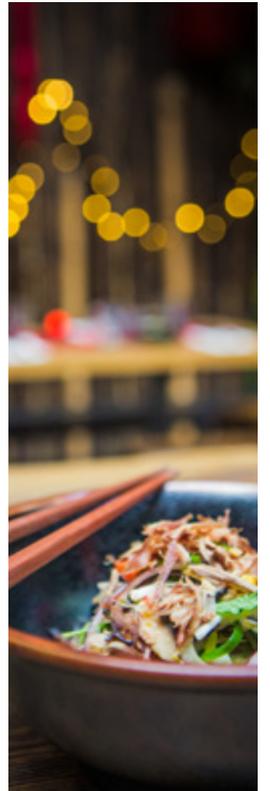




STUDYING IN  
**Wellington**



 **Study in  
Wellington,  
New Zealand.**  
Make it here.

**WellingtonNZ.com**  
Absolutely Positively



Kia ora and  
congratulations!

You've chosen to study in the most liveable place in the world, Wellington. This guide is to help you prepare for life in New Zealand.

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### About Wellington

Wellington is New Zealand's capital city, located in the centre of the country. Sitting on a stunning natural harbour and surrounded by lush green hills, Wellington is beautiful, vibrant and cosmopolitan. The Wellington region has a population of 496,000 people and includes Wairarapa, Kapiti Coast, Porirua, the Hutt Valley and Wellington city.

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 [WellingtonNZ.com](https://WellingtonNZ.com)



DID YOU KNOW

Wellington was voted  
the world's most liveable  
city by Deutsche Bank



DID YOU KNOW

25% of Wellington's  
population was born  
in another country

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## Getting to Wellington

Many international flights to New Zealand arrive at Auckland or Christchurch Airports. You will need to collect your bags, pass through customs and go to the domestic terminal to catch your flight to Wellington. Auckland airport has separate international and domestic terminals, so you'll need to walk for 10 minutes or take a free bus between them.

Auckland, Christchurch and Wellington airports have free Wi-Fi.

In Wellington, your host family or school homestay coordinator will meet you at the airport and drive you to where you are staying.

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 **Auckland Airport**  
[aucklandairport.co.nz/information](http://aucklandairport.co.nz/information)

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## Biosecurity

New Zealand has strict biosecurity laws to protect our natural resources and primary industries. There are certain things you must not bring into the country, including food and animal products. Make sure you understand these rules before arriving.

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 **Items to declare**  
[mpi.govt.nz/travel-and-recreation/](http://mpi.govt.nz/travel-and-recreation/)

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## Accommodation

### HOMESTAY

Many international students stay with New Zealand families – called 'host families' or 'homestay families'. Your school's international director or homestay co-ordinator will match you with a host family and is the first person to talk to if you have any problems during your time in New Zealand.

### RENTAL ACCOMMODATION

Students who are accompanied by parents or relatives may rent a house or flat. You can only live by yourself if you are 18 or over and have your school's and parents' permission. Your school will inspect the flat before you are given approval.

Rental houses are regulated by the government in New Zealand, so you can have confidence in dealing with landlords and property managers.

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👉 *Find rental accommodation*  
[trademe.co.nz/property](http://trademe.co.nz/property)

👉 *Tenancy Services, a government agency that provides free advice on your rights and responsibilities when renting.*  
[tenancy.govt.nz](http://tenancy.govt.nz)

### SCHOOL ACCOMMODATION

Some schools provide on-site accommodation, known as boarding houses or hostels.

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## Travelling to school

Wellington is very easy to get around. There is excellent public transport and many students can walk to school from their accommodation.

If you are living with a New Zealand family, your host parent will accompany you to school on the first day, as they are responsible for showing you where to go. It may be necessary for them to accompany you for a few more days until you are sure of how to get to school. **It is extremely important that you get to school on time.**

### BUSES

Buses in Wellington are safe and reliable and students catch the bus to school. You use a pre-paid Snapper card to pay, which will cost about \$20.00 a week. Before you get a Snapper card, you can use cash, but try not to give the driver notes larger than \$10.

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👉 *Snapper cards*  
[snapper.co.nz](http://snapper.co.nz)

### CARS

If you are here for less than a year, or in a homestay, you are not permitted to drive cars. Otherwise, to own/drive a car you must get written permission from your parents, have a full New Zealand driving licence, and full car insurance.



## CYCLING

You may cycle to school but you must wear a cycle helmet at all times. You will also need to show your school that you understand the New Zealand road rules.

## WALKING

It helps to know some New Zealand road rules to be safe as a pedestrian.

- Cars drive on the left side of the road.
- Use pedestrian crossings or cross at traffic signals.
- Be alert for cars coming out of driveways.
- Walk on the footpaths, away from vehicles.
- Hold hands with young children near roads or in car parks.

👉 *New Zealand Road Rules*  
[nzta.govt.nz/resources/roadcode](http://nzta.govt.nz/resources/roadcode)

👉 *Driving licences and road safety*  
[drivesafe.org.nz](http://drivesafe.org.nz)

👉 *Safe cycling tips*  
[bikewise.co.nz](http://bikewise.co.nz)

## Money

Students may want to open a New Zealand bank account for insurance payments (doctor or dentist visits for example) to be paid into. When you arrive in New Zealand, your host family, or school, can help you open a bank account. You will need to take your passport and a letter from your school to prove your identity before you can receive a card or use the account.

Regular EFTPOS cards are available from the age of 13 and over. Visa debit and credit cards are only available to students over 18 years old.

Take care of your money and belongings - don't carry large amounts of cash and make sure you can see your bag at school and in town.

👉 *Guide to New Zealand banking and finance systems*  
[justlanded.com/english/New-Zealand/New-Zealand-Guide/Money/Accounts](http://justlanded.com/english/New-Zealand/New-Zealand-Guide/Money/Accounts)

## TYPICAL PRICES

- Water (1.5 litres): \$2.00
- McDonalds burger: \$6
- Meal at a restaurant: \$15-25
- Can of coke: \$2.50
- Cup of coffee: \$4
- Bowl of noodles and meat \$6.50
- Movies: \$10 to \$15
- Ticket to an international concert: \$80
- Ticket to a major sporting event: from \$35



## Safety

Wellington is a World Health Organisation safe city and people are friendly and helpful – just ask if you need help.

When you go out, make sure you take important telephone numbers and addresses with you (such as your school, where you are staying, your parents and host family), and a cellphone with enough credit and battery to make calls.

### WATER SAFETY

You do need to be careful around water. New Zealand has many beaches, lakes and rivers for you to enjoy, however you need to take care as they can be dangerous. Never swim alone, swim between the lifeguard flags on the beach, and never dive into the water when you don't know how deep it is. It is important that you do not wear heavy clothes like jeans in water.

📌 *Water safety tips*  
[watersafety.org.nz/resources-and-safety-tips](https://watersafety.org.nz/resources-and-safety-tips)

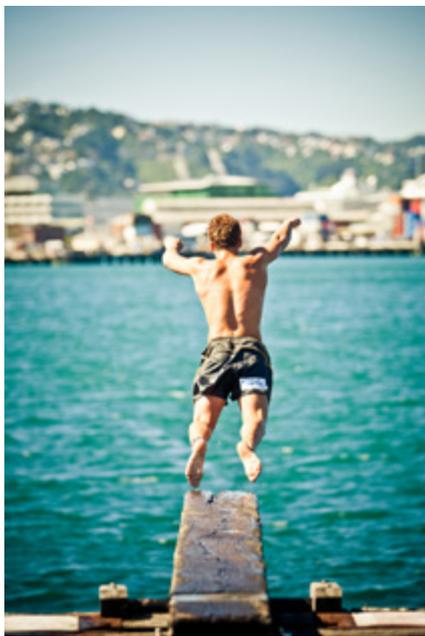
📌 *Staying safe at a beach*  
[findabeach.co.nz/besafe/patrolled-beaches](https://findabeach.co.nz/besafe/patrolled-beaches)

### SUN SAFETY

New Zealand's sun is very strong. To avoid skin damage and possible cancer you need to wear a sunhat and sunglasses, use sun screen, and cover up with clothing between 10am and 4pm during the summer.

📌 *Staying safe in the sun*  
[sunsmart.org.nz](https://sunsmart.org.nz)





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## Health

### DOCTORS AND DENTISTS

You may need to register with a doctor (also known as GP or General Practitioner) soon after you arrive in New Zealand, preferably the one your host family is registered with if you are in homestay accommodation. If you are sick, you need to arrange to see the doctor, or go to an after hours clinic. If you want to see a doctor who speaks your own language, see the international staff at your school.

Do not go to the hospital unless you have had a bad accident or you have a medical emergency. If there is an emergency, dial 111 and ask for the ambulance.

The international staff at your school will also recommend a dentist if needed. Many students wait and go in their home country when they go back on holiday.

There are several sexual health clinics in Wellington, (including Family Planning, Evolve Youth Services, the NZ AIDS Foundation), who provide confidential services to all people.

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 *Learn more about sexual health*  
[healthed.govt.nz/resource/compact-guide-sexual-health](https://healthed.govt.nz/resource/compact-guide-sexual-health)

### MENTAL HEALTH

It is normal to experience some problems when you are settling into your new school and home environment. Talk to your school's international staff if you need help or advice, or the school counsellor. If you need mental health services, your GP will refer you.

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 *Coping with mental illness*  
[health.govt.nz/your-health/conditions-and-treatments/mental-health](https://health.govt.nz/your-health/conditions-and-treatments/mental-health)

### INSURANCE

All international students should have medical and travel insurance. Your school can arrange this for you. If you and your parents arrange your own insurance, the school must have a copy translated into English.

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## Embassies

More than 40 countries' embassies are represented in Wellington.

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 *Search for your embassy*  
[mfat.govt.nz/en/embassies](https://mfat.govt.nz/en/embassies)

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## Things to do in Wellington

Wellington is a compact, safe, clean, green city with lovely beaches and lots to do.

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### TOP WELLINGTON ATTRACTIONS

**1.** Walk along the waterfront and visit the dynamic and interactive national museum, Te Papa Tongarewa - Museum of New Zealand.

👉 [tepapa.govt.nz](http://tepapa.govt.nz)

**2.** Get your city bearings and some of Wellington's best views at the Mount Victoria Lookout.

👉 [WellingtonNZ.com/discover/sights-activities/mount-victoria-lookout](http://WellingtonNZ.com/discover/sights-activities/mount-victoria-lookout)

**3.** Ride the historic cable car to the Botanic Garden.

👉 [wellingtoncablecar.co.nz](http://wellingtoncablecar.co.nz)

👉 [WellingtonNZ.com/wellington-botanic-garden](http://WellingtonNZ.com/wellington-botanic-garden)

**4.** Cheer on one of the local sports teams - the Hurricanes (rugby), Pulse (netball), Phoenix (football) or Saints (basketball)!

👉 [hurricanes.co.nz](http://hurricanes.co.nz)

👉 [pulse.org.nz](http://pulse.org.nz)

👉 [wellingtonphoenix.com](http://wellingtonphoenix.com)

👉 [saints.co.nz](http://saints.co.nz)

**5.** Taste your way around the region. Wellington is said to have more cafes and restaurants per head than New York.

👉 *Cafes and restaurants*

[WellingtonNZ.com/discover/eat-and-drink](http://WellingtonNZ.com/discover/eat-and-drink)

👉 *Visa Wellington On a Plate Food Festival*  
[visawoap.com](http://visawoap.com)

**6.** Hear the birdsong and meet a takahe as you walk through Zealandia ecosanctuary.

👉 [visitzealandia.com](http://visitzealandia.com)

**7.** Get an inside peek into Wellywood at the Weta Cave in Miramar.

👉 [wetaworkshop.com/visit-us](http://wetaworkshop.com/visit-us)

**8.** Catch a ferry to one of New Zealand's oldest nature reserves, Kapiti Island. If you're lucky you might see a kiwi!

👉 [doc.govt.nz/kapitiisland](http://doc.govt.nz/kapitiisland)

**9.** Meet the meerkats or feed a lion on a Close Encounter at Wellington Zoo:

👉 [wellingtonzoo.com](http://wellingtonzoo.com)

**10.** Head to Cuba Street for a slice of Bohemia, boutique shopping and some of the best coffee in town.

👉 [WellingtonNZ.com/new-zealands-coolest-street](http://WellingtonNZ.com/new-zealands-coolest-street)

### OTHER

**11.** Explore the region. Experience the Kapiti Coast, Hutt Valley and Wairarapa.

👉 [WellingtonNZ.com/discover/explore-the-regions](http://WellingtonNZ.com/discover/explore-the-regions)

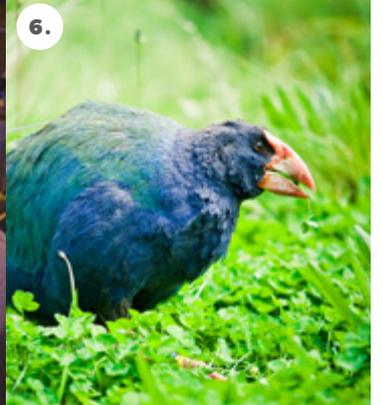
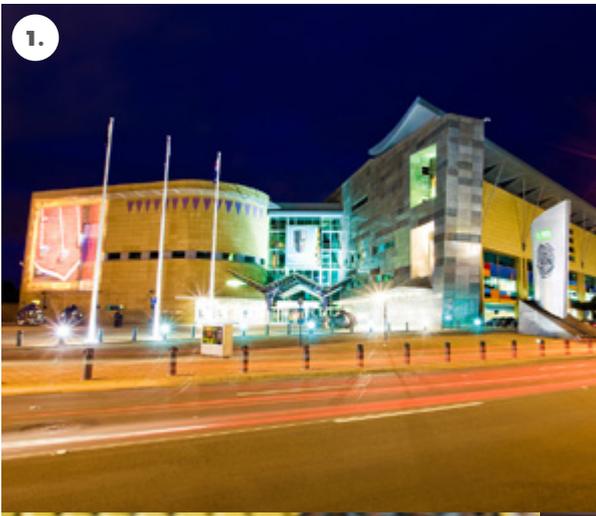
**12.** Take a walk on one of the many trails around the city, or the region's forest parks.

👉 [wellington.govt.nz/recreation/enjoy-the-outdoors](http://wellington.govt.nz/recreation/enjoy-the-outdoors)

👉 [gw.govt.nz/parks](http://gw.govt.nz/parks)

**13.** Joining a club or sports team is a great way to make new friends. See what your school has to offer or try:

👉 [wellington.govt.nz/recreation/get-active-indoors/asbsports-centre/programmes-and-activities](http://wellington.govt.nz/recreation/get-active-indoors/asbsports-centre/programmes-and-activities)





DID YOU KNOW

Wellington's universities  
are rated in the top  
3% worldwide



## Further study in Wellington

Before you leave your home country, you might like to discuss your plans for tertiary education with your family. Many international secondary school students choose to stay on in New Zealand for further study.

All New Zealand universities are ranked in the top three percent globally and the general standard of tertiary education in Wellington is very high. Wellington has two universities (Victoria University of Wellington, Massey University), two institutes of technology (WelTec, Whitireia), and more than 12 other private tertiary institutions. Foundation studies programmes are offered as an alternative entry method to universities. There are also many language schools in order to improve your English while you are studying here.

The school careers adviser and the international dean will help you to plan your future study, making sure that you are taking the right subjects and working towards University Entrance.

 *Plan your career*  
[careers.govt.nz](https://careers.govt.nz)

 *Wellington education providers*  
[WellingtonNZ.com/study](https://WellingtonNZ.com/study)

## New Zealand Law

Police in New Zealand are there to help you – it is safe to talk to them. Four important laws you should understand:

1. The drinking age is 18 years and over. You cannot buy or drink alcohol if you are younger.
2. If you are under 18 years old you cannot buy cigarettes.
3. Using and dealing any drugs is illegal.
4. The age of consent for sex is 16. This means that anyone under 16 cannot legally agree to sex, even if they say yes, because they are too young. A person over 16 who is very intoxicated cannot legally consent to sex either, because their decisions are impaired.

 *New Zealand drug and alcohol laws*  
[police.govt.nz/advice/drugs-and-alcohol](https://police.govt.nz/advice/drugs-and-alcohol)

## Work

You are eligible for part time work only if you are 16 or older and in Year 12 or above. Immigration New Zealand allows you to work up to 20 hours a week in term time, and full time in the school holidays. New Zealand law says that the minimum wage for a person aged 16 and over is \$15.75 per hour\*.

(\*as at May 2017)

Schools recommend that you should not work more than 10 hours a week during term time.

 *Employment rights*  
[employment.govt.nz/starting-employment/rights-and-responsibilities/minimumrights-of-employees](http://employment.govt.nz/starting-employment/rights-and-responsibilities/minimumrights-of-employees)

## Appropriate supervision

In New Zealand, children/students (including international students) under the age of 14 should not be left in the home alone at any time. Host families should notify the school if they will be away overnight if the international student will not accompany them and alternative arrangements should be made.

Many schools require international students who are 18 years of age or over to agree to terms of their enrolment that are consistent with those under 18 years. In this case, students agree to abide by all school policies and procedures.



DID YOU KNOW

Wellington has the  
most highly educated  
workforce in New Zealand.



DID YOU KNOW

Dial 111 in any  
emergency

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## Emergency

### MEDICAL EMERGENCY

If there is a medical emergency dial 111 and ask for an ambulance. Do not go to the hospital (Riddiford Street, Newtown) unless you have had a bad accident or you have a medical emergency. If your level of concern is low or moderate, go to your GP or After Hours clinic.

### FIRE

In the event of a fire, shout to alert others, then get out of the building immediately. Do not stop to get your belongings. Dial 111 and ask for the fire brigade.



*What to do in a fire*  
[fire.org.nz/Fire-Safety/Intheeventofafire/Pages/Intheeventofafire](https://fire.org.nz/Fire-Safety/Intheeventofafire/Pages/Intheeventofafire)

### EARTHQUAKE

If you feel an earthquake DROP to the floor, COVER your head and neck with your arms, and HOLD onto something stable if you can. If at school, follow school procedure.



*Disaster preparation*  
[getthru.govt.nz](https://getthru.govt.nz)

### CRIME

If you have been a victim of a crime or feel very unsafe, dial 111 immediately and ask for the police.

The Police provide protection to people and will help you if you are in trouble. They can be trusted in New Zealand and are here to help you. Students are advised to show respect and co-operate with authorities at all times. You will be required to provide your full name and address.

To report incidents or crimes that have already happened (e.g. theft), and where a rapid police response is not likely to affect the outcome, contact your nearest police station (for non-emergencies only).



*List of police stations*  
[police.govt.nz/contact-us/stations](https://police.govt.nz/contact-us/stations)



## Climate & Clothing

### WHAT CLOTHES TO BRING?

Wellington has a mild, sea climate, with plenty of wind. The temperature in Wellington will rarely drop below 6°C (43°F) and ranges up to 25°C (77°F). Winter (June to August) is quite short and never extreme (it has only snowed twice in the last 30 years). Wellington is, however, known for its southerly winds in winter, which make the temperature feel much colder. The best weather is from October to April.

You will need to bring a jacket that is rain and windproof, hats and warm hoodies etc. It is good to have boots. You also need a swimming costume (togs)! If you want to do Outdoor Education as a subject, it would be good to bring hiking boots, a sleeping bag and thermals.

👉 *Check the current weather in Wellington*  
[metservice.com/towns-cities/wellington](https://metservice.com/towns-cities/wellington)

## Food

International students often miss the food they are used to at home. It is good to talk to your homestay family about this and perhaps go shopping with them to show them some of the foods you like. There are specialised supermarkets and many ethnic restaurants in Wellington where you can find food and ingredients from home.

👉 [WellingtonNZ.com/discover/eat-and-drink/](https://WellingtonNZ.com/discover/eat-and-drink/)

### EATING AT SCHOOL

Many students bring their own food to school for lunch and morning tea. If you don't want to do this then you can buy lunch in the canteen.

- You cannot eat in class during lessons.
- You are not allowed to eat in the library.
- You are not allowed to eat or drink near any computers.
- You are expected to leave the eating areas tidy.

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## New Zealand Culture

Moving to another country requires a time of adjustment to the language, food, people, weather, housing, and different ways of doing things. These changes affect people in a variety of ways; some students adjust quickly to their new environment and others go through periods of homesickness and uncertainty before they settle down. "Culture shock" is a very real thing, but it does pass with time.

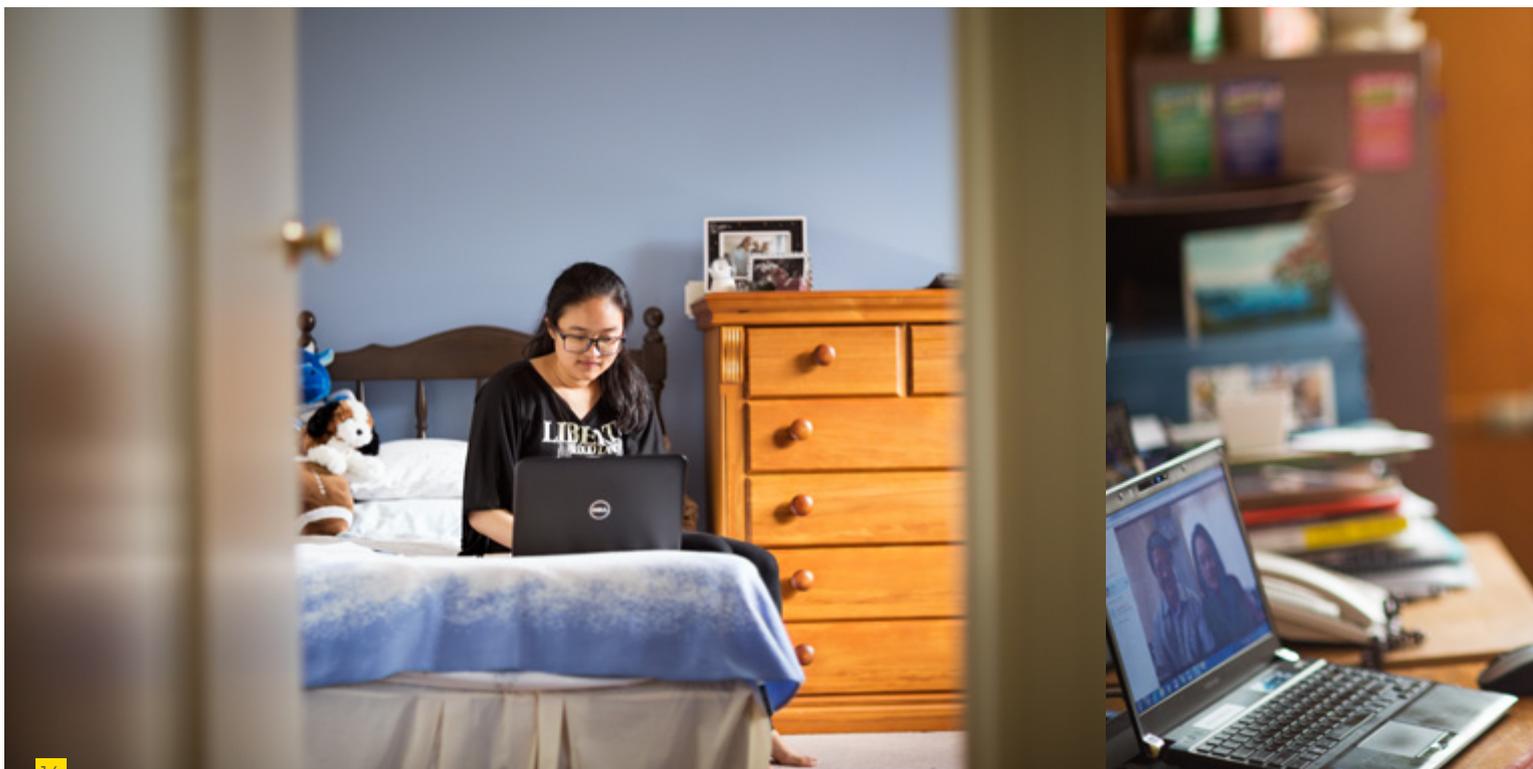
### SOCIAL NORMS

- Males and females have equal status in New Zealand, both at work and at home.
- In some cultures, outward displays of happiness, anger and sadness are not encouraged. In western cultures like New Zealand, emotions are often displayed openly. It is alright to tell people how you are feeling, and to tell the truth.
- In some cultures, making eye contact with an elder, especially when being told off, is impolite. It is ok in New Zealand; eye contact is an important form of communication.
- Unless there is a special event, most secondary school students go to bed around 10pm on school nights. The household expects quiet after this time. **Students must not use the internet or mobile devices, like smartphones, after 11pm during the week.**

- Most New Zealand homes have pets, usually a cat or a dog. These are usually allowed in the house.
- Ask questions and say if you are confused. Also, don't assume that other people understand you! Sharing misunderstandings can often be amusing!
- Be on time! Try not to be late for meals, appointments, and coming home in the evening.
- If you cannot avoid being late, call to let someone know.
- In many other cultures, it is polite to refuse a first offer of food or drink - this is not the case in New Zealand.
- Wash your hands with soap and water before preparing food.

### CHORES

- In New Zealand, everyone in a household helps with some chores, even if it is just keeping your own room clean and tidy, such as making your bed in the morning. A common chore is to help with washing family dishes. Cleaning up after yourself is encouraged, including at school. Ask if you are not sure how to do a chore.
- There will be a laundry basket in your bedroom, or a family basket in the house. Put your dirty laundry in this basket and not on the floor.
- You may be required to change your bed sheets, clean bedroom surfaces, and vacuum your room, or a host-parent may do it. They will let you know what they expect.



## BATHROOM

- New Zealand bathrooms will have a shower, and might have a bath. Water, and heating water, is expensive in New Zealand. There is a limited amount of hot water for each house every day, as it has to be heated in a tank. Avoid filling baths very high, or taking very long showers. It is polite to leave baths and showers looking the same as before you used them, so you may have to clean them a little after use.
- New Zealand toilets are western style. Lift the lid to reveal the seat to sit on. Men should lift the seat up to stand when necessary. You should not squat or stand on these toilets, they could break. Rolls of toilet paper for cleaning are next to the toilet. There are often two buttons to flush; one is a half flush, which uses less water, one is a full flush, which uses more. Again, leave it as clean as you found it. There will be a brush to clean the toilet bowl next to the toilet, and maybe some odour spray and cleaning product. Only put toilet paper down the toilet, all ladies' personal hygiene items and nappies must go in the bin or they will block the toilet. Wash your hands with soap and water after every time you use the toilet, and dry them thoroughly.

*Images courtesy Education New Zealand,  
Absolutely Positively Wellington and Hutt City Council.*



## Code of Practice

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems.

In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live.

 *Read the full Education (Pastoral Care of International Students) Code of Practice:*  
[nzqa.govt.nz/providers-partners/education-code-of-practice/code-of-practice-resources-languages/2016-code-of-practice](https://nzqa.govt.nz/providers-partners/education-code-of-practice/code-of-practice-resources-languages/2016-code-of-practice)

## WHAT TO DO IF YOU HAVE A COMPLAINT

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps. Here is what you need to do.

Ask your education provider to resolve your complaint

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz)

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

Or – if it is a financial dispute – you can contact FairWay Resolution. FairWay Resolution is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

FairWay Resolution is an independent service with experience in helping people to resolve disputes. You can contact FairWay Resolution on 0800 77 44 22 or go to [www.fairwayresolution.com/istudent-complaints](http://www.fairwayresolution.com/istudent-complaints)



KEY	
	State Highway
	Railway
	Inter-islander ferries
	Airport