



International Student Pre-Departure Guide

Palmerston North



Welcome

A warm welcome from UCOL, Palmerston North campus. Thank you for selecting Palmerston North UCOL as your study destination.

Moving to a new country can be daunting, especially if the culture is different and you are far from family. New Zealand is a beautiful country; this pre-departure guide is designed to make the transition to New Zealand, Palmerston North (or 'Palmy' as it's affectionately known) and UCOL as easy as possible for you. It provides information and website links that you may find useful ahead of embarking on your journey. When you arrive, you'll receive more information to help you settle in.



At UCOL we believe learning changes lives and opens doors, and we want our students to prosper. If you have any queries about your upcoming study at UCOL don't hesitate to contact our International Student Support staff. Thank you for choosing UCOL.

Leeza Boyce, Chief Executive



Before you leave

Accommodation

Accommodation is something that needs to be arranged before you leave your home country for New Zealand. UCOL is able to assist you with sorting out accommodation in Palmerston North, and there are a few different options, such as renting an apartment, staying in a hostel, or going flatting. There is also the option of living in homestay accommodation, which UCOL can arrange for you. Please check out the [accommodation page](#) on the UCOL website for more detail about accommodation options in Palmerston North – and don't hesitate to get in touch with UCOL's International Student Support staff for assistance! Please note if you are under 18 you must stay with a designated caregiver or in UCOL approved homestay accommodation.

Insurance

Travel and Medical Insurance is a compulsory requirement for all international students studying in New Zealand. By now, UCOL would have arranged your insurance with JLT New Zealand, and the cost is shown in our offer of place. You are insured from the time you leave home; policy information and information on how to claim is on also on your offer of place. If you have any questions about your policy don't hesitate to get in touch with us.

Hand Luggage

- Plane ticket
- Valid passport with a Student Visa for New Zealand
- Copies of all the communications you have had with UCOL (Confirmation of Place letter, Offer of Place letter)
- At least \$200 in cash in New Zealand dollars
- Copy of your insurance arrangements
- Contact details for the UCOL International Support Staff

Tip: Keep a photocopy of your birth certificate and passport in your checked luggage - and leave a copy with someone at home, too.



Arriving in New Zealand

Airport pickup

As soon as you know your flight number, please let us know by email so that we can arrange transport for you when you arrive in Palmerston North. We'll inform you of your pickup plan – it will either be one of our friendly International Student Support staff members, or a pre-paid Super Shuttle waiting for you at the Airport. If you have homestay accommodation arranged, your homestay family will plan your airport pickup. Even if this is the case please still let us know your arrival date and time so that we know when to expect you. Palmerston North Airport is small so it's easy to find your way around! Please make sure you have booked your travel all the way to Palmerston North. UCOL in Palmerston North is a long way from Auckland, Wellington or Christchurch and we do not offer any free pickup service from these locations.

Baggage allowances

It's best not to bring too much luggage with you to New Zealand. Major airlines in New Zealand have different luggage restrictions for a range of fares, so make sure you check the requirements of your flights before you leave. Please also ensure you have enough time to transfer to your domestic flight in New Zealand - to collect your baggage, clear Customs and Biosecurity, and change terminals. It's a good idea to keep with you contact details of the UCOL International Student Support staff or your homestay family if applicable, in case of any flight or processing delays.

Customs regulations

New Zealand has very strict regulations around what items are allowed into the country. You will receive a passenger arrival card on the plane, which you will need to read carefully and tick 'yes' to declare any items you have with you or in your baggage. If you are unsure about an item, there is no problem if you declare an item and New Zealand Customs tell you that you are unable to bring it into the country. There are fines and penalties for false declarations. It's better to be safe than sorry! Do not bring fresh food, animal products, fish, shellfish, shells, uncured wood products, plant life (i.e. seeds) or illicit drugs – and remember to bring the doctor's prescription for any medication you may be carrying. For full details please visit the [New Zealand Customs website](#). You will need to present your completed passenger arrival card as well as your passport at the passport control point in Auckland.



First things first

Completing your enrolment

One of the first things to do when you arrive on campus at UCOL in Palmerston North is to complete your enrolment. This will be done with assistance from our International Student Support staff. Please bring all of your original documents that you provided electronically during the enrolment process, including your passport. Once you're fully enrolled we'll be able to give you your UCOL ID card, as well as logins to access UCOL computers and the student intranet, etc.

Orientation

We look forward to meeting you on arrival and assisting you with adjusting to life in New Zealand. Within two weeks of your arrival you will have a full orientation that will include a welcome and introduction to those you will be working with at UCOL, tailored tutorials geared toward your understanding of New Zealand academic requirements, and a library/online systems introduction. Our International Student Support staff also really enjoy arranging cultural experiences and scenic tours of the Manawatu district for students, such as beach trips, farm visits and bush walks. You might even get to shear a sheep! At the start of each Semester, UCOL holds a pōwhiri (a Māori welcoming ceremony involving speeches and singing) for all new students, which we encourage international students to take part in.

Weather

New Zealand has what's called a 'temperate' climate. That means we have four distinct seasons, with summers that are generally warm and dry and winters that are relatively mild and wet. Because New Zealand lies in the Southern Hemisphere, the average temperature decreases as you travel south. The north of New Zealand is subtropical and the south temperate. Palmerston North is somewhere in between. The warmest months in New Zealand are December, January and February, and the coldest June, July and August. In summer, the average maximum temperature ranges between 20-30°C and in winter between 10-15°C. It doesn't usually snow in Palmerston North but it has once or twice in recent years! In winter months students often need to layer clothing and wear warm materials such as wool.



Settling in

Support staff

UCOL's dedicated, professional staff are experienced in looking after the educational, practical and social needs of international students. In Palmerston North there are two International Student Support Coordinators, Cam Lock and Adele Wilson, who will help you make the most of your time at UCOL. They care about your experience in New Zealand and their door is always open! The International Student Support office is located just off the main Atrium on the ground floor of the Palmerston North campus, in the Learning Hub area.



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Code of Practice

UCOL considers it an honour to host international students and we take this responsibility seriously. We are a signatory to the New Zealand Government's Code of Practice for the Pastoral Care of International Students. The Code is a document that provides a framework for service delivery by education providers and their agents to international students. It sets out minimum standards of advice and care that can be expected and provides a procedure that students can follow if they have concerns about the treatment they receive from their education provider or agent of a provider. You can download copies of the Code from the [New Zealand Qualifications Authority website](#).

Working allowances

With a Student Visa, UCOL students are often able to work part-time, up to 20 hours a week, and full-time during scheduled holidays. To be able to work for up to 20 hours per week during the term you must meet one of seven requirements. The most common requirements are:

- your study programme is for at least two years;
- the study leads to a New Zealand qualification that gains points under the Skilled Migrant Category; or
- you are taking an English language course that meets conditions approved by Immigration New Zealand.

For more information on who may work while studying, please see the Immigration New Zealand's [NZ Study and Work website](#).

Learn a little

If you'd like to learn a bit about New Zealand history before you depart, check out the [New Zealand History website](#). You might even like to get to know some Māori words! To find out about all things Palmerston North City and Manawatu, head to the [Manawatu's official tourism website](#).

Please join us on social media so you can connect with us and hear about the UCOL student culture before your arrival. If you are on Facebook, you can follow us on our [UCOL Facebook page](#) or [UCOL International Facebook page](#), and join our [International Student Facebook group](#). You can also follow us on [Twitter](#) or [Instagram](#).



www.ucol.ac.nz

