

Guide to UC

For international students

2018



Contents

4 Your new life at UC

- 5 Support for International Students
- 5 Your support team: Student Care
- 6 Your arrival checklist
- 7 Orientation Week
- 7 Enrolment and fees
- 7 Student Services Levy
- 8 The Code of Practice for the Pastoral Care of International Students
- 8 Insurance
- 8 Settling in with a family
- 9 Insurance
- 9 Requirements for International Students under the age of 18
- 10 Accommodation
- 11 Key Dates 2018

12 Support services on campus

- 13 Student Services Help Desk
- 13 Disability Resource Service (DRS)
- 13 Pacific Development Team
- 13 Careers, Internships and Employment
- 13 Financial Assistance
- 13 Scholarships
- 13 Academic Skills Centre
- 14 College course advice
- 14 Academic integrity
- 14 Tutoring support
- 14 Mentoring support
- 15 What to do when things happen unexpectedly or don't go well
- 15 Associations and advocacy

16 Life on campus

- 17 ICT support
- 18 Libraries
- 18 UC RecCentre
- 18 UC Sport
- 18 Language and Cultural Exchange (LACE)
- 18 Co-curricular Record (CCR)
- 19 Student blogs and e-newsletter
- 19 UCSA Clubs
- 19 UC Chaplaincy
- 19 Worship on campus
- 20 Safety
- 21 What to do in an emergency
- 21 Laws
- 21 18+ Card
- 21 Your rights and responsibilities at UC
- 21 Equity and diversity
- 22 Accessing medical care

24 Christchurch – your new home

- 25 Climate and geography
- 25 Places to visit
- 26 Eating out
- 26 Cooking for yourself
- 26 Other shopping
- 27 Transport

28 Living in Aotearoa New Zealand

- 29 Mobile phones
- 29 Working
- 29 Religion

30 Government Agencies

- 30 Te Reo and New Zealand culture
- 31 Kiwi slang and expressions
- 31 Sport
- 31 Culture shock
- 31 New Zealand National Anthem

32 Travelling in New Zealand

- 34 Waitomo
- 34 Mt Hutt
- 34 Franz Josef and Fox Glacier
- 34 Queenstown
- 34 Piopiotahi Milford Sound
- 35 Rotorua
- 35 Hanmer Springs
- 35 Akaroa



Welcome to UC! **Nau mai haere mai ki te Whare Wānanga o Waitaha**

We are delighted that you have chosen to study with us. At UC we want to ensure your time with us is not only successful, but also enjoyable and rewarding.

Before you arrived in Christchurch you may have read our Pre Arrival Guide for International Students. Our guide for International Students is designed to complement that information by providing you with everything you need to know now that you are in Christchurch.



UC hosts students from many countries. We want you to succeed academically and make the most of the many cultural, social and recreational opportunities offered by the safe, friendly and modern city of Christchurch. As you become familiar with life at UC and begin to navigate your way through your studies, don't hesitate to ask for help. We are here to help. We look forward to meeting you soon.

Your new life
at UC



Support for International Students

Your support team: Student Care

The Student Care Team is your international student support team. We want you to feel at home here and can provide practical guidance and advice on any issue of concern to help ensure your wellbeing and success.

Whether you need help with settling in after you first arrive, someone to talk to about a personal issue that is impacting on your studies or anything else whether it be big or small, get in touch with Student Care for support and advice.

You can talk with a Student Care Advisor by phoning, emailing, dropping in, or making an appointment.

We can assist with:

Settling in

- If you miss out on an orientation or just have some questions.
- Finding your way around, figuring out transportation and shopping.
- Understanding New Zealand culture and living in New Zealand.
- Navigating campus, and connecting with services, people and opportunities.

Helping to understand UC culture

- Understanding UC policies and processes.
- Understanding and filling in Special Consideration applications for assessment, late discontinuation and partial refunds. Special Consideration is where a student has suffered an acute illness, injury or other reasonably unforeseeable circumstances which has prevented them from completing any major item(s) of work for assessment in a course or which has impaired their performance.
- Confidential advice on how to appeal a decision or make a complaint.

Getting on top of things

- If you fall behind on classes or are failing a course.
- Managing commitments, planning study and goal setting.
- Managing the impact of mental illness/stressors on your study.



Julie Pratt
Student Care
Manager



Craig Forman
Student Care
Advisor



Sara Apiata
Student Care
Advisor



Katinia Makaafi
Student Care
Advisor



Jonie Chang
Student Care
Advisor

Skill building

- Motivation and procrastination.
- Organisational skills.
- Life skills eg, budgeting.
- Communicating.
- Cross cultural social competencies.

Challenges and concerns

- Financial issues, including financial hardship.
- Accommodation issues.
- Insurance policy wording and claims (for purchase enquiries, contact student-insurance@canterbury.ac.nz).
- Difficult visa situations (for general enquiries, contact student-visa@canterbury.ac.nz).
- Tenancy issues.
- Immigration issues.

Don't see your concern here?

Contact us and we'll let you know if we can help.

Please note: We offer practical guidance, advice and support. If you require counselling, contact UC Health Centre. If you require advocacy, contact the UCSA.

Student Care

Telephone +64 3 369 3388

Email studentcare@canterbury.ac.nz

www.canterbury.ac.nz/support/

Student Care is open 8.30am – 4.30pm
Monday to Friday



‘The University has done a great job of creating an environment that is conducive to learning. I’ve found that it is well equipped with facilities and services that cater for the needs of the students, and also has good services specifically for international students.’

Marilyn Jin Yie Woo

Your arrival checklist

- **Are you staying in the halls?** – Check into your accommodation. If you have any concerns about your accommodation, whether you are in University managed or private accommodation, contact Accommodation Services (accommodation@canterbury.ac.nz) or Student Care (studentcare@canterbury.ac.nz).
- **Wi-Fi** – At your new residence, ask for details on how to access Wi-Fi. If you are staying in a hall you may receive a leaflet with details for visitor Wi-Fi, or ask a staff member.
- **Call home** – Work out the time difference and phone, text or video chat with your friends and family back home so they know you have arrived safely.
- **Take some time out** – If you have had a long flight, rest and drink water.
- **Get connected** – Buy a New Zealand SIM card for your cell phone in order to connect to the internet and make local calls. These can be purchased at most cell phone retailers, supermarkets and dairies.
- **Save emergency contacts in your cell phone** – **111** for Police, Fire, and ambulance services, and **0800 823 637** for UC Security, who are available 24/7 for all emergencies on campus.
- **Update your myUC details** – To receive important messages sent to you by UC, you need to update your new contact details into myUC at www.canterbury.ac.nz/enrol/myuc/
- **Complete your enrolment** – This can only be done in person and is a crucial step in the process. This happens at the International Arrival Hub, which is located in the Puaka-James Hight Building (Central Library). To find out when it is and what you need to bring with you, visit www.canterbury.ac.nz/enrol/international/inperson/
- **Attend an orientation** – Depending on when you arrive, different kinds of orientation events may be available to you. To find out more, visit www.canterbury.ac.nz/international/support/welcome/
- **Know where to get help** – Have a question about how something at the University works? Have a problem but don't know who to ask about it? A great place to start is Student Services on level 1 Matariki building on campus. You can also talk to Student Care at studentcare@canterbury.ac.nz.
- **Explore campus** – Download the UC Finder App on Android or iPhone. It has an interactive map that allows you to locate lecture theatres, cafes, car parks, bike stands, libraries and departments on campus. Find Student Services, the Central Library, the Students' Association (UCSA), Student Care, the UC Health Centre, Uni Pharmacy and UC RecCentre.
- **Insurance** – Learn about your insurance policy, what you are entitled to and what may be an exception. If you have a pre-existing condition, it may be excluded, but you may be able to take out extra cover. Contact student-insurance@canterbury.ac.nz.
- **Open a New Zealand bank account** – You will need your passport, proof of student status and proof of address in order to complete the process, as well as your TIN (Tax Identification Number) from your home country. Having a bank account will enable you to get an EFTPOS card, which is a very popular way of paying for things in New Zealand.
- **Search online** – Find out where the nearest supermarket is and walk there. The UC Pocket Map shows where supermarkets close to UC are.
- **Follow the UCSA Facebook page** – For the latest information and events from the University of Canterbury Students' Association (UCSA), follow their Facebook page at www.facebook.com/theUCSA/. Students can also post ads or notices on the UCSA Noticeboard at www.facebook.com/groups/1523360481261361
- **Work out your budget** – UC has a guide to estimated costs of living in Christchurch online at www.canterbury.ac.nz/international/life-in-new-zealand/cost-of-living/. If you need a job to help pay your expenses, the Careers team in level 1 of the Geography building can help you with everything from your CV/resume to applying for jobs. Email the team at careers@canterbury.ac.nz. Be careful to check any work restrictions on your student visa before applying for jobs.
- **Register with the UC Health Centre** – You don't have to pre-register to be seen if you are feeling unwell, but it will make the process much smoother if you do make a visit.
- **Have a disability or long-term medical condition?** – UC has a support team dedicated to assisting students with disabilities in relation to their studies. Get in contact with them to find out what kinds of supports are available at disabilities@canterbury.ac.nz.
- **Set up your laptop or computer with Microsoft Office 365** – It's free for all UC students to install and use. Visit www.canterbury.ac.nz/its/
- **Attend all of your lectures, labs and tutorials in the first week** – Ask your lecturers and tutors questions if you need their help. In order to access your timetable and LEARN, the University's online learning platform, you need to complete your enrolment in person.
- **Lastly, remember** – If you're feeling a bit uncertain or nervous about being in a new country, that's OK! You're not alone, and there are plenty of ways to get support throughout your time here. Visit your international student support team, Student Care.



Orientation Week

International Welcome

UC offers a specialised programme for international students arriving to study and live in New Zealand for the first time. The programme includes a formal welcome, workshops, information sessions and social activities and is delivered at the start of Semesters 1 and 2.

Participating in the programme is essential for international students starting study at UC. It is also a great way to meet fellow students and to become familiar with your new life at UC.

UC O Day (Orientation Day)

O Day is held in February before the start of Semester 1 lectures. The event serves as an opportunity to meet staff and other new students, get information about support services, become familiar with campus and ask questions. Although the focus is for new students, parents and family are also welcome to attend. A smaller, tailored event is delivered for the start of Semester 2.

www.canterbury.ac.nz/events/tours-and-events/orientation-day/

UCSA O-Week

The UCSA holds a variety of activities over Orientation Week in February. They are a great way to meet other students and make new friends before your courses start. You can check out all events on the UCSA website.

www.ucsas.org.nz

Orientation for Research Students

Welcome and orientation sessions for new thesis and dissertation research students are delivered most months. Get to know other new postgraduate research students and ask them about relevant policies, regulations and processes learning and support resources at UC.

Missed Orientation?

If you arrive to start your studies outside the beginning of semester, please don't feel like you have to figure things out for yourself. The Student Care team is on hand to assist you with any queries you might have about settling in to UC and Christchurch.

Enrolment and fees

All international students must complete their enrolment in person. International Enrolment takes place in the week before semester begins in the Puaka-James High Library.

The following documentation will be required:

- a valid passport
- a current visa. If you do not have a current visa you should make contact with Immigration New Zealand or email the International Relationships Office. For more information about the types of visa on offer and where you can apply, see visas and immigration. If you do have a current student visa which needs to be renewed for your study you will need to complete the Application for student visa application form and bring this with you to student enrolment in person
- proof of living expenses and outgoing ticket requirements are detailed in the International student enrolment documents checklist

- evidence of insurance. UC's approved insurance policy available on campus is StudentSafe. See the Insurance section below for more information
- a completed International student address form
- international students must also attend the UC International Welcome.

Completing enrolment in person can take some time and it is likely you will have to stand in queues. The University has to check every student's passport and insurance certificate to meet legal requirements.

To ensure you are fully enrolled and can receive your UC student card, you must have paid your tuition fees and student services levy and insurance fees.

If you have any questions about the enrolment process for international students, email enrol@canterbury.ac.nz.

Telephone +64 3 364 2555 or
Freephone in New Zealand 0800 VARSITY
0800 827 748 – within New Zealand
Fax +64 3 364 2174

The Contact Centre is open 8am – 6pm Monday to Friday and 9am – 12pm November to February, excluding public and university holidays.

Student Services Levy

The Student Services Levy is a compulsory student fee that funds student services to support students. All the money collected for the student levy can only be used for the benefit of students. It can never be used for academic or administrative costs. Students help decide where the money should be spent. Each year a survey is held to gauge priorities from students and the money is put into services provided by UC and UCSA.

UCSA and UC worked very closely in 2016 to review all the services funded by the Student Services Levy and to agree on allocations for services provided by UCSA and UC. We are conscious that this is your money and that we need to ensure you get value for every dollar.

Find out about costs of full-time student and full year enrolment at

www.canterbury.ac.nz/get-started/fees/

The Code of Practice for the Pastoral Care of International Students

The Code of Practice for the Pastoral Care of International Students is the New Zealand Government's guarantee that international students will be looked after and experience a high standard of education in New Zealand. UC is a signatory to the Code. Your welfare is important to us therefore every effort is made to ensure we comply with the requirements of the Code of Practice. Under the Code you can expect several things, including:

- clear, accurate and up-to-date information about studying and living in New Zealand
- a safe study environment
- support to complete your enrolment, such as checking that you have met student visa and insurance conditions
- the opportunity to participate in an orientation programme
- support for your overall wellbeing
- information on the range of advice and support services available to you on campus
- access to information about UC grievance procedures.

The University of Canterbury must comply with these requirements. A copy of the Code is available on the New Zealand Qualifications Authority (NZQA) website at www.nzqa.govt.nz/studying-in-new-zealand/coming-to-study-in-new-zealand/international-student-care/.

If you have any questions about the Code or need to raise a concern, please talk to an Advisor in the Student Care Team (studentcare@canterbury.ac.nz).

Insurance

All international students in New Zealand must have approved and current medical and travel insurance for the duration of their study.

Studentsafe-University Insurance is the University's current recommended insurance cover. You can purchase Studentsafe-University cover when you complete your enrolment in New Zealand. Studentsafe-University meets the standards of the New Zealand's Code of Practice for the Pastoral Care of International Students.

Every student intending to enrol at UC is covered by the Studentsafe-University policy from the time they leave home to come to UC (up to 31 days prior to enrolment). So, if you intend to enrol at UC you do not need to purchase your own insurance before you leave home. The cost of this insurance will be added to your enrolment fees. The policy covers transit stopovers, but does not cover stopovers regarded as holidays. For more information about Studentsafe-University go to www.canterbury.ac.nz/international/before-you-arrive-in-new-zealand/insurance/. If you have any concerns or queries about your insurance or need help making an enquiry or a claim, talk to a Student Care Advisor.

Pre-existing medical conditions

It is important to be aware that pre-existing medical conditions are not automatically covered by Studentsafe-University. Pre-existing health conditions are any health issues that you have consulted with a doctor or specialist about in the past.

If you require additional cover for a pre-existing medical condition with Studentsafe-University, you need to apply for cover by completing a medical risk assessment form available from www.studentassist.co.nz. Please check with Studentsafe if your pre-existing condition can be covered for an additional fee.

If you have a pre-existing medical condition and want to purchase another University approved policy, you need to check whether your pre-existing condition will be covered by that policy.

Eligibility for health services

Please note that most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. For more information about health care, see p.22 on Accessing Medical Care. To check your entitlement to publicly funded health services go to www.moh.govt.nz/eligibility

Settling in with a family

If you have brought family with you to live in New Zealand (or are thinking of doing so), there are additional things you need to know.

Spouse/Partner work visas

If you are a postgraduate student or undergraduate student, your spouse/partner may apply for a work visa for the same period of time as your student visa.

Accommodation

UC options for family accommodation are very limited. Specific accommodation for couples is in high demand and students are advised to apply as early as possible to avoid missing out.

If you are bringing your family it is best to organise temporary accommodation before you arrive and then look for permanent private rental accommodation once you are in Christchurch. There are some accommodation options that the University offers that are not suited to families with children.

Care for children under five Years on Campus

There are three early childhood centres which offer childcare for children aged zero to five on campus at UC. The Early Childhood Learning Centre offers childcare on a permanent basis with the option of short days (these must be more than four hours per session) and fulltime childcare (eight hours per day). UCSA has two childcare centres, Ilam Early Learning Centre and Montana Early Learning Centre. These have the option of childcare for shorter periods of time such as tutorials and lectures. To find out more, visit www.canterbury.ac.nz/earlychildhood/

For inquiries:

Telephone: +64 3 364 2821

Email earlyyears@canterbury.ac.nz

There is government assisted funding available for pre-schoolers. All three, four and five year old children enrolled in an early childhood education (ECE) service are eligible for 20 hours of fully funded ECE per week. To find out more, visit parents.education.govt.nz/early-learning/early-childhood-education/

Other childcare Centres

Childcare centres are a mix of privately run and community or church-based operations, so fees can vary widely. The Ministry of Education website also allows you to search for early childhood education services in the Canterbury Region. There is a waiting list for most childcare centres.



In-home childcare

There are two types of in-home childcare:

- A trained nanny or educator comes to your home to look after your child. You can expect to pay \$16NZD to \$20NZD per hour for this service.
- You take your child to an educator/nanny's house. In this situation, the caregiver is likely to be looking after a number of other children at the same time as your child. You can expect to pay about \$5NZD to \$8NZD per hour for this service.

The rates quoted for in-home childcare are guidelines only.

School age children

Schooling is compulsory in New Zealand for all children from their sixth to sixteenth birthday, although most children start school on their fifth birthday or soon after. The school year runs from late January or early February through to December.

Education for children in New Zealand can be broken into three main age groups:

- 0-5 years: early childhood education
- 5-13 years: primary/intermediate school
- 13+ years: secondary school

For information about how the school system works in New Zealand, please refer to the Parents section of the Ministry of Education website.

If you are not enrolled in a PhD or the recipient of a New Zealand Scholarship sponsored by MFAT, you will be charged full cost international student fees for your children to attend school in New Zealand.

Types of schools

State schools

Most children in New Zealand attend state-funded schools. State schools are co-educational at primary and intermediate level but some offer single-sex education at secondary level. Lessons are based on the New Zealand School Curriculum.

International school students are charged international fees. These vary between schools, but a guideline price per year is \$11,250 NZD.

Integrated schools

Integrated schools are schools that were private and have now become part of the state system. They teach the New Zealand School curriculum but keep their own special character, usually a philosophical or religious belief, as part of their school programme.

Integrated schools receive the same government funding for each student as state schools, but their buildings and land are privately owned so they charge attendance fees to meet their property costs.

Independent or private schools

Independent or private schools are governed by their own independent boards but must meet certain standards to be registered. Independent schools can be co-educational or single-sex. They charge fees, but also receive some subsidy funding from the government.

Children with limited English

Most schools make provisions for children with limited English. Children are placed in an age appropriate class, but have English for Speakers of Other Languages (ESOL) classes as well. It is best to check the availability of ESOL classes with the school that you are interested in.

Insurance

Family insurance

Taking out insurance for your family is essential. Without insurance, your family will have to pay the full cost of medical care while in New Zealand and will not be covered for loss or theft of personal property, or travel delays and missed connections. It is best to discuss your family insurance options with your chosen insurance provider.

If your children enrol as international students at a local school, the school will require the children to have insurance that meets the guidelines of the Code of Practice for the Pastoral Care of International Students.

Accident insurance

The Accident Compensation Corporation (ACC) provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. For more information visit the ACC website at www.acc.co.nz

Purchasing medical and travel insurance

If you do not want to purchase Studentsafe-University insurance you must have an alternative approved insurance plan. A number of insurance plans are available that meet the minimum requirements for international students and these are listed at www.canterbury.ac.nz/international/before-you-arrive-in-new-zealand/insurance/

When you enrol in person on campus you must bring to enrolment a Certificate of Insurance that proves that you have an approved insurance plan.

If your insurance plan is not listed on our website you must apply to have it assessed four weeks prior to your departure. To submit an insurance policy for assessment you need to complete an Insurance Policy Assessment Application which can be found at www.canterbury.ac.nz/international/before-you-arrive-in-new-zealand/insurance/

Insurance plans that do not meet the current standards set by the New Zealand Government cannot be accepted.

Requirements for International Students under the age of 18

If you are aged under 18 and an international student then there are some requirements you need to follow. These requirements finish when you turn 18.

International students under the age of 18 are required to stay in specific types of accommodation. The only types of accommodation permitted if you are under the age of 18 are an International Student Care (ISC), homestay, university hall, or with a designated caregiver/s or parent/s.

You must contact a Student Care Advisor before your enrolment. They will keep in regular contact with your parents or guardian about your welfare to let them know that you're doing okay here and are safe and well. You must meet with your Student Care advisor on a regular basis, as this is a requirement of your enrolment. They will discuss your studies, accommodation, well-being, and any concerns you might have.

For more information visit www.canterbury.ac.nz/international/support/international-students-under-18/



Accommodation

UC Accommodation Services provides information and advice on all accommodation options both on campus and off campus.

First-Year accommodation

Bishop Julius Hall, College House, Rochester and Rutherford Hall, University Hall and Waitākiri Village all provide fully-catered accommodation for students in their first year of study. Kirkwood Avenue Hall is a self-catered hall specifically for students who prefer to cook for themselves. Every hall has support staff to help you transition to a new environment. If you have any concerns, please contact your Residential Assistant or Tutor in your hall as soon as you can.

Students under the age of 18

If you will be under the age of 18 on arrival you must live in a homestay, in a fully-catered hall of residence, or with a designated caregiver. You must also contact the Student Care Team at UC before you enrol. On arrival, arrange to meet with a Student Care Advisor who will see you on a regular basis to discuss your studies, accommodation, wellbeing and any concerns you might have until you turn 18. For more information see www.canterbury.ac.nz/international/support/international-students-under-18/

Students second year and beyond

If you are looking for a bit more independence, the self-catered apartments and houses provide a diverse community with students of all ages and all levels of study and from all over the world. Whether you are living at Dovedale, Ilam Apartments, Sonoda Christchurch Campus or Waimairi Village, there will always be staff on hand to help you at any time. Check with your hall office on the best place to buy food, the nearest shopping mall, transport options such as a Metro Card, or anything else you may require to settle into your new environment.

Couples and families

There is limited accommodation on campus for couples at Dovedale, Sonoda Christchurch Campus, University Hall and Waimairi Village. However, it is likely that you will be required to find a private rental property on arrival. For this reason, booking temporary accommodation is required for the first three to four weeks. For more information see www.canterbury.ac.nz/future-students/accommodation/accommodation-for-couples-or-families/

Homestay

The University's contracted homestay agent is International Student Care (ISC). In your homestay you will be provided with a fully-furnished room and access to bathroom and laundry facilities. You should also be provided with three meals a day, seven days a week – breakfast, lunch and dinner. If you have any concerns about your homestay, please contact ISC at studentcare@xtra.co.nz or call +64 3 360 2394.

Renting privately

You are advised not to sign a contract or Residential Tenancy Agreement for a room or property until you have viewed the property in person. We recommend that you read the "Renting and You" booklet online, or pick up a copy from UC Accommodation Services, to understand the law about renting in New Zealand and your rights and responsibilities as a tenant. We also have a booklet called "UC Guide to Flatting". See www.canterbury.ac.nz/future-students/accommodation/private-rental/

You can view rooms or properties to rent on the Accommodation Noticeboard located outside the UC Students' Association (UCSA) Office in the Undercroft, or see our Facebook page "Flatmate Wanted/Room to Rent". There are a number of other resources on our website (see above).

Many rental properties in Christchurch are not well insulated, double-glazed or do not have adequate heating, so check the Insulation Statement before you sign a contract. Undertake a Property Inspection Report with your landlord and take photos, noting any damage on the report.

Check Market Rent on the Tenancy Services website for the area you intend to live (www.tenancy.govt.nz) and contact them for information and advice if you have any concerns.

The Tenants Protection Association is also a good resource for information and advice, particularly if your living situation is not covered by the Residential Tenancies Act (www.tpa.org.nz).

Contact us

If you have any concerns or feedback on your accommodation or arrival experience at your hall or village, please contact:

UC Accommodation Services

Matariki building, 8.30am-5.00pm

Telephone +64 3 369 3569

Email: accommodation@canterbury.ac.nz

www.canterbury.ac.nz/life/accommodation

Key Dates 2018

www.canterbury.ac.nz/study/keydates/

Date	Event/Deadline
03 January	UC reopens for 2018 and Summer School
06 February	Waitangi Day
16 February	Chinese New Year (not a statutory holiday)
16 February	Release of results for summer school
19 February	Lectures start for semester one
29 March	Lectures end – mid semester break
30 March	Good Friday
04 April – 20 April	Mid semester lecture break
02 April	Easter Monday
03 April	University holiday
18 April	Graduation
20 April	Graduation
23 April	Lectures resume
25 April	ANZAC day
01 June	Lectures end for semester one
04 June	Queen's birthday
05 June – 08 June	Semester one study period
11 June – 23 June	Semester one examination period
25 June – 13 July	Mid-year break
06 July	Release of results for semester one
16 July	Lectures start for semester two
24 August	Lectures end – mid semester break
27 August – 07 September	Mid semester lecture break
10 September	Lectures resume
19 October	Lectures end for semester two
22 October – 26 October	Study break
22 October	Labour Day
29 October – 15 November	Semester two and whole year examination period
16 November	Show Day
19 November	Summer school starts
30 November	Release results for semester two and whole year
19 December	Graduation
21 December	Graduation
21 December	Lectures end – summer school break
24 December – 02 January	Summer break – University holidays

Support services on campus





There are many services available on campus which can provide the support you need. If you need urgent help or assistance contact the Student Care Team.

Student Services Help Desk

If you have quick questions that need to be answered or need directions to locations on campus, visit the Student Services Help Desk on level 1, Matariki.

To contact the Student Services Centre

Visit level 1, Matariki
Telephone 03 364 2987

Email
StudentServicesHelpdesk@canterbury.ac.nz

Student Services are open 8.30am – 5.00pm
Monday to Friday.

Disability Resource Service (DRS)

DRS provides assistance and advice to students with disabilities, including temporary impairments, by providing appropriate, disability-related study support services and resources. To learn more about what they do and the services they offer visit

www.canterbury.ac.nz/disability

To contact Disability Resource Service

Email disabilities@canterbury.ac.nz
Telephone 364 235

DRS are open 8:30am to 4:30pm
Monday to Friday

Pacific Development Team

Pasifika students at UC have a dedicated support team that provide advice, care, mentoring, academic support, and regular cultural events. There are many opportunities where students from the Pacific Islands can connect with our local Pasifika students, get to know Pasifika staff and meet the local Pasifika community.

www.canterbury.ac.nz/pacificstudents/

International students from the Pacific Islands are warmly invited to attend Pasifika Orientation—Get FRESH programme and the Pasifika Welcome Day in February.

Email pasifika@canterbury.ac.nz

Careers, Internships and Employment

Careers, Internship & Employment offers professional assistance and skill development to make informed decisions on career pathways, courses and how to make the most of university from a careers perspective. Through Careers, Internship & Employment you can get help with your CV, learn how to best prepare for an interview and find student jobs, internships and graduate positions. For more information visit

www.careerhub.canterbury.ac.nz

To contact Careers, Internship & Employment

Visit Level 1 Geography
Telephone 364 3310

Email careers@canterbury.ac.nz

Financial Assistance

The UCSA Advocacy & Welfare Team provide the Foodbank service, Hardship Grant and Mickle Fund Loan for students experiencing financial difficulties. The Student Care Team offer students assistance with assessing their financial needs and also administer the International Student Welfare Fund. For more information on resources available visit www.canterbury.ac.nz/support/financial-assistance/

Scholarships

The University of Canterbury offers over \$20 million in scholarships and prizes annually to help fund our students' study. You can search for scholarships at

www.canterbury.ac.nz/scholarshipsearch/

If you have queries regarding UC scholarships, contact the Scholarships Office.

Email scholarships@canterbury.ac.nz
Telephone +64 3 366 7001
Fax +64 3 364 2309

Academic Skills Centre

The Academic Skills Centre is a free advisory service and resource hub where you can learn the writing and study strategies that will help you succeed at UC. You can meet with a learning advisor, attend workshops, or access online resources (on our website or in UCSkills) to improve your skills and boost your performance on essays, reports, presentations, or postgraduate study.

Transitioning to UC

Academic expectations at UC may be different to those in your home country. You may find differences in the amount of independent study, level of critical thinking and methods of assessment. The Academic Skills Centre can help you to understand these expectations to make the transition as smooth as possible. They can also support you in your transition from undergraduate to Masters or PhD study. For example, the *Academic Skills for Thesis Writers* workshops teach you how to write a thesis proposal, structure a literature review and read difficult texts. There is also *Gradfest*—a week-long mini-conference—that is hugely popular event for postgrads.

It's worth mentioning that even though students who have English as a second language will have met the English language requirements for university entry, they are expected to continue improving their English while they are studying.

English language support

If English is not your native language, the Reading and Writing for English Language Learners course focuses on written academic English. Fifty-minute weekly workshops are available for both undergraduate and postgraduate students during term time. Introduction to Essay Writing and The Writing Process might also be helpful.

For help with spoken English, the Speaking and Listening for English Language Learners workshops will give you a chance to practise your conversational skills with native and non-native English speakers, and Giving an Oral Presentation can help you improve your public speaking and presentation skills.

For more information on how ASC can help visit www.canterbury.ac.nz/support/asc/

Level 3 Puaka-James Hight building
Telephone 03 369 3900

Email academicskills@canterbury.ac.nz – please use your UC email address.

The Academic Skills Centre is open
8.30am – 4.30pm Monday to Friday during term time and study breaks.

College course advice

Each College has a Student Advisor who can give you advice on course options and degree programmes. A Student Advisor can also help you to understand the University Calendar and degree regulations, transfer of credits from other tertiary institutions, help with permissions to take courses at other New Zealand universities for credit to a UC degree, cross-credit between several undergraduate degrees, transferring between degrees, exemptions such as waivers of pre-requisites or core-requirements, withdrawal from courses, Master's thesis suspensions and extensions, part time enrolment and academic appeals.

You can view your Student Advisor's office hours on your College home page and make an appointment with them by email. View the list of all College Advisors here www.canterbury.ac.nz/support/academic/advisors/



'I have changed from a quiet girl into someone who is able to speak with anybody and become friends with them in seconds! I believe I have developed these people skills during my time at UC, from my CAPE classes and from my housemates in my accommodation.'

Kate Varanyuwatana

Academic integrity

UC places great importance on academic integrity, whereby both students and staff are expected to act honestly, fairly and ethically in respect to teaching, learning and administration. UC has zero tolerance of cheating and academic dishonesty as this is counterproductive to an individual's learning and development, and undermines academic standards and educational outcomes. Plagiarism is a form of cheating, as is assisting a person to plagiarise. You as a student are responsible to discourage others from cheating in order that an atmosphere of trust, fairness, mutual respect and shared responsibility can be fostered. It is also your responsibility to inform yourself of UC's assessment and examination policies and procedures, which can be found at the UC Policy Library. Sometimes students plagiarise by accident as they are not aware of referencing requirements. Speak to your subject librarian or an Academic Skills Centre Advisor about referencing support.

Tutoring support

Take advantage of the support available to you through your lecturer's office hours and any offered tutoring. If you are in need of a private tutor then get in touch with your department and they may be able to direct you to a tutor that you can pay privately. If you are in a Hall there may be some tutors available. Talk to your Residential Advisor.

Mentoring support

The mentoring programme gives you a brilliant start to your life at UC. When you join the programme you will be matched with a UC Mentor who is studying similar subjects to you. Mentors are volunteers who give you information on how to access the services on campus and can be someone you can talk to about your experiences and studies.

Your mentor will volunteer their time to help you through the enrolment process, take you to the orientation activities, answer any questions you might have and give you ongoing support throughout your study. You can even get in touch with a mentor before you enrol here to find out what life is like at UC which can be incredibly useful for planning your studies and time.

For more information go to www.canterbury.ac.nz/support/academic/mentoring/

What to do when things happen unexpectedly or don't go well

Special Consideration process

If you have been prevented from demonstrating your knowledge or skills at the time of assessment or cannot complete a course of study because of unforeseen circumstances, you can apply for Special Consideration so you will not be disadvantaged and may still be able to complete your course successfully.

There are two categories of Special Consideration that students can apply for:

1. Special Consideration for assessment is for students who have covered the work of a course but have been prevented from demonstrating their knowledge or skills at the time of the assessment due to unforeseen circumstances. Applications under this category must be submitted within five working days of the assessment due date.
2. Special Consideration for late discontinuation is for students who have been prevented from completing a course of study, due to circumstances beyond their control or that were not reasonably foreseeable, and they were unable to withdraw from the course(s) by the published withdrawal deadline. Applications under this category must be submitted no later than five working days after the examination period has finished.

If the assessment is an essay or assignment where it may be possible to receive an extension, your first step is to contact the course co-ordinator directly to apply for an extension to complete the piece of work. This doesn't stop you from applying for Special Consideration, but if an extension has also been granted, this will be taken into account when assessing your application.

If you are applying for Special Consideration, it is recommended that you also contact your course co-ordinator(s).

To learn how to apply for Special Consideration visit www.canterbury.ac.nz/study/special-consideration/. If you are still unsure, contact Student Care.

How to raise a concern or complaint

You can voice a concern, complaint, grievance, or appeal a decision, without fear of disadvantage. UC has a clear, fair and transparent resolution process. Your discussions remain confidential and no action will be taken without your authorisation. UC has a step-by-step guide for raising concerns and making complaints which you can find at www.canterbury.ac.nz/support/concerns/

Associations and advocacy

The UCSA (students' association) offers you everything from general advice and support, welfare and advocacy, to just having fun at some of UC's best known events. UCSA helps you stay connected and offers you a chance to get involved in campus life. UCSA is here to help you make the most of who you are and to explore and experience something completely new.

UCSA

Welfare

- free and confidential advice independent of the University on anything!
- financial support – Hardship Grants, Mickle Fund
- food bank.

Advocacy

- independent advocacy
- UCSA Advocacy and Welfare (A&W) provides UC students with access to free and confidential services, which are completely independent from the University. The team provides advice on issues ranging from academic and financial to tenancy and accommodation. If they cannot specifically help with the issue, they can discuss, advise and refer students to relevant external agencies. For more information visit: www.ucsa.org.nz/student-support/get-support/

Advice

- academic appeals and grievances, Special Consideration, dispute resolution, student advocate
- class representatives.

Clubs & Societies

Meet new people, get academic support, play a sport

Student discounts

At UCSA cafés and bars including Shilling Club, 1894 and The Foundry.

Events

- including Orientation Week, end of lectures Tea Party
- Early Learning Centres
- Borrow-a-bike scheme
- communications.

Check out CANTA Magazine, UCSA App, Facebook, SnapChat, and Instagram

Te Ākatoki Māori Students' Association

UCSA affiliated organisation that supports ākonga Māori with social events and club activities throughout the year.

Postgraduate Students' Association (PGSA)

- UCSA affiliated club run by postgraduates for postgraduates
- peer guidance, support, advocacy, communication and networking
- events to encourage professional and social interaction between postgraduates, supervisors, faculty and future employers.

Contact:

hello@ucsa.org.nz
www.ucsa.org.nz
www.ucpgsa.org



'I cherish the multi-national environment at UC and the myriad activities that happen on and around campus. My lecturers are very friendly and easy to talk to, and there is help available any time.'

Anish Shah

Life on campus





ICT support

MyUC

MyUC is the online student portal. It is where you apply to enrol and then follow your progress to becoming an enrolled student at UC. When you are a current student, myUC is where you can view your transcript, find your results, update your personal details and access other UC systems including Learn, Library, IT, Canterbury Card and My Timetable.

Timetables

Your timetable is online and can be accessed using your student ICT login.

Make sure that you check your timetable before every class and tutorial as times and locations are not always the same.

For full instructions on how to use your timetable visit www.canterbury.ac.nz/study/timetables/

Learn

Learn is the University of Canterbury's open source learning platform that can be accessed anytime, anywhere. There you can find all your course material and information, do quizzes, submit homework and assignments, watch ECHO recordings and message other students.

Emails

UC students are provided with a UC email address. If you are an undergraduate your student email address will be **username@uclive.ac.nz**.

If you are a postgraduate your student email address will be **firstname.lastname@pg.canterbury.ac.nz**.

Emailing is how your lecturers and tutors will contact you. It is also how you will receive important University-wide announcements or notices. You need to check your emails every day to not miss any important messages.

If you prefer to check one email address, you can set up your emails to automatically forward to your preferred email address.

Canterbury Card

The Canterbury Card is the official student ID for University of Canterbury students. The Canterbury Card is also a students' association membership card, a library card, a security card and a debit card that can pay for internet and email, printing, photocopying and library fines. You can load funds onto your Canterbury Card at myUC or at the EFTPOS reload stations located in all libraries and the Crypt Computer Workroom.

To contact UC Security and Campus Community Support

Visit 114 Ilam Road

Telephone 03 364 2888

Email security@canterbury.ac.nz

Wi-Fi

IT Services offers wireless network coverage across much of the campus. All students receive 100GB per month of free internet allowance for external internet use, such as Google searches. You are not charged for accessing UC sites (sites ending in ".canterbury.ac.nz"). If you go over 100GB in a month, you will be charged 0.2c per MB for your internet access.

You can monitor your current internet allowance and account balance by logging into your IT account.

Logging onto UC computers

To log onto to a UC computer you will need your UC ICT username and password. Computers are located in all UC libraries, with computer workrooms located in Erskine, Rutherford, Logie, Kōtuku, Ōtākaro and in Kirkwood village. Your Canterbury Card allows afterhours access to some computer workrooms. For computer locations visit library.canterbury.ac.nz/services/computing.shtml.

All students at UC can install Microsoft Office 365 for free on their personal device. To learn how to install and use Office 365 visit www.canterbury.ac.nz/its/microsoft-office-365/

Free Microsoft Office 365 for UC students

Office 365 is an online version of Microsoft Office made up of web-based Office applications (or Office web apps) and cloud storage using OneDrive for Business. The package of Office web apps includes the latest versions of Word, Excel, PowerPoint, OneNote, Access, Publisher, Outlook, Skype and InfoPath.

OneDrive for Business cloud storage allows you to store, sync and share files across multiple devices. You can open and edit files you have in OneDrive anywhere you have internet access.

If you have any problems with your ICT account contact ICT. Visit them in the Central Library in the James Hight building or in the Education Library in the Dovedale Campus.

Telephone 03 364 2060 or

Freephone 0508 824 843

ICT are open 8am – 5pm Monday to Friday, excluding public and university holiday.

Printing and copying

You can print and copy on all printers in computer workrooms and UC libraries using Follow-You printing. You need to have funds on your Canterbury Card to print or copy. To learn how to print and copy visit

www.canterbury.ac.nz/its/printing-and-copying/

The Copy Centre in the Undercroft can photocopy and print for you, as well as print posters, laminate, and bind pages. For prices, contact the Copy Centre directly. Payment can only be made by EFTPOS or credit card. For more information on their printing services visit www.canterbury.ac.nz/support/onsite-services/printing/

To contact the Copy Centre

Telephone 03 364 2987

Email copycentre@canterbury.ac.nz

The Copy Centre is open 9.00am – 4.00pm Monday to Friday



Libraries

The University of Canterbury has four libraries.

The Central Library is located in the Puaka-James Hight building. It provides services and collections on Humanities, Social Sciences, Law, Business and Economics, Music/Fine Arts & Antarctic Studies.

The Education Library is located on the Ilam West site in Dovedale Avenue, in the building named after Henry Field. It provides classroom materials, Reference and Māori collections, serials, audio-visual material and books to support education.

The Engineering and Physical Sciences Library is located on the north side of campus adjacent to Creyke Road. It provides services and collections on all aspects of engineering, forestry and sciences.

The Macmillan Brown Library is located in the Te Ao Mārama complex on Arts Road. It is home to some of the rarest and unique research and art collections of New Zealand and the Pacific.

Search online

If you want to try find a specific book or want to find materials for your course or topic, then search the libraries extensive collection. The online catalogue will show you the library books and e-books, while databases provide information from a range of journals.

Book a librarian

If you need help accessing resources online and printing information for your subjects, see a specialist librarian. You can make an appointment with a librarian that specialises in your subject by going to www.canterbury.ac.nz/library/contact-us/subject-librarians/

UC RecCentre

The UC RecCentre is the primary fitness facility on campus. They offer all the usual gym offerings plus more. They have a large weights area, boxing training area, suspension training area, cardio equipment, climbing wall, squash courts and sport courts. Their extensive group fitness programme is part of your membership where you can be expertly guided through Yoga, Tabata, Zumba, Step, Pump, BAT, Supercircuit, Combat or Spin classes.

All UC students issued with a UC Student ID Card are eligible for free membership. You must still sign up online, or in person, and agree to our terms and conditions of use, and code of conduct. Your UC Canterbury Card becomes your membership card and you must present this every time you visit to gain access.

For hours, services and information about our facilities visit www.canterbury.ac.nz/ucreccentre/

To contact the UC RecCentre

Visit 22 Kirkwood Ave, Ilam
Telephone 03 364 2433
Email reccentre@canterbury.ac.nz

The RecCentre is open 6.00am – 10.00pm
Monday to Friday and 9.00am – 9.00pm
Saturday to Sunday.

UC Sport

UC Sport delivers on all levels of sport and recreation from participation to performance. A wide range of sporting opportunities is available including weekly afternoon social sport leagues, inter-hall sports or competitive Uni Leagues, sport and recreation clubs, or sport and recreation programmes. For more information visit www.canterbury.ac.nz/sport/



To contact UC Sport

Visit KDo2 Kirkwood Village
Telephone 369 3093
Email ucsport@canterbury.ac.nz

Language and Cultural Exchange (LACE)

The UC Language and Cultural Exchange is a programme available to all UC students to engage in mutual language and/or cultural learning. There are two streams of the programme, and you can choose to participate in one or both streams. The Language Exchange is for students enrolled in one or more of the seven language programmes offered at UC, who want to meet students from those cultures/countries. The Cultural Exchange is for students considering studying abroad or exchange, or who simply enjoy travelling the globe, who want to meet students from countries that they would like to visit. To learn more about the LACE programme and to register visit www.canterbury.ac.nz/life/uc-language-and-cultural-exchange/

Co-curricular Record (CCR)

The Co-curricular Record recognises your participation in pre-approved activities that develop work readiness skills. After completing a specified number of hours within CCR activities, you can apply to have your experiences validated to use when looking for job opportunities, scholarships, study abroad experiences or just because you want to. For more information visit www.canterbury.ac.nz/life/co-curricular-record-ccr/



Student blogs and e-newsletter

The Insider's Guide to UC blog is where UC students share their experiences, reviews, advice and best kept secrets. The blog is monitored by UC's communications staff who also post need-to-know information. It's your one-stop-shop for everything student life. You can keep up with what's on the blog by subscribing, or you can check out the 'student messages' widget on Learn. All current students will also receive a weekly Insider's Guide e-newsletter in their student email inbox that contains a summary of what's happened on the blog including all important notices. Check out the blog at blogs.canterbury.ac.nz/insiders/.

UCSA Clubs

At UC there is a wide range of clubs that you can join, from DRAMASOC to UCSURF. Through clubs you can meet new people and participate in a variety of activities and events. You can meet other international students and students from your home country as well as interact with domestic students

www.ucsa.org.nz/clubs/find-a-club/

J-Soc Japanese Society
www.ucsa.org.nz/club/17

Merloin Singapore Society
www.ucsa.org.nz/club/19

University of Canterbury Indian Students' Association
www.ucsa.org.nz/club/22

CUSSA Canterbury University Samoan Students' Association
www.ucsa.org.nz/club/24

UC French Soc
www.ucsa.org.nz/club/45

LUCKY Tongan Students' Association
www.ucsa.org.nz/club/49

UC Spanish Club
www.ucsa.org.nz/club/50

UCCSSS University of Canterbury Chinese Student & Scholars Society
www.ucsa.org.nz/club/51

CMSA Canterbury Malaysian Students' Association
www.ucsa.org.nz/club/53

UCGS University of Canterbury Global Society
www.ucsa.org.nz/club/58

Operation Friendship
www.ucsa.org.nz/club/140

Christchurch Educated International Student Association CEISA
www.ucsa.org.nz/club/143

UC Iranian Association
www.ucsa.org.nz/club/144

UC Balangay The Philippines Society
www.ucsa.org.nz/club/148

UCSA Religious Clubs

Meet others of the same religion on campus.

Cathsoc
www.ucsa.org.nz/club/70

Christian Union
www.ucsa.org.nz/club/77

Student Life
www.ucsa.org.nz/club/79

Revolution Uni
www.ucsa.org.nz/club/81

UC Navs
www.ucsa.org.nz/club/83

Campus Church Students Association
www.ucsa.org.nz/club/85

Canterbury Muslim Student Association
www.ucsa.org.nz/club/150

For more information about religion in New Zealand, see p.29

UC Chaplaincy

UC Chaplaincy offers pastoral and practical support regardless of someone's background or beliefs. They exist to nurture spirituality and facilitate dialogue amongst the students and staff at UC.

Our Chaplains are great listeners and expert problem solvers. They're the safe people you can talk to, ask questions, and pray with at UC. And because they're independent, you can trust them to be impartial and to keep things in confidence.

To talk to UC Chaplaincy or find out more information

Telephone 03 364 2987 ext 3938
Email spanky.moore@canterbury.ac.nz

Worship on campus

Campus Church

Cornerstone Campus Church is a church for students and graduates of the University of Canterbury but everybody is welcome. They have small groups so you can connect and learn together with others. Whether you want to deepen your faith or just see what it is all about, come along to their services at 5pm Sundays at The Foundry – 90 Ilam Road.

For more information visit
www.cornerstone.org.nz/meetings/5pm/

Muslim Prayer room

The University has a Muslim Prayer room located on campus at 27 Creyke Road.



Safety

New Zealand is generally thought to be a safe place, but like almost anywhere else in the world, it is not completely crime-free. Always take precautions to keep yourself safe.

Personal safety

- don't walk by yourself at night if you don't have to
- walk in well-lit areas
- do not listen to loud music when you are walking or running
- keep a mobile phone on you at all times
- don't carry more cash than you need.

Safety of belongings

- don't leave your bags and valuables unattended
- always lock your doors and windows when you leave your house and at night
- never leave your vehicle unlocked
- keep valuables hidden from view.

Road safety

- rest before going on a road trip
- take regular breaks so you don't get too tired
- do not use your mobile phone whilst driving as it is prohibited in New Zealand
- it is recommended not to hitchhike, but if you do, make sure that you are with others
- for a free visiting driver training programme intended to help international visitors adjust to New Zealand driving conditions, visit www.aa.co.nz/travel/rental-vehicles-and-transport/visitors-to-new-zealand/visiting-driver-training-programme/

Alcohol safety

- don't accept drinks from strangers
- don't leave your drink unattended
- don't drink and drive. Have a sober driver or take a taxi.
- The Christchurch City Council has an alcohol ban in place in the Riccarton/Illam area where UC is located. Carrying an open container of alcohol in public here may result in a fine. However, alcohol containers can still be carried through this area if unopened.

Outdoor safety

- don't take any unnecessary risks outdoors
- always tell somebody where you are going and when they can expect you to be back
- always wear a life jacket when going out on water
- check the weather before you go – visit www.metservice.com for the latest weather updates
- be prepared for what the outdoors might throw at you by doing your research before.

Sun safety

- remember to Slip, Slop, Slap and Wrap
- apply sunscreen before going outside
- make sure to regularly apply sunscreen. The SPF of sunscreen is a measure of how long it will protect you from UVB rays
- don't forget to put sunscreen on your face, ears and neck
- wear a wide brim hat and sunglasses to protect from ultraviolet radiation
- prevent sunstroke by limiting your time in the sun.

Credit Card Safety

- when using an ATM, use your hand to cover the pin pad
- if your card is lost or stolen, notify your bank right away.

UC Security Services

It is important to the University to provide a safe and secure campus for you to enjoy. However, security is everybody's responsibility so make sure to report any violence, damage, suspicious activity or harassment/bullying on campus.

Security Officers patrol the campus 24hrs 7 days a week and provide assistance and support for students and staff. All Security staff are trained in First Aid and can use the University's defibrillator if there is cardiac arrest. Officers patrol on foot, on Segway personal transporters, on mountain bikes and by vehicle, so expect to see them anywhere at any time.

There are Help Point Towers located across campus so be sure to use them if you need to. It is also advised to use the recommended walking routes at night. If you feel unsafe walking at night, you can call security and they will escort you on campus.

Enter this UC security number into your phone so it is easy to call for help when needed:
0800 823 637

If you have questions or concerns regarding security, please contact Security Services

Telephone 03 364 2888
Email security@canterbury.ac.nz

The University's Security Services is located at 114 Illam Road.



What to do in an emergency

If there is a serious emergency where you need the fire brigade, police and/or an ambulance, call 111 on a mobile or landline.

If an emergency takes place on campus call UC Security Services on 0800 823 637.

What to do in an earthquake: drop-cover-hold

New Zealand is in a geologically active area and does experience earthquakes. It is important to know what to do in an earthquake so that you can respond safely.

In an earthquake, you may need to drop to the ground, take cover under a sturdy desk, table or doorframe, and hold on tightly. Don't move about in an earthquake as this is unsafe. If you are driving then pull over and wait until the shaking stops. If you are near a beach or coast and the shaking is either very strong or lasts for a long time, then move to higher ground as soon as the shaking stops, as earthquakes can cause tsunamis.

Earthquakes affect some people more than others; if you are feeling anxious or upset by an earthquake talk to a GP or counsellor at the Health Centre or contact Student Care for support.

If you evacuate a building and leave campus be aware that you may not be able to return for some time until the official "all clear" is given. For more information on what to do in an earthquake, visit getthru.govt.nz/disasters/earthquake

Laws

Alcohol

It is illegal for anyone under the age of 18 to purchase alcohol. You will need proof of age, such as a valid driver's licence, passport or 18+ card, when purchasing alcohol if you look under the age of 25.

Smoking

Smoking is prohibited under the age of 18 years and most public places in New Zealand are smoke free. UC is a smoke free campus which means that smoking is not permitted on any of its grounds.

Drugs

Class A, B and C drugs are prohibited in New Zealand. Drugs that aren't prohibited, like alcohol and tobacco, can still be damaging to your health.

Gender Equality

In New Zealand women and men have equal rights and are equal under the law.

Homosexuality

Homosexuality and same-sex marriage is legal in New Zealand.

Abortion

Abortion is legal in New Zealand and is regulated by a number of laws. Check with your specific insurance provider regarding cover.

18+ Card

The 18+ card is your photo ID, which like a driver's license or passport, allows you to purchase alcohol. It is highly recommended that you apply for an 18+ card upon arrival in New Zealand as it is much safer than using your passport as your form of ID, meaning that your passport can stay safely at home and is less likely to get lost. For more information visit www.18plus.org.nz

Your rights and responsibilities at UC

The University promotes a world-class learning environment. Students are free to pursue their academic interests in a university environment that balances student individual rights and collective responsibilities. Learn about your rights, what is expected of you while you study at UC (it's important to familiarise yourself with the Student Code of Conduct), and how to raise a concern at www.canterbury.ac.nz/support/health/your-rights-and-responsibilities/

Equity and diversity

UC recognises that a sense of 'belonging' is an integral part of University life and we are committed to developing a diverse, culture-rich, and cooperative environment for all. Our policies aim to ensure that all staff and students are given the opportunity and support to grow as individuals and as part of the wider community. Each student can expect from the University an environment where they have the right to safe learning conditions free from harassment (including bullying) or discrimination and to be treated by the University in a respectful and equitable manner. For more information visit www.canterbury.ac.nz/support/equity/

Accessing medical care

In New Zealand your first point of contact, unless it is an emergency, is your GP (General Practitioner). In New Zealand you are free to choose your GP and medical clinic. It is recommended that you enrol with a GP as it is free and means you will pay a reduced rate. Your enrolled GP will keep all of your medical records.

UC Health Centre

The UC Health Centre offers a full range of GP services, including doctors, nurses, counsellors and physiotherapy. They treat acute and chronic conditions and can help with preventative measures to keep you healthy and well.

As an international student visiting the Health Centre, you do not have to pre-register to be seen when you are unwell. However if you do register you will not need to worry about paying upfront and claiming your own insurance costs.

Without a UC approved insurance provider you will be required to pay upfront at the UC Health Centre and claim the costs back through your insurance company directly.

Check with the practice manager if you are unsure. Please read your insurance policy carefully to ensure your condition is covered. Pre-existing health conditions and sexual health are not usually covered and all vaccinations, including the influenza vaccination, incur an additional fee.

Please note that Health Centre only sees students and staff from the University of Canterbury, and not partners or families.

The Health Centre is located in the UCSA carpark on the riverbank adjacent to the Ilam school boundary.

**Telephone 03 364 2402
Fax 03 364 2457**

The Health Centre is open 8.30am – 5.30pm Monday to Thursday and 9am – 5pm Friday during term time and 8.30am – 5.30pm Monday to Friday and 8.30am – 6.00pm Saturday

Medical examinations for visas

Immigration New Zealand may request an updated medical examination and chest x-ray if you are applying for a student visa after 36 months of study in New Zealand. These exams will not be covered by medical insurance and vary in cost. You should phone Immigration New Zealand if you have any questions or seek advice on the approximate date this may be required.

**Contact Immigration New Zealand:
Telephone 0508 558 855
Email pnsofrequest@mbie.govt.nz**

After Hours care

Riccarton Clinic is an afterhours medical clinic that is both a General Practice and Urgent Care Clinic. They are open 8am-8pm every day and are located within a 15 minute walk from UC.

For more information on the services they provide visit **www.riccartonclinic.co.nz**

**To contact Riccarton Clinic
Visit 4 Yaldhurst Road, Upper Riccarton
Telephone 03 343 3661**

The Pegasus 24 Hour Surgery is open 24 hours a day, every day and is located at 401 Madras Street. It provides urgent medical and accident care, as well as a fracture service.

**To contact the surgery:
Visit 401 Madras Street
Telephone 03 365 7777
www.24hoursurgery.co.nz**

Hospital

You will always be received as an inpatient at the hospital if you need acute or emergency care and go to the Emergency Department. However, there may be a long wait.

Inpatient treatment, outpatient treatment, x-rays and laboratory tests at a public hospital incur charges. You will receive a bill that you should be able to claim back from your insurance provider.

If you go to the hospital in an ambulance, you will also receive a bill for the ambulance fee (usually approx. \$800). You should be able to claim this back on your insurance.



Be aware that costs relating to pre-existing conditions may not be covered. Check with your insurance provider and ask for support from Student Care if you have any issues.

Specialist care

If you require specialist care, your GP will refer you to an appropriate specialist for further testing.

Check with Studentsafe insurance if you want to make any specialist/testing claims under your policy before incurring any costs in case these are not covered.

Alternative medical treatment

You may be covered for up to \$500 for alternative medical care under your Studentsafe insurance policy.

Alternative medical treatment could include chiropractors, acupuncturists, osteopaths, podiatrists, dieticians, and nutritionists.

Please check with your insurance policy providers before making an appointment if you wish to claim back the costs under your medical insurance.

Dentist

Dental care is not generally covered by your insurance policy. Emergency dental care may be covered but the cost of checkups and routine fillings (e.g. a broken tooth) will need to be covered by you. A list of local dentists can be found online or in the Yellow Pages.

Dental fees can be expensive. A check up might range between \$50-80, with additional costs for x-rays (\$80-\$110), fillings (\$110-\$220), crowns (\$280-\$1500), and other dental work. (Figures are guides only, based on a 2013 Consumer Index survey).

UCSA Dental

UCSA DENTAL is a subsidised Dental Scheme available to all UC Students. UCSA are able to assist students with accessing quality, affordable basic dental treatment. Services provided are check-ups with x-rays, hygiene services, fillings, extractions and wisdom teeth extractions where possible.

Hours:

Treatment: Mon: 8:30am – 5:00pm &

Fri: 8:30am - 5:00pm

Check-ups: Tues – Thurs: 4:30pm – 8:00pm

Hygiene Appointments:

Tues – Thurs: 5:20pm – 8:00pm

UCSA Dental is located in the Burnside Community Dental Centre, 96A Memorial Ave. You must make an appointment at Dash Tickets.

For more information about services, prices and bookings visit

www.ucsa.org.nz/student-support/dental/

For any questions regarding the clinic

Telephone 03 364 3913

Email dental@usca.org.nz

Optometrist

If you need a vision check, spectacle frames, prescription lenses or contact lenses, you should arrange to see a private optometrist.

Prices for eye exams range from \$60–99. The cost of spectacle frames ranges from \$99–699 and the cost of prescription and contact lenses can also range significantly.

To ensure that you are comfortable with the service you receive, we recommend that you check what different optometrists charge before making an appointment.

Your Studentsafe insurance might cover you for up to a maximum of \$300 for these costs per year. Please check with them about cover prior to an appointment.

Sexual health

Treatment for contraceptives, STIs, and terminations are not covered by your Studentsafe-University plan.

For sexual health help see your GP at your clinic or make an appointment with the Sexual Health Centre located on Riccarton Road or the Family Planning clinic located on Washington Way.

Emergency contraception is available at the UC pharmacy, UC Health Centre and other clinics and pharmacies.

Chemists

A pharmacy is authorised to give you prescription medication with a script from your GP or nurse practitioner. You will need to pay for the cost of the prescription medication and a prescription fee (approx. \$5-\$10). Your insurance provider may cover you for the cost of your prescribed medication if listed in the New Zealand Pharmaceutical Schedule. At a pharmacy you can also purchase non-prescription medication, such as medication for colds and flus, allergies, asthma and arthritis. They give students a 10% discount (excluding prescriptions, post or specials) when you present your student ID.

To contact UC Pharmacy

Visit Undercroft, Puaka-James Hight Building

Telephone and Fax: 03 364 2215

Email unipharmacy.canterbury@xtra.co.nz



‘UC is made up of a community of very supportive staff and students. Studying in an environment with such helpful and caring people always makes you feel as though you are at home. Ever since I was a kid, I have always loved to try different things and share my experience with others. At my current stage of life I have a burning desire to be an academic researcher, which will give me the opportunity to lecture, train postgraduate students and perform high level research. Moreover, I wish to be a motivational builder, counsellor and a coach for the underprivileged and destitute.’

Dinga Wonanke

Christchurch –
your new home





Christchurch is an ethnically diverse city which offers an exciting lifestyle for students. With a population of around 350,000, Christchurch is the largest city in Te Waipounamu South Island.

Climate and geography

New Zealand has a varied landscape with lakes, mountains, native forests and coastline. With a temperate climate and moderate rainfall, the average temperature in Christchurch over the summer is 22.5 degrees Celsius, with an average of 11.3 degrees Celsius over the winter.

The weather can be quite changeable in Christchurch. Most people check the weather forecast daily and wear layers.

Places to visit

Christchurch Botanic Gardens

Christchurch is "The Garden City" of New Zealand so the Christchurch Botanic Gardens is a must visit. The Christchurch Botanic Gardens features English Rose Gardens with 150 different variety of roses, a herb garden, a conservatory, fountains, playgrounds, a kids' pool, sculptures, a café, a World Peace bell, many native trees and much

more. It is bordered by the Avon River where you can go punting, canoeing or kayaking. You can even book a tour of the gardens on an electric shuttle. For more information about the gardens and to book a tour visit www.ccc.govt.nz/parks-and-gardens/christchurch-botanic-gardens/

Canterbury Museum

At the Canterbury Museum you can explore Christchurch's rich history. The Museum features exhibitions on the 2010 and 2011 Canterbury earthquakes, paua shell house and many more priceless collections. It is located next to the Christchurch Botanic Gardens and just down the road from the Christchurch Art Gallery. For more information and opening times visit www.canterburymuseum.com

Christchurch Art Gallery

Christchurch Art Gallery is one of New Zealand's largest galleries and features some of the country's finest art, including painting, printmaking, photography, sculpture and video. Located in the central city, just a block from the Botanic Gardens, the Gallery's flowing glass and metal façade represents the city's winding Ōtākaro Avon River. With a lively exhibition programme, free Wi-Fi and great range of talks, films and events, there's something for everyone. Entry is free. For information about exhibitions and opening times visit christchurchartgallery.org.nz

Cardboard Cathedral

After the Christchurch Cathedral was significantly damaged after the 2011 quake, the Cardboard Cathedral was built as a transitional cathedral of the Anglican Diocese of Christchurch. The cathedral was constructed with 96 cardboard tubes, eight shipping containers, a concrete slab, timber, steel and stained glass, making this architecture a unique sight to see. For more information and opening times visit www.cardboardcathedral.org.nz

Re:START

The Re:START container mall was opened after Christchurch's earthquake in 2011 and features a collection of quirky and funky stores and food trucks. By using shipping containers for shops, it meant that the CBD could be reopened many years before it otherwise would. For more information about what retailers there are visit www.restart.org.nz

Willowbank Wildlife Reserve

Willowbank Wildlife Reserve is the best place to go if you want to see a wide range of New Zealand wildlife in natural bush surroundings. The Kiwi is a must see in your time here in New Zealand. Willowbank also has a Māori Cultural Experience for those wanting to participate and learn more about Māori culture, lifestyle and traditions. For more information, prices and times visit www.willowbank.co.nz

Riccarton House and Bush

Riccarton House and Bush is only a 20 minute walk or two minute drive from the University of Canterbury so it is perfect for a study break. There are historic buildings, gardens and native bush which you are free to walk around at your leisure or you can take a guided tour. If you want to know more about Christchurch's history, Riccarton House and Bush is a great destination, being home to the first Europeans to settle in Canterbury. They also have a café with great food and coffee. For more information and to book a tour visit www.riccartonhouse.co.nz

Christchurch Gondola

The Gondola offers 360 degree views of Christchurch city, Banks Peninsula, the Port Hills and the Southern Alps. It is a ten minute ride up to the summit where you can buy food at the Red Rock Café, have a browse in the retail shop and experience the Time Tunnel ride. On your return, ride back down the gondola or walk back down the Bridle Path. For times and prices visit welcomeaboard.co.nz/gondola/

Antarctic Centre

Located on the International Antarctic Programmes working campus at Christchurch Airport, the International Antarctic Centre is one of New Zealand's best tourist attractions. Experience real snow and ice, survive an indoor Antarctic Storm, learn about life at Scott Base and hang out with Little Blue Penguins! There's also the famously exciting Hagglund ride, a simulated 4D cruise, Happy Feet in 4D and much more. This is the closest you'll get to Antarctica without mounting your own expedition. For times and prices visit www.iceberg.co.nz

New Brighton Pier

New Brighton Pier is the largest ocean pier in Australasia at 300 meters long. It is a popular location for fishing and a swim at the beach, making it a must visit in the warm summer months. For more information visit my.christchurchcitylibraries.com/new-brighton-pier/

Lyttelton

Lyttelton is just a 20 minute drive from the city centre. It features many quirky bars and cafes and has a farmers market every Saturday from 10am to 1pm where you can buy fresh and organic produce, flowers, plants and baked goods. From Lyttelton Harbour you can take the short ferry ride to Quail Island. The recreation reserve is home to native birds such as the black backed gull, red-billed gull, white flippered penguin, shag, oystercatcher, fantail and grey warbler as well as many historical sites. For more information visit www.newzealand.com/int/lyttelton/

Eating out

UC has many cafes and restaurants across campus, many of which are located in the Undercroft on the first floor of the Puaka-James Hight building. The Shilling Club is a restaurant, café and bar and is a perfect place to have drinks with friends. If you want somewhere less formal then check out The Burg, The Wok, Chiltons and Café 1894. There are other cafes on campus such as Café 101 in the Psychology building, Collective Café and Coffee DD1 on Dovedale campus, The Shed in Kirkwood village, Hard Hat on Forestry Road, MIX cafe in the Business and Law Building, and Shirley's Kitchen in the Ilam Apartments.



'I had always heard that people are very warm and welcoming in New Zealand; couple that with a world-class research institute like UC and the outdoor activities Christchurch presents, it was a very simple decision to choose New Zealand as my destination. I was expecting to be homesick after a few months, but Kiwis are very friendly people and here I am after a year telling everyone that Christchurch is the best place to live your life.'

Anurag Bagalkot

You can get a V-Plate card from any UCSA cafe or bar which, when **registered**, gives you on campus discounts at UCSA Cafes.

For different food, walk down Ilam Road and you will get to Rountree Street, where you will find Tandoori Palace, Foo San Restaurant, Captain Ben's fish and chips, burgers and Chinese takeaways, and a dairy where you can get pies and other goodies.

Also nearby on Waimairi Road is Bush Inn Mall, which is a popular dining area. There are a variety of cuisines available such as Thai, Mexican, Chinese, Turkish, Korean, Japanese, Moroccan, Indian, Western and fast food, so there is something for all.

Just across the road from Bush Inn is Church Corner. Church Corner is Christchurch's unofficial 'Chinatown' and has many restaurants, takeaways and supermarkets.

Another location nearby is Westfield Riccarton. Westfield is a 20 minute walk from UC or a quick bus ride on the Orbiter. With two food courts and many restaurants at or near the mall, you will not be short of places to eat or talk to people to find out where the best providers are.

Cooking for yourself

If you are flatting (living in rental accommodation), or like to cook for yourself, you will find that across Christchurch there are great opportunities to enjoy New Zealand's fresh produce. There are also good choices of shops which provide for everything from halal, vegetarian, vegan or ethnic food. Take some time to search the internet or talk to people to find out where the best providers are.

The UC campus is also well located to shops and eateries within easy walking distance. You will also discover plenty of options are just a short bicycle, bus or car ride away.

Other shopping

Christchurch Malls

- Bush Inn Shopping Centre
- Westfield Riccarton
- Tower Junction Mega Centre
- Northlands Mall
- TheHub
- Dressmart
- The Palms

Bargain stores – second hand goods

- The Salvation Army Family Store – 355C Riccarton Road
- Savemart – 94 Shands Road
- EcoShop – 191 Blenheim Road

Transport

The most common way to travel in Christchurch is by car, bus or bike.

Public transport

An easy and cost effective way to get around Christchurch is by public transport. There are a number of buses that can take you to UC and the best way to figure out which route you should catch is to use the 'Journey Planner' on the Metroinfo website (see below). All you need to do is type in your starting point, where you want to go and what time you want to leave or get there. It pays off to get yourself a metrocard before you get on the bus. It is a cashless way of paying for your bus fare and will save you money at the same time. Travelling on a metrocard is cheaper than paying cash and you will benefit from a daily and a weekly cap, meaning that you will not pay for more than two trips a day and ten trips a week. As soon as you reach the maximum limit you will get free travel for the rest of the day/week. You can get yourself a metrocard at the University Book Shop.

If you need any help finding the right bus route or if you have questions about metrocards go to www.metroinfo.co.nz or call the Metroinfo Hotline (03) 366 8855.

Cycling

With its flat landscape and over 330km of on-road and off-road cycle ways, Christchurch is perfect for cycling, with more people cycling here than in any other city in New Zealand. It is the lowest cost mode of transport as well as being great for your fitness and is eco-friendly. UC has cycle lanes and lockable bike racks around campus, making cycling a great way to get around. You can also Borrow a Bike from UCSA and there are showers located across campus where you can freshen up. A bike pump is available outside the northeast corner of Puaka-James Hight.

Cycle safety is extremely important. In New Zealand you are required to wear a helmet, have brakes and reflectors on your bike and have lights on when it is dim or dark. You cannot cycle on a sidewalk or towards oncoming traffic when on the road. To avoid accidents, make sure that you are highly visible to drivers. You can do this by wearing a fluorescent vest on top of clothing. These can be purchased at any bike store or at a budget store like The Warehouse.

It is highly recommended that you read the Cyclist Road Code which can be found at the NZTA website.



Bikes can be purchased from a range of stores. trademe.co.nz is a great place to look for a second-hand bike. Before purchasing, be sure to check if the bike has pedal reflectors for extra safety.

Driving

Driving in New Zealand might be a bit different to driving in your home country. For example, in New Zealand we drive on the left side of the road and seat belts are a legal requirement. You can get familiar with New Zealand's road rules by taking the free tourist and visitor driving theory quiz on www.drivingtests.co.nz/roadcode/tourist/

With a current full driver's license from your home country, you can drive in New Zealand for up to 12 months. If your driver's license is not in English then you will need to carry a translation from an approved translator. If you are planning to drive in New Zealand for longer than 12 months then you will need to fill in form DL5 and

take it into a driver licensing agent. The form can be found here at www.nzta.govt.nz/resources/application-conversion-overseas-licence-dl5/ To check your eligibility go to www.aa.co.nz/drivers/driver-licences/driving-permits-for-driving-overseas/

UC has student parking permits available to purchase. A student parking permit allows the permit holder to park in areas designated for students on campus. It does not give the permit holder a parking space nor guarantee a parking space. It simply gives the permit holder the right to park in a designated parking area for students.

The costs of a student parking permit can be found on the UC website.

Permits can be purchased from the Security Office and can be paid by EFTPOS, credit card or cheque. For more information visit www.canterbury.ac.nz/life/parking/#student

If you are buying a used car there are some things you need to know to make sure that you purchase a car that is safe and fit for driving. For tips on buying a used car visit www.nzta.govt.nz/vehicles/choosing-the-right-vehicle

Living in Aotearoa New Zealand





Mobile phones

New Zealand has a number of phone providers, including 2degrees, Spark, Vodafone and Skinny. It is up to you to decide which provider you would like to use. You will need to purchase a SIM card to be able to use your mobile phone. Mobile phones and SIM cards can be purchased at the Vodafone and Spark kiosk in the International Arrivals Hall or at their store. A SIM card will provide you with a New Zealand phone number. To get and top up your credit, you can visit your provider's websites online or visit their store. All providers will have a list of their store locations on their website.

Working

Your Student Visa will allow you to work part-time (up to 20 hours a week) during term and full time (approximately 40 hours a week) during scheduled tertiary holidays. If you are a PhD student then you will be able to work full time hours throughout your study in New Zealand. For more information on the regulations around working in New Zealand visit

nzstudywork.immigration.govt.nz/work-rules-for-students/student-visa-rules/

IRD is the tax department of New Zealand and you must have an IRD number to work in New Zealand. To find out how to apply for an IRD number visit www.ird.govt.nz/how-to/irdnumbers/?id=201405MegaMenu

In New Zealand, it is legally required that all employers pay their employees at least minimum wage. As at 1 April 2016, the minimum wage in New Zealand is \$15.25 per hour. If you have a pay discrepancy then there are steps you can take and people you can talk to, for help. Visit the Citizens Advice Bureau website for more

information www.cab.org.nz/vat/eb/how/Pages/Disputesaboutpay.aspx or contact them directly.

To contact the Citizens Advice Bureau

Visit 15 Williams Street, Central City

Hours 9.00am – 12.00pm Monday and Friday and 9.00am – 3.00pm Tuesday, Wednesday and Thursday

Telephone 03 366 6490

Email christchurchnorth@cab.org.nz

If you are unsure of where to look for jobs, then there are some great websites you can visit. Student Job Search (www.sjs.co.nz) has jobs specifically for students. It is a great place to look if you need a job whilst studying, with over 3000 jobs available at any given time. SEEK (www.seek.co.nz/jobs) is New Zealand's number one employment website where you can browse jobs in New Zealand and internationally. You can search by key words, classification, location and salary. Trade Me Jobs (www.trademe.co.nz/jobs) has thousands of New Zealand job vacancies online where you can search by key words, type, location, category and pay. For more information and advice on where to look for jobs, visit www.canterbury.ac.nz/careers/

Religion

New Zealand is a country of many faiths and is known for its religious diversity and tolerance. Christianity is the dominant religion of New Zealanders, but there are vibrant communities for many other religions. New Zealand is also one of the most secular countries in the world, with a large proportion of the population who do not identify with any religion. If you would like to connect with others of your faith, you may like to join a group on campus.

Community contacts

Islam

Masoj Al Noor
101 Deans Ave, Riccarton
Telephone 03 348 3930
five prayer times everyday

Hinduism

BAPS Shri Swaminarayan Mandir
19 Frank Street, Papanui
Telephone 03 354 6665

Buddhism

Fo Huang Shan Buddhist Temple
2 Harakeke Street, Riccarton
Telephone 03 341 6276

Samadhi Buddhist Vihara
358 Maddisons Road, Rolleston
Telephone 03 349 9925

Sikhism

Gurudwara Sahib
7 Clothier Street, Phillipstown

Baha'i

Baha'i Faith
31 Domain Terrace, Spreydon
Telephone 03 343 2352 or 027 268 5499

Judaism

Jewish Synagogue 406 Durham Street,
Christchurch Central
Telephone 021 0287 1650

Catholic

Roman Catholic Diocese 2/9 Washington Way,
Sydenham
Telephone 03 366 9896

Anglican

Anglican Diocese
10 Logistics Drive, Harewood
Telephone 03 348 6960



Government Agencies

Accident Compensation Corporation (ACC)

Everyone in New Zealand, including international students and tourists, is covered by the no-fault ACC scheme if they are injured in an accident. To find out more, visit www.acc.co.nz

Interpreting Services

Many government agencies and some doctors use Language Line, a free telephone-based interpreting service. To find out more, visit www.newzealandnow.govt.nz/living-in-nz/english-language/help-in-your-language

Ministry for Children Oranga Tamariki

If you're worried about the wellbeing of a child, you can speak with a social worker at 0508 326 459 or email contact@mvcot.govt.nz

For a list of all NZ Government Organisations, visit www.govt.nz/organisations/

Te Reo and New Zealand culture

New Zealand is a relatively new country, with Māori migrating here in 1280 and the British in the 1800s. Since then, New Zealand has grown to have a population of 4.6 million people across an area of 268000km². New Zealand is a multicultural nation with ethnic and religious diversity. Because of this, New Zealand has a variety of music, food, arts and literature. New Zealand has two national days of remembrance, Waitangi Day and ANZAC Day. Waitangi Day marks the date when New Zealand's founding document, the Treaty of Waitangi, was signed. New Zealand Māori make up around 15 percent of the New Zealand population and Māori is an official language of New Zealand. It is useful to know some basic Te Reo as some Māori terms are commonly used in Kiwi English conversations.

Te Reo to know

Kia ora – Hi, be well/healthy, thanks
Tēnā koe – Hello to one person
Tēnā koutou – Hello to more than one person
Haere mai – Welcome/enter
Mōrena – Good morning
Whānau – family
Kai – eat
Kapai – well done!
Kia kaha – be strong

Tikanga – The Māori way of doing things

Marae – a sacred place and a meeting house for Māori
Hui – a ceremonial gathering
Haka – a Māori war dance which is performed by New Zealand rugby teams, such as the All Blacks, before a match
Mana – to have authority, control and power
Waka – a traditional Māori canoe
Hāngi – food cooked using the hot water and steam from natural hot pools

Kiwiana – Famous New Zealand Icons

Buzzy Bee – a popular children's toy in New Zealand
Jandals – New Zealand name for flipflops/thongs. What New Zealanders generally wear on a hot summer's day
Tiki – wooden, bone or greenstone carving of a human like figure
Kiwi – native bird of New Zealand that is small, flightless and nocturnal
Takahē – flightless green and blue bird with a distinctive red beak
Pavlova – meringue dessert topped with fresh fruit and fresh cream
Marmite – yeast spread normally had for breakfast on toast with butter or margarine
All Blacks rugby ball – merchandise of New Zealand's favourite sports team
Kiwifruit – green fruit with white centre speckled with black seeds and a fuzzy brown outer skin
Kiwi onion dip – traditional New Zealand dip made with a can of reduced cream and a packet of onion soup
Pōhutukawa – native red flower

Kiwi slang and expressions

Kiwi language can be confusing at times. Here are some common words and phrases and what they mean.

Sweet as – when something is good or cool
Kiwi – a New Zealander
No worries – it is all right/fine
She'll be right – that will be all right
Hāngi – way of cooking food under the earth
Bro – buddy/friend
Chur – yes, hello or goodbye
You're all good - don't worry about it
Knackered – tired/exhausted
Jersey – knitted long sleeve garment
Duvet – soft quilt filled with feathers, down or synthetic fibres
Ta – thank you
Hot chips – fries
Chips – potato crisps
Dairy – shop selling sweets, drinks, ice creams and some general goods such as milk and bread
Flannel – soft woven fabric used to make shirts and jackets
Mate – a friend
Tramping – backpacking, bush/hill walking
Torch – flash light
Not even – disputing a statement
Heaps – a lot
Cuppa – cup of tea
Flat out – at maximum effort/speed
Pot luck – where everybody brings food
Bach – a small holiday house
Hard out – agreeing with somebody/yes but 'going hardout' means to put in too much effort.
Takeaways – food that is to be taken away
Munted – intoxicated or damaged/unusable
Sussed it – figured it out
Chocka – completely full
Togs – swimming apparel
Bring a plate – bring a plate of sweet or savoury food
Jam – pack tightly or a sweet spread on toast

Sport

As a nation of sports lovers, popular pastimes in New Zealand include sailing, skiing, snowboarding, surfing, hiking and fishing. Sport is an important part of many New Zealanders' lives, whether they be players or spectators.

New Zealand is home to the All Blacks which is New Zealand's legendary rugby team. They are New Zealand's most internationally known and recognised team, winning several rugby world cups. You might see a few New Zealanders sporting an All Blacks shirt and other fan gear.

Culture shock

When moving to a new and foreign country, you may experience culture shock.

Here are some useful tips to help you adjust to living in New Zealand:

- Know that culture shock is normal and that you are not alone. Others may feel the same way as you.
- Do some research before you get here or when you first arrive. Take the time to understand New Zealand practices and behaviour.
- Make new friends as they will help you to better understand New Zealand culture and make you feel more at home. Clubs are a fantastic way to meet new people.
- Talk things through with somebody if you are feeling homesick, upset, confused or frustrated. The Student Care team is here to help.
- Keep yourself busy. Take up a hobby that you wouldn't be able to do in your own country.
- Don't take cultural differences personally. Try reinterpreting people's behaviour through their cultural perspective.

New Zealand National Anthem

E Ihowā Atua,
O ngā iwi mātou rā
Āta whakarangona;
Me aroha noa
Kia hua ko te pai;
Kia tau tō atawhai;
Manaakitia mai
Aotearoa
God of Nations at Thy feet
In the bonds of love we meet
Hear our voices, we entreat,
God defend our free land.
Guard Pacific's triple star
From the shafts of strife and war,
Make her praises heard afar,
God defend New Zealand



'I am confident in New Zealand's high quality education with the degrees recognised around the world. Its reasonable tuition fees and cost of living also makes it one of the most affordable countries to study in. New Zealand's amazing scenery also means that there is always something to do, whether it is just a stroll along the beach, a walk in the park or even some adventurous activities.'

Stephanie Loo

Travelling in New Zealand



New Zealand is known for its clean green environment, with vast lakes, mountains and rugged seas. It is a perfect place to go skiing, skydiving, climbing, white and black water rafting, climbing, bungee jumping, surfing and hiking. Below are some highlight destinations in Te Waipounamu South Island.

Transport between cities and towns can be made by car, train, bus or plane.



Mt Hutt ski field



Franz Josef Glacier



Queenstown



Piopiotaahi Milford Sound



Abel Tasman/Golden Bay



Hanmer Springs



Marlborough



Kaikōura



Akaroa

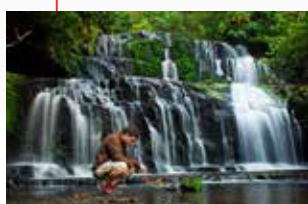


Arthur's Pass

Christchurch



Sumner beach, Christchurch



The Catlins



Lake Tekapo

NASA Image courtesy JPL/National Geospatial-Intelligence Agency

Photos courtesy of past Study Abroad and Exchange students: Chris Calhoun, Roman Ferstl, Brittany Morton, Corrinne Pickle, Haley Rylander, Tyler Smallwood, John Van Citters, Kayla Wilkinson.



Waitomo

Waitomo is located in the North Island (Te Ika-a-Māui) in the Waikato region. It is about a two-and-a-half hour drive from Auckland, a two hour drive from Rotorua and a one hour drive from Hamilton.

Glowworm Caves

The Waitomo Glowworm Caves are a natural phenomenon and very popular with travellers and tourists. The glow worm is found only in New Zealand and thousands of them light up the cave roof for a spectacular sight. As you enter this galaxy of tiny living lights, you'll be fascinated and intrigued by tiny glowworms that light your way. Visit www.waitomo.com/Waitomo-Glowworm-Caves/Pages/default.aspx for more information and prices.

Black water rafting

You can experience the glowworm-studded underworld of Ruakuri Cave on an underground rafting tour. You will be jumping off underground waterfalls and floating down a glowworm-studded river, abseiling and ziplining through the darkness and having the adventure of your life. For more information and prices visit www.waitomo.com/black-water-rafting/

Mt Hutt

Mt Hutt has wide open terrain for all ski and snowboard ability levels. It also has a long snow season with an average of four metres of both natural snow and snow from 75 snow gun machines. Mt Hutt has breath-taking views along the Southern Alps and across the Canterbury Plains to the Pacific Ocean. For more information visit www.mthutt.co.nz

Franz Josef and Fox Glacier

Franz Josef Glacier is a five hour drive West of Christchurch and is located in the West Coast of Te Waipounamu South Island. Fox Glacier is a short 20 minute drive south from Franz Josef Glacier.

Glaciers

With over 250,000 visitors a year, The Franz Josef and Fox glaciers are a popular tourist destination. There are many guided tours you can take to get up close to the glaciers. Do not go beyond the safety barriers or climb the glaciers without a guide. For more information visit www.glaciercountry.co.nz

Queenstown

Queenstown is a six hour drive south of Christchurch. There are many buses that go to Queenstown ranging from \$75-\$100 per way. There are also direct flights to Queenstown which take approximately one hour.

Skyline Luge

The luge is a must do if you visit Queenstown and with two different tracks there is something for everybody. The Blue Track is perfect for beginners or those wanting something slower, whereas the Red Track is much steeper for those wanting the excitement of banked corners, tunnels and dippers. For more information, times, prices and tickets visit www.skyline.co.nz/queenstown/luge/

Jet boating

Skippers Canyon Jet is a great backcountry experience just a short drive from central Queenstown. Experience the infamous Skippers Road with its stunning scenery and vertical drops before embarking on a thrilling jet boat ride in the dramatic canyons of the upper Shotover River. www.skipperscanyonjet.co.nz

Piopiotahi Milford Sound

Piopiotahi Milford Sound is a nine-and-a-half hour drive south from Christchurch or a four hour drive from Queenstown. There are two buses available from Christchurch to Milford Sound, AwesomeNZ and GreatSights New Zealand.

If you do have the time then Milford Sound is well worth the drive. It offers breath-taking views with steep cliffs, high granite mountains, waterfalls, dense forest and clear glacial water. For accommodation you can stay in Milford Sound or travel the short distance to Te Anau.

At Milford Sound you can take a walk in Fiordland National Park with its many tracks, check out the Milford Discovery Centre with its underwater observatory, take a sightseeing cruise down Milford Sound and kayak in Harrison's Cove. For more information visit www.milford-sound.co.nz

Rotorua

Rotorua is located in the North Island. It is a one-and-three-quarter hour flight from Christchurch.

Hot pools

The water in Rotorua's hot pools is geothermally heated to produce hot springs on Earth's surface. There are many places within and around Rotorua where you can go to experience these natural phenomena.

Rotorua's Polynesian Spa is a world-leading, natural mineral bathing and luxury spa retreat. Geothermal waters nourish the skin and relieve tired muscles, aches and pains, while decadent therapies rejuvenate through ancient and modern techniques. For more information visit www.polynesianspa.co.nz

Hells Gate is located 10km north of Rotorua. As well as having sulphur pools, they have geothermal mud pools which have many beneficial properties. They are the only place in New Zealand to have three types of geothermal mud: black mud which is used for arthritis and rheumatism, grey mud which is used for skin exfoliation and cold white mud which goes from solid to liquid. For more information, times and prices visit www.hellsgate.co.nz

Geysers

Te Puia is a Māori cultural experience and geothermal valley with numerous geysers. It has the famous Pōhutu geyser which erupts up to 20 times a day, reaching a maximum of 30 metres. It's the largest geyser in Rotorua – you don't want to miss it. For more information, times and prices visit www.tepuia.com

Wai O Tapu is a volcanic area that offers a unique landscape and features geothermal areas, craters, geysers and bubbling mud pools. There are three walks that take between 30 minutes to 75 minutes and are self-guided. For more information, times and prices visit www.waiotapu.co.nz

Hanmer Springs

Hanmer Springs is located in Te Waipounamu South Island and is just a one-and-a-half hour drive from Christchurch. There are buses available that cost approximately \$20 – \$30 per way.

Bungy jumping

For all those adrenalin junkies out there, bungy jumping is for you! It is a 35 metre high jump from the historic Waiau Ferry Bridge. As well as having an extreme jumping experience, ThrillSeekers Adventures offers water rafting, jet boating, paintball, quad biking and canoeing. For more information and prices visit visithanmersprings.co.nz/activities/adrenalin-activities/635-thrillseekers-adventures



Thermal pools and spa

For those wanting to relax and unwind, you need to visit Hanmer Springs Thermal Pools and Spa. It features rock pools, hydro slides and three sulphur pools where the water is naturally heated from the earth's core. You might notice that they smell like rotten eggs, which is the distinct smell of Sulphur! There is a range of pamper packages with different treatments available, with private pools and steam rooms. For more information visit hanmersprings.co.nz

Walks

Hanmer has plenty of walking tracks of different lengths and difficulty. The conical hill walk is very popular as it is not too challenging a walk that gives spectacular views at the top. For more information and maps visit www.doc.govt.nz

Akaroa

Akaroa is a one-and-a-half-hour drive from Christchurch in a south west direction. There are many buses to Akaroa which cost approximately \$45-\$50 for a return trip.

Whale watching and swimming with dolphins

With New Zealand having a vast coastline of approximately 15,000 kilometres, many come to view marine wildlife in its most natural environment and explore the local scenery. In Akaroa, visitors whale watch, swim with rare Hector dolphins and sight the white-flipped penguins, fur seals, albatrosses, and marine birdlife. For information on guided tours visit www.tourism.net.nz/region/christchurch/christchurch---akaroa-and-banks-peninsula/attractions-and-activities/nature-and-eco-tourism/whales--dolphins--seals-and-penguins#top



'It's been easier than I thought it would be. There was lots of support from the first day I arrived. I got a bank account the first day, and a bike and house the first week. I thought it would be difficult to make friends but there were so many friendly people on and off campus and enough clubs and activities to support any interest.'

Hunter Harrill



UC International Relationships Office:

T: +64 3 369 4091

E: rmt@canterbury.ac.nz

University of Canterbury
Te Whare Wānanga o Waitaha
Private Bag 4800
Christchurch 8140
New Zealand

www.canterbury.ac.nz/international/international-toolkit/

