECTORY



## COMMUNITY SERVICES

SERVICE	NAME	NUMBER	OPENING HOURS	WEB/ E-MAIL INFORMATION
Emotional and Mental or Overall Wellbeing Support	<b>Lifeline Aotearoa</b>	09 522 2999 0800 543 354	24 Hour Telephone Counselling	For information on Face to Face Counselling service, please visit: <a href="http://lifeline.org.nz">lifeline.org.nz</a>
Youth Development and Support	<b>Youthline</b>	0800 376 633 for 24/7 support TEXT 234 between 8am – midnight		Find out more about the support centres in Auckland at: <a href="http://youthline.co.nz">youthline.co.nz</a>
	<b>Peer Support Warmline</b>	0508 927 654	6pm – midnight; 7 days a week	<a href="http://lifeline.org.nz/services/warmline">lifeline.org.nz/services/warmline</a>
Suicide Prevention	<b>Suicide Crisis Helpline</b>	0508 828 865	24 hours a day; 7 days a week	<a href="http://suicide-crisis-helpline">suicide-crisis-helpline</a>
Sexual Abuse Support, Therapy and Justice Services	<b>Helpline</b>	09 623 1700	24/7 specialist crisis support service	<a href="http://helpauckland.org.nz">helpauckland.org.nz</a>
Domestic Abuse Crisis Support	<b>Family Violence Information Line</b>	0800 456 450	9am – 11pm; 7 days a week	<a href="http://areyouok.org.nz">areyouok.org.nz</a>
	<b>SHINE (Safe Homes in NZ Every Day) helpline</b>	0508 744 633	9am – 11pm; 7 days a week	<a href="http://2shine.org.nz">2shine.org.nz</a>
Victims of Crime	<b>Victims Information Line – The Ministry of Justice</b>	0800 650 654	24/7	See Financial and Legal assistances for victims of criminal offences at: <a href="http://victimsinfo.govt.nz">victimsinfo.govt.nz</a>
Fight Crime	<b>Crimestoppers</b>	0800 555 111	24/7	Give information on crime anonymously at: <a href="http://crimestoppers-nz.org">crimestoppers-nz.org</a>
Health Triage and Care Advice	<b>Healthline</b>	0800 611 116	24/7	For more details, please go to: <a href="http://health.govt.nz">health.govt.nz</a> Search: Free phone advice
Smoking Cessation Support	<b>Quitline</b>	0800 778 778	24/7	<a href="http://quit.org.nz">quit.org.nz</a>
Drinking or Drug Use Counselling	<b>Community Alcohol and Drug Services</b>	09 845 1818	Appointments: Monday to Friday 9am – 4.30pm	For information on Walk-in Clinics, please visit: <a href="http://cads.org.nz">cads.org.nz</a>
	<b>Alcohol Drug Helpline</b>	0800 787 797 TEXT 8681	24/7	<a href="http://alcoholdrughelp.org.nz">alcoholdrughelp.org.nz</a>
	<b>Alcohol Drug Youth Line</b>	0800 787 984		
Depression and Anxiety Counselling	<b>Depression Helpline</b>	0800 111 757 TEXT 4202	24/7	Self tests available on: <a href="http://depression.org.nz">depression.org.nz</a>
	<b>The Lowdown</b>	TEXT 5626	24/7	See Forum on: <a href="http://thelowdown.co.nz">thelowdown.co.nz</a>
Problem Gambling Support	<b>Gambling Helpline</b>	0800 654 655 TEXT 8006	24/7	<a href="http://gamblinghelpline.co.nz">gamblinghelpline.co.nz</a>
	<b>Youth Gambling Helpline</b>	0800 654 659		
	<b>Problem Gambling Foundation</b>	0800 664 262		Find a PGF Clinic near you at: <a href="http://pgf.nz">pgf.nz</a>
	<b>Asian Family Hotline</b>	0800 862 342		<a href="http://asianfamilyservices.nz">asianfamilyservices.nz</a>
Asian Patient Support and Health Interpreting	<b>Asian Health Services</b>	09 486 8314	Monday to Friday; 8.30am – 5pm (excluding public holidays)	<a href="http://asianhealthservices.co.nz">asianhealthservices.co.nz</a>
Other support services	See <a href="http://whitepages.co.nz">whitepages.co.nz</a> for more details and find support services near you.			

# SERVICES DIRECTORY

## EDUCATION AND TRANSLATION SERVICES

SERVICE / NAME	NUMBER	ADDRESS	WEB / E-MAIL
<b>NEW ZEALAND EDUCATION</b>			
<b>Ministry of Education</b>	04 463 8000		<a href="http://minedu.govt.nz">minedu.govt.nz</a>
<b>QUERIES OR COMPLAINTS UNDER THE EDUCATION (PASTORAL CARE OF INTERNATIONAL STUDENTS) CODE OF PRACTICE 2016</b>			
<b>New Zealand Educated</b>			<a href="http://newzealandeducated.com">newzealandeducated.com</a>
<b>New Zealand Qualifications Authority</b>	0800 697 296 04 463 3000	PO Box 160 Wellington 6143	<a href="http://nzqa.govt.nz/providers-partners/education-code-of-practice">nzqa.govt.nz/providers-partners/education-code-of-practice</a> <a href="mailto:code.enquiries@nzqa.govt.nz">code.enquiries@nzqa.govt.nz</a>
<b>COMPLAINTS AGAINST THE UNIVERSITY</b>			
<b>The Office of the Ombudsman</b>		The Ombudsman, PO Box 10152, Wellington 6143	<a href="http://ombudsman.parliament.nz">ombudsman.parliament.nz</a> <a href="mailto:info@ombudsman.parliament.nz">info@ombudsman.parliament.nz</a>
<b>ENQUIRIES ABOUT OVERSEAS QUALIFICATIONS</b>			
<b>New Zealand Qualifications Authority</b>	0800 697 296 04 463 3000	PO Box 160 Wellington 6140	<a href="http://nzqa.govt.nz">nzqa.govt.nz</a>
<b>TRANSLATIONS SERVICES</b>			
<b>Department of Internal Affairs, Translation services</b>	0800 Translate 0800 87 26 75	The Translation Services Level 13, Prime property Tower, 86-90 Lambton Quay, PO Box 805, Wellington 6011	<a href="http://dia.govt.nz">dia.govt.nz</a> <a href="mailto:translate@dia.govt.nz">translate@dia.govt.nz</a>
<b>Language Line Office of Ethnic Affairs</b>	0800 656 656	Office of Ethnic affairs PO Box 805 46 Waring Taylor St Wellington	<a href="http://ethnicaffairs.govt.nz">ethnicaffairs.govt.nz</a> <a href="mailto:Language.Line@dia.govt.nz">Language.Line@dia.govt.nz</a>







# HEALTH CENTRES

## YOU CONTACT THIS SERVICE WHEN YOU NEED A DOCTOR BUT IT IS NOT AN EMERGENCY

All Campuses have a Health Centre and as an enrolled student you are entitled to access the service on your Campus. Below are the details of each Health Centre including location and opening times. There is also a link to the website, please make sure you are accessing the relevant information for your campus as there are some regional variances.

[massey.ac.nz/massey/student-life/services-and-resources/health-counselling-services/health-and-wellness\\_home.cfm](https://massey.ac.nz/massey/student-life/services-and-resources/health-counselling-services/health-and-wellness_home.cfm)

SERVICE NAME	NUMBER	ADDRESS	WEB / E-MAIL INFORMATION
<b>AUCKLAND CAMPUS</b> Student Health, Medical and Counselling Services	09 213 6700	Level 2 Student Central Monday to Friday 8.30am – 5pm	<a href="mailto:studenthealth.auckland@massey.ac.nz">studenthealth.auckland@massey.ac.nz</a>
<b>MANAWATŪ CAMPUS</b> (Palmerston North) Student Health, Medical and Counselling Services	06 350 5533	Registry Building, Level 1 Monday to Friday 8.30am – 5pm	<a href="mailto:studenthealth.manawatu@massey.ac.nz">studenthealth.manawatu@massey.ac.nz</a>
<b>WELLINGTON CAMPUS</b> Student Health, Medical and Counselling Services	04 979 3030	Wellbeing Centre Block 9, Level D Monday to Friday 8.30am – 4.30pm	<a href="mailto:studenthealth.wellington@massey.ac.nz">studenthealth.wellington@massey.ac.nz</a>

## YOU CONTACT THE SERVICES LISTED BELOW IF YOU NEED A DOCTOR AFTER HOURS OR IT IS AN EMERGENCY

PALMERSTON NORTH			
<b>City Doctors</b>	06 355 3300	22 Victoria Avenue, Palmerston North – 8am - 8pm 7 days	
<b>Radius Medical, The Palms</b>	06 354 7737 After 8pm 0800 373 030	445 Ferguson Street, Palmerston North 8am - 7pm Monday- Friday, 9am - 6pm weekends and public holidays	
WELLINGTON			
<b>The Accident &amp; Urgent Medical Centre</b>	04 384 4944	17 Adelaide Road, Newtown, Wellington	
AUCKLAND			
<b>Shorecare Accident and Medical Clinic – Northcross</b>	09 486 7777	948 East Coast Road, Browns Bay – Doctor 7 days 8am - 8pm	
<b>Shorecare Accident and Medical Clinic – Smales Farm</b>	09 486 7777	74 Taharoto Road, Ground Floor, Sovereign House, Smales Farm Doctor 24 hours, Pharmacy 7 days 8.30am - 11pm	
<b>Whitecross Accident &amp; Emergency Clinic</b>	09 444 4244	436-440 Glenfield Road, Glenfield – Doctor 7 days 8am - 10pm	
NATIONAL			
<b>Healthline</b>	0800 611 116	A free 24-hour telephone health advice service funded by the Ministry of Health. This service is operated by registered nurses who will assess a person's condition and health needs and recommend the best course of action to be taken. They can also provide general health information and location of services.	

## FOR A TRUE EMERGENCY ONLY WHEN TAKEN BY AMBULANCE

<b>North Shore Hospital</b>	09 486 8900 0800 80 93 42	124 Shakespeare Road, Takapuna	<a href="https://waitematadhb.govt.nz/hospitals-clinics/north-shore-hospital">waitematadhb.govt.nz/hospitals-clinics/north-shore-hospital</a>
<b>Palmerston North Hospital</b>	06 356 9169 06 350 8774	50 Ruahine Street, Palmerston North	<a href="https://midcentraldhb.govt.nz">midcentraldhb.govt.nz</a>
<b>Wellington Hospital</b>	04 385 5999	Riddiford Road, Newtown, Wellington	<a href="https://ccdhb.org.nz">ccdhb.org.nz</a>

## MENTAL HEALTH ASSISTANCE

<b>Mental Health Line</b>	1737	Free call or text 24/7 for support from trained mental health professionals	<a href="https://mentalhealth.org.nz">mentalhealth.org.nz</a>
<b>WELLINGTON</b> Te Haika	0800 745 477	For mental health crisis contact, referrals and general mental enquiries – available 24 hours.	<a href="https://mhaid.health.nz">mhaid.health.nz</a>
<b>AUCKLAND</b> Auckland Crisis Team	0800 800 717		
<b>PALMERSTON NORTH</b> Mental Health Emergency Team	0800 653 357		

# IMMIGRATION, LEGAL ADVICE, RIGHTS AND VISA



SERVICE / NAME	NUMBER	ADDRESS	WEB / E-MAIL
<b>IMMIGRATION ADVICE</b>			
<b>Embassy Contact</b>		List of foreign embassies in New Zealand	<a href="http://mfat.govt.nz/en/embassies">mfat.govt.nz/en/embassies</a>
<b>Immigration New Zealand</b>		P.O. Box 76895, Manukau City, Auckland 2241	<a href="http://immigration.govt.nz">immigration.govt.nz</a>
<b>LEGAL ADVICE / GENERAL LEGAL ADVICE</b>			
<b>Citizens Advice Bureau (CAB)</b>	0800 367 222		<a href="http://cab.org.nz">cab.org.nz</a>
<b>AUCKLAND</b>			
<b>Citizens Advice Bureau (CAB):</b> Ground Floor, Bays Community Centre, 2 Glen Road, Browns Bay, North Shore, Auckland			
<b>PALMERSTON NORTH</b>			
<b>Citizens Advice Bureau (CAB):</b> Community House, 77-85 King Street, Palmerston North			
<b>WELLINGTON</b>			
<b>Citizens Advice Bureau (CAB):</b> Mezzanine Floor Central Library, 65 Victoria Street, Wellington			
<b>Community Law NZ</b>			<a href="http://communitylaw.org.nz">communitylaw.org.nz</a>
<b>Human Rights Commission</b>	0800 496 877		<a href="http://hrc.co.nz">hrc.co.nz</a> <a href="mailto:infoline@hrc.co.nz">infoline@hrc.co.nz</a>
<b>STUDENT RIGHTS / STUDENT ADVOCACY</b>			
<b>AUCKLAND</b>			
<b>Auckland Students' Association</b>	09 443 9781 Ext 43074	Level 2, Student Central	<a href="mailto:advocacy@asa.ac.nz">advocacy@asa.ac.nz</a> <a href="https://www.asa.ac.nz/">https://www.asa.ac.nz/</a>
<b>PALMERSTON NORTH</b>			
<b>Massey University Students' Association</b>	06 356 9099 Ext 86070	Room 2.24, Second floor, Students' Centre Building	<a href="mailto:advocacy@musa.org.nz">advocacy@musa.org.nz</a> <a href="https://musa.org.nz/">https://musa.org.nz/</a>
<b>WELLINGTON</b>			
<b>Massey at Wellington Students' Association</b>	04 801 5799 Ext 63762	Campus Co-Lab, Block 9, Level C	<a href="mailto:advocate@mawsa.org.nz">advocate@mawsa.org.nz</a> <a href="https://mawsa.org.nz/">https://mawsa.org.nz/</a>
<b>STUDENT VISAS</b>			
<b>International Student Administration</b>			<a href="http://massey.ac.nz/massey/student-life/services-and-resources/international-student-support/student-visas/student-visas.cfm">http://massey.ac.nz/massey/student-life/services-and-resources/international-student-support/student-visas/student-visas.cfm</a> <a href="mailto:visa@massey.ac.nz">visa@massey.ac.nz</a>



# WORKING AND DRIVING

SERVICE / NAME	NUMBER / ADDRESS	WEB / E-MAIL
<b>WORK AND EMPLOYMENT</b>		
<b>AUCKLAND</b> <b>Massey Career Centre</b>	Quadrangle Building A, Level 1	
<b>PALMERSTON NORTH</b> <b>Massey Career Centre</b>	Registry Building, Level 2	<a href="https://myhub.massey.ac.nz/s/careers">https://myhub.massey.ac.nz/s/careers</a>
<b>WELLINGTON</b> <b>Massey Career Centre</b>	Student Central, The Pyramid	
<b>Student Job Search</b>	0800 757 562	<a href="https://sjs.co.nz">sjs.co.nz</a>
<b>Getting an IRD number (tax number)</b> Inland Revenue Department (IRD)	0800 257 777	<a href="https://ird.govt.nz">ird.govt.nz</a>
<b>Knowing your employee rights</b> Ministry for Business Innovation and Employment (MBIE)	0800 20 90 20	<a href="https://employment.govt.nz">employment.govt.nz</a>
<b>DRIVING</b>		
<b>All driving/car enquiries</b> Land Transport Safety Agency	0800 822 422	<a href="https://nzta.govt.nz">nzta.govt.nz</a>
<b>Vehicle inspection</b> Vehicle testing New Zealand (VTNZ)	0800 88 88 69	<a href="https://vtnz.co.nz">vtnz.co.nz</a>
<b>Driving training, insurance, driver licence, on road assistance</b> Automobile Association (AA)	06 357 7039 0800 500 222	<a href="https://aa.co.nz">aa.co.nz</a>











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