



**FIND YOUR WAY
AT UCOL**

**INTERNATIONAL
PRE-DEPARTURE
GUIDE**



ThinkNew[®]

UCOL is a New Zealand Government
Funded Institute of Technology



Kia Ora & Welcome to UCOL

Studying in New Zealand is an unforgettable experience that will shape your future and forever change the way you see things. At UCOL, we are ready to welcome you and to be part of your learning journey.

People come first at UCOL and our staff have a strong focus on supporting all of our students to succeed. You can expect your lecturer to know your name and to help you learn in a way that suits you. We want you to feel at home and to be part of the UCOL family.

Our International Student Support Team are here to help you every step of the way. UCOL students enjoy small class sizes, giving you the attention you need to reach your academic goals. There are also work-study opportunities to make your UCOL experience as great as you want it to be.

For over 115 years UCOL graduates have been making a difference wherever they go in the world. Our campuses are in the heart of New Zealand, with students from far and wide choosing to study with us, make friends and build a future.

Come and join us. I look forward to meeting you.

Dr Lynn
Chief Executive



WELCOME

A warm welcome from UCOL and thank you for selecting us as your destination for study.

Moving to a new country can be daunting, especially if the culture is different and you are far from family. This pre-departure guide is designed to make the transition to New Zealand and UCOL as easy as possible for you. The guide also provides information and website links that you may find useful ahead of embarking on your journey.

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 Team.

BEFORE YOU LEAVE

Accommodation

Accommodation is something that needs to be arranged before you leave your home country. UCOL is able to assist you with finding accommodation close to your campus 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 visit the accommodation page on the UCOL website for more detail about accommodation options in Palmerston North and Whanganui. Don't hesitate to get in touch with UCOL's International Student Support Team for assistance.

Please note if you are under 18 years old 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 insurance with JLT New Zealand for you, with the cost for the first period of study shown on our offer of place. You are fully 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

Before you start your journey the key things you will need to keep with you, secure in your hand luggage are:

- 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 documentation.
- Contact details for the UCOL International Student Support Team.

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

Your international flight will arrive in either Auckland, Wellington or Christchurch. There are ground transport options, but the easiest and quickest option to get to either Palmerston North or Whanganui is a short domestic flight. We would recommend purchasing this as part of your international flight ticket. If you need to arrange ground transportation, please contact us to talk through options.

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 at the local airport. We'll inform you of your pickup plan. It will most likely be one of our friendly International Student Support Team. 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.

Please note: Palmerston North and Whanganui are a long way from Auckland, Wellington or Christchurch and we do not offer a 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, so make sure you check the requirements of your flights before you leave. Please ensure you have enough time to collect your luggage, clear Customs and Biosecurity and change terminals when booking your domestic flight in New Zealand. It's a good idea to keep with you contact details of the UCOL International Student Support Team 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 declaring it and New Zealand Customs will advise you if 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. Remember to bring a 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 when you arrive in New Zealand.



SETTLING IN

Support Staff

UCOL's dedicated, professional staff are experienced in looking after the educational, practical and social needs of international students. They care about your experience and will help you make the most of your time at UCOL. Cam works closely with other members of the Student Success Team to ensure the academic and wellbeing needs of international students are met.

Cam Lock

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^ Cam Lock: Senior Student Success Advisor

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. You can download a copy of the Code from the [New Zealand Qualifications Authority website](#).

If you have any concerns with the process and your interactions with UCOL there is also a mechanism for this to be raised via the Dispute Resolution Scheme and [iComplaint](#).



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 (subject to visa and age restrictions). 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](#).

Useful Links

- [History and Culture of New Zealand](#) – learn a bit about New Zealand history, language and culture.
- [Nau Mai NZ](#) – Education New Zealand's website to support you during your time in New Zealand.
- [NZ Ready](#) – Immigration New Zealand resource and checklist to help you prepare for your journey.
- [Palmerston North / Manawatu Tourism](#)
- [Whanganui Tourism](#)
- Join [UCOL's International Student Facebook Group](#) and follow us on [Twitter](#) and [Instagram](#).

QUESTIONS?

Get in touch with one of our
International Student Support Team

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 internationalstudent@ucol.ac.nz

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