

# International Mainstream Student Handbook

[ara.ac.nz](http://ara.ac.nz)



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# Kia ora, welcome

It's my great pleasure to welcome you to Ara – a community of students, tutors and support staff from more than 50 countries around the world. We're very proud of our diversity. Everyone who studies or works here brings ideas, perspectives and experiences that enhance and enrich a learning journey that we are all part of.

I encourage you to share your thoughts, knowledge, skills and story while you are here. I'd also like to encourage you to get to know the people you meet - both here and in the communities you will be part of - and to join in with local life. The person you sit next to in class on your first day could become a life-long friend, and the connections you

make with other students, tutors, industry representatives and New Zealanders during your time here could open doors to all sorts of exciting opportunities.

The information within this brochure is provided to help you settle in and find your feet. If you need any further assistance, please get in touch with our student support team – they are always available and keen to help. I wish you all the very best for your studies and for your time in New Zealand.

*Nāku, me ngā manaakitanga*

**Darren Mitchell**  
**Rohe 4 - Executive Director**



# Living in Canterbury

Canterbury is a vibrant and dynamic region. The largest city in Canterbury is Christchurch, which is home to just over 400,000 people. Christchurch's vitality is reflected throughout Canterbury in smaller centres such as Timaru, Ashburton and Kaikoura, which are thriving on the back of tourism and primary industries.

When you come to Canterbury to study at Ara, your opportunities to explore and experience this beautiful region are endless. You are never far from beaches, rivers, lakes, mountains and bush, and there are all sorts of ways you can enjoy these places; from kayaking, skiing and hiking to mountain biking, rock climbing and swimming with dolphins. To find out more about Christchurch and Canterbury, we recommend these websites:

[christchurch.org.nz](http://christchurch.org.nz)

[eventfinda.co.nz/whatson/events/christchurch-city](http://eventfinda.co.nz/whatson/events/christchurch-city)

[tourism.net.nz/region/canterbury/canterbury---timaru](http://tourism.net.nz/region/canterbury/canterbury---timaru)

## Weather

Canterbury has a mild climate. Summer (December to February) is usually warm and dry. Winter (June to August) is cooler; at night the temperature can fall below zero degrees Celsius but the days are often sunny. Autumn and spring have mild days but the nights are cool. The weather in Canterbury can vary a lot, even in one day and the wind can be cold. Be prepared for these changes – even in summer – by having some warm clothes.

Central heating is uncommon in New Zealand homes. Most homes have either a heat pump (air conditioning) or a log fire, but in some homes you'll need to provide your own heating appliance.



## Seasons

Spring	September to November
Summer	December to February
Autumn	March to May
Winter	June to August

These figures for temperature, sunshine and rain are a guide to normal conditions:

### February (summer)

Daytime average temperature	23.9 °C
Nighttime average temperature	8.2 °C
Sunshine (hours per month)	188.6
Rain (days per month)	5.1

### August (winter)

Daytime average temperature	14.4 °C
Nighttime average temperature	0.2 °C
Sunshine (hours per month)	147.9
Rain (days per month)	8.2

## Sun safety

New Zealand sunlight can have high levels of ultraviolet (UV) radiation, which can cause skin and eye damage. Wear a good quality sunblock and sunglasses when you are outside. For further information visit:

[sunsmart.org.nz](http://sunsmart.org.nz)

## Water safety

Sadly, drownings are common in New Zealand. We encourage you to follow the water safety code whenever you venture near the water. It is a great way to plan a safe aquatic adventure.

The water safety code has four simple rules:

- be prepared
- watch out for yourself and others
- be aware of the dangers
- know your limits

To learn more, visit:

[naumainz.studyinnewzealand.govt.nz/help-and-advice/exploring-new-zealand/staying-safe-around-water](http://naumainz.studyinnewzealand.govt.nz/help-and-advice/exploring-new-zealand/staying-safe-around-water)

## New Zealand (Kiwi) slang

To have a better understanding of what your Kiwi friends are saying, visit the website below for a list of words and phrases that are used regularly throughout New Zealand.

[newzealandnz.co.nz/about-new-zealand/lifestyle/new-zealand-slang/](http://newzealandnz.co.nz/about-new-zealand/lifestyle/new-zealand-slang/)

## Important New Zealand laws

### Alcohol

You must be at least 18 years old to buy alcohol in licensed premises. When purchasing alcohol, you may be asked for photo identification (e.g. passport, 18+ card). It is illegal to provide alcohol to anyone under the age of 18.

[police.govt.nz/advice/drugs-and-alcohol/alcohol-laws-and-penalties](http://police.govt.nz/advice/drugs-and-alcohol/alcohol-laws-and-penalties)

### Drugs

It is an offence to use, possess, cultivate, traffic or drive under the influence of illegal drugs in New Zealand.

[police.govt.nz/advice/drugs-and-alcohol/drugs-and-alcohol-getting-help](http://police.govt.nz/advice/drugs-and-alcohol/drugs-and-alcohol-getting-help)

### Cigarettes and vaping

You must be at least 18 years old to buy cigarettes or vapes in New Zealand. It is illegal to buy them for anyone under this age. Smoking and vaping is illegal inside buildings (offices, shops, restaurants etc) or on public transport (planes, trains, buses, ferries, taxis etc).

Many homestays and rental properties also do not allow smoking or vaping indoors. Smoking and vaping is not permitted anywhere on our campuses, including outdoors.

### Gambling

In New Zealand it is illegal to gamble or enter a casino if you are under 20.

## Driving in New Zealand

If you wish to drive while you are in New Zealand, it is important that you understand the New Zealand road rules and typical road conditions that you are likely to experience.

We recommend visiting the following websites:

[nzta.govt.nz/safety/driving-safely/visiting-drivers/](https://nzta.govt.nz/safety/driving-safely/visiting-drivers/)

[aa.co.nz/travel/rental-vehicles-and-transport/visitors-to-new-zealand/visiting-driver-training-programme](https://aa.co.nz/travel/rental-vehicles-and-transport/visitors-to-new-zealand/visiting-driver-training-programme)

[aa.co.nz/drivers/learn-to-drive-the-aa-way/road-code-quiz](https://aa.co.nz/drivers/learn-to-drive-the-aa-way/road-code-quiz)

Some things to remember:

- in New Zealand, we drive on the left hand side of the road
- everyone in the vehicle must wear a seatbelt
- it is illegal to use a phone while driving
- you are required to obey the speed limit and if you are issued a parking ticket or speeding ticket, you must pay the fine within the time stated. Unpaid fines are registered with the New Zealand authorities and will prevent you from leaving New Zealand until the fine is paid in full
- make sure you are eligible to drive on our roads: you must have a current and valid overseas driver licence or international permit; if you are here for more than 12 months, you will need to gain a New Zealand driver licence
- it is easy to underestimate travelling times
- our roads are narrower, more winding and sometimes steeper than you might expect
- most of our roads are two-way, with one lane in each direction; there are few motorways
- not all railway crossings have active warnings

## Your personal safety

Be careful with your valuables (camera, phone, wallet, laptop etc). Unfortunately not everyone is honest so do not leave valuables unattended as they may be stolen. Check that you have locked all doors and windows when you leave home. Keep all valuable items out of sight. Make sure doors and windows are locked when you are at home in the evening especially before going to bed to sleep.

When you are out and about in the city try to make sure you are with a group of friends, especially at night. If you are living in a homestay, tell your host family where you are going and what you are doing. Leave a contact phone number in case your host needs to contact you. If you are not going to be home for the evening meal, advise your host earlier in the day. If you are living in a flat, make sure you let your flatmates know if you are going away for the night or longer.

## Emergency services

In the case of an emergency situation, dial 111 and request Police, Ambulance or Fire Service; take note of your location so that the service can find you easily. If the situation is not an emergency, for example you have had your wallet stolen and you need to contact the police, then you can call **105**. The number is available from both mobile and landline phones. It's a free nationwide service available day and night for New Zealanders and overseas visitors. Some private, corporate or government agencies have their own private telephone systems that may not have been changed to allow the number **105** to be dialled.

If you experience this, please call **0800 105 105**. You can also report anything in person at your local Police station. For more information visit:

[naumainz.studywithnewzealand.govt.nz/health-and-wellbeing/staying-safe](https://naumainz.studywithnewzealand.govt.nz/health-and-wellbeing/staying-safe)

[police.govt.nz/about-us/publication/be-safe-feel-safe-booklet](https://police.govt.nz/about-us/publication/be-safe-feel-safe-booklet)

## Life and culture in NZ

[ccc.govt.nz/culture-and-community](http://ccc.govt.nz/culture-and-community)

### NAUMAI NZ

“Nau mai” is a Māori phrase of invitation and welcome.

As an international student this is your place to learn about Aotearoa New Zealand, find the information and advice you need, and connect with and explore your new home away from home.

[naumainz.studywithnewzealand.govt.nz/](http://naumainz.studywithnewzealand.govt.nz/)

### Sports clubs and Societies

[christchurchnz.info/business/sports-clubs-and-societies](http://christchurchnz.info/business/sports-clubs-and-societies)

## Getting around Christchurch

Christchurch has an extensive public transport service. The Metro network provides bus transport from most suburbs to the city, all shopping centres and most attractions around Christchurch.

The central Bus Exchange is located in the city at 46-50 Lichfield Street. There you will find an

information kiosk, waiting rooms, amenities and screens showing you how many minutes until your bus arrives.

[metroinfo.co.nz](http://metroinfo.co.nz)

Taxis are recommended if you are travelling home after dark. You can call one, wait at a taxi stand or wave one down. Uber is also available in New Zealand:

[uber.com/global/en/cities/christchurch/](http://uber.com/global/en/cities/christchurch/)

If you are using a bicycle, you must cycle on the road, NOT on the footpath. By law you are required to wear a cycle helmet when riding your bike; if caught without one you may be fined. Bicycles must have lights that can be used at night. It is a good idea to wear a high visibility vest. You MUST lock your bicycle at all times when you are leaving it. There are two secure bike lock-ups at the City campus; see the campus map for locations.

To access these areas please go to the Security Office in the Atrium (Rakaia Centre) and ask for lock-up access to be loaded on your Ara student ID card.

### Road rules and equipment for bicycles:

[Info sheet](#)



## Campus car parks

Student parking at the City campus is limited. You must also display an Ara parking sticker on your windscreen. Stickers are available from the Security office on presentation of a valid Ara ID card. You can pay for your parking using the ticket machines on site, or the Parkiwi app.

### Eftpos/credit card

Enter your registration number at the payment machine. Pay using your eftpos or credit card.

### Parkiwi app

Download the Parkiwi app, add your details and credit card info. Pay for your parking via the app **Parkiwi Payment User Guide**

Parking hours are Monday to Friday, 7am – 5pm. The full day parking fee at City campus is \$6.00.

### Rakaia Centre parking (Madras Street)

You need to pay for this parking on an hourly basis - \$3.00 per hour and you can only pay on the machines situated in this car park using a credit card or Eftpos card.

## Getting around Timaru

It is easy to walk or bike but you must wear a bike helmet when cycling.

### Public transport designed around you.

Timaru's usual bus service has been replaced by the MyWay by Metro on-demand public transport service. MyWay is available Monday to Friday 6.30am-7pm. Saturday, Sunday and public holidays 8am-6pm.

### About MyWay by Metro

MyWay is an on-demand bus service which is currently being trialled. Please be aware that there can be wait times of up to 30 minutes at peak times.

[mywaybymetro.co.nz/](http://mywaybymetro.co.nz/)

### Taxis

Timaru Taxis – phone **03 688 88 99**

In Timaru, there is free parking in Arthur Street across the road from the campus or on the street.

## Travelling from Christchurch to Timaru

If you are studying at our Timaru campus, you may need to organise transport from Christchurch. The one-way trip takes approximately two hours and you can travel by car, shuttle (minivan) or bus.

[intercity.co.nz](http://intercity.co.nz)





## Travel and medical insurance

As an Ara international student, you are required to have comprehensive travel and medical insurance. This is a legal requirement under the NZQA for the Pastoral Care of International Students. Our insurance provider is Allianz StudentSafe, which has specifically tailored its StudentSafe policy to meet the needs of our students.

Your insurance must cover your path of study. Your student ID number is also your policy number. You can claim for doctor appointments and prescribed medicine, but not for dental appointments (unless it is an emergency, for example, an accident).

### Important Information Arranging Cover for Pre-existing Medical Conditions

Pre-existing medical conditions are not automatically covered under this policy, however you can apply for cover for these conditions.

A pre-existing medical condition is a medical or physical condition that you had before you enrolled in the insurance plan and can extend to pre-existing medical condition(s) you were aware of but did not seek treatment for.

Cover can be arranged in certain circumstances by completing a medical risk assessment form and sending it to [assess@medicalhotline.co.nz](mailto:assess@medicalhotline.co.nz) within 28 days of your arrival in New Zealand.

[Click here to download a Medical Risk Assessment Form](#)

If Allianz Partners do not receive your medical risk assessment form within 28 days of your arrival in New Zealand, they will be unable to process your medical assessment and your Pre-existing Medical Condition(s) will remain excluded.

On review of your medical risk assessment form, Allianz Partners will confirm whether cover for the condition is approved. If they confirm cover, an additional premium may be payable.

## Making a claim

If you have to make an insurance claim, you can pick up a claims form from Student Support or you can access the online form:

[insurancesafenz.com/claimsportal](https://insurancesafenz.com/claimsportal)

To make a claim for lost or stolen personal belongings, you will need to provide proof of purchase, so keep all of your receipts and any doctor's reports. If you have anything stolen, you must report it to the police within 24 hours. If you do not take care to prevent theft or loss of items, the insurance company will not approve payment.

See a Student Advisor at Student Support to get assistance if required.

For more information on your insurance:

[insurancesafenz.com/files/PDF/SFILB.4.Studentsafe\\_Inbound\\_Learners\\_Ara\\_WEB.pdf](https://insurancesafenz.com/files/PDF/SFILB.4.Studentsafe_Inbound_Learners_Ara_WEB.pdf)

**Please note:** if you buy a car in New Zealand, you will need to get car insurance.

## Find your embassy

As an international student, it is wise to know the contact details of your embassy, in case of an emergency. You can find your country's nearest embassy, high commission or consulate here:

[mfat.govt.nz/en/embassies/](https://mfat.govt.nz/en/embassies/)

## Pastoral Care Code of Practice

Ara is a signatory to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, administered by the New Zealand Qualifications Authority. We are committed to the quality and care of international students. The Code makes sure that educational providers ensure:

- high professional standards are maintained
- international students are recruited in an ethical and responsible way
- information supplied to international students is clear, accurate and up-to-date

- students are provided with information before taking on any commitments
- contractual dealings with international students are done in an ethical and responsible way
- the particular needs of international students are recognised
- international students under the age of 18 are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances

All schools and institutions that wish to have international students studying their programmes must comply with the Code. The Code information is available here:

[nzqa.govt.nz/tertiary/the-code/](https://nzqa.govt.nz/tertiary/the-code/)

How to make a complaint:

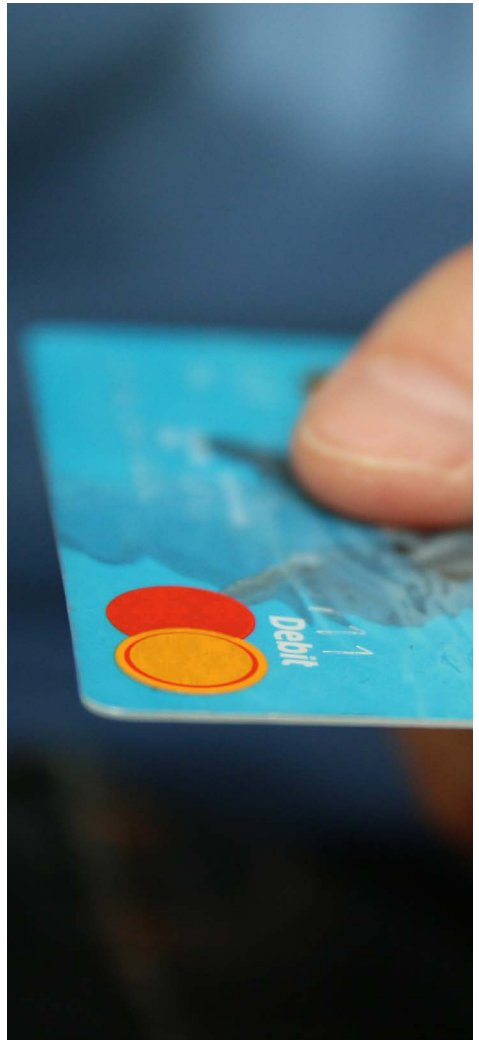
[nzqa.govt.nz/assets/About-us/How-to-make-a-complaint.pdf](https://nzqa.govt.nz/assets/About-us/How-to-make-a-complaint.pdf)

## Setting up a bank account

New Zealand banks offer excellent online banking services and most also have local branches. Many banks offer special rates for students. Select a bank that suits your needs and then visit a branch to open an account.

You will need to take the following:

- Proof of identification (e.g. passport)
- Proof of address (student accommodation letter, proof of study document with New Zealand address)
- Proof of study (letter from Ara)
- Valid study visa



# Before your study begins

## Completing your enrolment

Ara has an experienced team of staff to assist you to complete your enrolment. We require international students to submit the following documents at International Admissions and Enrolments located in the Atrium in Christchurch. In Timaru, you can take your documents to Student Central.

- Your passport and Visa
- Original academic transcripts
- Evidence of English Language

We can't enrol you until you have provided these documents and paid all fees. Once enrolled you can get your personalised Ara student ID card.

## Terms & conditions of enrolment

Please make sure you understand all of the things you need to do before you start your study.

Full details are available at:

[ara.ac.nz/student-services/how-to-apply/terms-and-conditions-of-enrolment/](https://ara.ac.nz/student-services/how-to-apply/terms-and-conditions-of-enrolment/)  
[ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app514-withdrawalsrefundscompassionconsider.pdf](https://ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app514-withdrawalsrefundscompassionconsider.pdf)



## Getting your ID card

Your Ara ID card is your formal identification at Ara. It is also your library card, and can be used for photocopying, printing, security access and to get student discounts. It also provides after-hours access to computer suites, bike lock-ups etc. We recommend you keep your ID card on you at all times, as access to some buildings may be denied if you do not have Ara identification.

To obtain your card, present your Student ID number from your enrolment receipt, as well as your vaccination pass at:

<b>Christchurch</b>	Security office, Rakaia Centre, City campus
<b>Timaru</b>	A Block (ground floor, next to reception)

Your photo will be taken and your ID card will be produced while you wait.

## International orientation

International orientation is an event all international students are required to attend. It is usually held on a Friday, the week before your programme of study starts. You can find the time and date of your orientation in the enrolment information emailed to you, or you can enquire at Student Support.

## Programme orientation

Your programme orientation is usually held the week before your study begins (the date and time is included in your enrolment information). Please note that you must attend your programme orientation as well as the international orientation.

## Learning in New Zealand

Learning in New Zealand may be different to what you are used to. Adult learners are expected to take responsibility for their own learning, and as a student at Ara you can expect to study on your own after class hours to meet the academic requirements.

Individual or group assessments are a common part of learning at Ara, and there will be occasional tests or exams on what you are studying. You are expected to apply principles of learning and produce independent work rather than simply reproducing classroom learning in writing. Teaching staff are very approachable and they generally prefer to be addressed by their first names.

## Tips for successful study

- Attend all of your classes
- Plan effectively and work at your learning
- Get to know and work with your classmates
- Ask questions and seek clarification from your tutors
- Ask for and use feedback from your tutors to improve your work
- Do what you can to maintain your wellbeing (check out the 5 Ways to Wellbeing at: [mentalhealth.org.nz/home/ways-to-wellbeing](https://mentalhealth.org.nz/home/ways-to-wellbeing))

## Class attendance and progression

To maintain your eligibility to hold a student visa, you are required to:

- attend all classes and maintain 100% attendance unless there are genuine reasons for absence (e.g. you are sick). If your attendance is low, you may be asked to provide evidence or an explanation
- make satisfactory progress

If you do not attend all classes or make satisfactory progress, Immigration New Zealand may revoke your visa. It is your responsibility to comply with the requirements to hold a student visa, and it is extremely important that you do so, as it may affect any future visa applications and your studies in New Zealand.

If you are sick and unable to come to classes, you must inform your tutor, an international student advisor or a department support

administrator. If you plan to be absent, for example to travel overseas or for another reason, you must seek approval from an international student advisor before you leave.

## Re-sits / repeating courses

If you fail a course or assessment, you may be able to re-sit it. Otherwise you will need to repeat the course and pay the full course fees.

## Academic misconduct

It is well known that people learn better when they work together, and this is encouraged. However, when it comes to assessment, collaboration (working together) is not permitted unless it is a formal part of the assignment set by the tutor.

You are also responsible for making sure your work is not able to be copied by others. Sharing or comparing tests, exams and assessments is prohibited and, if detected, will be treated as 'academic misconduct'.

Cheating, plagiarism and other dishonest academic practices have serious consequences and if you fail to meet academic standards you may be subject to educative processes or penalties.

For further details, refer to our Academic Misconduct Policy here:

[ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app304-academic-misconduct2.pdf](https://ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app304-academic-misconduct2.pdf)



[ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app511-academic-support-and-progression2.pdf](https://ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app511-academic-support-and-progression2.pdf)

[ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app506-probation-policy.pdf](https://ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app506-probation-policy.pdf)

[ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app512-suspension-and-refusal-cancellation-of-enrolment20v3.pdf](https://ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app512-suspension-and-refusal-cancellation-of-enrolment20v3.pdf)

## Timetables

You can view your timetable (and check for clashes) on the student portal. Access this through your *MyAra* app.

To access the student portal, refer to the section in this handbook called 'Using a Computer at Ara'.

## Learner responsibilities and rights

Ara is concerned about the welfare and achievement of all students. To create and maintain the best possible teaching and learning environment, you are protected by basic rights and you are expected to respect the rights and responsibilities of others. We are committed to "delivering what we promise to a recognised standard".

To view your rights and responsibilities, visit:

[ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app301-learner-responsibilities-rights20v2.pdf](https://ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app301-learner-responsibilities-rights20v2.pdf)

[ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app301a-student-rights.pdf](https://ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app301a-student-rights.pdf)

# Using our computers and ICT resources

There are many computers that students can use on campus. Email, intranet and the internet is free however your use is monitored and you are expected to use these resources responsibly.

## Code of Conduct for ICT users

There is a Code of Conduct that provides guidance on the proper and allowed use of Ara's ICT resources. To understand our regulations and your responsibilities, you can find the Code of Conduct at:

[ara.ac.nz/siteassets/documents---home/about-us/policies/general-administration/cpp105-acceptable-use-and-conduct-for-ict-users-policy.pdf](http://ara.ac.nz/siteassets/documents---home/about-us/policies/general-administration/cpp105-acceptable-use-and-conduct-for-ict-users-policy.pdf)

[ara.ac.nz/siteassets/documents---home/about-us/policies/general-administration/cpp105a-ara-code-of-conduct-for-ict-users-handout.pdf](http://ara.ac.nz/siteassets/documents---home/about-us/policies/general-administration/cpp105a-ara-code-of-conduct-for-ict-users-handout.pdf)

## Logging in

Once you are enrolled, you will be given a login username and password for any computer on campus. Login for the first time using the password provided, then select Ctrl+Alt+Del to create your own password. If you have any problems, contact the ICT Service Desk, phone **03 940 8800** or visit the helpdesk in the library. For after-hours access to computer labs, swipe your ID card at the door (your card can be encoded by Security).

## Accessing Wi-Fi

Wi-Fi is free for all students. Please choose ARA-WIFI on your device and enter your network login username and password when prompted. If you have problems contact ICT or the Library staff.

## MyAra

*MyAra* brings all your everyday student tools together and puts them right at your fingertips. It gives you instant access to Moodle, the student portal, your student email and calendar, library and learning resources, student services, your to-do list and much more. Download it from Google Play or Apple's App Store.

[myara.ara.ac.nz](http://myara.ara.ac.nz)

## Student portal

The Ara student portal is the place where you will find all your student-related information including your enrolments, timetable, attendance and academic results. You can also update your phone number, email address and emergency contact details.

## Moodle

Many teaching staff at Ara use a software application called Moodle to set up an online course page where they can share information and interact with students enrolled in their courses.

Staff will use Moodle in a variety of ways – they may use it to upload resources you need for lessons, to distribute assignments to you, or to send you course related messages. They may set up online quizzes so you can test your understanding of the material you are learning or they may use discussion forums to answer student questions or to give you additional information about topics or upcoming events. In some courses you may be required to submit your assignments via Moodle into an electronic drop box and your marks may even be returned to you via Moodle.

## Elinz

Elinz stands for Effective Learning in New Zealand: Study skills for International Students.

This is a very useful resource if you are new to New Zealand.

Logging in to Elinz:

- 1 Login to MyAra
- 2 Go to Moodle
- 3 Select the icon for Elinz

## Facebook

You can find the latest notices, news and information on Ara's Facebook page.

[facebook.com/AraCanterbury/](https://facebook.com/AraCanterbury/)

Also on Facebook is the Ara Student Plugin – a page run by students, for students. Find out about events and things to do in Canterbury.

[facebook.com/AraStudentLife/](https://facebook.com/AraStudentLife/)

## Printing services

To print from an Ara printer or to use an Ara photocopier, you first need to add money to your ID card.

You can add funds online by going to:

[printfunds.ara.ac.nz/](https://printfunds.ara.ac.nz/)

and use your network username and password.



# Support services

## Student Support

Our international advisors are here to help you navigate your way through your studies and ensure your success. We encourage you to visit and meet them.

City campus	Rakaia Centre (Student Hub)
Woolston campus	Student Services Building
Timaru campus	Arthur Street

[intadvisors@ara.ac.nz](mailto:intadvisors@ara.ac.nz)  
[studentsupport@ara.ac.nz](mailto:studentsupport@ara.ac.nz)

International advisors can help you with:

- orientation specific to international students
- pastoral support
- insurance advice and claims
- visa applications and issues
- health issues
- attendance issues
- cultural adjustment
- homesickness
- culturally appropriate behaviour in New Zealand
- learning support
- academic issues
- withdrawal and compassionate withdrawal applications
- referral to internal and external services

## Student advisors



**Tina Kong\***  
Location: Student Hub  
P: 03 940 8677  
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*\*Bilingual student advisor*



## Academic Support

Academic Support offers free learning and study advice to Ara students. The focus is on supporting you to manage your study and to develop the academic skills required to complete your coursework successfully.

For all the information you need about our support services please click here:

[myara.ara.ac.nz/pages/academic-support](http://myara.ara.ac.nz/pages/academic-support)

### StudySmart

Learning, library, disability and technical resources to help you with your studies. Get a quick check of your readiness and preparedness for study. Get tips and strategies for study.

### Learning Online

A collection of resources and tips to help you be a more successful online learner.

### PASS Study Groups

PASS groups are weekly, one-hour study groups on particular courses, designed to enhance your study success.

### Quick Questions and Workshops

Engaging, interactive learning opportunities to help you develop key skills.

**Quick Questions:** Do you have a question about study or writing that can be answered in up to ten minutes? You can ask us online or on campus.

**Workshops:** Do you want to develop the key writing skills that are essential for your academic success? Join other students at our interactive lunchtime workshops.

### Maths Support

Get help to build your confidence with numeracy and basic maths concepts.

### International Student Support

Online resources for international students about New Zealand and being successful at Ara.

## Learning Services

Free learning and study advice, available to all Ara students.

### Library

The Library offers an extensive range of resources including: books, ebooks, CDs, DVDs and journal articles. The Library is a great place to meet up for an informal study group with other students.

### Academic Records

Get official records of your results and answers to questions about your academic records.

Email: [academic.records@ara.ac.nz](mailto:academic.records@ara.ac.nz)

## Career Centre

Our Career and Employment Team can help you with career advice, career and pathway planning, CV preparation, interview techniques, job search strategies, work-readiness and support to gain employment.

Phone 940 8720

Email [careers@ara.ac.nz](mailto:careers@ara.ac.nz)

[myara.ara.ac.nz/pages/personal-support/careers-and-employment](http://myara.ara.ac.nz/pages/personal-support/careers-and-employment)

## Career Hub

Career Hub is a student job search site.

It has casual, part-time, temporary and full-time job opportunities for students and graduates, as well as information on upcoming career seminars, workshops and more.

Check out [careerhub.ara.ac.nz](http://careerhub.ara.ac.nz)

## myGPS

MyGPS is a tool designed specifically for Ara students and graduates to support career development, work-readiness and employability skills and to enhance your future opportunities.

Go to [mygps.co.nz](http://mygps.co.nz) (or download the app) and using your student or portal login, complete the first three default questions to get started.



## Language Learning Study Space

The Language Self Access Centre (LSAC) is where you can come to practice the language you are learning. There are English resources for all levels to help you learn at your own pace. As well as English resources, there are materials for students learning Spanish, German, Japanese, French, Italian, Chinese, Indonesian/Malay, Korean, Portuguese, Arabic, Hindi and Russian.

**Location** City campus: Level 2, Library  
Timaru campus: upstairs in the Library

**Phone** 940 8131

**Email** [kerstin.dofs@ara.ac.nz](mailto:kerstin.dofs@ara.ac.nz)

## Health Centre

Ara's Health Centre provides an accessible service to all students. Services are provided by nurses, a doctor and counsellors. All services are confidential and available by appointment.

**Location** Whareora, City campus

**Phone** 940 7566

**Hours** Monday – Thursday,  
9am – 4pm  
Friday, 9am – 3pm

For further details visit:  
[ara.ac.nz/services-and-support/health-and-wellbeing/health-centre](http://ara.ac.nz/services-and-support/health-and-wellbeing/health-centre)

## After Hours Medical Assistance

If you need to see a doctor after hours, you will need to visit a 24-hour clinic. In an emergency, you can go directly to a hospital emergency department, or if required, dial 111 for an ambulance.

Healthpoint provides up-to-date information about healthcare providers, referral expectations, services offered and common treatments:

[healthpoint.co.nz](http://healthpoint.co.nz)

For free health advice when you need it contact: Healthline **0800 611 116**

### Timaru

Dial 111 if you require an ambulance. Otherwise, Timaru after hours medical service:

<b>Location</b>	5 Dee Street, Timaru
<b>Phone</b>	03 684 8209 (24-hour answering service)
<b>Hours</b>	Saturday, Sunday and Public Holidays: 9am–11.45am & 4pm–5.45pm

### Need to talk?

24/7 Mental Health and Addiction professionals. It is free to call or text anytime from any landline or mobile (**phone or text 1737**)

## Recreation Centre

Ara's recreation centre is a multipurpose sports and fitness facility that includes a gym/weights room, sports courts and fitness studios.

<b>Location</b>	Whareora, City campus
<b>Email</b>	<a href="mailto:reccentre@ara.ac.nz">reccentre@ara.ac.nz</a>

For further details visit:  
[ara.ac.nz/services-and-support/recreation-and-sport](http://ara.ac.nz/services-and-support/recreation-and-sport)

## Student Advocacy

The Student Advocate is available to assist you, at no cost, if you are facing difficulties that are affecting your ability to achieve your academic goals. These are some of the examples of issues the Student Advocate can help with:

- academic policies and contracts
- Ara staff or student relationships
- concerns regarding tutors or department managers
- Ara policies and procedures
- student rights
- problem solving
- Studylink and Work & Income New Zealand
- Referrals for health issues (e.g. alcohol and drug problems, mental health, family violence, court proceedings, housing issues and counselling)

**Duncan Dunbar**  
Room X106, Rakaia Centre, City campus  
940 8518 / 027 273 6246  
[duncan.dunbar@ara.ac.nz](mailto:duncan.dunbar@ara.ac.nz)

## Student Finance

You can come to the Student Finance Office for the following services:

- tuition fees
- signing up for a new Metro (bus) card and top-ups
- print top-ups
- IELTS exam payments

<b>Location</b>	Student Central, Rakaia Centre, City campus TA Block, Timaru campus
<b>Hours</b>	Monday - Thursday, 8am – 4.45pm Fridays 9am – 4.15pm
<b>Phone</b>	0800 24 24 76
<b>Email</b>	<a href="mailto:studentfinance@ara.ac.nz">studentfinance@ara.ac.nz</a>

## Security Office

The security office will help you:

- if you're feeling unsafe
- with your Student ID card (in your first week, go to Security with your ID number and they'll provide you with your ID card)
- with a parking sticker (you must display this on the dash of your car if you park in a student car park)
- with lost property (please do not leave your bags and belongings unattended)

**Location** Rakaia Centre, City campus

**Hours** Monday-Friday, 8am – 4.30pm

**Phone** 940 8076  
027 540 8076

## Prayer spaces

The Muslim prayer room is available to all Ara staff and students who need a quiet place to pray. There are separate rooms for male and female worshippers. The rooms are L235 and L236 at the City campus.

## Citizens Advice Bureau

The Citizens Advice Bureau service is professional and confidential. They can answer your questions and if you need them to speak to someone on your behalf, they can do that too. Drop in to see them at one of their branches, or call or email them. CAB can help with issues such as:

- tenancy and flatting problems
- employment problems
- budgeting
- Work and Income benefits - what are your rights?
- neighbour disputes
- family problems - custody disputes, paternity issues, making a will, protection orders
- consumer problems

[cab.org.nz](http://cab.org.nz)

### Migrant Connect service

If you have recently moved to New Zealand you probably have lots of questions about how things work. Migrant Connect information sessions are aimed at new migrants in the area. All migrants are welcome.

You can also call or come into the bureau if you want any information or assistance. You can also find more information for migrants elsewhere on their website.

**Phone** 0800 367 222

[cab.org.nz/find-a-cab/migrant-connect](http://cab.org.nz/find-a-cab/migrant-connect)

# Emergency procedures

We have taken every measure to provide a safe environment for you, but it is still important to be aware of your surroundings and know what to do in an emergency.

Every room has an emergency procedure notice (like the one opposite) showing you what to do in the event of a fire, earthquake or ringing alarms.

If you need help during an evacuation, tell your teachers. The computer suites, workshops, studios, and laboratories have specific Health and Safety requirements. Your teachers will tell you about these before you start practical work in these rooms.



## Emergency phone numbers

**Police, fire, or ambulance** Dial 111 from your cell phone (you can use this even if you do not have any money on your phone.

**Security** Dial 03 940 8076 – if security do not answer, the phone should transfer to a cell phone wherever they are on campus.

**Emergency contact for International Students 24/7** If you have an emergency and do not know what is going to happen next, please dial 03-940 8209 for assistance. This number will automatically be forwarded to a staff member's cell phone. Please note: this number is only for an emergency.

If you require Police, Fire or ambulance then you need to dial 111 first.

# What to do in an emergency

During an emergency, alarm bells will sound throughout the building.

- 1 Everyone must immediately leave the building using the most direct safe route. If you normally use the lifts to reach the ground floor and need help during an evacuation for accessibility/disability reasons, you should wait beside the lift and help will be given as part of our standard evacuation plan. You can talk to department staff in advance of any drill or evacuation to understand what this means for you.
- 2 Go to the designated assembly point.
- 3 Staff and any wardens must ensure that all visitors are moved to a safe area and then on to the assembly point.
- 4 You must check in with a warden at the assembly point before leaving the site or returning to a building.

**Lifts** Do not use the lifts. Use the stairs to exit the building.

**Technical equipment** If it is safe to do so, switch off all non-essential equipment to reduce potential electrical hazards.

**Lights** Turn on, or leave on, all building lights. It improves visibility for anyone who has to enter the building after it has been evacuated.

**Smoke stop doors** Close smoke stop doors behind you as you leave.

## Lockdown procedures

For further details please check out the following link:

[tewaka.sharepoint.com/sites/Int\\_Fac/SitePages/Ara-Campus-Lockdown-Procedures.aspx](http://tewaka.sharepoint.com/sites/Int_Fac/SitePages/Ara-Campus-Lockdown-Procedures.aspx)

This link leads to a document outlining our lockdown procedures.

# Accommodation

## Homestay

Finding accommodation can be a difficult process and you need to find the type of accommodation that is right for you. If you are visiting New Zealand for the first time, we recommend that you apply for homestay accommodation. If you are an international student, under 18 years old and not living with your parents, you must stay with one of our homestay families.

Homestay accommodation allows you to concentrate on your studies while also allowing you to experience a New Zealand family lifestyle. You have your own room and meals are provided.

Wireless broadband is included (up to 25 GB per month, you will need to pay your host for additional data used) and local calls are free but toll calls should be made using an international calling card.

For more information about our homestay service, talk to International Admissions or visit:

[ara.ac.nz/service-and-support/accommodation/homestays](https://ara.ac.nz/service-and-support/accommodation/homestays)

New Zealand Education Advisor Services provides the following homestay services:

- full inspection of each home and interviews with host families
- Police vetting of all host families
- airport pick-up when you arrive and transfer to your homestay family
- a full 'welcome pack' when you arrive
- greeting you on your first day at Ara
- banking assistance on your first day
- language translators
- 24-hour contact number to be used in the case of an emergency
- follow-up meetings with you to ensure you are happy in your homestay

## Flatting

Many students live in shared accommodation (flats) while studying. If you intend to go flatting you will need some independent living skills, such as cooking, cleaning and budgeting. If you can, get to know the people that you intend to go flatting with before you move in together.

There are many flats to rent, but a good one may be hard to find, especially at the beginning of the academic year. Finding a flat is easiest once you have arrived; we recommend that you book temporary accommodation (hotel, motel, youth hostel, backpackers) so you have somewhere to stay when you arrive.

Average flatting costs – per person, per week (based on three people sharing a flat):

### Prices from March 2024

Rent	\$160 - \$350
Utility (power, water, gas, internet)	\$30 - \$50
Groceries	\$100 - \$130
Transportation	\$30 - \$55

If you are considering flatting, we suggest you look at the following websites:

[flathunt.co.nz](https://flathunt.co.nz)

[facebook.com/groups/ChristchurchRentals/](https://facebook.com/groups/ChristchurchRentals/)

[facebook.com/groups/1141586609230200/about](https://facebook.com/groups/1141586609230200/about)

[realestate.co.nz](https://realestate.co.nz)

[blog.studywithnewzealand.govt.nz/category/lifestyle/how-do-i-find-student-accommodation-in-new-zealand/](https://blog.studywithnewzealand.govt.nz/category/lifestyle/how-do-i-find-student-accommodation-in-new-zealand/)

## Tenancy agreements

A tenancy agreement is a contract between a landlord (property owner) and a tenant. It records all the key things that the landlord and tenant have agreed to about the tenancy. For more information visit:

[tenancy.govt.nz/starting-a-tenancy/tenancy-agreements/](https://tenancy.govt.nz/starting-a-tenancy/tenancy-agreements/)

## Ōtautahi House

Ōtautahi House is Ara's modern apartment complex opposite the City campus in Christchurch. It has 36 apartments accommodating 192 students.

As a resident at Ōtautahi House, you will enjoy the friendship of fellow residents from a range of backgrounds, places and programmes of study. You will share experiences together, like flatting for the first time and exploring a new city.

You and your flatmates have the flexibility to organise your own shopping and cooking rosters. Some cleaning services are provided and pastoral care from designated staff is always available.

For further information:

[ara.ac.nz/explore/accommodation/otautahi-house/](https://ara.ac.nz/explore/accommodation/otautahi-house/)



# Working in New Zealand

As an international student studying in New Zealand, you may be granted work rights. To confirm this, check your eVisa or visa label in your passport. Work rights allow most international students to work up to 20 hours per week and full time during scheduled holidays (subject to visa conditions). If you are found working more than your approved hours, you may be deported. If you need to provide evidence of term breaks to your employer, please ask your student advisor to email you this information. Your visa document will state your work rights condition. A guide to working while studying in New Zealand can be found here:

[naumainz.studywithnewzealand.govt.nz/discover-new-zealand/working-in-nz](http://naumainz.studywithnewzealand.govt.nz/discover-new-zealand/working-in-nz)

**Note: International students are not allowed to be self-employed (this includes Uber). You must work for an employer and have an employment agreement.**

## Employee rights

All workers in New Zealand have rights as employees. For more information on minimum wages and rights, go to:

[employment.govt.nz/er/minimumrights](http://employment.govt.nz/er/minimumrights)

## IRD number

If you are permitted to work here while studying, you will need an IRD number. This is an eight or nine-digit number unique to you. It is important because all your tax, entitlement and personal details are linked to this number. If you don't have an IRD number, your employer will deduct income tax at the highest 'non-declaration' tax rate of 45%.

[ird.govt.nz/managing-my-tax/ird-numbers/ird-numbers-for-individuals](http://ird.govt.nz/managing-my-tax/ird-numbers/ird-numbers-for-individuals)

## Key employment sites

If you are looking for work, we recommend searching on:

[careerhub.ara.ac.nz/sjs.co.nz](http://careerhub.ara.ac.nz/sjs.co.nz)  
[trademe.co.nz/jobs](http://trademe.co.nz/jobs)  
[seek.co.nz](http://seek.co.nz)

## Student visa

As an international student at Ara, you are required to have a current student visa for the length of your programme of study. You must ensure that your visa is valid for the whole time you are studying in New Zealand.

The conditions of a student visa are that you attend classes at all times, make satisfactory progress, complete all course requirements and pass your courses. Your academic progress is reviewed when you apply or renew your student visa.

## Post-study work visa

Once you have graduated with a New Zealand qualification and received your official Transcript and Completion of Study letter from Ara, you may be eligible to apply for a post-study work visa.

For more information, visit:

[immigration.govt.nz/new-zealand-visas/options/study/working-during-after-your-study/staying-to-work-after-study](http://immigration.govt.nz/new-zealand-visas/options/study/working-during-after-your-study/staying-to-work-after-study)

**Please note:** you must apply directly to Immigration New Zealand for a post-study work visa. If you have any questions, talk to an international student advisor.

Ara is a big place so it is a good idea to carry a map of your campus until you get your bearings.



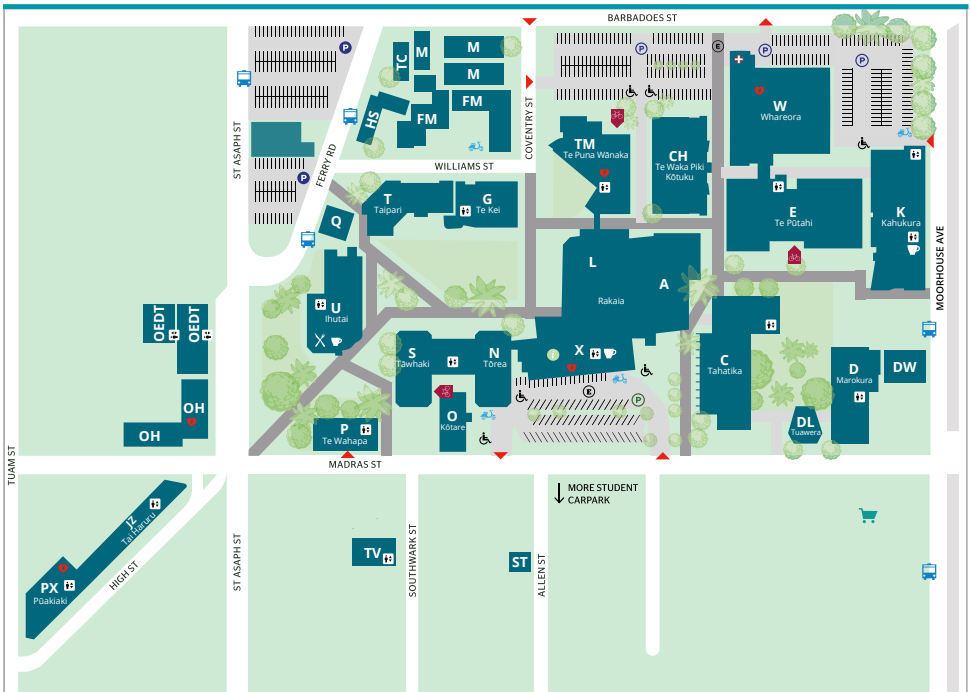
# Finding your way around Ara

## How to find a specific room

Rooms are labelled with a letter, followed by numbers (e.g. N406). The letter represents the block that the room is located in – so N406 is in N Block.

The first number is the floor the room is on. Therefore, N406 is on the fourth floor. The last number or numbers are the room number. Above the door of the room, you will see the room's full number (e.g. N406).

## City campus map



- FREE wifi on campus
- Bus Stop
- Supermarket
- Student carpark
- Covered Secure Cycle Compound
- Health Centre
- Restaurant/Bar
- Café

# Timaru campus map

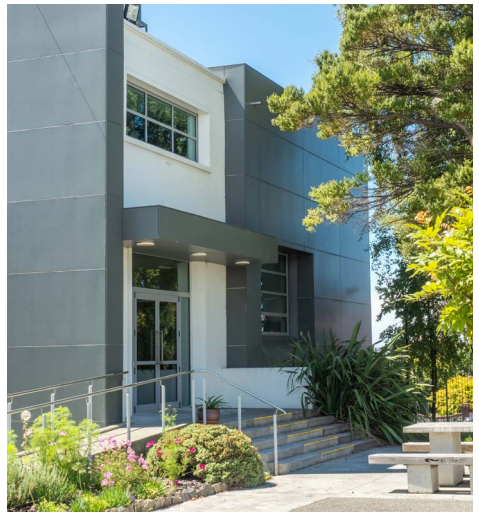


📶 FREE wifi on campus

Ⓟ FREE parking

✕ Restaurant

Ⓧ Evacuation points





**ara.ac.nz**

**0800 24 24 76**

**City campus**

Madras Street  
Christchurch

**Timaru campus**

Arthur Street  
Timaru

