



THE UNIVERSITY OF  
**AUCKLAND**  
Te Whare Wānanga o Tāmaki Makaurau  
NEW ZEALAND

# International

## Student Handbook

### China Learning Centres



# A warm welcome to the University of Auckland



I welcome you to the University of Auckland. It is important to us that you get the greatest possible value out of your University experience, both in your studies and in student life outside the classroom.

We look forward to your contribution to the life of our very international University, bringing your insights and experience to our community.

This publication aims to help you make that contribution and to ensure you have an exciting and fulfilling time at the University. It provides you with a guide to services and facilities offered to international students by the University and the wider community.

I wish you every success at the University of Auckland!

DAWN FRESHWATER  
Vice-Chancellor  
The University of Auckland

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# Getting started

Take a look at our Orientation events and programmes to ensure you have all the information you need to have a successful start to your studies.

Find out all you need to know about studying at the University of Auckland's China Learning Centres.

Through a comprehensive information session, you'll learn about all the support services available to help you reach your academic potential.

## Online Orientation

This is your essential introduction to the University of Auckland. Meet our International Student Support team who will provide information about important University services, how to get in touch with the team from offshore and how they can support you during your time at the China Learning Centre.

## Faculty Orientation

Each faculty also hosts Orientation sessions filled with information to help you get prepared for the start of your academic studies. You pick up useful study skills and find out useful faculty-specific information. You can access the recordings of these sessions on our website:

[www.auckland.ac.nz/internationalorientation](http://www.auckland.ac.nz/internationalorientation)

[www.auckland.ac.nz/orientation](http://www.auckland.ac.nz/orientation)

## AUSA Buddies (Auckland University Student Association)

An AUSA Buddy is an existing University of Auckland student who is paired with a new international student to offer support and guidance.

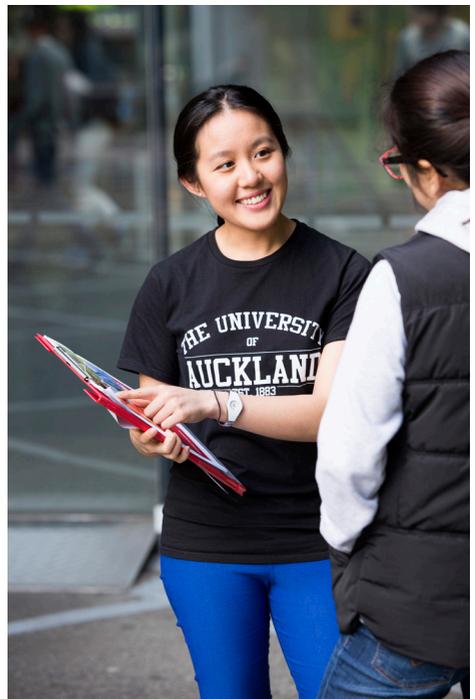
They are here to support a new international student's transition to studying at the University of Auckland. Don't forget to sign up.

[www.ausa.auckland.ac.nz](http://www.ausa.auckland.ac.nz)

## Student events

What's On is the University's hub for events and activities on campus and online., not just at Orientation, but for the whole year. Sign up to the fortnightly newsletter and we'll keep you up to date with what's happening. Look out for virtual events and opportunities to join.

[www.auckland.ac.nz/whatson](http://www.auckland.ac.nz/whatson)



# International Student Support

There is a range of support available for our international students attending the China Learning Centres.

## International Student Support team

We recognise the pressures that students face when studying at an overseas university. Our friendly team of International Student Advisers can help with a range of matters, including immigration, health and wellbeing, finances, work and accommodation.

The International Student Support team is happy to advise you via email, phone or Zoom. You can access their contact details by scanning the QR code.

We advise you to consult with your Faculty Student Centre (see page 5) for any academic questions you may have, e.g. degree planning, course advice, enrolment help, etc.



[www.international.auckland.ac.nz](http://www.international.auckland.ac.nz)

**Email:** [int-questions@auckland.ac.nz](mailto:int-questions@auckland.ac.nz)

**Phone:** +64 9 373 7599

[www.facebook.com/InternationalOffice](https://www.facebook.com/InternationalOffice)



## Faculty Student Centres

Faculties provide academic advice and general support to all students. Specialist academic and student advisers are available for international students in some faculties.

### Faculty of Arts

[www.arts.auckland.ac.nz](http://www.arts.auckland.ac.nz)

Arts Student Centre

Email: [asc@auckland.ac.nz](mailto:asc@auckland.ac.nz)

### Business School

[www.business.auckland.ac.nz](http://www.business.auckland.ac.nz)

Business Student Centre

Undergraduate enquiries

Email: [comenquiry@auckland.ac.nz](mailto:comenquiry@auckland.ac.nz)

Postgraduate enquiries

Email: [postgrad-com@auckland.ac.nz](mailto:postgrad-com@auckland.ac.nz)

### Faculty of Creative Arts and Industries

[www.creative.auckland.ac.nz](http://www.creative.auckland.ac.nz)

CAI Student Centre

Email: [info-creative@auckland.ac.nz](mailto:info-creative@auckland.ac.nz)

### Faculty of Education and Social Work

[www.education.auckland.ac.nz](http://www.education.auckland.ac.nz)

Education Student Centre

Email: [education@auckland.ac.nz](mailto:education@auckland.ac.nz)

### Faculty of Engineering

[www.engineering.auckland.ac.nz](http://www.engineering.auckland.ac.nz)

Engineering Student Centre

Undergraduate enquiries

Email: [foe-enquiries@auckland.ac.nz](mailto:foe-enquiries@auckland.ac.nz)

Postgraduate enquires

Email: [foe-postgrad-admin@auckland.ac.nz](mailto:foe-postgrad-admin@auckland.ac.nz)

### Faculty of Law

[www.law.auckland.ac.nz](http://www.law.auckland.ac.nz)

Law Student Centre

Undergraduate enquiries

Email: [undergradlaw@auckland.ac.nz](mailto:undergradlaw@auckland.ac.nz)

Postgraduate enquiries

Email: [postgradlaw@auckland.ac.nz](mailto:postgradlaw@auckland.ac.nz)

### Faculty of Medical and Health Sciences

[www.fmhs.auckland.ac.nz](http://www.fmhs.auckland.ac.nz)

Medical and Health Sciences Student Centre

Email: [fmhs@auckland.ac.nz](mailto:fmhs@auckland.ac.nz)

### Faculty of Science

[www.science.auckland.ac.nz](http://www.science.auckland.ac.nz)

Science Student Centre

Undergraduate enquiries

Email: [scifac@auckland.ac.nz](mailto:scifac@auckland.ac.nz)

Postgraduate enquiries

Email: [pgscience@auckland.ac.nz](mailto:pgscience@auckland.ac.nz)

### School of Graduate Studies

Email: [postgradinfo@auckland.ac.nz](mailto:postgradinfo@auckland.ac.nz)

[www.auckland.ac.nz/sgs](http://www.auckland.ac.nz/sgs)

# Student IT essentials

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## The basics

### Your username

Your username (UPI) is created at the start of your formal relationship with the University and will remain the same even if your personal details change (e.g. your name). Usernames are generated automatically by the University and are not based on your preferences.

Your username is unique to you – like your ID number, nobody else has the same one as you.

[iam.auckland.ac.nz/identity](http://iam.auckland.ac.nz/identity)

### Student email

All enrolled students have a University student email account. It is important to check your student email regularly as it is the University's official means of communicating with you. Information about your courses, classes, exams, library notices and fees are sent to this email address.

Your account will be activated approximately 24 hours after you enrol in a course.

Your email address will be:

<username>@aucklanduni.ac.nz

[www.auckland.ac.nz/email](http://www.auckland.ac.nz/email)

### Online enrolment

For information on enrolment, please visit

[www.auckland.ac.nz/sso-enrol](http://www.auckland.ac.nz/sso-enrol)

Advice is also available at your Faculty Student Centre ( see page 5).

### VPN access from China

The University Virtual Private Network (VPN) service will improve your experience when watching lecture recordings, downloading course content and accessing other University applications.

[www.auckland.ac.nz/en/students/student-support/remote-learning-support/student-services-access-off-campus/tech-support/delivering-courses-online/vpn-access-from-china](http://www.auckland.ac.nz/en/students/student-support/remote-learning-support/student-services-access-off-campus/tech-support/delivering-courses-online/vpn-access-from-china)

## University platforms

### MyAucklandUni

MyAucklandUni is a student portal that gives you access to your important information in one place. It's a one-stop-shop that makes it easy to see Student Services Online, your calendar and timetables, email notifications, course updates, library information, financial information and personal details.

[www.myaucklanduni.ac.nz](http://www.myaucklanduni.ac.nz)

### Student Services Online

Student Services Online (SSO) allows you to enrol in classes, view your timetable, update your personal details, generate fees statements/receipts and much more.

**Please keep your personal details up-to-date.**

[www.auckland.ac.nz/sso](http://www.auckland.ac.nz/sso)

### CANVAS

CANVAS is the University's web-based Learning Management System. All students enrolled in courses at the University have access to CANVAS.

You can use CANVAS to:

- Access course information and materials.
- Check announcements, grades and exam times.
- Download learning resources.
- Complete online tests.
- Participate in online discussions/chats
- Contact your lecturer and tutors.

[canvas.auckland.ac.nz](http://canvas.auckland.ac.nz)

### IT essentials

For everything you need to know about IT services and support at the University of Auckland visit:

[www.auckland.ac.nz/it-essentials](http://www.auckland.ac.nz/it-essentials)

# University support services

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## Career Development and Employability Services (CDES)



**create your future**  
*kei ōu ringaringa te ao*

Thinking about life after university and taking steps to increase your employability will enable you create the future you want, and there's plenty of help to get you started.

Our team of Career Development Consultants, including our specialised International Career Development Consultant, can help you gain the skills you need to be employable at the end of your degree. CDES will help you identify opportunities, meet and network with employers and become work ready. You will be able to use our online career management system MyCDES, which features a job board, resources and bookings for workshops, events, and appointments with Career Development Consultants.

CDES also runs virtual events to help you connect with employers and understand the current job market:

- Careers expos
- Recruitment events
- Networking opportunities
- Workshops
- Workplace experience
- Employer presentations

[www.cdes.auckland.ac.nz](http://www.cdes.auckland.ac.nz)

## Libraries and Learning Services

While studying at the University of Auckland you may need to find articles and course readings, learn how to reference or improve your academic writing. Libraries and Learning Services provide the following resources and services to help you succeed while at university.

### Libraries

From the Libraries and Learning Services website you can access a variety of electronic resources (e.g. databases, e-journals, e-books). Subject guides will give you a starting point to find information for assignments and to keep up-to-date with current research. Most electronic resources can be accessed via the website anywhere, anytime with your username and password.

[www.library.auckland.ac.nz](http://www.library.auckland.ac.nz)

### English Language Enrichment

English Language Enrichment (ELE) is a dedicated English language service available to all University of Auckland students on campus and online.

Book a Zoom appointment with their team, access resources online or take part in an online discussion group to help develop your academic English.

[www.library.auckland.ac.nz/ele](http://www.library.auckland.ac.nz/ele)

### Developing your study skills

Studying at university requires a wide set of academic skills. If you want to enhance your skills, check out the online resources provided by Libraries and Learning Services. These cover a variety of topics such as searching for information and academic reading and writing.

[www.library.auckland.ac.nz/study-skills](http://www.library.auckland.ac.nz/study-skills)

Libraries and Learning Services also offer workshops to help you develop your study skills. Go online to see the workshops currently on offer.

[www.library.auckland.ac.nz/workshops](http://www.library.auckland.ac.nz/workshops)



# Essential information

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## Students offshore due to COVID-19

Even though you are studying offshore you are still able to access most University of Auckland services and systems. You can contact the International Student Support team if you have any questions. (see page 4). Details of other University services can be found throughout this guide. Check their websites for online resources and events. Please note that you cannot access the University Health and Counseling Services from offshore due to jurisdiction requirements.

Remote study support information:

[www.auckland.ac.nz/en/students/student-support/remote-learning-support](http://www.auckland.ac.nz/en/students/student-support/remote-learning-support)

## AskAuckland

You can find a wide range of information about the University on our website under AskAuckland.

[www.askauckland.ac.nz](http://www.askauckland.ac.nz)

Email: [studentinfo@auckland.ac.nz](mailto:studentinfo@auckland.ac.nz)

## Academic year dates

All important dates for the academic year including semester and quarter dates are available here:

[www.calendar.auckland.ac.nz/en/keydates/dates](http://www.calendar.auckland.ac.nz/en/keydates/dates)

## Enrolment changes

Enrolment changes, i.e. changing or dropping a course can only be made until the second Friday of the semester (Semester One 2021 - 12 March). After this date your enrolment is confirmed and you will generally not be able to receive a refund on the fees you paid.

[www.auckland.ac.nz/enrolment](http://www.auckland.ac.nz/enrolment)

## Student visa

As an international student studying outside New Zealand you do not need to hold a student visa.

## Insurance

Having an approved insurance policy is compulsory for all enrolled international students. As a condition of your enrolment you are automatically registered and charged an insurance fee under the University's insurance plan. You are required to pay the insurance fee together with your tuition fees by the start of the relevant semester/enrolment period.

Students studying offshore will wonder why they have to pay an insurance fee when they are not in New Zealand. This is because we don't want to risk students travelling without insurance cover, if travel restrictions were lifted during the semester.

However, towards the end of Semester One 2021, if you are still studying offshore, we will contact you with information about submitting an insurance waiver request. If an insurance waiver is approved the fee will be refunded and applied as a credit to your student account.

[www.auckland.ac.nz/is-insurance](http://www.auckland.ac.nz/is-insurance)

## Education (Pastoral Care of International Students) Code of Practice 2016

When students from other countries come to study in New Zealand, it is important they are well-informed, safe and properly cared for.

New Zealand educational providers have an important responsibility for the welfare of international students.

[www.auckland.ac.nz/intl-code-of-practice](http://www.auckland.ac.nz/intl-code-of-practice)

## What is the Code of Practice?

The Code of Practice is a document that provides a framework for service delivery by educational providers and their agents to international students. It sets out the minimum standards of advice and care expected with respect to international students. The Code of Practice applies to pastoral care and provision of information only. It does not apply to academic standards.

## The Disputes Resolution Scheme

What to do if something goes wrong? If you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director or another person who has been identified to you as someone that you can approach about complaints at your institution.

The code requires all institutions to have fair and equitable internal grievance procedures for students. You need to go through these internal processes before you can take the complaint any further. For more information about the processes for handling student complaints, visit [www.nzqa.govt.nz/providers-partners/education-code-of-practicestudent-complaints](http://www.nzqa.govt.nz/providers-partners/education-code-of-practicestudent-complaints)

## Examinations

Examinations may be different from those you've experienced in other institutions.

At the University of Auckland, examinations start during the week following the end of lectures, and end on the last day of semester.

The examination timetable is published before the mid-semester break:

- on Student Services Online (My timetables, grades and course history)
- on the examinations website
- on the Student Portal at [www.myaucklanduni.ac.nz](http://www.myaucklanduni.ac.nz)

Exam times are published in New Zealand Time (NZT) and you are expected to be available for the entire examination period

Examination regulations and instructions will be sent to you in an email, and they are also available on the Examinations website. Read these carefully. Penalties apply for breaking these rules.

## Illness, injury or misfortune

If you feel that personal circumstances have affected your exam preparation or your performance on the day of your examination, you can apply for aegrotat or compassionate consideration.

If your preparation is affected, you must see a medical doctor or counsellor within the fortnight before the exam. If you are affected on the day of your exam (and possibly unable to sit it), it is vital you see a doctor on the day of the exam itself (even if the exam is on a Saturday).

Please be aware there is no possibility of re-sitting an examination.

Read the information available on the examinations website so that you understand the process of aegrotat and compassionate consideration.

[www.auckland.ac.nz/exams](http://www.auckland.ac.nz/exams)

### Examination dates 2021

Semester One	Thursday 10 June - Monday 28 June
Semester Two	Thursday 28 October - Monday 15 November

## Academic Integrity Course

The University of Auckland requires **all students** to complete the Academic Integrity Course in their first semester.

This is an online course designed to increase student knowledge of academic integrity, University rules relating to academic conduct and the identification and consequences of academic misconduct.

The course requires you to work through a series of modules outlining scenarios you may encounter while studying at the University. Within each scenario, information is provided on relevant rules, resources and expected behaviour. At the end of each module you must complete a test. You have until the end of your first semester to complete the course.

[www.auckland.ac.nz/academic-honesty](http://www.auckland.ac.nz/academic-honesty)

## DELNA

All new students, no matter their language background, must complete the Diagnostic English Language Needs Assessment (DELNA).

DELNA is a free check of your English language ability. You begin with the 30-minute DELNA Screening and may be asked to proceed to the DELNA Diagnosis, a finer assessment of your

academic English language skills.

DELNA is free, not graded and does not impact your current enrolment. It can assist you with finding gaps in your academic English skills.

To learn more about DELNA and to book your Screening, visit

[www.delna.auckland.ac.nz](http://www.delna.auckland.ac.nz)

## Disputes and grievances

The University is committed to maintaining an open, fair and respectful environment in which all staff and students can pursue their individual and shared teaching, learning, research and administrative activities. In such a large and complex organisation, with a diverse body of students and staff, disputes and disagreements will sometimes arise.

The University encourages resolution of disputes initially through informal processes, but there are also formal procedures if an informal approach is not appropriate or is unsuccessful.

The University has a Proctor who is the primary reference point in the University for matters relating to student conduct (non-academic), including complaints against students or disputes between students. The Proctor is also a contact person for students who have any concern about bullying or harassment.

## Code of Conduct

The purpose of this Code is to develop and maintain a standard of behaviour that supports and enables the University's commitment to being a safe, inclusive, equitable and respectful community; both in-person and online.

[www.auckland.ac.nz/en/on-campus/life-on-campus/code-of-conduct](http://www.auckland.ac.nz/en/on-campus/life-on-campus/code-of-conduct)

## Student learning and research grievances

Difficulties in academic matters can often be resolved informally through such measures as: raising the matter directly with the other person; approaching a Course, Stage or Programme Coordinator or the Head of Department; or approaching the Department Postgraduate Adviser or Faculty Associate Dean (Postgraduate).

For further information, visit:

[www.auckland.ac.nz/dispute-resolution](http://www.auckland.ac.nz/dispute-resolution)

The University statute on Resolution of Student Academic Complaints and Disputes explains the procedures to be followed where informal resolution is not successful or appropriate.

For further information, visit:

[www.auckland.ac.nz/academic-disputes](http://www.auckland.ac.nz/academic-disputes)

If a problem or dispute arises within a research supervision situation, this should be addressed as soon as possible. Suggestions to help with this can be found at:

[www.auckland.ac.nz/postgrad-policies](http://www.auckland.ac.nz/postgrad-policies)

## Personal disputes and conflicts

Sometimes conflicts arise between individuals, or people have difficulties with another person's behaviour or attitudes. The University encourages individuals to work together to resolve such disputes. The Proctor is available to assist with cases of conflicts between students or problems to do with student behaviour and can refer students to independent external mediation services if this is required. Where disputes or conflicts involve staff members, the Academic Head or manager of the staff member may need to be involved.

## Harassment

The University is committed to providing an environment which is free from harassment, bullying and discrimination, as explained in the Prevention of Bullying and Harassment Policy. Harassment is unwelcome conduct that is "offensive, humiliating or intimidating to any other person and is either repeated or of such significant nature that it has a detrimental impact on the person, their performance or their work and study environment". Any student who feels they are being harassed should approach the Proctor, or if a member of staff is involved, the Academic Head or manager of the staff member.

The Proctor can provide advice in such matters and support is available from a variety of support and advocacy services.

**The Proctor**

**Email:** [proctor@auckland.ac.nz](mailto:proctor@auckland.ac.nz)

[www.auckland.ac.nz/proctor](http://www.auckland.ac.nz/proctor)



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NEW ZEALAND

## International Office

The University of Auckland  
Alfred Nathan House  
City Campus  
Auckland  
Email: [int-questions@auckland.ac.nz](mailto:int-questions@auckland.ac.nz)

[www.international.auckland.ac.nz](http://www.international.auckland.ac.nz)

Find us on:

