

# Parents Handbook







# Welcome to Wintec

## Parents Handbook

Welcome. As a parent or family member of a wintec student, we automatically recognise you as a part of wintec's extended family.

We believe that it is by partnering together that we can best encourage your student in his or her educational and personal development.

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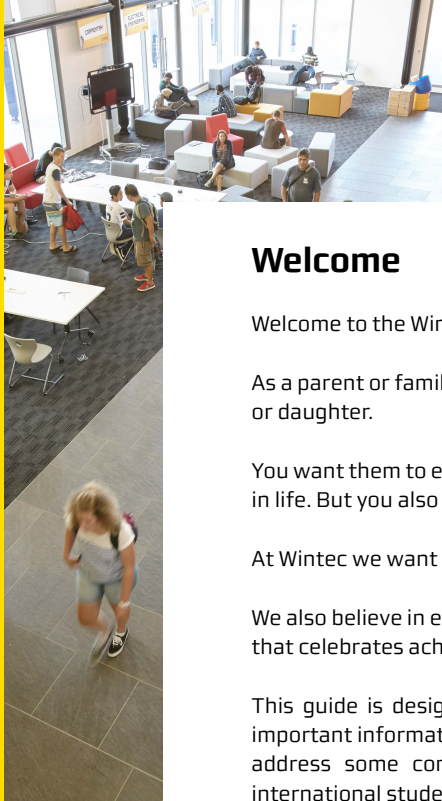


wintecnz



Wechat:  
Wintecservices

**Susan Ye**  
Chinese &  
Under 18  
Student  
Advisor



## Welcome

Welcome to the Wintec family!

As a parent or family member we know you want the best for your son or daughter.

You want them to earn a quality education that will help them succeed in life. But you also want them to be happy, safe and supported.

At Wintec we want the same thing.

We also believe in education taking place in a great environment – one that celebrates achievement, diversity, and respect for others.

This guide is designed to answer your questions, provide you with important information and address some concerns that you may have, as a parent of an international student living in New Zealand and studying at Wintec.

## Pre-departure

Where will your child live? What should your child bring? How cold is winter in New Zealand?

These are just some of the questions students will be thinking about before they come to New Zealand.

We've put together a Wintec Orientation Handbook that will help you and your child prepare for the big move. Please request a copy from your education consultant, or view it here:

[www.wintec.ac.nz/international/files/International-Pre-Departure-Guide.pdf](http://www.wintec.ac.nz/international/files/International-Pre-Departure-Guide.pdf)







## International Centre

The support doesn't stop once a student arrives at Wintec. The multi-cultural International Centre team is available 24/7 to help students with general advice, and accommodation to ensure students feel supported and cared for.

Our team organises International Welcome Orientation programmes which provide the students with essential information to ensure they have a positive experience at Wintec.

Attendance at these sessions is compulsory and it is endorsed by Immigration NZ and NZQA  
[www.nzqa.govt.nz/providers-partners/caring-for-international-students/](http://www.nzqa.govt.nz/providers-partners/caring-for-international-students/)

The International Centre also organises cultural events throughout the year to celebrate our diversity and provides extra care for students under the age of 18. You can find out more about our events [here www.wintec.ac.nz/student-resources/student-events](http://www.wintec.ac.nz/student-resources/student-events)

To ensure students achieve satisfactory progress towards their studies, the International Centre works closely with each school/centre.

Schools will inform the International Centre immediately if students are not attending class or in need of extra support.

International Student Services Advisors will follow up with those students to ensure they obtain the right support that they need.



# Students under 18

Under New Zealand law, anyone under the age of 18 is considered to be a minor. Wintec has a special duty of care to the international students under the age of 18.

## Up to date contact information of parents

All under 18 students are required to submit an emergency contact form when they submit their application form to Student Enrolment and Information Centre.

It is very important that you contact our Under 18 Student Advisor immediately if your contact details have changed after your student was enrolled. This is to ensure that we have your up to date details to keep in touch with you.

We are required as per the Wintec policy and Code of Practice for Pastoral Care of International Students, under 18 students must live in Wintec approved accommodation, parents/legal guardian or designated caregiver which means under 18 students will not be allowed to rent a property or live on their own.

The International Centre will conduct student interviews to ensure that they are happy with their accommodation arrangement and general study at Wintec.

## Designated caregivers

A designated caregiver means a relative or close family friend designated in writing by a parent or legal guardian of an international student under 18 years as the caregiver and accommodation provider for that student.

In accordance with the NZQA, 2016 Code of Practice for the Pastoral Care of International Students, Clause 26 (1) (b): The designated caregiver is subject to Wintec's approval. Wintec may or may not accept a friend/relative as a designated caregiver and they will be subject to appropriate safety checks by Wintec.



## **Wintec approved accommodation for Under 18 students**

There are three Wintec approved accommodation options available for under 18 students:

- Wintec Approved Homestay
- Wintec Student Village
- Designated Caregiver

**For more information about Wintec approved accommodation refer to page 18 of this handbook**

## Under 18 Student Advisor

The International Centre has designated staff to look after under 18 students. Our Under 18 Student Advisor will have regular check-ins, catch ups and interviews with our under 18s to discuss:

- Accommodation
- Academic Progress
- General Health and Wellbeing
- Holiday Plan (prior to term break and semester break)
- Any concerns students may have

*As required by Code of Practice for Pastoral Care of International Students, we must communicate with parents of under 18 international students via email, phone calls or WeChat in the case of emergencies, on-going liaison concerning the student's wellbeing and health and their travel/sleepover plans whilst enrolled as a student at Wintec.*

Our Under 18 Student Advisor will remain in contact with parents of under 18 students. Should there be any concerns raised regarding your son or daughter by their accommodation host, teachers, other student support services and etc. you will be contacted.

## U18 information and guidelines

While studying at Wintec, under 18 students must follow the rules listed on the Under 18 Information and Guidelines. Under 18 students and their parents/legal guardian must read and sign it prior to their arrival.

Our Under 18 Student Advisor will conduct an Under 18 Induction and go through the rules with our under 18 students on week one of their arrival to ensure that they absolutely understand and will obey the rules while studying at Wintec.

Our Under 18 Student Advisor is here to support not only our under 18 students but also their parents. If you are living with or accompanying your son or daughter in New Zealand, our under 18 Student Advisor can support you with:

- Parent orientation on arrival
- Drop in time for parents to visit and ask questions.

**Drop in hours are Monday to Friday, 2pm-3pm.**

Please email [u18international@wintec.ac.nz](mailto:u18international@wintec.ac.nz) to confirm your actual arrival time. If you are living offshore, our Under 18 Student Advisor can support you via email, phone and WeChat should you have any concerns on students, questions about Wintec and etc.

<b>Email:</b>	<a href="mailto:u18international@wintec.ac.nz">u18international@wintec.ac.nz</a>
<b>WeChat Account:</b>	Wintec Services
<b>Phone:</b>	0064 21 042 6594
<b>24/7 Emergency Support:</b>	0064 21 703 730

**Languages our under 18 Student Advisor can speak:** English and Mandarin

"I am glad that I had a chance to visit Wintec in 2015. International Centre communicate with me via wechat, email and phone calls to keep me updated with my daughter's wellbeing, academic performance and homestay feedback. I had the opportunity to meet my daughter's homestay mother. She is a very caring lady who looks after my daughter very well as part of her family. I am confident that my daughter will enjoy studying at Wintec and living in Hamilton"

FAIRY ZENG - PARENT



# Travelling and overnight outings

## Prior to their trip/sleep over

Wintec has very strict travel and sleep over rules in place for under 18s.

**Before Under 18 students leave their homestay or Student Village for a trip or sleep over they must seek approval from Wintec's International Centre.** Students must go through the Travel Consent Application Process for approval.

Application forms and parent permission letters must be submitted to Wintec's International Centre at least five business days prior to the intended leaving day.

**Important Note :** Once a student receives approval from the International Centre for their trip, they must hand in a copy of their accommodation and transportation bookings to the Under 18 Student Advisor at least two working days prior to their departure.

## Parent Consent

Students must first contact their parent/s to discuss their travel plans and obtain their written consent .

## Details you should discuss with your son/daughter include:

### Leaving and return dates of the trip/sleep over and destination:

- How far away is the destination from Hamilton? What are weather conditions like there?
- What activities will they be doing there?

### Transport:

How will they be getting there? (E.g. Plane, bus or will a friend be driving there?)

**Important Note:** If someone is driving your son or daughter, you must find out what classification of driving licence the driver carries. Certain New Zealand Driving Licences have restrictions which they need to follow. More information about New Zealand drivers licences can be found in the transportation section of this guide.

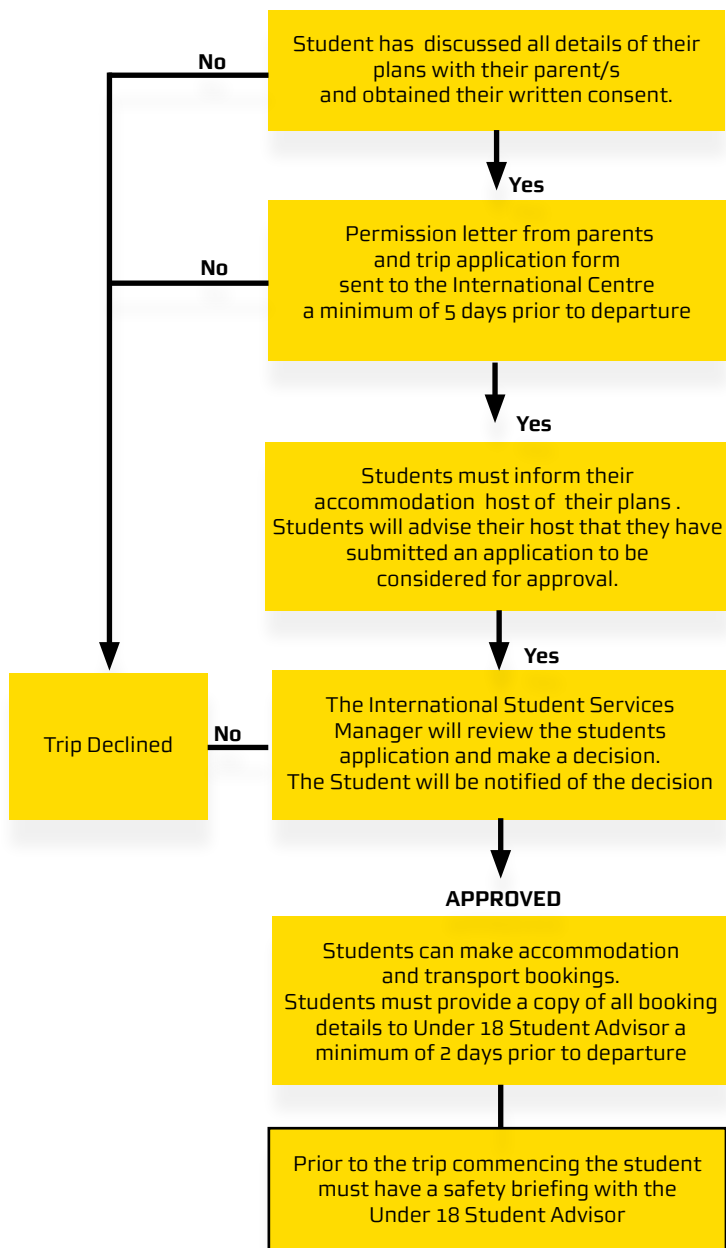
### Accommodation :

- Where will they be staying during the trip or sleepover? (E.g. another Wintec homestay, hotel, backpackers, motel, friend's house etc.)
- Who will they be going with? How long have they known this person?
- Is this person over or under 18 ? Is this person female or male?
- Contact details and address of your son or daughters travel companion, for your records.

If you are happy for your son or daughter to be away from their accommodation and accept their travel request, you must send a permission letter, giving your consent to [U18international@wintec.ac.nz](mailto:U18international@wintec.ac.nz) or via WeChat



# Travel Consent Process





## During their trip/sleep over

Under 18 students must check in with the International 24/7 Student Support Emergency number on their arrival at the destination.

Parents must check in regularly with the student to ensure that their son or daughter is safe and is doing ok while away.

Both students and parents can contact the International 24/7 Student Support Emergency number should they need urgent support from the International Centre.

### **International 24/7 Student Support Emergency number:**

For students to call:	021 703 730
For parents to call:	0064 21 703 730

## On the planned return date

Students must return home before the curfew time of the planned return date.

Their accommodation host will notify the International Centre immediately if they don't return home on time.

## What happens if students do not follow the rules?

If Wintec discovers that the Under 18's have not followed the above processes and have broken the rules they may face consequences such as non-approval of a future trip.

If a serious issue has occurred within homestay it will be investigated by Wintec. Serious issues may include continuous breaking of the curfew rules or behavioural issues either at the Student Village or at the Homestay. If these issues cannot be resolved and the student continues to break the rules they may face having their enrolment cancelled.

This will only happen if Wintec cannot ensure a student's safety under the Code of Practice rules.

# Student welfare, wellbeing and support

First things first, we understand that there are a few things that any parent wants to know about their son's or daughter's new living and learning environment .

This section provides some information that may offer you peace of mind.  
At Wintec, student welfare is a top priority.

In addition to the usual academic services, Wintec offers a range of other support options to help our international students. Access to all the below student services is Free for all international students.

## Security

We are committed to providing your son or daughter with a safe campus environment. Security staff patrol Wintec buildings 24 hours a day, 7 days a week and can assist students with car parking, access, lost property, security advice and emergencies.

They are also available to escort students around campus and to their vehicles after hours.

Emergency phones can be found around our campuses and connect directly to Security.

## Health Centre

If students would like to share any problems or issues, they can drop in and talk to a nurse or make an appointment with our Doctor, a Chaplain or a Counsellor. For more information please visit [www.wintec.ac.nz/healthcentre](http://www.wintec.ac.nz/healthcentre). Some extra costs may be involved depending on treatment.

## Prayer Room

We have prayer rooms available for students to use with washing facilities at both of our main campuses.

## Disability Support Services

If your son or daughter need short term or long term additional support due to a disability, Wintec's Disability Services Coordinator may be able to assist them. For more information please visit: [www.wintec.ac.nz/services](http://www.wintec.ac.nz/services)

## **Student Learning Services**

If at any time students need help with their studies, there's a team of people at Wintec whose job it is to provide that help. Student Learning Services (SLS) staff give students the learning support they need.

They offer free workshops, individual or small group tutoring, support in understanding English or their topics ranging from: Introduction to study; reading and essay writing, to science, maths and advanced study skills.

## **IMPORTANT INFORMATION**

### **Compulsory Insurance**

It is compulsory for International students to have appropriate and current medical and travel insurance while studying in New Zealand.

Their insurance must cover them from the beginning of their studies until at least the expiry date of their student visa. This is a New Zealand Government Requirement as outlined in the Code of Practice for the Pastoral Care of International Students and under Immigration New Zealand policy.

Students will be automatically enrolled into the Wintec Insurance scheme and a policy charge will be added to their tuition fees invoice at their enrolment. Students who have opted to purchase an alternative policy will have this charge removed once they have presented their policy to Wintec at the Student Enrolment and Information Centre.

Where insurance is provided by an overseas provider, students must provide Wintec with the policy details in English.

Further details of the Wintec Insurance scheme - including policy documents and an insurance claim form - can be found on the Wintec website [www.wintec.ac.nz/international/how-to-apply/insurance](http://www.wintec.ac.nz/international/how-to-apply/insurance)

## **Health Services**

### **Non-disclosure of issues**

For the safety of your son or daughter, you must declare whether they have any medical or mental health conditions before enrolling at Wintec.

This does not mean that their visa will be declined or that they will not be enrolled. It simply means that we will be able to provide the right care for your son or daughter.

For example we will need to know if your son/daughter is taking medication regularly, so that Wintec Health Centre and/or other professional health services can offer the best suitable medical advice when needed. It is also important that you please check that their insurance covers these conditions before you enrol at Wintec.

This is a requirement under the Code of Practice for Pastoral Care of International Students Outcome 6: Safety & Wellbeing

# What can my son or daughter do if something goes wrong?

If your son or daughter have concerns about their treatment by Wintec staff, a fellow student or by an agent of the institute, the first thing they must do is contact the Wintec International Centre.

All institutions are required by law to have fair and equitable internal grievance procedures for students. Your son or daughter need to go through these internal processes before they can take the complaint any further.

If their concerns are related to their course or experiences at Wintec, it's very important that they give the organisation the opportunity to respond to their concerns.

They may do this informally in the first instance (for example, discussing an academic issue with their tutor), but use their organisation's formal complaints procedure if that is not successful

## Student Complaints

Wintec takes all complaints seriously. Wintec is committed to assist both students and staff in the resolution of student concerns and complaints constructively, quickly and fairly.

All Complaints considered through Wintec's internal grievance procedures will be monitored and reviewed to enable the institute to continually improve processes and services in support of student learning.

- If students have a complaint to make, first they must see a staff member, either their tutor, a student consultant or one of the staff from the International Centre.
- If their complaint cannot be resolved, they will need to submit a complaint in writing to the Office of the Dean at Wintec. [www.wintec.ac.nz/student-life/policies-and-forms/forms](http://www.wintec.ac.nz/student-life/policies-and-forms/forms)

## Serious Complaints

If a student has a serious complaint, it must be lodged in writing and submitted to the Office of the Dean at Wintec. [www.wintec.ac.nz/student-life/policies-and-forms/forms](http://www.wintec.ac.nz/student-life/policies-and-forms/forms)

**Important Note:** If their concerns are not resolved by Wintec's internal grievance procedures they can contact New Zealand Qualifications Authority (NZQA) who will manage their complaint.

Please check this website for further information [www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/](http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/)





# Accommodation

The main accommodation options available to students are : flatting, Wintec Accommodation, homestay or hostel.

Please Note:

- Students who choose to go into a flat must make their own arrangements.
- Students, under 18 students must live with a Wintec approved accommodation, parents/legal guardian or a designated caregiver.

This means that Under 18 students will not be allowed to rent a property or live on their own. See the Under 18 section of this guide for more information

## Wintec Accommodation

Wintec's International Centre offers a placement service to assist students with finding the most suitable accommodation.

Students must complete the accommodation application forms and send through to [international.accommodation@wintec.ac.nz](mailto:international.accommodation@wintec.ac.nz).

Information about Wintec Accommodation/ application forms can be found here: [www.wintec.ac.nz/international/living-and-studying-in-new-zealand/accommodation](http://www.wintec.ac.nz/international/living-and-studying-in-new-zealand/accommodation)

## Wintec Student Village

The Wintec Student Village is a five minute walk away from the Hamilton City Campus and public transport.

It offers a relaxed atmosphere, a pastoral care environment and a range of social and cultural activities throughout the year.

There are three main meals provided on week days and two main meals on the weekend.

Bedrooms include a bed, study desk, cupboards and a wardrobe, with access a phone, wireless internet, kitchenette (excluding oven), separate toilet and shower.

There is a shared kitchen, TV lounge, games room and laundry.



## Wintec Apartments

Wintec Apartments offer students a modern, self-catered style of accommodation situated in a three-level apartment complex building located on the Wintec City campus.

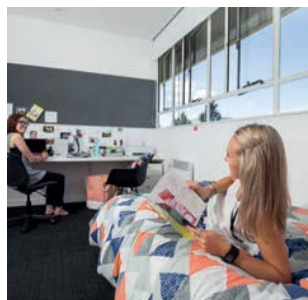
The Wintec Apartments include four apartments per level; each containing 5 or 6 private rooms, separate shower and toilet facilities, plus full kitchen and dining facilities.

Each level of the building offers a large common room/ study area, with shared laundry facilities and storage for bicycles and other large items available on the lower ground floor.

There is a telephone for local calls and free access to Wintec's high speed wireless internet

Security - swipe card access into student's own apartment and into their individual room.

Students must be over the age of 18.



## Homestay Accommodation

Homestay is where students stay with New Zealand families, in their homes.

Our Homestay Hosts are carefully selected for their kind and caring personalities. A Homestay can be a retired couple, a single-parent family, a single, divorced or widowed individual, as well as a traditional family.

They can be young or older, with or without children, and have one or more pets.

Many of the families have travelled, lived abroad or have hosted students before so they have an understanding of the types of challenges students face while in New Zealand.

## YWCA Hostel

The YWCA is a 10 minute walk from the Wintec City Campus and very close to the Waikato Hospital, Lake, Supermarkets and the Central Business District of Hamilton.

It provides permanent or casual accommodation for both males and females. Students who wish to apply to stay in the YWCA Hostel must be over the age of 18.

Visit the YWCA website for office hours, check in times & more information  
[hamilton.ywca.org.nz/hostel/](http://hamilton.ywca.org.nz/hostel/)  
Phone: 07 838 2219 Ext 2.

## Flatting

Flatting is when students rent a home with a group of their friends. If students are thinking of going flatting, they will need to consider the following:

- They will need to pay a bond, which is approximately 2 or 4 weeks rent.
- Some flats do not have furniture, fridge, washing machine, bed, linen, cutlery and cooking utensils so they will need to buy these themselves.
- They may have to pay a deposit for their electricity connection.
- They may have to pay a deposit for their phone/internet connection.
- Also, they will need to budget for other monthly expenses, like food, electricity, telephone and Sky TV costs (if available).
- They will also need to think about any problems that may occur if some of their friends do not think the same way, or if some friends don't contribute to the rent on time, or if some of their friends move out, they will end up paying more for the rent.
- If they are looking for a flat, visit [www.studentflat.co.nz](http://www.studentflat.co.nz) or [www.trademe.co.nz/property](http://www.trademe.co.nz/property)





Here are some Rental Agencies in Hamilton that can help students if they are looking to move out into a flat.

**Ray White Real Estate**

[www.rwhamilton.co.nz](http://www.rwhamilton.co.nz)

**Harcourt's Hamilton Rentals**

[hamiltonrentals.harcourts.co.nz](http://hamiltonrentals.harcourts.co.nz)

**Lugtons, Central Hamilton**

[www.lugtons.co.nz/rental\\_list.php](http://www.lugtons.co.nz/rental_list.php)

**Lodge City Rentals**

[www.lodge.co.nz/Rentals](http://www.lodge.co.nz/Rentals)

**Quinovic**

[www.quinovic.co.nz/hamilton](http://www.quinovic.co.nz/hamilton)

**Waikato Real Estate Ltd**

[www.wre.co.nz](http://www.wre.co.nz)

**Tenancy Tribunal**

If you have any questions or concerns regarding your son/daughter's rights while flatting or to learn more about disputes resolution and advice you can make contact with the Tenancy Tribunal.

You can find more information here [www.tenancy.govt.nz/disputes/tribunal/](http://www.tenancy.govt.nz/disputes/tribunal/)



# Transport in New Zealand

## Public Transport

To get around Hamilton students can use the Hamilton bus public transport. With around 28 different bus routes they will be able to find a bus to get to where they need to go.

### Driving on the Left Hand Side of the Road

Driving through intersections and roundabouts can be dangerous for foreign drivers. We recommend they have a few lessons with a licensed instructor before they begin driving. A list of driving schools in Hamilton can be found here: [www.yellow.co.nz/hamilton/driving-schools](http://www.yellow.co.nz/hamilton/driving-schools)

## Seatbelts

New Zealand laws about wearing seatbelts. Anyone travelling in a car must wear a seatbelt at all times while the car is in motion, even if they are a passenger. Students will have to pay a fine if they do not wear a seatbelt.

## Driving in New Zealand

If students want to drive in New Zealand, they must first understand the New Zealand Road Code and obtain the appropriate drivers licence. Students must always carry their driver's licence on them while driving.

## Other Tips

- Helmets are compulsory if students are riding a motorbike or bicycle.
- There is a zero alcohol limit for drivers under 20 years. That means if students drive after one drink, they can be charged with drink driving.



## Licences

To drive in New Zealand, students must hold a New Zealand Driver's Licence or a current and valid driver's license/international drivers permit from another country; and meet all of the required conditions. If they do not have a legal driver's licence, they are not permitted to drive in New Zealand.

Students who have a full driver's license from their home country can get an International Driver's Licence. More information can be found here:  
[www.nzta.govt.nz/resources/roadcode/road-code-index/](http://www.nzta.govt.nz/resources/roadcode/road-code-index/)

If a student's international driver's permit is not in English, the student must provide an accurate English translation when they are driving. A list of approved translators in Hamilton can be found here: [www.nzta.govt.nz/driver-licences/new-residents-and-visitors/approved-translators/?region=waikato](http://www.nzta.govt.nz/driver-licences/new-residents-and-visitors/approved-translators/?region=waikato)

Before a student's international driver's licence expires, they should apply for a New Zealand Driver's licence. Do not wait until it expires.

## Obtaining a New Zealand Licence

To obtain a New Zealand driver licence, students must convert their overseas drivers licence to a New Zealand driver's license. To find out how visit the Land and Transport Safety Authority's website [www.nzta.govt.nz](http://www.nzta.govt.nz).

Students who do not have an international driving permit need to pass through the following three stages of the graduated driver licensing system to become a fully licensed car driver in New Zealand:

- Stage 1: Learner Licence
- Stage 2: Restricted Licence
- Stage 3: Full Licence

Please check the link above for more information about each licence type and for information about where students can obtain a New Zealand license from.

## Buying a Car

If students are not buying a vehicle from a licensed motor vehicle dealer, they should get the car checked by a mechanic before they buy it.

Things to check when buying a car:

- The car has a current Warrant of Fitness issued within the last 30 days. This means it has passed a road safety test.
- The car has a current vehicle licence (registration) sticker. They will need to pay to get a new licence if it has expired.
- Students should also check that there is no money owing on the car. Visit Baycorp (NZ) Limited at [www.baycorp.co.nz](http://www.baycorp.co.nz) for information

## Car Insurance

Car insurance is very important and should be purchased at the same time the student buys their car. If they fail to purchase car insurance and crash their car, they will have to pay for all costs, including the repairs to their car, and anyone else's car involved. This will be very expensive.

There are many different types of car insurance, from full cover to third party. If they would like more information about car insurance, some contact details are provided below. They can find more insurance companies through the yellow pages of their phone book under Insurance.

### **Automobile Association (AA)**

[www.aainsurance.co.nz](http://www.aainsurance.co.nz)

### **Fintel**

[www.fintel.co.nz](http://www.fintel.co.nz)

### **AMI**

[www.ami.co.nz](http://www.ami.co.nz)

### **Tower Insurance**

[www.tower.co.nz](http://www.tower.co.nz)

### **State**

[www.state.co.nz](http://www.state.co.nz)

# Adjusting to life in New Zealand

When international students leave their own culture and go to another, they may experience a wide range of feelings and reactions. It can also be a time of apprehension and uncertainty.

Students often experience times of joy and excitement when things are going well in their study or social life, but can also feel low if they become sick or feel stressed.

These are all normal and common experiences. Wintec's International Centre has a team dedicated to assist your son or daughter and provide them with the support they need.

Keeping up regular contact with your son or daughter and giving them understanding and encouragement will also be of great support to them during the ups and downs that they will encounter.

## Culture Shock

It is common for international students to experience feelings of excitement and enthusiasm on arriving in New Zealand. Everything appears new and exciting. After they have settled into their studies, they may experience feelings of loneliness, sadness, home-sickness, isolation and possibly frustration and anger or they may doubt their decision to come to New Zealand.

Experiencing some or all of these feelings is known as culture shock. Don't worry, this is normal. Every International student is affected by it in one way or another.

Some of the differences between life in their home country and life in New Zealand may be: Language, food, climate, social life, religious beliefs, education system, family life and occupations.

If you have concerns regarding your son/daughter's mental health good resources for Mental Health can be found at the Mental Health Foundation website [www.mentalhealth.org.nz/get-help/in-crisis/worried-about-someone](http://www.mentalhealth.org.nz/get-help/in-crisis/worried-about-someone)

## Get Started Programme - Helping them discover more

Created for International Students, the Get Started Programme is a way to meet new friends through teambuilding experiences. This programme includes workshop topics such as Maori Culture, NZ Environment and academic help. It also gives advice about Wintec life/ studies such as APA Referencing, stress, being sick and more.

# Facts about New Zealand

## Ethnicities in New Zealand

The ethnic make-up of New Zealand's population is very diverse; it is mainly comprised of a mix of Mori, European, Asian, Middle Eastern and Pasifika people (people from the Pacific region).

People of European and M ori ethnicity make up 67.6% and 14.6% of the population respectively. Excluding those of European or M ori origin, the next largest ethnic groups are, in order of size Chinese, Samoan, Indian, Cook Island M ori, Tongan and Korean.

Most New Zealanders are very friendly and are interested in learning about other people's culture and society. Students will find that New Zealanders will ask questions about them, and that they are happy for students to ask questions about them, and about New Zealand in general.

## Discrimination

Discrimination is against the New Zealand law. All people are equal. This means that men and women are treated equally and women must be shown the same respect as men. It does not matter what country a person comes from, they should be treated as an equal and you should treat them as an equal too.



## **Clothing**

On most occasions New Zealanders dress informally but relatively conservatively. It is not uncommon however, to see men wearing shorts and no shirts, and women wearing sleeveless tops and short skirts during the summer.

During winter, it is common for men and women to wear 2-3 layers including a warm jacket.

## **Meeting People**

New Zealanders often shake hands when meeting each other for the first time. When people want to meet with someone professional, for example a doctor or lecturer, they need to make an appointment first to meet them. On most occasions you cannot simply turn up without organising a meeting first. This applies not only to meetings with professionals but also with friends.

New Zealanders rarely visit each other without calling in advance and letting the person know that they intend to visit and what time they will arrive.

## **Religion**

According to 2006 Census information, just over two million people in New Zealand (55.6%) categorise themselves as Christian (Anglican, Catholic and Presbyterian are the main denominations), and nearly 1.3 million do not have a religious affiliation.

Other religions in New Zealand include Buddhism, Islam, Hinduism and Judaism. There are many religious groups and organisations throughout the country.

The best way to find contact information for them is to look in the phone book, under the Churches and Religious Organisations' section of the online Yellow Pages or under the name of the religious group or denomination in the White Pages.

[www.yellowpages.co.nz](http://www.yellowpages.co.nz) or [www.whitepages.co.nz](http://www.whitepages.co.nz)

## NZ Society

New Zealand is a very open society. On the whole, men and women integrate freely and there is little segregation between the sexes. It is normal for males and females to be friends and to socialise together.

All tertiary education is mixed, with males and females in the same class. You will probably have both male and female teachers, tutors and support staff.

Men and women are treated in the same way and take on similar roles in society. In New Zealand, women are often in positions of authority such as business leaders, and politicians, and the role of the wife/mother in a New Zealand family may be slightly different from what our students are used to.

## Gambling

There are 4 types of gambling that are legal in New Zealand:

- Lotteries: Lotto, Daily Keno. There is no age limit.
- Instant Kiwi: scratch card. students must be 16 years of age or over to purchase this card.
- TAB: gambling on horse racing and other sports. 18 years old is the age limit to bet.
- Casinos: legal age to enter any casino is 20 years.





## **Alcohol**

The age for drinking alcohol in New Zealand is 18 years. If your son or daughter is under 18 years of age, he/she is not allowed to buy alcohol or enter a bar or a night club.

It is also illegal to drink alcohol in public places, like parks, city streets or the beach.

It's also illegal to drive a vehicle if they have gone over their limit of alcohol. For more information please visit [www.police.govt.nz](http://www.police.govt.nz)

## **Servants**

There are no servants in New Zealand are taught how to do tasks around the house and husbands usually share the household duties. Sometimes people employ a cleaner, who may come once a week to clean the house, but usually people do the housework, childcare and gardening themselves.

## **Tipping**

Tipping is not expected. People sometimes tip the waiter/waitress in an expensive restaurant. Tips are not given in cafeterias or fast food restaurants, e.g. McDonalds.

# Policies

New Zealand Education Providers, like Wintec have an important responsibility for International Students' welfare.

## Code of Practice for the Pastoral Care of International Students

The Code of Practice is a document which 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 Education Providers with respect to your son or daughter. The Code applies to pastoral care and provision of information only and not to academic standards.

The code applies to all Education Providers in New Zealand with international students enrolled.

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

You and students can get a copy of the Code from the International Office at Wintec. The Code is also available online from [www.nzqa.govt.nz/providers-partners/caring-for-international-students](http://www.nzqa.govt.nz/providers-partners/caring-for-international-students)

## Vulnerable Children's Act 2014

On 1 July 2014 the Vulnerable Children Act and other associated legislation passed into law in New Zealand. The Act forms a significant part of comprehensive measures to protect and improve the wellbeing of vulnerable children and strengthen the child protection system in New Zealand.

Wintec is committed to acting at all times in the best interest of children, young people and vulnerable adults (adult students with disabilities) to whom it provides a service and to complying with all relevant legislation.

Staff who will have regular contact with students under 18 years (or vulnerable adults) will be required to undergo safety checking, in particular staff in faculty and in front line, student facing roles. All staff have a responsibility to discuss any child protection concerns, including suspected abuse or neglect, with their manager or the Designated Person for child protection.

As per New Zealand Privacy Act 1993, we are unable to release any information to you once your son or daughter is 18 until we have their permission for us to do so.

# Useful links

Settling into New Zealand  
<https://www.immigration.govt.nz/>

[new-zealand-visas/options/study](https://www.immigration.govt.nz/new-zealand-visas/options/study)

Ministry of Health  
[www.moh.govt.nz](http://www.moh.govt.nz)

Wintec's default insurer  
[www.healthinsurance.co.nz](http://www.healthinsurance.co.nz)

YWCA Hostel Hamilton  
[www.ywcahamilton.org.nz](http://www.ywcahamilton.org.nz)

Hamilton Bus Service  
[www.busit.co.nz](http://www.busit.co.nz)

Budgeting Advisory Trust  
[www.budgeting.co.nz](http://www.budgeting.co.nz)

Family Planning Association (sexual and reproductive health service)  
[www.fpanz.org.nz](http://www.fpanz.org.nz)

NZ Land Transport Authority (driver licences)  
[www.ltsa.govt.nz](http://www.ltsa.govt.nz)

Ministry of Education  
[www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international)

Hamilton Events  
[www.whatsonhamilton.co.nz](http://www.whatsonhamilton.co.nz)  
[www.hamiltonwaikato.com](http://www.hamiltonwaikato.com)

NZ Police  
[www.police.govt.nz/](http://www.police.govt.nz/)

New Zealand Customs  
[www.customs.govt.nz](http://www.customs.govt.nz)

Accident Compensation Corporation  
[www.acc.co.nz](http://www.acc.co.nz)

Inland Revenue Department  
(Tax department)  
[www.ird.govt.nz](http://www.ird.govt.nz)

Inter-city Coaches  
[www.intercitycoach.co.nz](http://www.intercitycoach.co.nz)

Hamilton Information  
[www.hamilton.co.nz](http://www.hamilton.co.nz)

Language Line  
[www.ethnicaffairs.govt.nz](http://www.ethnicaffairs.govt.nz)

Waikato Migrant Resource Centre  
[www.wmrc.org.nz](http://www.wmrc.org.nz)

Department of Building and Housing  
[www.dbh.govt.nz/housing/tenancy/index.html](http://www.dbh.govt.nz/housing/tenancy/index.html)

Kiwi Careers / Career Services  
[www.kiwicareers.govt.nz](http://www.kiwicareers.govt.nz)  
[www.careers.co.nz](http://www.careers.co.nz)

Lifeline Aotearoa 24/7 Help Line  
[www.lifeline.org.nz/corp\\_Home\\_378\\_2001.aspx](http://www.lifeline.org.nz/corp_Home_378_2001.aspx)

NZ Civil Defence  
[www.civildefence.govt.nz/](http://www.civildefence.govt.nz/)

## Embassies and High Commissions

If students need to contact the Embassy or High Commission from their country while in New Zealand, students can ask at the Student Enrolment and Information Centre.  
New Zealand Foreign Affairs & Trade

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

