



# **GUIDELINES FOR INTERNATIONAL STUDENTS**

**2018**

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Welcome to **South Pacific College of Natural Medicine (SPCNM)**.

Established in 1940, the South Pacific College of Natural Medicine is New Zealand's first and foremost provider of natural health education programmes, taught by highly qualified and experienced educators in new purpose-built premises.

The Director, the Deputy Directors or the International Student Pastoral Care Advisor are all available to be contacted.

## **OFFICE HOURS AND CONTACTS**

The office is generally attended from 8.30 am to 5.30 pm.

**Phone:** 579 4997

**Email:** [enquiries@spcnm.ac.nz](mailto:enquiries@spcnm.ac.nz)

Staff email addresses are [firstname.lastname@spcnm.ac.nz](mailto:firstname.lastname@spcnm.ac.nz) (e.g. andrea.johnson@spcnm.ac.nz)

## **THE EDUCATION (PASTORAL CARE OF INTERNATIONAL STUDENTS) CODE OF PRACTICE 2016 (will be referred to as The Code)**

South Pacific College of Natural Medicine has agreed to observe and be bound by the Education (Pastoral Care of International Students) Code of Practice 2016, which is administered by the NZ Qualifications Authority.

### **A summary of the Code of Practice**

#### *Introduction*

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.

New Zealand educational providers have an important responsibility for international students' welfare.

#### *What is the Code?*

The Code is a document that provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

#### *Who does the Code apply to?*

The Code applies to all education providers in New Zealand that have international students enrolled. The Code is mandatory to these providers and must be signed by them.

#### *What is an "international student"?*

An "international student" is a foreign student studying in New Zealand.

#### *How can I get a copy of the Code?*

You can request a copy of the Code from your New Zealand education provider. The Code is also available online at

<http://www.legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748147.html?src=qs>.

*How do I know if an education provider has signed the Code?*

The New Zealand Qualifications Authority maintains a register of all signatories to the Code. This is available online from

<http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/signatories-to-the-code-of-practice/>

If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

***What do I do if something goes wrong?***

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the College Director or the International Student Pastoral Care Advisor. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

The internal complaint processes are documented from Page 19 of this information booklet, and in the Student Handbook that you will receive during Orientation. A short brochure is also available at reception.

Student representatives are available to advocate for and support students. You may wish to approach a student representative first, if you want to talk things through, or would like some assistance with progressing your grievance.

If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz).

If it is a financial or contractual dispute, you can contact iStudent Complaints by phone on 0800 00 66 75.

More information is available on the iStudent Complaints website:

<http://www.fairwayresolution.com/istudent-complaints>.

And the NZQA Website: <http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

The Code sets standards for education providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate, and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances

## **IMMIGRATION**

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at <http://www.immigration.govt.nz>

For students coming to New Zealand to study for **more than three months**, a student [visa or permit](#) is required. A **visa** gives you permission to travel to New Zealand. It will list the conditions under which you are able to enter New Zealand and obtain a **permit**.

Once you arrive, for example at a New Zealand airport, an immigration officer will check your visa. If the officer is happy you meet all the conditions stated on the visa, they will grant you a permit. It is the permit that gives you permission to be in New Zealand and it states the date it will expire and any other conditions that apply.

The permit is stored electronically on your personalised web page and available to you online at Immigration NZs [Online Services](#). The Visa label in your passport contains the same information as the electronic permit. A single entry visa allows you entry for the one journey only. Your permit expires when you leave New Zealand. However, if you hold a multiple entry permit and you have not been here for the full length of the time your permit allows, you will be able to re-enter New Zealand on your return and remain here until your permit expires.

### **Who needs a student visa?**

You will need to apply for a student visa if you live outside NZ, and are coming to NZ to study full time for longer than three months.

Potential students entering NZ from visa free countries will be able to apply for a student permit once they have found an education provider which accepts them as a student.

### **Who needs a student permit?**

You can stay in New Zealand on a student permit only for a limited time. Once you have a visa, in most cases NZ Immigration will issue a one-year, renewable permit. Because the SPCNM programmes are longer than one year you need to reapply for each year of study. You can apply for further student permits in NZ.

If your programme of study this year will bring your total time in NZ to more than 2 years (from your first date of arrival in NZ), you will need to obtain Medical and X-ray certificates, unless you have already done these in a previous application. If you are unsure about whether you need to comply with this requirement, please ask when you apply. You will also need to supply a police certificate from your home country. If you are unsure about how to obtain one, please consult the NZIS pamphlet "How to obtain a Police Certificate".

You should check with the New Zealand High Commission or Embassy nearest to you to see how long visa applications will take to process, and if there are any changes to the above information. Provided everything is in order, the necessary documents are usually issued without any problems.

### **Partners of student visa/permit applicants.**

Your partner and children may apply for a visitor's or a student visa, depending on their situation.

*If you have further questions, please feel free to contact our Admissions Manager at [elaine.sautia@spcnm.ac.nz](mailto:elaine.sautia@spcnm.ac.nz)*

### **DATES 2018**

Onsite Orientation	9 February 2018 (to be confirmed on enrolment acceptance)	
Semester 1	Term 1	12 February – 13 April
	Term 2	30 April – 29 June (include study and test weeks)
End of semester	29 June	
Semester 2	Term 3	23 July – 21 September
	Term 4	8 October – 7 December (include study and test weeks)
End of semester	7 December	

### **FACILITIES**

The College has been using its superb, purpose-built building since the beginning of 2007. The building has three classrooms, seven clinic rooms and a large library. The library is open from 8.30 am to 5.00 pm Monday to Friday and offers a wide range of text and reference books, journals, and provides computers and Internet access. The seven clinic rooms are for naturopathic and herbal consultations and each room contains a massage table for remedial body therapies. All third-year students must work under supervision with patients in the clinic before they are eligible to graduate.

Students are able to have free consultations with third year students when clinics are running, and can obtain herbal formula and supplements at discounted rates.

The College provides students with audio, video and PowerPoint presentation facilities, and a staff member who assists students needing help.

There is a landscaped outdoor area with a herbal garden

The student facility, Cheal Cottage, is available during and after College hours. It has several rooms, including a kitchen which is equipped with a fridge and tea and coffee making facilities. Cheal Cottage also has at least one computer which connects to the internet

For more detailed information and photographs, please visit our website: [www.spcnm.ac.nz](http://www.spcnm.ac.nz).

## **STAFF**

### **Director**

Dr Patsy Paxton PhD, MEd, BEd, HED, BA

### **Deputy Director Clinic and Research**

Robyn Carruthers BEd, Dip Tchg, BHSc(CompMed), AdvDipNat, AdvDipHerbMed

### **Deputy Director Academic**

Henriette Matthews BSc, BSc Hons, MSc (Physiology)

### **Marketing and Admissions Manager, International Pastoral Care Advisor and International Student Advisor**

Elaine Sautia

### **Student Affairs Administrator Moodle/Clinic**

Andrea Johnson BHSc(CompMed), DipNat, DipHerbMed

### **Librarian and Student Learning Support**

#### **Managers:**

Rachel Callander MA, MLIS

Karen Wessling BHSc(CompMed), DipNat, DipHerbMed

### **Database Administrator/Quality Assurance**

Ilaisaane (Saane) Tuakalau BA

### **Financial Controller**

Tania Johansson BCom (Accountancy)

### **Lecturers**

Wayne Hill BSc, BHSc(CompMed), DipNat

Erin Hudson BHSc(CompMed), DipNat, DipHerbMed

Jacqui Finlayson BHSc(CompMed), AdvDipNat, AdvDipHerbMed

Karen Mees BHSc (Comp Med), DipNat, DipHerbMed

Paulette Reidy-Davis BNatMed DipYoga

Donna Burgoyne BNatMed NZRGON MNZAMH

See our website, [www.spcnm.ac.nz](http://www.spcnm.ac.nz), for profiles of our staff.

## **ENTRY REQUIREMENTS**

### **AGE**

International students will be accepted only if they are 18 or older on 1 February in the year of application.

### **ENGLISH LANGUAGE REQUIREMENTS**

Each applicant must provide proof of their ability in the English language.

The standard required for the Bachelor of Natural Medicine is an overall band of 6.5 on the Academic IELTS scale or equivalent with no less than 6.0 in any individual band.

It is the responsibility of the candidate, not SPCNM, to produce this evidence which must be completed prior to acceptance.

### **PROFICIENCY IN CHEMISTRY**

Applicants must show proof of proficiency in Chemistry. If an applicant cannot demonstrate this, they must enrol in the free online prerequisite course “Introduction to Biological Chemistry” and pass the assessments related to this course before commencing at the College. Acceptance of application to enrol will be conditional on meeting this criterion.

*The Board of Trustees of the College reserves the right to refuse admission to an applicant where it considers they are not suitable.*

## **ENROLMENT APPLICATION PROCESS**

### **Prospective Students**

When inquiring about enrolling at SPCNM, a prospective student should receive the following:

- Enrolment pack (downloadable from SPCNM website)
- Guidelines for International Students
- Timetable (if available)
- Enrolment Form (included in enrolment pack)

If for some reason you do not receive all of these documents, please contact the International Student Advisor, Andrea Johnson. It is essential that you read through all of these documents as they contain important information.

### **Application to Study**

Prospective students wishing to apply to enrol at SPCNM must submit the following documentation:

- Completed enrolment form
- Proof of English language standard
- Proof of proficiency in Chemistry
- Any other information that may be relevant to the assessment of this application.
- Pay a non refundable registration fee of \$100

### **Offer of Place**



In order to be accepted for study at SPCNM, students must provide all the information listed above and meet the entry requirements for their programme of study. Failure to provide any of the information required will result in the application being declined.

SPCNM endeavours to process all applications within 7-10 working days. Providing all requirements are met, the College will email an Offer of Place, with an acceptance form. If the student accepts the offer of place by sending back the signed acceptance form, an invoice for the first year of tuition fees will be sent. The student will be enrolled in the Introduction to Biological Science course if required.

Once an Offer of Place has been received, and accepted, students must apply to the New Zealand Immigration Service (NZIS) to obtain a student visa. **This is the student's responsibility.** See the NZIS website for details [www.immigration.govt.nz](http://www.immigration.govt.nz). No students will be able to commence study at the College unless they show proof of a student visa provided by the New Zealand Immigration Service.

Once Immigration NZ have approved the student visa application in principle, the full tuition fee must be paid to the College. A receipt will be issued, which Immigration NZ will require to formally approve the student visa application.

### **Commencing Students**

Before commencing at the College, students must provide proof that they hold appropriate medical and travel insurance. Some companies require the applicant to prove that they have successfully applied for a student visa before they can purchase insurance.

Students who have had to enrol for the prerequisite chemistry course, must have passed all assessments relating to this course, and should have completed the online orientation course.

### **FEES**

Course fees can be paid by direct credit to the South Pacific College of Natural Medicine account: Kiwibank 38-9009-0148393-00. All fees are inclusive of GST.

### **Bachelor of Natural Medicine 2018**

- \$15,000 per year full time by distance if study is undertaken from outside of New Zealand. Please contact our International Pastoral Care Advisor for information about fees for part time distance study.
- \$18,000 per year full time on campus. International students on a work visa who wish to study online while in New Zealand, will be charged at this rate.
- Course tuition fees do *not* include textbooks and course related materials or equipment. You should allow about \$800 per semester for textbooks, equipment etc.

## **NZ Certificate in Study and Career Preparation Level 4**

- \$10,600 (online only available)

The tuition fees for overseas students are higher than for New Zealand students. The reason for this is that Government financial assistance is not available to the College for international students.

Note:

- No student shall graduate unless all fees and other costs have been paid in full.

### **Refunds**

- If a student withdraws before the academic programme begins, they will receive a refund of all tuition fees paid excluding the registration fee.
- If a student decides to withdraw after the academic year has begun they must complete a Withdrawal Form and provide any supporting documentation to the Deputy Director.
- A refund of tuition fees paid less costs, which will not exceed 10% of the total fees paid or \$500 whichever is the lesser, will be made to any student who withdraws and applies in writing to the Deputy Director within 2 weeks (14 calendar days) of the commencement of a semester.
- Discretion in granting a refund rests with the Director for students who withdraw from a course after 2 weeks (14 calendar days), but less than 4 weeks (28 calendar days), from the commencement of the semester. Application must be made to the Director with suitable documentary evidence.
- No refunds will be made if more than 4 weeks (28 calendar days) from the commencement of the semester have been completed.
- If an international student withdraws from a course/programme before the expiry date of their visa the College will notify NZ Immigration Service.
- If an international student is granted permanent residency within 20 days of the commencement of an academic year then the student will receive a refund of international fees and will be charged domestic tuition fees. If an international student is granted permanent residency after more than 20 days of the commencement of the academic year then they will receive no refund of their tuition fees. The following year they will be charged as a domestic student.

### **Fees protection**

Student fees are deposited into a Static Trust Account administered by a Solicitor as per NZQA Fee Protection Policy 2004. The amount held in the Trust Account will be at least equal to the sum of all the fees paid by each individual student should a refund be required, and will be held for a minimum of 10 days after students are required to be in attendance on the course. If the College ceases to be a provider or a signatory to the CODE, or ceases to offer its programmes, all effort would be made to protect student interests. Students would be given a choice of receiving a pro-rata refund or assistance to enrol in a similar programme with a transfer of fees. All students will sign the Student Acknowledgement form – Student Fee Protection Static Trust form. These will be lodged in the student's file.

### **OTHER COSTS**

- Compulsory Medical and Travel Insurance (estimate only) \$500-\$800 per year

- Accommodation (estimate only) \$120-\$450 per week

### **Living Expenses in Auckland**

Some examples of what you might expect to pay in New Zealand dollars:

- A fast food meal \$7 -\$20
- A can of cola \$1.50-\$3
- A coffee in a café \$4-6.00
- A Thai, Chinese or Malaysian meal in a café \$10-\$20
- A hair cut \$10-\$35 (men) \$40-\$120 (women)
- Going to the movies \$10-\$20

For an idea of the cost of groceries, visit Countdown Supermarket online at [www.countdown.co.nz](http://www.countdown.co.nz)

See page 12 for resources you can use to find accommodation. These will give you an idea of the cost of accommodation in New Zealand.

### **STUDENT LOANS AND ALLOWANCES**

International students are not eligible to receive student loans and allowances.

## **THE QUALIFICATIONS**

### **Bachelor of Natural Medicine**

The degree programme integrates wisdom traditions with scientific knowledge and graduates will have a broad and critical knowledge and understanding of natural medicine, nutrition, and of the anatomy, physiology and pathophysiology of the body, as well as clinical practice where they will have learned to assist and motivate people to achieve optimum health and vitality.

- The requirement for full-time study is 16 hours weekly attendance in classes with a need for, at least, a similar amount of time per week of self directed learning.
- After semester 1 there are pre-requisites for some courses.
- SPCNM reserves the right to cancel classes if the minimum number of enrolments is not met.

### **Introduction to Biological Chemistry Pre-requisite course**

In this course students will develop an understanding of chemical processes in living organisms. They will gain a basic knowledge of atomic structure, the periodic table of elements and concepts of energy. Students will learn about different chemical substances and their role in biological processes.

This online course is expected to take approximately 20 hours to complete, and should be finished and assessments passed by 25 January 2018.

### **Bachelor of Natural Medicine CURRICULUM: Each course is taught 4 hours per week (February 2018)**

#### **Year 1 courses**

**Semester 1** Principles and Philosophy of Natural Medicine; Herbal Medicine 1; Foundations of Research; Anatomy & Physiology 1

**Semester 2** Rongoa: Introduction to Maori Healing Concepts; Herbal Medicine 2; Anatomy & Physiology 2; Biochemistry of Foods

#### **Year 2 courses**

**Semester 1** Nutrition 1; Pathophysiology 1; Pharmacology and Pharmacognosy; Therapeutics 1

**Semester 2** Pathophysiology 2; Therapeutics 2; Managing a Professional Practice; Nutrition 2.

#### **Year 3 courses**

**Semester 1** Differential Diagnosis and Physical Examination; Massage; Clinical Practice 1 (Preclinic), Clinical Practice 2.

**Semester 2** Clinical Practice 3, 4, 5; Mind and Body

*The College reserves the right to change the structure and/or content of programmes and/or courses*

## **NZ Certificate in Study and Career Preparation Level 4**

(Intake July 2018)

Introduction to Natural Medicine

Introduction to Biological Sciences

Academic Learning Skills

Computing and Digital Skills

### **ORIENTATION**

All successful applicants to both programmes must complete the relevant free online Orientation course prior to starting at the College. Information on how to access this course will be provided after the Offer of Place has been issued. This course will help you acquaint yourself with College procedures and regulations, and give you some experience of negotiating our distance learning system, Moodle.

Onsite Orientation will also be offered to all students, international and domestic before the semester start date, date to be advised. You will learn more about the Ellerslie area and the College, and what is expected of you. The academic year will commence on Monday 12 February.

### **COLLEGE RULES**

- Uphold the College's good reputation at all times.
- Be considerate of, and show respect for, all of those in the SPCNM community.
- Do not smoke on or in SPCNM property.
- Do not drink alcoholic beverages on or in SPCNM property without the express permission of the Director
- Do not use illegal drugs, which are prohibited on or in College property and at any College function.
- Do not eat in the classrooms or clinic area. Drinks may be taken into most classrooms in spill proof containers.
- Show care for the buildings, furniture, and resources that you use.
- Switch off cell-phones during lectures.
- Babies up to 12 weeks of age may be brought to classes. Please consider others in the classroom and if your baby is restless please take it from the room until it settles.
- Visitors may not attend classes, unless by invitation of the Director.

### **SUPPORT FOR INTERNATIONAL STUDENTS**

#### **International Student Advisor**

Elaine Sautia is the International Pastoral Care Advisor at SPCNM and also International Student Advisor.

She can provide students with the following information:

- Advice on accommodation.
- Information and advice on driving in New Zealand.
- Advice on welfare and health issues and facilities.

- Information on the use of alcohol and tobacco in New Zealand.
- Information on addressing harassment and discrimination issues that may arise.
- Assistance for students facing difficulties adapting to New Zealand society.
- Advocacy, to ensure that students understand their rights.

### **Academic Advisors**

Students are encouraged to contact their lecturer in the first instance for questions relating to course content, or the Librarian for more general academic support. These advisors can provide advice on

- Academic regulations and procedures at SPCNM
- Course information

For information on how to contact these staff please contact Reception.

### **WORKING IN NEW ZEALAND DURING STUDY**

International students may work during their study, but usually only part time and only under certain circumstances. The rules and conditions for working in New Zealand during study can be viewed at this website: <http://nzstudywork.immigration.govt.nz/>.

### **WORKING IN NEW ZEALAND AFTER STUDY**

To stay in New Zealand after you have completed your study, you will need to apply for a work visa. The rules and conditions around this are available on the website: <http://nzstudywork.immigration.govt.nz/>.

You may apply for a graduate work search visa upon graduation, which will give you 12 months to find a job in your field.

Most domestic students study with SPCNM to gain a qualification which enables them to be self employed as a naturopath or herbalist. International students cannot work as self employed contractors when they are studying. International students will most likely not be eligible for a work permit to be self employed after they have finished study. They will need to have an offer of employment.

There are some jobs available in complementary health fields in NZ, for manufacturers and distributors of natural health products and services. Some clinics and retail business may also hire graduates as employees. If you successfully obtain a job in the field, during the period you hold a graduate work search visa, you may be able to apply for a full work visa.

### **ELIGIBILITY FOR HEALTH SERVICES**

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. Details on entitlements to publicly-funded health services are available through the Ministry of Health, and can be viewed on their website at <http://www.moh.govt.nz>.

You may have a free naturopathic consultation at the College Clinic while you are a student.

## **MEDICAL AND TRAVEL INSURANCE**

International students **must** have appropriate and current medical and travel insurance while studying in New Zealand. The average cost is \$450 – \$700 per annum.

Some New Zealand based insurance companies are:

Student Assist International

[http://www.studentassist.co.nz/sf\\_international.asp](http://www.studentassist.co.nz/sf_international.asp)

Southern Cross Travel Insurance

<https://www.scti.co.nz/ispublic/ispublic.aspx>

Unicare International Travel Insurance

<http://www.uni-care.org/>

## **ACCIDENT INSURANCE**

The Accident Compensation Corporation 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. Further information can be viewed on the ACC website at <http://www.acc.co.nz>.

## **ACCOMMODATION**

Students in Auckland have a range of accommodation options. You may choose to live in a hostel, flat, private boarding house, or board with a family (home-stay). You may pay \$400-\$900 per week for a three-bedroom home or apartment and \$150-\$250 per room per week in a flatting situation. The average cost for home-stay accommodation with an Auckland family is about \$270 per week.

The College does not take any responsibility for vetting the accommodation that you select but is ready to provide assistance if you require it.

### **Homestay**

SPCNM does not find home-stays for international students. However, our International Student Advisor, can refer you to reputable agencies who will arrange a home-stay for you. The home-stay agency is required to check the home-stay before you go to it and on a regular basis.

The International Student Advisor will keep a record of where you are staying and you must inform her if you change your accommodation or contact details.

The International Student Advisor will inform the Code Administrator if the College has concerns regarding your accommodation.

### **Renting**

You may choose to rent an apartment or home. You can do this through a real estate agency or a property management company, or search on accommodation rental site such as Trademe. ([www.trademe.co.nz](http://www.trademe.co.nz))

## **Your Rights and Obligations regarding rental accommodation in New Zealand**

Landlords and tenants have rights and obligations when renting accommodation. The Government Agency, **Tenancy Services**, provides information and advice around matters relating to responsibilities and processes. Tenancy Services provide advisory services and mediation where tenants and landlords need assistance with rental disputes. Tenancy Services website is <https://tenancy.govt.nz/>

### **Flatting**

You may choose to share a rented house (“flat”). Weekly rents for flats vary in Auckland depending on location. You can expect to pay from \$150 to \$250 for a room in a flat and, in addition, you may need to pay for your electricity, telephone and food. You may also need to provide your own furniture. Before you move into a flat, you may be required to pay a bond, which is usually two to four weeks rent in advance. Some useful websites for students seeking independent accommodation: [www.varsity.co.nz](http://www.varsity.co.nz), [www.flathunt.co.nz](http://www.flathunt.co.nz), [www.trademe.co.nz](http://www.trademe.co.nz) [www.nzflatmates.co.nz](http://www.nzflatmates.co.nz)

Students of the College are invited to advertise for accommodation needed or offered on our online learning system Moodle, which has an electronic forum (noticeboard) for student notices. Once you have been accepted for enrolment and given access to the online orientation course, you will also be able to access this forum.

The College does not take any responsibility for vetting the accommodation that you select but is ready to provide assistance if you require it.

### **Hostel Accommodation**

The International Student Advisor can provide you with a list of hostels in Auckland area. The costs vary depending on whether you choose to rent a studio (one small room for living and sleeping), a single bedroom with shared bathroom and kitchen or a shared room at a “backpackers”. Depending on your choice you can expect to pay from \$130 to \$300 per week. You need to book in advance for some hostels. There may be a placement fee and a refundable bond payable in advance.

SPCNM does not take any responsibility for hostels that you select but is happy to provide advice and assistance if you need it.

Please note that you are required to notify SPCNM of your residential address and also the type of accommodation you are in. If these details change the student must immediately notify our International Student Advisor.

### **GENERAL INFORMATION**

**Assessment** - see also the *Assignment Guide*.

At the beginning of each course assessment tasks and their due dates will be given to all students. Assignments and tests for most courses will be returned to students after marking.



## **Attendance**

SPCNM is committed to providing quality education and support to all our students. We are aware of additional challenges that international students may experience. In order to do our best we will be monitoring your attendance and ensuring that you meet course requirements. If your attendance becomes irregular because you are facing difficult circumstances or you are having difficulty achieving good academic results, you should contact the College's International Student Advisor.

If you know you are going to be away for more than 3 days you should complete the Absence Form and give it to the International Pastoral Care Advisor.

You must attend all classes. If you do not attend regularly, SPCNM is required to inform the New Zealand Immigration Service and your visa may be cancelled.

**If absent**, you will need to take responsibility to find out what you missed and ensure that you are up to date with the work. No responsibility can be taken by the lecturer or other staff to ensure that written or spoken information is passed on to absentees.

If you miss practical classes you may be excluded from further classes until you prove that you can competently carry out the procedures required.

## **Graduation**

A ceremony is held early each year. The Degree may be awarded with distinction to any student who obtains an overall grade point average of 8.0 (where A+ = 9; A = 8; A- = 7; B+ = 6; B = 5; B- = 4; C+ = 3; C = 2; C- = 1; FAIL = 0).

In order to be considered for the award of distinction, a student must normally have received no more than four Level 5 courses through credit transfer/ recognition of prior learning.

## **Library**

The library will be open from 8.30am to 5pm, Monday to Friday. Once the library closes, students who wish to continue working on the college premises should use Cheal Cottage.

## **Cheal Cottage**

This student facility is situated behind the College, to the rear of the garden. There is space available here for students to study at any time, in or out of College hours. A code to enter Cheal is available. Please enquire of the International Student Advisor. Cheal Cottage has study space, a quiet room where a student can rest, a kitchen with a fridge, microwave, water filter and kettle. There are also computers which are connected by wireless to the College network, and are installed with the Microsoft Office suite of products.

**Photocopying**

The photocopier is situated in the Library. A small charge is applicable per page. If you are not sure how to use it, please check with the Library manager. Note the Copyright Laws which permit students to copy a small amount of information for their own personal study. Students may pay money into an account toward photocopying. A code will be issued by the Library staff.

**Students with disabilities or special needs**

Please discuss your needs with the Deputy Director or Director.

**Text Books**

A list of required text for all courses offered by semester, is published prior to the commencement of each semester start date. Books required, and recommended reading for each course are listed in your Course Guidelines. Recommended books are generally available in the library.

Vendors for required texts are listed in the book list, along with contact details and site links.

You may also use your Student ID at Campus Computers 24 Symonds St, Auckland Central and receive a discount on some items.

## Appendix 1

### **COMPLAINTS PROCEDURES**

#### 1. Student Complaints Concerning College Policies, Procedures, and Decisions

The day-to-day academic and general life of the College is governed by a series of academic and administrative policies, regulations and procedures, which are determined by the College. College staff are expected to interpret and apply policies and regulations to specific situations in making daily decisions.

Students who wish to make a complaint regarding the fairness or consistency of any academic decision of the College, should follow the procedures outlined in the *Bachelor of Natural Medicine Regulations* under Sections 3.8, 12.0 and 13.4.

Students who wish to make a complaint regarding the fairness or consistency of any policy or administrative decision of the College, have the choice of three pathways:

**All internal processes should be followed before appealing to an external authority.**

**In the first instance, when proceeding with a complaint internally, international students should approach the International Student Advisor who will progress the complaint. The Advisor will be an impartial advocate, however the student is able to be accompanied by or supported by another person who may be a student representative, staff member or co student.**

#### **a) Informal – an approach by an individual, or with a facilitator, to the person responsible for the decision**

This pathway offers the chance to resolve issues close to when and where they happen. No record of the issue, the resolution, or the person involved is kept.

Using this pathway in no way prevents either party from moving to a more formal process at any time.

The complainant could approach the person directly or could be directed to a person best situated to address their complaint and facilitate a speedy resolution i.e. facilitator. The facilitator should ensure that the complainant understands and is comfortable with the process. The following points are helpful in reaching a resolution:

- Ask the complainant to express their concerns.
- Restate the problem as you have understood it and seek confirmation that your understanding is correct. Try to encourage the complainant to focus on the object rather than the respondent (unless the object is the behaviour of the respondent).
- Ask them what they would regard as a satisfactory resolution.
- If they are unsure, suggest a satisfactory outcome which you feel is achievable.
- Agree on a plan for resolution.
- Facilitate the implementation of the plan.
- If their expectations are unreasonable, naïve or based on misunderstanding of institutional policy, help them to understand this in a tactful manner.
- If they wish to pursue the complaint against advice to the contrary, then explain the possible consequences of proceeding, but help them to understand the next step.

Resolution of an informal complaint is achieved by the complainant verbally expressing satisfaction with the outcome, or at least verbally accepting the decision reached by the facilitator. If the outcome is unsatisfactory, the complainant is entitled to appeal the decision, at which time it should be put in writing and submitted to the internal appeals process. It then becomes a formal matter which needs to be recorded in the complaints register.

**b) Semi-formal – an approach by an individual, or with support, to the immediate manager (eg Dean or Deputy Director) of the person responsible for the decision,**

The complainant should indicate that they wish the complaint to be treated as semi-formal. A written record of the complaint and its resolution will be lodged with the Director.

A written record of the complaint will be agreed between the complainant and the manager. The manager will approach the respondent, outline the complaint and endeavour to facilitate a resolution of the complaint.

With the agreement of the parties involved in the complaint, the manager may ask a third person to help them seek a resolution through mediation.

The complainant need not be personally identified, however, the detail provided must be sufficiently clear for the respondent to understand the nature of the complaint. In some situations it may be impossible to pursue a complaint, unless the complainant is prepared to be personally identified. Both parties have the right to consult for advice.

Compliance with the resolution of the complaint will be monitored by the manager who will advise either party of their rights to initiate more formal processes should the other party not comply with the resolution.

Records of semi-formal complaints will be lodged with the Deputy Director for analysis and quality improvement.

**c) Formal**

This pathway is most appropriate when the issues concerned are serious or where a complainant is dissatisfied with attempts to resolve an issue at a less formal level.

The complainant should be directed to the person best situated to address their complaint and facilitate a speedy resolution. The person receiving the complaint should ensure that the complainant understands and is comfortable with the process. The following points are helpful in reaching a resolution:

- Formal complaints should be made in writing. A ‘Complaints’ form is available at Reception.
- If necessary, the facilitator may need to help the complainant in articulating their complaint in written form and in a manner which is helpful to its satisfactory resolution. Where such help is given the complainant should sign the complaint to indicate agreement with its final form.
- When formal complaints are received they should be entered into a complaints register and progress towards resolution should be tracked.
- If complainants are uneasy about discussing a complaint with someone whom they see as an authority figure, they should be given reassurances about the integrity of the process and offered the opportunity to bring a friend/colleague in support. Options for alternative facilitators may also be given if appropriate.
- Meet with complainant and discuss nature of complaint.

- Restate the problem as you have understood it and seek confirmation that your understanding is correct. If necessary and appropriate seek corroborating evidence.
- If their expectations are unreasonable, naïve or based on misunderstanding of institutional policy, help them to understand this in a tactful manner.
- If the complainant wishes to pursue the complaint against advice to the contrary, then explain the possible consequences of proceeding, but help them to understand the next step.
- Ask them what they would regard as a satisfactory resolution.
- If they are unsure, suggest a satisfactory outcome which you feel is achievable.
- Explain what further steps you must take in order to reach a decision. (This may often result in adjournment until the respondent has an opportunity to give their side, or until further evidence can be gathered.)
- Invite the person responsible for the decision to respond to the complaint.
- Agree on a plan for resolution.
- Facilitate the implementation of the plan.
- Prepare an outcome statement which is communicated to both complainant and respondent outlining the resolution.

Resolution of a formal complaint is achieved by an outcome statement being prepared by the facilitator which the complainant signs expressing satisfaction with the outcome, or at least accepting the decision reached by the facilitator. Notes should be kept by the facilitator throughout the process to facilitate effective follow-up. Once the outcome statement has been completed and signed, these should be destroyed. The outcome statement is the only documentation that needs to remain on file.

### **Appeals**

Where a facilitator has reached a decision which is not agreed to or accepted by the complainant (or the respondent) the facilitator should explain that they are closing the file, but if dissatisfied the complainant or respondent has the right to appeal to an appeals committee.

Usually the appeal committee will be comprised of a senior manager/director and the Director if they have not been a party to the original facilitation/decision-making process. Where an appeal is expected the notes taken during the facilitation should be retained until the appeal process has run its course.

The appeals committee has the authority to investigate the process and the outcome and if they consider the complainant has been treated unfairly or inappropriately, to overturn or modify the decision. If the complainant is still dissatisfied with the outcome they should be informed of their right to appeal externally to the Quality Commission of NZAPEG and if that fails to the Human Rights Commission, or the Tertiary Education Commission or the New Zealand Qualifications Authority P O Box 160, Wellington ph 0800 QAHELP, [www.nzqa.govt.nz](http://www.nzqa.govt.nz).

### **If your complaint is not resolved – contact NZQA.**

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact the New Zealand Qualifications Authority (NZQA). NZQA is a government organisation. They can provide an independent assessment of your complaint.

1. Download the Complaint Form (PDF, 33KB)
2. Send your completed Complaint Form, along with any supporting evidence, to:

The Complaints Officer Quality Assurance Division P O Box 160 Wellington 6140  
or email a scan of your completed form, along with scans of any supporting evidence, to [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz)

If you need more information on the complaints process, contact NZQA on 0800 697 296.

## **International Students**

The link below displays the site for the external body that is available for International students to make a complaint to.

FairWay Resolution (iStudent) is an independent service with experience in helping people to resolve financial or contractual disputes with their education providers. They can be contacted at 0800 00 66 75.

<http://www.istudent.org.nz/making-a-complaint>

As noted on the website, the student can contact NZQA first to determine whether it is appropriate for the complaint to be dealt with by NZQA or FairWay.

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next. You can submit your complaint query on the NZQA website, or send an email to [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz) If you need more information on the complaints process, contact NZQA on 0800 697 296.

## **2. Complaints Concerning Professional Conduct**

Being a member of the College community creates professional relationships. In these relationships, members are required to behave according to the College Code of Conduct.

Any member of the community who wishes to make a complaint regarding the professional conduct of a staff member or student, has the choice of three pathways:

### **a) Informal – an approach, by an individual, or with support, to the person concerned**

This pathway offers the chance to resolve issues close to when and where they happen. No record of the issue, the resolution, or the person involved is kept.

Both parties may agree to ask a third person to help them seek a resolution through mediation.

Using this pathway in no way prevents either party from moving to a more formal process at any time.

### **b) Semi-formal – an approach, by an individual, or with support, to the Deputy Director (DD) or Director (in the case of a staff member), Dean (in the case of a student) of the person concerned.**

A written record of the complaint will be agreed between the complainant and the DD/Director/Dean. The DD/Director/Dean will approach the respondent, outline the complaint and endeavour to facilitate a resolution of the complaint. The DD/Director/D may suggest that the parties involved in the complaint ask a third person to help them seek a resolution through mediation.

Records of the complaint and its resolution will be kept within the College, but no record will be kept on the academic or personal files of the complainant or the respondent.

The complainant need not be personally identified to the respondent, however the detail provided must be sufficiently clear for the respondent to understand the nature of the complaint. In some situations it may be impossible to pursue a complaint unless the complainant is prepared to be personally identified. Both parties have the right to consult for advice.

Compliance with the resolution of the complaint will be monitored by the Director/lecturer who will advise either party of their rights to initiate more formal processes should the other party not comply with the resolution.

### **c) Formal**

This pathway is most appropriate when the issues concerned are serious or where a complainant is dissatisfied with attempts to resolve an issue at a less formal level.

The complainant should be directed to the person best situated to address their complaint and facilitate a speedy resolution through mediation. The mediator should ensure that the complainant understands and is comfortable with the process. The complaint must be put in writing. A Complaints form is available at Reception.

The mediator will put the complaint in writing to the respondent, who is advised to consult with his or her colleagues or Association. A response to the complaint in writing must be made by the respondent within ten days of receiving the written complaint.

If the complaint is substantiated, there may be an attempted resolution through semi-formal processes or the disciplinary provisions of the *General Academic Statute* or the employment contract may be invoked.

Resolution of a formal complaint is achieved by an outcome statement being prepared by the mediator which the complainant signs expressing satisfaction with the outcome, or at least accepting the decision reached by the mediator. Notes should be kept by the mediator throughout the process to facilitate effective follow-up.

Regardless of who deals with the complaint, records of the complaint and its resolution will be kept within the College, and a record will be kept on the academic or personal files of the complainant and respondent.

### **Appeals**

Where a mediator has reached a decision which is not agreed to or accepted by the complainant (or the respondent) the mediator should explain that they are closing the file, but if dissatisfied the complainant or respondent has the right to appeal to an appeal committee. Usually the appeal committee will be comprised of the senior manager/director and the Director if they have not been a party to the original facilitation/decision-making process. Where an appeal is expected the notes taken during the facilitation should be retained until the appeal process has run its course.

The appeals committee has the authority to investigate the process and the outcome and if they consider the complainant has been treated unfairly or inappropriately, to overturn or modify the decision. If the complainant is still dissatisfied with the outcome they should be informed of their right to appeal externally to the Quality Commission of ITENZ and if that fails to the Human Rights Commission, or the Tertiary Education Commission or the New Zealand Qualifications Authority P O Box 160, Wellington 6140; ph 0800 QAHELP; www.nzqa.govt.nz .

International students should apply to NZQA, who, depending on the nature of the complaint, may redirect the complainant to another agency.

### **3. Complaints Concerning Sexual Harassment**

The Sexual Harassment Complaints Procedure applies to all staff, students and clients of the South Pacific College of Natural Medicine. The complaints to be dealt with are those arising from alleged incidents of sexual harassment which have occurred on the campus of the College, or in connection with College-related activities on off-campus localities, or outside the workplace but are work-related. Proven cases of sexual harassment will be dealt with under the appropriate disciplinary policies for staff and students.

The procedure provides four levels of actions:

1. Contact persons
2. Informal intervention
3. Formal mediation
4. Complaints Committee

All discussions and any investigations will be conducted in confidence.

#### **First Level: Contact Persons**

- 1.1 A complaint is brought to a contact person who will listen to the complaint; give information on the options available; and give counselling and support to the complainant. The contact person must respect the complainant's wishes and feelings. If the complainant just wants to talk, and not take further action, that must be accepted.
- 1.2 The complainant may feel able to deal with the problem by approaching the alleged harasser themselves. This allows the complainant to remain in control of the process, keeps the problem at a local level and may stop the offending behaviour.
- 1.3 If the complainant does not feel that the self-help option is appropriate and the complainant wishes to take further action, the contact person will refer the complainant to the Sexual Harassment Programme Coordinator.

#### **Second Level: Informal Intervention**

- 2.1 The complainant may, without making a formal complaint, ask the Coordinator to arrange an informal intervention by someone on behalf of the complainant.
- 2.2 No written notes will be taken during the process of informal intervention and the person intervening will not disclose any details that may lead to the identification of the parties to any other person not involved in the matter. Informal intervention should be taken within five (5) working days after the complaint is referred to the Coordinator.



- 2.3 The problem between the two parties may be resolved by informal intervention. If no solution is agreed on, the complainant will decide whether to make a formal complaint and seek a resolution through formal mediation.
- 2.4 Where the complainant does not consider an informal intervention to be an appropriate option, they may make a formal complaint and seek a resolution through formal mediation without going through the informal intervention option.

### **Third Level: Formal Mediation**

- 3.1 Mediators will be recruited from within as well as from outside the College. In-house recruitment shall be drawn from teaching and non-teaching staff, and students.
- 3.2 Mediators must be able to listen effectively, maintain total confidentiality, assess information and present with impartiality a clear picture of events and situations.
- 3.3 All mediators will be required to attend an annual training programme.
- 3.4 The role of the mediator is to act upon the formal complaint with the aim of resolving the problem and ensuring it does not re-occur. This process will involve meetings and discussions with both parties, and as necessary interviews with other people with relevant information.
- 3.5 The standard of proof in the mediation process will be a “balance of probabilities”, and the person against whom a complaint has been made, is entitled to an impartial investigation in accordance with the requirements of natural justice.
- 3.6 The mediator’s decision on an appropriate settlement of the matter shall be reported to the Sexual Harassment Programme Coordinator.
- 3.7 If a resolution is not achieved by formal mediation, the contact person will refer the matter to a Complaints Committee.

### **Fourth Level: Complaints Committee**

- 4.1 A Complaints Committee, with the power to recommend terms of settlement and disciplinary action, will be set up by the Director of the South Pacific College of Natural Medicine on the request of the coordinator to deal with each unresolved complaint. Membership of a Complaints Committee shall be drawn from among the trained and approved mediators.
- 4.2 The Complaints Committee shall consist of a total of three persons appointed by the Director from teaching/or non-teaching staff, and from nominees of South Pacific College of Natural Medicine Student Representatives. In appointing members of the Committee, the Director will bear in mind the need to ensure that the membership is appropriate to the complaint, and accepts that sexual harassment is a serious issue to be dealt with.
- 4.3 The Committee will hear the evidence of the mediator, and give the complainant and the respondent the opportunity to appear in person before the Committee. Both parties may bring supporters to the meeting. The Committee may also seek such other evidence or information as it deems necessary.
- 4.4 The Committee should seek to resolve the problem brought to it, and avoid over-legalistic, adversarial or judgmental approaches.
- 4.5 The Complaints Committee will make final decisions regarding the complaint and convey these to the Director.
- 4.6 The Director will take appropriate action on the recommendations of the Complaints Committee.

This is an in-house complaints procedure, but staff and students may choose other options for dealing with alleged sexual harassment through the following external agencies:

- Complaint/mediation procedure through the Human Rights Commission
- Personal grievance procedure under the Employment Contracts Act 1991 (staff only)
- Legal action through the Police in case of assault.

## APPENDIX 2

### Other information about living and studying in New Zealand

Driving in New Zealand

#### You must have a legal driver's licence to drive in New Zealand

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You can legally drive in New Zealand for up to 12 months if you have either a current driver's licence from your home country or an International Driving Permit (IDP). After 12 months you are required to convert to a New Zealand licence. Please ensure you carry your driver's licence with you at all times.

If your overseas driver's licence is written in a foreign language, please have it translated into English and carry both with you. You can be fined if you drive without a licence, or if you have a licence but don't have it in the car.

#### Always keep left

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We drive on the left-hand side of the road. If you are having trouble remembering, write "keep left" on a sticker and put it on your steering wheel.

#### Always buckle up

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The driver and all passengers in the car must wear safety belts. If the passengers are under 15 years old and are not wearing safety belts, the driver can be fined.

#### Insurance

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It is strongly recommended that you get insurance for your car. Leading insurance companies in New Zealand include State Insurance, AMI and AA.

#### Accident advice

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If you are involved in an accident, pull to the left of the road and find a safe parking space. If no one is injured, you can exchange details with the other party. Get the name of the driver, address, telephone number, car registration number (number plate number), make of the car and name of insurance company. Then report the accident at a police station within 24 hours. You can take a copy of the report to the insurance company and make your claim.

If someone is injured in an accident, call 111 for emergency services (ambulance, fire or police).

#### If you drink and drive, you're a real idiot!

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Do not drink and drive in New Zealand - you can be fined up to \$4,500 and possibly imprisoned if you are caught. If you've had a big party night, get a friend to take you home or catch a taxi.

## Speed kills

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Excessive speed is one of the biggest killers in New Zealand, especially on rural roads. Keep to the speed limits and drive carefully. If you're feeling tired while driving, pull over and have a rest.

## More information

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For more road safety information, visit the following websites:

- [Land Transport NZ](#)
- [New Zealand Police](#)

## *Discover New Zealand*

There are plenty of activities, events and places to go in Auckland. For ideas on what to do in Auckland and information about parks, beaches, walkways, sport, art, dance, music and much more, [visit the Auckland City Council website](#).

To find out more about things to do in Auckland, visit [Tourism Auckland's official website](#).

## Weekends away

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Get out of Auckland for the weekend and experience the many delights that the North Island has to offer. The following regions are a two to four hour drive from the city; visit their tourism websites for more information.

- Above Auckland is Northland and the beautiful Bay of Islands.  
Visit: [www.northlandnz.com](http://www.northlandnz.com)
- South-east from Auckland is the Coromandel Peninsula.  
Visit: [www.thecoromandel.com](http://www.thecoromandel.com)
- The geothermal city of Rotorua is to the south.  
Visit: [www.rotoruanz.com](http://www.rotoruanz.com)
- Not far from Rotorua is Taupo, including Tongariro National Park.  
Visit: [www.laketauPONZ.com](http://www.laketauPONZ.com)
- On the east coast is the sunny Bay of Plenty.  
Visit: [www.bayofplentynz.com](http://www.bayofplentynz.com)

- Explore caves, beaches and provincial city life in the Waikato region.  
Visit: [www.waikatonz.co.nz](http://www.waikatonz.co.nz)

## South Island

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- Coastal fun in the Abel Tasman National Park.  
Visit: [www.abeltasman.co.nz](http://www.abeltasman.co.nz)
- Fiords, waterfalls and lakes in Fiordland and Milford Sound.  
Visit: [www.fiordland.org.nz](http://www.fiordland.org.nz)
- Giant rivers of ice at Fox and Franz Josef glaciers.  
Visit: [www.glaciercountry.co.nz](http://www.glaciercountry.co.nz)
- Whale watching and seafood in Kaikoura.  
Visit: [www.kaikoura.co.nz](http://www.kaikoura.co.nz)
- Kayaking, hiking and biking in Marlborough Sounds.  
Visit: [www.marlboroughsounds.co.nz](http://www.marlboroughsounds.co.nz)
- Crazy pancake rocks at Punakaiki.  
Visit: [www.punakaiki.co.nz](http://www.punakaiki.co.nz)
- Alpine scenery and adventure in Queenstown.  
Visit: [www.queenstown-nz.co.nz](http://www.queenstown-nz.co.nz)
- Mountains, rainforest and historic towns on the West Coast.  
Visit: [www.west-coast.co.nz](http://www.west-coast.co.nz)

## *Banking in New Zealand*

### Why put your money in the bank?

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It's not a good idea to carry large amounts of cash around with you or hide your money at home. Instead, keep it safe in a bank account.

Advantages of a bank account:

- Your money is safe, but still easily accessible.
- You can earn interest on credit balances.
- You can purchase items with an EFTPOS card, so there's no need to carry a lot of cash around.

- You can transfer and receive money from within New Zealand or overseas easily, quickly and safely,
- You can use bank statements to track spending, which helps you to live within your budget.

## Types of bank accounts

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- Current account: Ideal for everyday use, such as buying food and paying bills. This type of account, also known as a cheque account, may pay interest on credit balances.
- Savings account: Ideal for any spare money that you don't need to use for day-to-day living. Earns a higher rate of interest.

Some banks, such as The National Bank, offer an 'International Student Package' with special benefits for international students. It's also possible to open more specialised accounts, such as foreign currency accounts.

## Opening a bank account

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To open a bank account, you will need:

- your passport
- a residential address in Auckland
- an opening deposit
- proof that you are a student (such as pre-enrolment, fees receipt or letter of acceptance) if you want to take advantage of a special international or tertiary student package.

## Accessing your money

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When your account is opened, you will be given an account number. With this account number you are able to make deposits (including international payments) and withdrawals immediately. You will also receive an ATM (Automatic Teller Machine) card in the mail.

ATMs (also known as cashpoint or money machines), allow you to withdraw money 24 hours a day, seven days a week. They are widely available throughout New Zealand and on campus. ATMs also allow you to check your account balance and transfer money between accounts.

You can also use your ATM card at most shops, cafés, bars, restaurants, hotels and service stations to pay for goods and services electronically via EFTPOS. When you make a purchase with EFTPOS, the amount is immediately debited from your account. Because EFTPOS is widely available in New Zealand, you don't need to carry a lot of cash around.

You can also check your account balance, transfer money or pay bills with telephone and internet banking. Ask your bank for details on how to use these services.

If you do need to go into the bank, branches are usually open Monday to Friday from 9.30am - 4.30pm, with many branches at shopping malls also being open on Saturday and Sunday.

## **Which bank should you choose?**

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New Zealand's major banks are ASB Bank, Bank of New Zealand, ANZ, Kiwibank and Westpac.

There are branches for ASB and Kiwibank in Ellerslie. You will find branches for all the banks noted above, within driving distance of the College.

## ***Keeping yourself safe***

If you find yourself in an emergency here is some information that might help you solve the situation as quickly as possible.

## **What to do in an emergency**

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### **Emergencies**

In an emergency (fire, crime or accident), phone the NZ emergency services free number 111 (including mobile phones). The emergency operator will ask for your name, address and the type of emergency. The operator will then send the appropriate service - ambulance, police or fire brigade.

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

### **Non-emergencies**

For non-emergency calls to the police (for example, when a burglary has already taken place and the burglars are no longer on the scene), call Auckland City District Headquarters on +64 9 302 6400. . You can go to your local police station.

For non-urgent service you can also phone your local police station. Contact details for local police stations around New Zealand can be found on [the New Zealand Police website](#).

### **Traffic incidents**

For traffic incidents and information, dial \*555 (not emergencies). People with impaired hearing can dial 0800 16 16 16 (text phone only) or fax 0800 16 16 10.

## **Essential safety advice**

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- If you are walking home at night, go in a group and keep to well-lit streets or take a taxi instead.
- Do not carry large amounts of cash.
- If you must carry valuables, keep them hidden from view.
- Protect your mobile phone. Register your phone with the operator and if it is stolen ask them to bar the SIM card immediately.
- Take care when using ATM machines late at night. Do not walk away from the machine with your cash in full view.
- Never keep your PIN number with your EFTPOS or ATM card.
- Keep your home secure by locking all windows and doors. Leave some lights on while you are out.
- Take out property insurance so that you can replace your property in case of theft.
- Backup work on your computer regularly. Keep the backup disk in a special place, so that you don't lose vital work if your computer is stolen.
- If your credit and cash cards are stolen, inform the card provider immediately. Do not wait until you get home.