



UNIVERSITY te whare wānaka o aoraki

Welcome from the International Student Advisors

We would like to extend a warm welcome to you as you begin you journey at Lincoln University

Our role is to provide ongoing pastoral care and support during your enrolment. This means that we can help you with most things including cultural adjustment, homesickness, family support, health and wellbeing, also support and advice with personal challenges and referrals where appropriate.

You are welcome to drop by our offices, or contact us by text or email to arrange a confidential appointment. This guide contains information that we hope you find useful. Also included is information Lincoln University is required to provide you with under the Education (Pastoral Care of International Students) Code of Practice 2016.

We wish you well and trust that when you have completed your studies at Lincoln University, you will take with you your qualification and many happy memories of your time here.



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Kia ora and welcome

We're delighted that you have chosen to study with us. We educate students from all over the world, and take pride in our culturally diverse campus.

Moving to a new country is a wonderful adventure. You will have the opportunity to broaden your horizons and grow your future in ways you never dreamed possible.

At Lincoln, we facilitate great learning and growth through powerful applied research, strong industry collaborations, global connections and world-class learning environments. We are here to help you succeed in all aspects of student life as you prepare for an exciting future in your chosen field. If you need advice at any time, please ask our International Student Advisors or another of our friendly staff members. We're always happy to help.

It is my great pleasure to welcome you to Lincoln University and this exciting new chapter of your life.

We truly look forward to helping you grow.



Bruce a Mokenzie

Professor Bruce McKenzie Acting Vice-Chancellor, Lincoln University

Lincoln and campus surrounds

Preparation checklists

If you enjoy the great outdoors, New Zealand is a wonderful playground. Our campus is located in the Lincoln township, a thriving village on the Canterbury plains. The Canterbury region offers many attractions, activities and natural wonders, from snowy mountains and wide-open plains to the stunning coastline. We offer you the best of rural and urban life. The University is located in a relaxing rural community setting, with Christchurch city just a 20-minute drive from Lincoln, with a bus service operating to and from the University. Use the checklists in this section to prepare for travelling and transitioning to life at Lincoln.

Keep in mind that these are only indications of what to consider. They should be superseded by any official instructions and guidelines from individual authorities such as Immigration New Zealand and Lincoln University's Student Administration team.

Before the six-month mark

As soon as you have decided to study at Lincoln University, contact Immigration New Zealand (INZ) and begin the visa application process. You will receive a list of documents that you need to support your visa and study applications. These can include official secondary/tertiary transcripts, and police and medical records.

Book your travel as far in advance as you can, but do not pay for flights until your admission and student visa are confirmed.

Submit your study application six months before you wish to begin studying at Lincoln University. If you would like to live in the Halls of Residence on campus, visit **www. lincoln.ac.nz/accommodation** for details.

Six-month checklist

- Complete your study application online at **mylinc.nz**
- Complete a Halls of Residence application online (if staying on campus) at **mylinc.nz**
- Check the progress of your student visa application
- Request your official secondary school/tertiary transcripts
- Enquire about police and medical records to see how long they'll take to organise

Useful websites to visit before you leave for New Zealand

www.newzealandnow.govt.nz/studyingin-nz

www.education.govt.nz

www.thecompleteuniversityguide.co.uk/ international/oceania/new-zealand

Three months out

You may want to apply for an International Student Identity Card (ISIC) before you travel. You could receive a substantial discount on the price of your flights to New Zealand, as well as other discounts.

Medical insurance is compulsory for all international students. We strongly recommend that you purchase Studentsafe insurance, the preferred provider for all New Zealand universities, as it complies with INZ regulations.

For more information, see www.studentassist.co.nz.

Three-month checklist

Check the progress of your student visa application

Check when documentation or records you have ordered will arrive

Organise compulsory medical insurance at www.studentassist.co.nz

Purchase your ISIC card at www.isic.org/get-your-card/

- Book flights and travel itinerary (if you have been granted a visa)
- Organise any temporary accommodation you might need during your travels
- Check currency exchange rates and trends
- Find out which documents you may need to bring with you to open a bank account in New Zealand

One month out

Make final preparations for booking your travel and purchasing foreign currency or currencies you may need during travel.

One-month checklist

- Contact your Immigration New Zealand Case Manager if you have not yet received your student visa
- Book your flights and travel itinerary (if you have not done so already) and leave a copy with family or friends
- Check if there are departure/entry taxes/fees for any countries you may need to stop in on your journey to New Zealand, and any temporary visas you might need to organise or pay for
- Purchase New Zealand currency and any other foreign currency you might need for your trip and for your first week in New Zealand
 - Organise your technology to bring to New Zealand (do your online research and decide whether to bring electronic technology with you or purchase it in New Zealand)
- Research mobile phone networks for when you are in New Zealand

Before departure

Write a list of all the items you intend to bring, such as winter and summer clothing, your camera, passport and documentation.

Pre-departure checklist

- Go over all of your checklists/ 'To Do' lists
- Check that you have all the documentation you need, including your passport
- Pack your bags and weigh them to make sure they are compliant with your chosen airlines' luggage allowances
- Confirm your travel plans and itinerary
- Make copies of your travel itinerary and New Zealand contact details and give them to your family or friends
 - Arrange for airport pick-up at least four working days prior to arrival in New Zealand

Arrival in New Zealand

If you have arranged an airport transfer to accommodation at Lincoln University your driver will greet you at the airport. Your driver will be holding a sign with your name on it. On arrival at Lincoln University you will be given your keys and shown your room.

Once you arrive in New Zealand, you will never want to leave! It's such a great lifestyle, the people are friendly and there is so much to do, all just on your doorstep. The activities **I** have enjoyed the most are tramping (hiking), kayaking, white water rafting, bungy jumping and spending time in the snow. And of course, all the great friends I have made here.

Nicole Marie Wheadon Lincoln University PhD student



Your first week at Lincoln

Useful mobile and internet websites for setting up communications when you arrive in New Zealand.

If you organised an airport pick-up, the shuttle will drop you off at the Accommodation Office, where our friendly staff will help you to settle into your assigned on-campus accommodation.

Expect your first week at Lincoln to be quite busy. Remember there are plenty of peaceful spots on campus if you need to take a quiet break.

Don't miss the Clubs and Market Day during Orientation Week. This will help you to set up your social calendar and meet new friends.

International Student Orientation Workshops

Compulsory workshops are held at the beginning of each semester for new international students.

You will be provided with important information that you'll need throughout your studies. Our International Student Advisors will be there to make sure you understand the information.

First week at Lincoln to-do-list

- Attend the compulsory Orientation Workshops for international students
- Take a tour of campus
- Attend your faculty welcome (see our website for details)
 - Explore Lincoln village
- Organise mobile phone service
- Organise an internet connection (if living off campus)
- Open a New Zealand bank account (if you want to work part-time or transfer funds easily)
- Attend Orientation events in the first week of lectures, organised by LUSA, your students' association
- Check in with Student Administration to complete your enrolment





www.2degreesmobile.co.nz/home

www.skinny.co.nz





www.slingshot.co.nz

www.spark.co.nz



Living in **New Zealand**

English and Māori are the official languages of New Zealand. Although English is the predominant language, you will often hear Māori words used. A list of some common Maori words are included in this guide.

Indigenous culture

As a relatively new country, New Zealand has a diverse, multicultural population. Many of its customs have descended from the self-sufficiency of early settlers and the traditional and contemporary Māori world.

New Zealand's founding document is the Treaty of Waitangi, of which Māori were cosignatories with the British Crown. For more information about New Zealand's history and culture, visit:

www.teara.govt.nz/en www.nzhistory.net.nz www.history-nz.org/index.html www.culture.co.nz www.maori.org.nz www.maori.com

www.lovenewzealand.net.nz/maori



Bush	Forest or woods
Cheers	Thank you; good luck; goodbye
Chilly bin	Portable cooler to carry and keep food and drinks cool
Chippies	Potato chips or crisps
Chips	(French) fries; served hot, usually with tomato sauce
Crook	Unwell
Chuffed	Happy; satisfied
Dairy	Convenience or corner store
Dodgy	Unreliable; suspect; not trustworthy
Fizzy drink	Coke; soda; pop; any carbonated soft drink
Flat	An apartment; rental accommodation, often shared, called 'flatting', with others, called 'flatmates' (roommates)
Gumboots	Waterproof boots you wear on the farm or in the rain; wellies; wellingtons
Gutted	Very disappointed
Jandals	Japanese sandals; flip-flops; thongs
Knackered	Tired; completely exhausted, shattered
Lift	Elevator
Lollies	Candy; sweets; confectionary; bon bons
Loo	Toilet; bathroom
Mate	Friend; pal; buddy
Paddock	Farm field; pasture; rugby field
Pot luck	A meal where everyone brings a plate of food to share
Rubbish	Trash; garbage; nonsense
Sorted	Fixed; worked something out; to get it done
Togs	Swim suit

Kiwi-isms

Arvo

Bloke

Boot

Bring a plate

everyday New Zealand expressions

A man or a guy; 'a good bloke'

Pot luck dinner; take some food to share

Afternoon

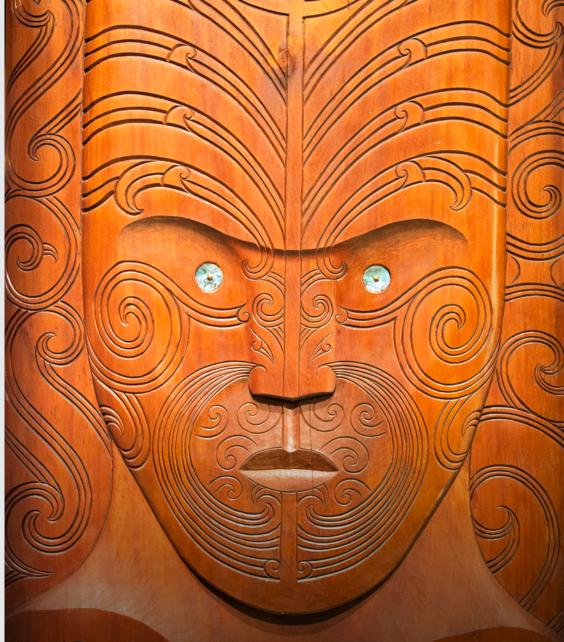
Trunk of car

Forest or woods

Te Reo – Māori language

Here are some common	Māori words or p	hrases you will hear	on a regular basis.
	Maon words or p	mases you will near	Ull a legular basis.

Aotearoa	The Māori name for New Zealand, meaning 'land of the long white cloud'
Haere mai	Welcome – a greeting
Haere ra	Goodbye – a farewell
Hangi	Earth oven – traditional Māori meal cooked with steam and heat generated from heated stones in the ground
Hongi	A form of greeting – pressing noses together to exchange and intermingle the ha (breath of life), like a handshake or a kiss on the cheek
Hui	Meeting to discuss a special topic; to congregate or assemble; extended family or kinship group, a nationality, race – often refers to a large group of people descended from one common ancestor; strength, bone
Каі	Food, meal; to eat
Kapa haka	Traditional Māori performing arts; cultural group
Ka pai	Good
Kia ora	Māori greeting, also used as an expression of gratitude and agreement – 'hello', cheers', 'good luck', 'best wishes'
Koha	Gift, offering, contribution or donation, 'in kind'
Mana	Prestige, authority, influence, status, spiritual power within a person, place or object
Manuhiri	Visitors
Māori	Indigenous people of New Zealand; term used for Māori people and language
Marae	Meeting house – a Māori communal facility or complex with a dining hall, kitchen, purification area and forecourt; to be generous, hospitable
Nau mai	Welcome!
Ра	A fortified Māori village; to block, obstruct, close off an open space
Pakeha	Mãori term for non-Mãori people – New Zealander of European descent, foreigner
Powhiri	Formal Māori welcome on a marae or anywhere that tangata whenua hosts wish to formally greet a group of visitors (manuhiri)
Tangata Whenua	Local people connected to Marae
Te Reo Māori	Māori language
Waka	Traditional canoe, vehicle; spiritual medium
Wānanga	University; forum; tribal knowledge and learning; to meet and discuss
Whānau	Family – immediate and extended family; the primary economic unit of traditional Māori society; to be born, give birth
Whare	House, building, residence, dwelling
Whenua	Land; country, nation-state, territory, domain, ground; placenta



To learn more about Te Reo Māori, you can check out these useful websites: www.korero.maori.nz/home.html

www.maoridictionary.co.nz

https://nzhistory.govt.nz/culture/maori-language-week/1000-maori-place-names http://tereomaori.tki.org.nz/Reo-Maori-resources

Cost of living

The cost of living in New Zealand may differ quite significantly from your home country. See the New Zealand Immigration website for a calculator to find out what your income and expenses might be. https:// www.newzealandnow.govt.nz/living-in-nz/ money-tax/comparable-living-costs

Climate and clothing

New Zealand has a subtropical climate, meaning it's generally fairly mild, with temperatures in the mid ranges. However, the weather is often changeable. The coldest month is generally July and the warmest months tend to be January and February. Christchurch may get a little snow in winter and frosts often form on cold nights in the cooler months.

You'll need to bring warm clothing, such as base layers, sweatshirts, and jackets, as well as summer clothing, like shorts and t-shirts.

When participating in an outdoor activity such as tramping, always take a pack with emergency supplies, regardless of the length of time you expect to be outdoors. The pack should include a first aid kit, food, bottled water, SPF 30+ sunscreen and extra clothing for warmth. Familiarise yourself with the area you are visiting. For more information, visit: www. mountainsafety.org.nz

If you are outdoors, whether it is sunny or cloudy, wear SPF 30+ sunscreen, a hat, and sunglasses, and don't expose your uncovered body to UV rays for long periods of time. It can take only 10-15 minutes to get sunburn in New Zealand.

Understand New Zealand law and local customs regarding the need for licences. Some activities, like fishing and hunting, require licences. Make sure you have an appropriate licence to avoid a fine.

Be aware of the risks when swimming in rivers, lakes and oceans, and be conscious of water safety. For more information, visit: www.watersafety.org.nz

Know your surroundings. Download or purchase a map of the area before you set off.

Always let someone know where you are going.



Adventure activities

NOTE: If you are participating in adventure activities such as white water rafting or bungy jumping, please check your insurance policy for applicable terms and conditions.

Cycling Cycle trail to Little River (starts at Tai Tapu)

Mountain biking www.mountainbike.co.nz

Surfing www.newzealand.com/int/surfing

Whale watching www.whalewatch.co.nz www.newzealand.com/int/whale-watching

Hunting www.doc.govt.nz/parks-and-recreation/things-to-do/hunting/

Fishing

www.fishandgame.org.nz/northcanterbury Please note: If you want to go fresh water fishing you will need

to purchase a licence. You can do this from the website.

Ski fields and important information www.snow.co.nz and www.nzski.com

Bungy jumping www.hanmerspringsattractions.nz/bungy/ www.bungy.co.nz

White water rafting www.rafts.co.nz and www.nz-rafting.co.nz

Swimming with dolphins www.blackcat.co.nz

Tramping/hiking www.doc.govt.nz/parks-and-recreation/tracks-and-walks

Snorkelling with seals www.sealswimkaikoura.co.nz

Tourism destinations, landmarks and hotspots

For more exciting New Zealand hotspots, visit www.newzealand.com/int/destinations. www.lincoln.ac.nz/Slactivities

SOUTH

ISLAND

Arthur's Pass national park www.doc.govt.nz/parks-andrecreation/places-to-go/canterbury/ places/arthurs-pass-national-park

Aoraki Mt Cook National Park

www.doc.govt.nz/parksand-recreation/places-to-go/ canterbury/places/aoraki-mountcook-national-park/ Wellington www.wellingtonnz.com Kaikoura

www.kaikoura.co.nz

Auckland

www.aucklandnz.com

Hanmer Springs www.hanmersprings.co.nz

NORTH

ISLAND

Christchurch and Canterbury Tourism www.christchurchnz.com

Akaroa and the Bays www.akaroa.com

Wanaka

www.lakewanaka.co.nz Dunedin www.dunedinnz.com

Stewart Island www.stewartisland.co.nz

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Shops, eateries, entertainment and banks

This section contains essential student life information, including details about shopping facilities, sports, entertainment and eateries.

Shopping

The largest mall in Christchurch is Westfield Riccarton, and it's on the local bus route.

Only 10 minutes by car from Lincoln University is Hornby, a Christchurch suburb with many amenities, including a retail mall and a discount clothing outlet. Check out this website for more details: www.thehubhornby.co.nz

Bush Inn Mall, on the corner of Riccarton and Waimairi Roads, Upper Riccarton, has a Lone Star restaurant, and the first Burgerfuel and Carl's Jr among its many food outlets, as well as craft supply store Lincraft

www.bushinncentre.co.nz/

Church Corner Shopping Centre has a great selection of Asian restaurants and supermarkets, a hardware store, doctors clinic and bank. Located just over the road from Bush Inn Mall.

Also check out AFG – Afghani food – on Lincoln Road in Addington. The food is halal and very affordable. Visit: www.facebook.com/AfgRestaurant.

Low-cost shopping

The following shops are ideal for low-cost clothing and appliances.

The Warehouse www.thewarehouse.co.nz

Kmart www.kmart.co.nz

Savemart 95 Shands Road

Ecoshop ecocentral.co.nz, 191 Blenheim Road

There are also many charity shops such as Red Cross, The Salvation Army, and Habitat for Humanity ReStores.

Opening business hours

Opening hours are generally displayed in the shop window. Many shops open at 9.00am and close at 5.00pm or 5.30pm. Malls are mostly open from 9.00am but they may open at 10.00am on Sundays. Each mall will have at least one night of extended shopping hours, usually until 9.00pm.

Banks in Lincoln

ASB 28 Gerald Street Kiwibank (Lincoln PostShop) 9B Gerald Street

ATMs in Lincoln

ANZ 5D Gerald Street

....

Westpac 6 Gerald Street

ASB

28 Gerald Street

Lincoln University

ATM available in the Te Kete Ika Dining Hall

BNZ

77 Gerald Street (in New World)

There's no Kiwibank ATM available, but Lincoln Kiwibank customers may use the Westpac ATM free of charge.

Please note: If you need budgeting advice, please visit www.lincoln.ac.nz/budget

You can set up a new bank account online, then visit your local branch. Check your bank's website for details of what you will need to take with you.



Supermarkets

Supermarkets sell groceries, fruit and vegetables, meat and fish, and essential household and personal items.

Lincoln

New World open 7.30am - 9.00pm/seven days per week

Rolleston

New World open 7.30am - 9.00pm seven days per week Countdown open 7.00am - 9.00pm seven days per week

On 80 bus route

Riccarton, Church Corner Countdown 6.00am - midnight/seven days per week

Riccarton

Westfield Riccarton Mall, Pak'nSave 7.00am - 11.00pm/seven days per week

The Hub, Hornby

Pak'nSave 7.00am - 10.00pm/seven days per week

Main shopping centres and malls in Christchurch

Barrington www.barrington.nz

Bush Inn Centre http://bushinncentre.co.nz

Dress-Smart Hornby www.dress-smart.co.nz

Eastgate Linwood www.eastgate.co.nz

The Hub Hornby http://thehubhornby.co.nz

Merivale https://merivalemall.co.nz

Northlands www.northlands.co.nz

The Colombo http://thecolombo.co.nz

The Palms, Shirley www.thepalms.co.nz/home

The Crossing https://thecrossing.co.nz

Riverside Market https://riverside.nz

Rolleston Square www.rollestonsquare.co.nz

South City, City Central www.southcity.co.nz

The Tannery, Woolston https://thetannery.co.nz

Tower Junction https://shoptowerjunction.co.nz/

Westfield Riccarton www.westfield.co.nz/riccarton

Ethnic food

When you are experiencing a new culture, it can often be helpful to find familiar foods that can help ease the transition period.

Asian food

Sunson Asian Supermarket 384 Riccarton Road, Upper Riccarton (Church Corner)

Sun Tai Trading Company

52 Middleton Road (catch the 80 bus to the city and get off at Middleton Road – a few blocks past the Countdown Supermarket. It is then a five-minute walk along Middleton Road.)

Guruji Indian Supermarket www.guruji.co.nz

Kosco 227 Blenheim Road, 03 343 3103

Yogiji's Food Mart 569B Colombo Street Offers halal food www.yogijis.co.nz

International ingredients

Aji Spice Shop www.aji.co.nz - online shop

Mexifoods www.mexifoods.co.nz - online shop

Halal meats

Halal NZ Retail 292 Lincoln Road, 03 339 6344

Yogiji's Food Mart 569B Colombo Street www.yogijis.co.nz

A list of Halal outlets is available at www.iman.co.nz

Mefco

125 Main South Road, Sockburn (Middle Eastern products available)

Mediterranean food

Mediterranean Food Company 322 Tuam Street 2/96 Oxford Terrace www.mediterraneanfoods.co.nz

Riverside Market https://riverside.nz



Going out

Going out with friends to cafés, restaurants, and bars is a great way to get to know new people and unwind from the stress of studying all week. Below is a list of some of the best restaurants, bars and cafes in Christchurch. For more information, visit: findchch.nz

Depending on your location you may also be able to access Uber Eats for a small delivery charge.

Christchurch

Restaurants/cafés

Addington Coffee Co-op www.addingtoncoffee.org.nz

Arjee Bhajee www.arjeebhajee.co.nz

Black Betty Café http://blackbetty.co.nz

Bloody Mary's http://bloodymarys.co.nz

Café Valentino http://cafevalentino.co.nz/

Caffeine Laboratory www.caffeinelab.co.nz

Cassels & Sons Brewery http://casselsbrewery.co.nz

Castle Rock Café www.facebook.com/Castlerockcafechch/

Clink clink.co.nz

Fisherman's Wharf Restaurant

Hachi Hachi www.hachihachi.co.nz

Mediterranean Food Company www.mediterraneanfoods.co.nz

Spice Paragon www.spiceparagon.co.nz

Strawberry Fare www.strawberryfare.com

Sugarhorse www.sugarhorse.co.nz

The Monday Room www.themondayroom.nz

Town Tonic www.towntonic.com

Tutto Bene www.tuttobene.co.nz

Velvet Burger www.velvetburger.co.nz

Winnie Bagoes www.winniebagoes.co.nz

Bars and clubs

Baretta www.baretta.co.nz

Belgian Beer Café www.belgianbeercafe.net.nz

Boo Radley's www.booradleys.co.nz

Botanic

www.botanic.nz

Carlton Bar & Eatery www.carltonbar.co.nz

Darkroom www.darkroom.bar

Dragons Den Social Lounge ddsl.co.nz

Dux Central duxcentral.co.nz

Fat Eddies www.fateddiesbar.co.nz

No. 4 Bar www.no4bar.co.nz

The Astro Lounge http://cooknwithgas.co.nz/the-astrolounge

The Bog www.thebog.co.nz

The Dirty Land www.thedirtyland.co.nz

The Institution www.theinstitution.co.nz

Mama Hooch mamahooch.co.nz

Smash Palace thesmashpalace.co.nz

Wunderbar www.wunderbar.co.nz

Lincoln and surrounds

Armadillo's https://www.armadillosrestaurantsnz.com

Black Door Bar and Eatery http://www.blackdoorbar.co.nz/

Grounded Espresso Bar (on campus, George Forbes Memorial Building)

Hartnell's Cafe & Bar (Prebbleton) www.hartnells.co.nz

Lincoln Coffee Culture, Lincoln http://coffeeculture.co.nz/stores/lincoln/

Mrs O's Café and Bar (on campus) www.lincoln.ac.nz/local

Robert Harris Lincoln https://robertharris.co.nz

Rustic Bakery Café http://rusticbakerycafe.co.nz

Subway www.subway.co.nz

The Famous Grouse http://famousgrousehotel.co.nz

The Laboratory http://thelaboratory.co.nz/

The Raspberry Café (Tai Tapu) www.raspberrycafe.co.nz

The Store @Tai Tapu (Tai Tapu) www.thestoretaitapu.co.nz

Entertainment venues and events

Bread and Circus Buskers Festival www.breadandcircus.co.nz

Canterbury Museum

www.canterburymuseum.com

Christchurch Arts Festival

(held every two years) www.artsfestival.co.nz

Court Theatre www.courttheatre.org.nz

Gap Filler projects throughout the city centre

www.gapfiller.org.nz

Ko Tane – The living Māori village www.kotane.co.nz

Lincoln Farmers and Craft Market (on Saturday mornings in the village) www.facebook.com/lincolnmarket

Lyttleton Farmers Market www.facebook.com/ LytteltonFarmersMarket

Nga Hau e Wha - National Marae www.maatawaka.org.nz

Riccarton Rotary Market riccartonmarket.co.nz

Tour of Art displays www.christchurchartgallery.org.nz

Wineries and tours www.tourism.net.nz/tours/wine-tours

Useful websites for entertainment information:

www.eventfinda.co.nz
www.menus.co.nz
https://neatplaces.co.nz/stories/ christchurch-canterbury/
https://nz.yelp.com
www.zenbu.co.nz
www.zomato.com/newzealand

OR

Visit the I-SITE Visitor Centre in the Botanic Gardens, Rolleston Avenue for information about museums, art galleries, libraries, cinemas and zoos, tours etc. Ph. 03 379 9629. www.newzealand.com

Amenities on campus

We are always conscious of our students' wellbeing and actively encourage you to maintain a balanced lifestyle. Our goal is for everyone to have a sense of belonging.

To help you feel at home, we provide a range of services.

Dining, café and bar

Te Kete Ika is the official name of the Lincoln University Food and Function Centre facility that houses the Dining Hall, as well as Mrs O's Café and Bar on campus.

There is also an espresso bar, Grounded, in a large student social space on the ground floor of the George Forbes Memorial Building.

The Bookshop

The Bookshop can handle your textbook and stationery needs and is located on campus. See https://bennetts.co.nz

Email: lincoln@campusbooks.nz or phone +64 3 222 2468

Muslim Prayer Room

Alpine Club Building (Musalla), Farm Road

Chapel/Quiet Space

Room 003, Hudson Hall, opposite Chaplains' office



Recreation Centre

Staying active is important for your physical and mental wellbeing. In 2020, all students receive membership to our world class Recreation Centre. The centre is open to staff, students and members of the Lincoln community. It includes a fully-equipped gym, weights room, boxing facilities and a varied group exercise programme, as well as personal training options.

E: recsuper@lincoln.ac.nz +64 3 423 0550 For more information, please visit: www.lincoln.ac.nz/reccentre

Sport

Lincoln offers a wide range of sporting clubs and social sport and activities for staff, students and the community including badminton, a boxing studio, group exercise classes, social football, indoor football, social hockey, squash, tennis and volleyball.

For more information about sport at Lincoln, please visit: www.lincoln.ac.nz/lusport

Find out about sports clubs in the region from Sport Canterbury, which contains links to other sport websites: www.sportcanterbury.org.nz

Childcare

There are two childcare centres close to the university.

Lincoln University Early Childhood Centre

A university-run Early Childhood Education Centre is based at The Crescent, where your child will be cared for while you learn. The Centre caters for students, staff and other organisations based in the Lincoln area.

P: +64 3 325 2870 https://luecc.lincoln.ac.nz

Lincoln Childcare Centre

This university-run childcare centre can be found nearby on Ellesmere Junction Road and provides quality educational care for children of students, staff and the community.

P: +64 3 325 2287 childcare.lincoln.ac.nz

Primary and Secondary Schools

All children aged six to 16 years in New Zealand must either attend school or be educated at home. Most children start school when they turn five years old.

Find our more at https://parents.education.govt.nz

LUSA

The Lincoln University Students' Association (LUSA) is dedicated to providing a great student experience. Every Lincoln student automatically receives access to their services, such as clubs and societies, events, and advice and support. LUSA's staff and students will do their best to make themselves known to you throughout the year. If you want to visit them, they're on the ground floor of the George Forbes Memorial Building.

They can help with academic issues, assist you when you need advice about flatting and legal help, and they run a great secondhand book sale. They also look after lost property.

Spotlight on student clubs

LUSA runs more than 20 clubs, including the International Club, which hold events, meetings and trips throughout the year. Learn more by attending Clubs and Market Day at the start of each semester or visit www.lusa.org.nz



Spotlight on events

LUSA hosts many events throughout the year. CultureFest is a popular event that celebrates the diversity in and around Lincoln University and the community. Enjoy a banquet of cuisine and cultural performances at the Lincoln Event Center.

Other services

All students must pay a compulsory student services fee, which supports the delivery of a range of services. Your contribution enables some services to be provided at no cost, and others at a subsidised rate. Lincoln University and LUSA are responsible for delivering the following:

- Advocacy and where to seek legal advice
- Careers information, advice and guidance
- Counselling services and pastoral care
- Employment information
- Financial support and advice
- Health services
- Childcare services
- Clubs and societies
- Sports, recreation and cultural activities Recreation Centre and LUSA.

Check out **www.lusa.org.nz** and like them on facebook.com/studentsatlincoln to stay up-to-date with what's happening on campus.





Accomodation

Settling in on campus and in a foreign country is about managing expectations. Please read the following information, and if you have any questions, visit our International Student Advisors.

Types of accommodation

Halls of Residence P: +64 3 3 423 0525 E: accomm@lincoln.ac.nz www.lincoln.ac.nz/accommodation

Rooms are limited, so if you intend to apply for accommodation in the halls, it is important to get your application in early.

If you take a room in the Halls of Residence, you must sign a contract with Lincoln University Accommodation Services. Make sure that you understand the terms of your contract before you sign it, because it is a legally binding document.

Homestay

Leanne Mora International Student Care Ltd P: +64 3 360 2394 E: studentcare@xtra.co.nz www.studentcare.co.nz

If you are an international student under the age of 18, you must live in a homestay provided and approved by ISC Ltd until you turn 18.

Flatting

Flatting involves renting part of a house or an apartment. Flats are usually unfurnished, and you will have your own room. You will pay a proportion of the overall rent for a property, as per the rental agreement. All other expenses are divided, and household chores (e.g. cooking and cleaning) are usually shared.

You will usually be required to sign a tenancy agreement. Make sure you understand the terms of the agreement, as it is a legally binding document.



Accommodation information

Tenancy

A wide range of information is available at **www.tenancy.govt.nz**, including rights and responsibilities of landlords and tenants, how much bond and rent you should pay in advance, market rent information, and how to handle disputes. Some of the information is available in a wide variety of languages.

Real estate agents

Many of the Christchurch real estate agencies administer properties for landlords.

You can find out more information about current listings with any of the real estate agencies that provide rental accommodation.

Looking for rental accommodation

For more information, search for real estate agents at **www.yellow.co.nz**, or look in the current Yellow Pages book under 'Accommodation – Rental'. Respond to an advertisement (ad) on student notice boards around campus, or you can place a 'Flat or Flatmates wanted' ad on the notice-boards.

Also check www.trademe.co.nz/property and www.realestate.co.nz and www.facebook.com/lincolnflats

Students with families

There is some family accommodation available through Lincoln University's accommodation services, and we may be able to assist you in finding something suitable for your family.

Email the Accommodation Office, accomm@lincoln.ac.nz or phone: +64 3 423 0525.

NOTE: Lincoln University does not assess the suitability of any accommodation that is not arranged either by Lincoln University Accommodation Services, our on-campus accommodation, or by International Student Care Ltd (ISC Ltd), our official homestay agent.

You will need to think about transport, especially if you choose to live off campus.

Getting around

Driving

If you choose to drive in New Zealand, please ensure you familiarise yourself with New Zealand's road rules.

www.nzta.govt.nz/resources/roadcode

Purchasing a private motor vehicle

You may choose to purchase a personal vehicle, but before you do, think carefully. Owning a car is a big responsibility and can cost a lot of money. Think about whether you really need one. Many New Zealand students find they are too costly. Cars lose value quickly and, with the large number of imported used vehicles in New Zealand, they are becoming increasingly difficult to sell. Fact sheets on buying, licensing and selling cars are available from the International Student Advisors.

Please note: Unless you purchase a vehicle from a licensed motor vehicle dealer, you should check that no money is owed on the vehicle from a previous owner. If money is owed against the car, the company with the registered security may legally repossess (take away) your car. For a small cost you can check this at www.motorweb.co.nz

Bear in mind that driving a car means extra expense to the student budget, like:

Purchasing or hiring a vehicle

Keeping vehicle registration and Warrants of Fitness (WOF) current at all times. Visit: https://www.nzta.govt.nz/vehicles/ warrants-and-certificates/warrant-offitness

Maintenance of your vehicle, including fuel

Vehicle insurance

A minimum of third party insurance is crucial for your own protection.

Some well-known insurance companies in New Zealand are:

AMI

www.ami.co.nz

NZI

www.nzi.co.nz

State

www.state.co.nz

AA

www.aainsurance.co.nz

Please note StudentSafe insurance **does not** include vehicle insurance. A separate policy covering your car will need to be arranged with another insurance company.



Electric Scooters

Several companies operate electric scooters for short term casual hire. Check the local council website for details on operators and safety instructions.

Bus

There's a reliable bus service to and from campus, which travels into the Lincoln township, Christchurch and the surrounding towns. For more information, visit:

www.metroinfo.co.nz

You can also purchase a Metro Card from the library in the Lincoln township.

Cycling

Riding a bike is a popular mode of transportation for short journeys. Please note that under New Zealand law, you must wear a helmet and have front and rear bike lights on at night. Cycling on footpaths is not permitted. For more information, visit https://www.nzta.govt.nz/resources/ roadcode/cyclist-code/about-cycling/ cyclist-responsibilities

Air travel

For air travel throughout New Zealand or overseas, the two main domestic airlines are Air New Zealand, www.airnewzealand. co.nz and Jetstar, www.jetstar.com/nz.

Alternatively, you can visit our on-campus travel agency, APX Travel (see **www.apx. co.nz**).

For other longer distance travel enquiries around New Zealand, visit: www.aa.co.nz or www.newzealand.com/travel

Health and wellbeing

Mental health, culture shock and homesickness

Culture shock is to be expected. There are many changes to adapt to when moving to a new country. It is natural to feel the effects of culture shock, and it is important to recognise the symptoms of it so you can get the support you need during the adjustment period.

Studying can be stressful for some students. Add language and cultural differences and international students must contend with even higher stress. Depression, culture shock and homesickness are real issues, and many international students experience them. You may not know quite how to recognise it, but you might experience one or more of these symptoms:

- Feelings of isolation or frustration
- Missing family, friends and your home country
- Feelings of sadness, depression, anger, anxiety or lack of motivation
- Doubting your decision to study abroad
- Development of headaches, tiredness, dizziness, illness
- Over-dependence on other students from your own culture.
- People experience culture shock in varying degrees of intensity.

Coping

Ways to cope with depression, culture shock and homesickness:

- Remember that your feelings are normal and others will be feeling the same way.
- Talk to someone you can trust. Student Health and Support welcome your visit, and can offer professional advice and assistance.
- Keep in regular contact with family and friends at home via email, phone or Skype. Tell them how you really feel and discuss any problems you may have.
- Stay healthy exercise regularly, get plenty of sleep and eat wholesome foods.
 Give yourself time to adjust.
- If you are finding study difficult, talk
- to your teacher, advisor or the staff at Library, Teaching and Learning. They can help you to improve your study and time management skills.
- Socialise by spending time with students from other cultures, but maintain contact with students of a similar background too.
- Join clubs and participate in sports.
- Get out and about in New Zealand by taking weekend trips to new places nearby, and exploring your new backyard and community. This will help to ensure that you have a fun, adventurous and fulfilling experience while you are away from home.
- Plan trips with fellow students to share costs of weekend travel and trips, and/or become involved in student clubs for fun and organised activities.



For help with depression and mental illness:

Student Health and Support: P: +64 3 325 3835

Psychiatric Emergency Service: P: 0800 920 092 or +64 3 364 0482

Lifeline New Zealand 24-Hour Counselling

P: +64 3 366 6743 or 0800 543 354 www.lifeline.org.nz

Mental Health Foundation of New Zealand P: +64 9 623 4810

www.mentalhealth.org.nz

NOTE: 0800 numbers can only be called from New Zealand

Chaplaincy

The Lincoln Chaplaincy team offer pastoral and spiritual support.

Many international students come from a faith background, such as Christian, Muslum, Hindu, or Buddhist.

We are here for all of you, as well as for those without a faith or religious background.

We can offer support in difficult or sad times and even rejoice with you in happy times.

We also offer practical support, like free warm clothing and bedding, English conversation classes, and suggestions for jobs.

Email: chaplains@lincoln.ac.nz



Offers support to students attending Lincoln University and their families.

Our focus is on caring for and supporting others. You are welcome to call into our office any weekday between 8.30am and 4.30pm (except Public Holidays).

We have clothing, blankets, curtains and small supplies of food for those in need. We run free health education workshops and mentoring services to support you to adjust to our New Zealand culture.

Call in to our office at 16 Lyttelton Street (behind the Lincoln Library on the main street) or call us on +64 3 325 2007.

www.lincolncomcare.co.nz. Facebook.com/lincolncommunitycare

Student Health and Support on campus

We want your university experience to be a great one, but we realise that sometimes things can seem a little daunting, or life can present an obstacle or two.

You don't have to deal with these things alone. There's a full range of health and support services available on campus.

They're there for you, so don't be afraid to reach out for some help or advice. You can make an appointment with the Student Health and Support Centre for any of the same reasons you would see your health provider at home.

Some examples of the kinds of things they can help you with are:

- Health assessments for illness or injury
- Health advice and education
- Medical reports
- Advice on where to get Immigration medicals
- Immunisation
- Sexual health and contraception
- Minor surgery
- · Counselling and mental health concerns

Even if you're not sure whether they are the right people to talk to, get in touch.

They work collaboratively with all of the university's support services, so they'll be able to point you in the right direction.

You can rest easily in the knowledge that your request will be treated as strictly confidential, and any information will only be shared with other University health professionals on a 'need to know' basis.

If you choose to enrol with Student Health and Support, you will be billed through a direct billing system. There's a form you need to fill out, which can be collected from the Student Health and Support office.



Students with families

Children and spouses of international students who live in Lincoln may be entitled to treatment at the Student Health and Support Centre. Contact +64 3 325 3835 for more details.

Supporting diversity

Some of the associations and clubs which support diversity on campus are:

The Lincoln University Pacific Island Students' Association (LUPISA) provides social, cultural and academic assistance and organises social events and workshops to support the Pasifika identity on campus.

LUSA club 'SPACE' is a social/support group for Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, Intersex, Asexual and other gender and sexually diverse (LGBTQIA*) people at Lincoln University.

Medicines and tests

You or your medical insurer will have to pay for any medicines that you need. A doctor writes a prescription for these and a pharmacy or chemist provides the medicine the doctor prescribes for you.

The cost will depend on the medication you are prescribed. Charges will also apply to any diagnostic tests (such as blood tests) from a laboratory.

What happens if you suffer an injury or accident?

In New Zealand, you visit your doctor or an after-hours clinic in the event of injury or an accident. If it's an emergency, you should go to the hospital, or call an ambulance on 111.

The Accident Compensation Corporation (ACC) provides some 24-hour, personal injury or accident financial cover for visitors to New Zealand.

For more information, call +64 4 816 7400 or free phone 0800 101 996 or go to **www.acc.co.nz** (there's a language line available).

Sexual health

If you choose to have a sexual relationship during your time in New Zealand, you need to protect yourself, both from unwanted pregnancy and sexually transmitted infections (STI).

Contraception and sexual health can be discussed freely with any doctor or nurse in New Zealand. You can be confident that whatever you discuss with a health professional is completely confidential. Individual privacy is treated very seriously and protected by law.

In New Zealand, the age of sexual consent is 16 years. It is illegal to have sexual relations with a person under this age, even if he or she agrees to it.

Sexual harm

If you have experienced sexual harm and would like to talk to someone for help, support or to report an incident for investigation, please contact the Sexual Harm Response and Prevention person, (SHRP) on +64 21 233 4591 or email jackie. blunt@lincoln.ac.nz or contact Student Health and Support on campus.

Family Planning Association

Family Planning provides sexual and reproductive health information, clinical services, education, training and research. Services include contraception, STI checks, educational resources, vasectomies, help with premenstrual syndrome (PMS), adolescent sexuality, pregnancy and many others. For more information, visit: www.familyplanning.org.nz

Emergency contraception: If you have unprotected sexual intercourse or if your contraceptive method fails, you should see a doctor immediately and ask about emergency contraception.

For information on communicable diseases in New Zealand, visit: **www.moh.govt.nz**

Student Health and Support Opening hours: Term time Monday to Friday 8.30am to 4.30pm

Summer School and semester breaks Monday to Friday 9.00am to 12.00pm (or by arrangement).

Sexual Health

For more information and advice:

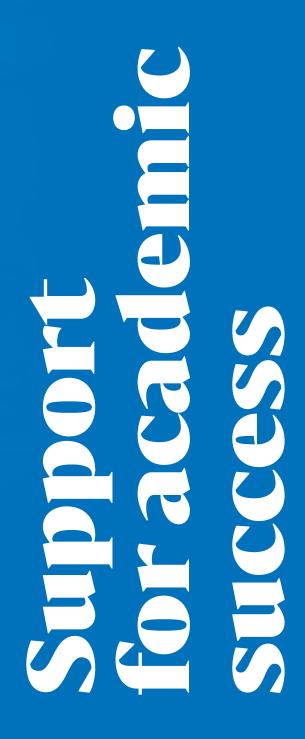
Student Health and Support P: 03 325 3835

Family Planning Association P: 03 379 0514 www.familyplanning.org.nz

Sexual Health Centre P: 03 364 0485

Relationships Aotearoa P: 0800 RELATE www.relationships.org.nz





Academic support

Learning support

Lincoln's Library, located in our iconic Ivey Hall, is a great place to go if you need some extra support with your studies, organisation, writing, reading or learning processes. The staff in Library, Teaching and Learning (LTL) are available to help you with:

- Study skills
- Understanding your assignments
- Academic writing
- PASS (Peer-Assisted Study Sessions)
- Mathematics and statistics
- English language
- Oral presentations
- Theses and dissertations.

You can sign up for workshops and make appointments with staff members who can help you further on specific or general topics. Visit www.lincoln.ac.nz/support or http://library.lincoln.ac.nz/ for more information.

Disability support

Inclusive Education is a department within the Library, Teaching and Learning department that offers services such as:

- Providing a reader or writer
- Arranging extra time for you to finish your assessments
- Support for tests and examinations
- Providing special equipment.

To make an appointment with the Inclusive Education Coordinator, email **inclusive@ lincoln.ac.nz** or phone Reception at the Student Health and Support Centre on +64 3 325 3835.

For more information, see https://ltl.lincoln. ac.nz/services/inclusive-education/

English Language

Before you are able to begin your undergraduate or postgraduate study, you must have a certain level of English language competency. For more information, please visit: www.lincoln.ac.nz/englishlanguage

If your IELTS, TOEFL or equivalent test scores/ratings do not meet the set criteria, Lincoln University has an excellent English Language programme that will help you prepare for your undergraduate or postgraduate study.

For more information on the programme, please email **international@lincoln.ac.nz** or call + 64 3 423 0000.

The Chaplaincy team also provide fun and free English conversation classes. For more information please email Chaplains@ lincoln.ac.nz or phone +64 3 423 0514

Student Administration

The staff in Student Administration are responsible for your admission, enrolment, managing scholarships, the timetable and graduation.

They'll help you navigate through the questions you'll have about visas and study and if they can't help, they'll know who can.

Find their offices on the ground floor of the George Forbes Memorial Building.

Office hours are 8.30am to 4.30pm, Monday to Friday. E: apply@lincoln.ac.nz P: +64 3 423 0044

Posting documents to support your study application: Student Administration

PO Box 85084 Lincoln University Lincoln 7647 Christchurch, New Zealand



IT student support

When you become a Lincoln student, you will receive a Lincoln University email address and a free version of Microsoft Office 365. See http://ithelp.lincoln.ac.nz for more information.

IT Service Desk (Library) P: 03 423 0100 (direct dial, off campus) Extn: 30100 (dial this number on campus) E: **ithelp@lincoln.ac.nz**

Learn

Learn is our learning management tool that includes course outlines, timetable information and important university messages. When you receive your Student ID and password after becoming a Lincoln student, you will be able to use them to login to Learn at https://learn.lincoln.ac.nz

Safety app

SAFELU is a mobile app that gives the University a way to communicate the status of safety events on campus. Lincoln is the first University in New Zealand to launch a safety app for its campus.

No sign-in is required, you will have access to emergency contacts, health and safety information, emergency procedures, and support tools.

This will be our main way of managing communication with you in the event of an emergency such as a campus lockdown, a campus closure due to bad weather, a power or water outage etc.

You can download the app via the relevant app store under **SAFELU Lincoln**.

Study resources

We have a number of different ways we can provide you with support in your study including our Library, Learning and Teaching team, our IT Support team, and resources specifically for Postgraduate students etc. For more information, visit: www.lincoln.ac.nz/student-life/studyresources

Practical work

Some undergraduate degrees and diplomas require you to complete a specified number of practical work hours. Details are on our website.

For practical work questions, please contact:

Barbara Nicholson

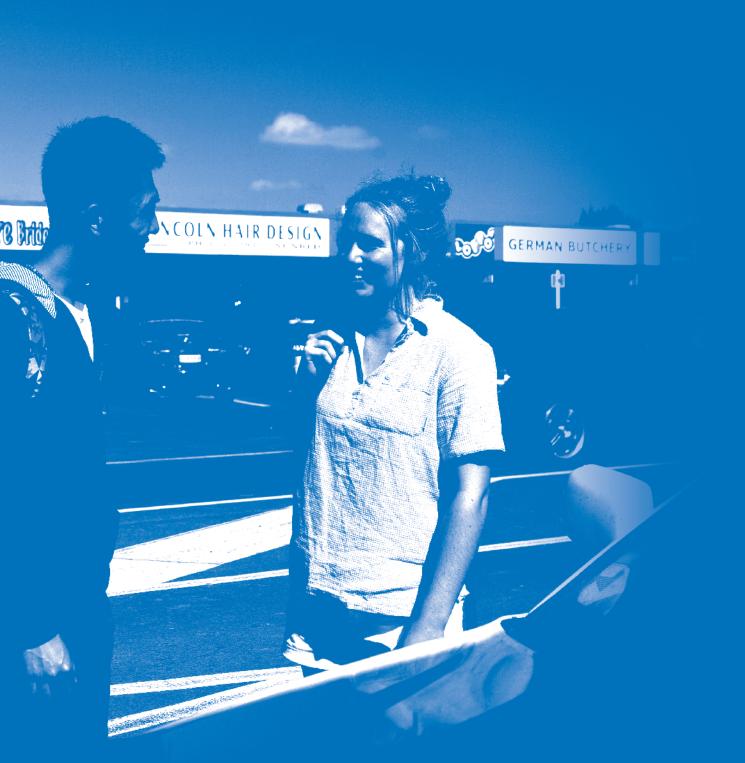
Practical Work Coordinator Student Administration Office Ground Floor, George Forbes Memorial Building E: practicalwork@lincoln.ac.nz P: + 64 3 423 0061 www.lincoln.ac.nz/Student-Life/careersand-employment/Practical-Work/

Study Abroad

If you are in the Study Abroad programme with Lincoln University and your current tertiary provider. Your contact person for assistance is:

Diane de Haan

Student Administrator Study Abroad and Exchange Ground Floor, George Forbes Memorial Building E: diane.dehaan@lincoln.ac.nz P: +64 3 423 0048



Careers and employment

Career and employment advice

A full careers and employment service is available for undergraduate and postgraduate students.

Our Learning Advisor is based in Library, Teaching and Learning, and can help with career direction, labour market information, job search skills and tools including CVs, letters of application, psychometric testing, selection processes and interviews. We keep in close contact with employers and facilitate many events on campus, bringing together recruiters and students.

Once on campus, you can register on Lincoln CareerHub to view vacancies, graduate programmes and events, and to access career resources.

Michelle Ash

Learning Advisor (Careers and Employment) E: michelle.ash@lincoln.ac.nz, P: +64 3 423 0331 http://library.lincoln.ac.nz

Inland Revenue Department

To work in New Zealand, you must have an Inland Revenue Department (IRD) number for tax purposes.

Your student visa will state if you are allowed to work up to 20 hours per week during the academic year, and fulltime during the summer holiday break, to comply with the rules set by legislation and INZ.

If this information has not been automatically issued with your visa and you want to work while studying, you must apply for a Variation of Conditions (VOC) separately. You can visit Student Administration and use the University's E-branch to assist you. Failure to comply with the laws and regulations can result in losing your ability to stay in New Zealand.

Minimum wages and labour conditions in New Zealand https://www.newzealandnow.govt.nz/ workin-nz/employment-rights



Work criteria and job search sites:www.immigration.govt.nzwww.ird.govt.nzwww.govt.nz/browse/workwww.workingin-newzealand.comwww.internations.org

Useful employment contacts:

Careers and Employment

www.lincoln.ac.nz/Student-Life/Careersand-Employment/

Student Job Search www.sjs.co.nz

Seek (Job advertising) www.seek.co.nz

Trade Me Jobs www.trademe.co.nz/Trade-me-jobs/ index.htm

Inland Revenue Department (Tax) 0800 227 774 www.ird.govt.nz

Employment Relations Infoline 0800 800 863 (language line available)

Driving in New Zealand

This section contains information about what to expect from our roads and drivers.

Before driving in New Zealand, it is important to become familiar with the road rules.

Please visit **www.nzta.govt.nz** for more details.

Driver's licence and road rules

To drive in New Zealand you will need to get an International Driver's Licence. For more information, see http://www.newzealand. com/int/feature/international-drivinglicences-and-permits/

For New Zealand road rules, you can purchase The Road Code which is available at most bookshops or you can view it at www.nzta.govt.nz.

Land Transport offers a number of publications for new resident drivers. These are available from the International Student Advisors (in English only) or you can find them online (in a variety of translations).

Please note: It is important that you take out a vehicle insurance policy (at least third party insurance) if you purchase a car in New Zealand.

Penalties for driving offences in New Zealand are severe, including heavy fines, loss of licence, and even imprisonment (for serious offences). International students can risk losing their student visas for serious driving convictions. It is your responsibility to become familiar with road rules in The Road Code.

Speed kills

The maximum speed on open roads (which are country roads outside cities and towns) in New Zealand is 100km/h. This is the fastest you are allowed to drive, and you must follow any speed limit signs that instruct you to slow down.

The maximum speed limit in towns and cities is 50km/h, unless speed signs indicate otherwise. Speed signs are well sign-posted and can change on the same stretch of road. Speed limits around schools during school time is reduced to 40km/h.

Whatever the posted speed limit, you should always drive to the conditions – drive slower when it's hard to see or if it's raining or snowing.

Alcohol

It is illegal for drivers under 20 to drink any alcohol before driving. For those over 20, driving with excess breath or blood alcohol is illegal. There are severe penalties for breaking these laws. For more information, visit: http://www.alcohol.org.nz/alcoholyou/drinking-and-driving



Safety belts

All passengers must always wear a safety belt, whether seated in the front or back of the vehicle. Drivers and passengers are legally responsible for wearing their own safety belts. The driver is also responsible for ensuring that children under 15 wear theirs. There are instant fines for not wearing safety belts.

Child restraint laws changed in New Zealand on 1 November 2013. Any child under seven must now be in an approved child restraint. For more information visit: www.nzta.govt.nz/safety/vehicle-safety/ safety-belts-and-restraints/child-restraints/ using-child-restraints-in-new-zealand/

Always keep left

In New Zealand, we drive on the left-hand side of the road. If you drive on the right side of the road in your own country, please remember to keep left when pulling out onto the road. It's easy to forget where you are.

Failure to give way

Many accidents are caused by a failure to give way. It's very important that you know the give way rules (see The Road Code). In general, if you're turning, give way to all vehicles that are not turning. Always use your indicator when turning.

Hand-held mobile phones

Drivers must not use a hand-held mobile phone unless the device is completely hands-free or mounted securely to the vehicle and touched infrequently and briefly. Writing, reading or sending text messages while driving is illegal.

If you pull over to use your mobile phone, you must do so in a safe and legal place. Stopping to do this on the motorway is illegal and dangerous.



What happens if you have a car accident? If you have an accident while driving and are not badly hurt, you must stop and check to see if anyone else is hurt.

If someone is hurt, give first aid or find a phone and dial 111 for emergency services. You will also need to protect the scene to ensure other accidents do not occur.

You must inform the police within 24 hours of the accident. If no one is hurt, you will need to give your name and address (and the name and address of the owner of the vehicle you are driving) to the owner or driver of any other damaged vehicle and the owner of any damaged property. If you can't find these owners, tell the police as soon as possible.

You will also need to obtain the contact details of the other person involved in the accident.

It's a good idea to test your knowledge before you drive.

Visit:

www.drivingtests.co.nz/roadcode/tourist/

New Zealand and the Law

New Zealand laws protect the rights of everyone in the country, including visitors and international students. Laws here may be different to those in your home country, but not knowing New Zealand laws is not an acceptable excuse for breaking them, nor is it a viable defence in court.

If you need legal advice on personal security or welfare issues, for example, ask our International Student Advisors for the contact details of people who can help you.

Awareness of potentially dangerous situations and crimes

Wherever you are in the world, it is best to practise common sense to keep yourself safe. Awareness is important so that you can protect yourself against potentially dangerous situations.

If you do find yourself in trouble of some kind, do not try to resolve the situation on your own. Always contact the police for help.

If you are unsure about whether someone claiming to be an official is legitimate, please contact our International Student Advisors for advice.

Some examples of scams:

Agents: Some people may claim to be 'agents' who do not work for the government agency or institution you are dealing with. They may say they can help you to accomplish a variety of achievements involving immigration and tertiary studies.

Student visas: Some 'agents' may claim to be able to help you get a visa from Immigration New Zealand more quickly. Do not pay them to do this. You are best advised to use the E-branch at Lincoln University or contact a licensed immigration advisor on www.immigration.govt.nz/ contact/find-immigration-advice

Passports: If you lose your passport, you will need to cancel your old one and have a new passport issued by your country's Embassy or Consulate. Do not pay somebody to do this for you, even if they claim to be an 'agent' and guarantee that they can speed up the process. Only Embassies and Consular Offices issue passports and you can deal with them directly.

Buying/selling cars: Do not trust somebody else to buy or sell a car for you. You can sell a vehicle directly to a car yard or to another person. You don't need an agent. If you are not receiving cash at the time of sale, make sure you have a detailed, written contract.



Receiving stolen goods: Many students buy second-hand electronic equipment and furniture from other students. This is a good way to get a cheap deal, but ensure you are buying goods directly from the owner. It's a crime in New Zealand, punishable by imprisonment, to receive stolen goods if you know or should have known that they were stolen or obtained by another crime. If you are offered goods for sale at prices that are significantly cheaper than the normal price, be very cautious about buying them. You should check the ownership of the goods and ensure they're not stolen property.

Protection money: You don't need to pay people to protect you in New Zealand. If anybody approaches you and asks for money to join their group for protection, inform the police and our International Student Advisors immediately. Recruitment to sell drugs: Local criminals sometimes attempt to pressure students into selling drugs to their friends. They may take cellphones or passports from students or photograph them in compromising places or embarrassing situations and then threaten to send copies to their families. If you are threatened in this way, inform the police and our International Student Advisors immediately.



NEW ZEALAND POLICE Ngā Pirihimana o Aotearoa

The New Zealand Police

When you move into your accommodation, find out where the local Police Station is and the contact phone number. You can either go to your local Police Station for help or phone them. The Police website is **www.police.govt.n**z, and it has material translated into many different languages. If you are hearing impaired and in an emergency, you can text your details to 111.

The police have access to a free interpretation telephone service called Ezi Speak. It operates from Monday to Friday, 10.00am - 6.00pm. When you contact the police, ask for Ezi Speak and specify your language (e.g. Ezi Speak Mandarin). The service is available in 35 languages.

For further details, see www.ezispeak.govt.nz.

A publication on your rights as a victim is available in several languages and can be found on the Ministry of Justice website at www.justice.govt.nz.

(Dial or text 111 only in an emergency)

Christchurch Central Police Station 40 Lichfield Street P: +64 3 363 7400

Lincoln Police Station 30 Gerald Street P: +64 3 378 0160



Safety in public places

New Zealand is generally considered to be a safe country. However, no matter where you are in the world, it's best to follow some simple guidelines to avoid putting yourself in unnecessary danger. If you feel uncomfortable in a situation, here are some tips to help keep yourself safe:

- Practise common sense
- Tell family, friends or colleagues about your plans
- Carry a personal alarm or mobile phone
- Take notice of what is happening around you, and check street signs so you know where you are
- Go out with friends
- Avoid leaving a place with someone you have just met
- If someone is making you feel uncomfortable for any reason, it is best to

avoid them. Avoid walking alone at night and remember that it's safest to stay in well-lit areas where there are a lot of other people

- If you think someone might be following you, go quickly to the nearest place where there are other people, such as a service station, fast-food restaurant, or house with lights on, and call the police immediately
- Plan your transportation by enlisting a (sober) friend to drive, or calling a taxi
- If you use drugs or drink more than a moderate level of alcohol, it will lower your awareness and increase the risk of danger to you; your ability to be in control and react to a situation will be affected
- Never drive under the influence of drugs or alcohol.

Harassment and discrimination

Harassment is defined as unwelcome or offensive physical, verbal or visual conduct. For information on harassment (including sexual harassment) and what to do if you are being harassed, go to www.lincoln.ac.nz/student-life/studentsupport/ethical-behaviour or to the Human Rights Commission at www.hrc.co.nz. Alternatively, speak with our International Student Advisors.

Violence

In New Zealand, it is unlawful to strike (hit, punch, kick) or assault another person or animal in any way, or make sexual contact without the other person's consent. Violence is always unacceptable.

Please note: spanking or smacking children or using any other form of physical punishment is against the law in New Zealand.

The New Zealand Police take all violence very seriously. You must maintain an acceptable standard of conduct. There are services available to help you if you or someone you know has been a victim of violence.

Aviva Family Violence Services offer children and youth services, women's services, residential services, reach-out men's services, programmes such as shine safe @ home, and peer support.

Phone O800 AVIVA NOW (0800 28482 669) http://www.avivafamilies.org.nz

Christchurch City Mission 276 Hereford Street, Central Christchurch, P: +64 3 365 0635 www.citymission.org.nz

Women's Refuge 24-hour crisis line 0800 REFUGE (0800 733 843) http://womensrefuge.org.nz.

Animal Shelter P: +64 3 941 8999.



Alcohol

Although alcohol is widely consumed at social events in New Zealand, it is acceptable not to drink. The choice is yours, and if you choose to drink, you should do so responsibly.

Drink spiking

'Drink spiking' involves adding a tasteless, odourless and colourless drug to a person's drink without their knowledge. Although it is not common, this can happen anywhere, e.g. parties, clubs or pubs. These drugs can be extremely dangerous and leave people with little or no memory of what has happened. You should always watch your drink being poured (whether the drink is alcoholic or not), and never leave it unattended.

If you feel dizzy, sick or uncomfortable after you have consumed a drink, tell a friend.

If you think your drink may have been spiked, contact the police and a doctor (there are after hours doctors available if necessary), or get in touch with Student Health and Support immediately.

For help with alcohol-related issues:

Health Promotion Agency www.alcohol.org.nz

Alcohol Drug Helpline 0800 767 797 free text 8681

Gambling

Legalised gambling services in New Zealand include casinos (where you must be 20 years of age or over), sports betting, horse racing, slot machines (termed the 'pokies') at bars and taverns, lottery tickets and scratchies.

Some international students have fallen into the trap of gambling with the money that was intended for living expenses or tuition. Help is available if you suspect you are at risk of a gambling problem.

Problem Gambling Foundation (English/Mandarin/Cantonese/Korean): 0800 664 262 www.pgf.nz

Alcohol and tobacco

In New Zealand, alcohol and tobacco smoking are legal but regulated. You have to be 18 or over to purchase alcohol and tobacco, and you will need to show proof of age and photographic identification, e.g. a New Zealand Driver's Licence or the Hospitality New Zealand Kiwi Access Card. You can get an application form for a Kiwi Access card from www.kiwiaccess.co.nz, or from any New Zealand Post Shop.

There are strict rules about when and where you can and cannot drink alcohol and/or smoke.



Smoking is not permitted indoors in public places such as bars, restaurants and cafés, and it is also banned in some outdoor areas. You should always check to be sure that you are allowed to smoke.

For help to quit smoking: www.quit.org.nz http://smokefree.org.nz

For the good health of all students, Lincoln is a smoke free campus. If you are a smoker you can receive help to stop from www.quit.org.nz.

There are small designated smoking areas, these are the only areas where you can smoke or vape on the campus grounds.

Emergency and vital contacts

Drugs

Illegal drugs include marijuana, 'magic mushrooms', LSD, ecstasy ('e'), methamphetamines (the street name is 'P' in New Zealand), cocaine and heroin to name a few. Possession of any of these drugs is against the law and carries harsh penalties that may include imprisonment. You should refuse drugs if they are offered to you. They pose considerable risks to your health. For more information, visit: www.health.govt.nz/your-health/servicesand-support

For help with drug and alcohol addictions, phone the Alcohol and Drug Helpline: 0800 787 797

Party pills/herbal highs

'Herbal' and synthetic 'party pill' drugs are available in Christchurch and are illegal. Health authorities have expressed concerns that they are dangerous, particularly when combined with alcohol, as the ingredients and quantities are unknown. If you have taken any of these drugs and are feeling ill or nervous, please dial 111 for an ambulance or dial the Alcohol and Drug Helpline: 0800 787 797.

For an understanding of the laws in New Zealand regarding these drugs, please visit: www.legislation.govt.nz/bill/ government/2013/0100/latest/ DLM5042921.html

www.health.govt.nz/our-work/regulationhealth-and-disability-system/psychoactivesubstances-regulation

Police/Fire/Ambulance: 111

If you are using a pay phone, you do not need money or a phone card to dial 111.

If you are calling from an on-campus extension, dial 1 for an outside line, then 111.

Lincoln University Security Desk

+64 3 325 2822 (24 Hours); 9999 (from internal phones); mobile. 027 483 3013

International Student Advisors

denise.pelvin@lincoln.ac.nz; +64 3 423 0086 +64 27 669 9248

denise.hannam@lincoln.ac.nz +64 3 325 3886 +64 21 246 5233

Police Stations

Police are very well respected and trusted in New Zealand. You should contact the police if you have any concerns about your personal safety. The two police stations in the immediate area are:

Lincoln

Gerald Street, +64 3 378 0160

Hornby Tower Street, +64 3 344 1800

The main police station in Christchurch is: Christchurch Central Station, 40 Lichfield Street, +64 3 363 7400.

You can find all the Canterbury police station locations online at www.police.govt. nz/about-us/structure/police-districts/ canterbury



Download the SAFELU app

We use an app called **SAFELU** to communicate information about emergencies and provide emergency response procedures, safety details and contacts.

Get it free on GooglePlay or the App Store.



EARTHQUAKES

Chaplains

Sampson Knight Hudson Hall Sampson.Knight@lincoln.ac.nz Or: chaplains@lincoln.ac.nz

Health Service Providers

Student Health and Support,

Hudson Building, Lincoln University +64 3 325 3835 Visit www.lincoln.ac.nz/student-life/ health-services/ for primary health services and fees.

Pegasus Health 24 hour Surgery 401 Madras Street 03 365 7777

Riccarton Clinic and After Hours Medical (Church Corner) 8.00am - 8.00pm 03 343 3661

Healthline (24 hours – nurse advice) 0800 611 116

Pharmacies

Lincoln Pharmacy 8 Gerald Street 03 325 2666;

Selwyn Community Pharmacy (10% discount for students) 5B Gerald Street 03 325 2285

Urgent Pharmacy

Cnr Bealey Ave & Colombo St Christchurch 03 366 4439

Embassies and Consular Offices in New Zealand

In the event of national emergencies or significant events back in your home country or here in New Zealand, or if you lose your passport or important documents, you should contact your nearest Embassy or Consular Office as soon as possible. An alphabetical list of Embassies in New Zealand is available on the Ministry of Foreign Affairs and Trade website: www.mfat.govt.nz/Embassies/2-Foreignrepresentatives- to-NZ/index.php.

Emergency Procedures

Emergency evacuation procedures are detailed on the back of each bedroom door in the Halls of Residence. Please familiarise yourself with these instructions.



Drop to the ground



Take cover by getting under a sturdy desk or table, or shelter by an interior wall or low lying furniture, and cover your head and neck with your hands.



Hold onto something sturdy until the ground stops shaking.

If you are inside a building, move no more than a few steps and drop, cover and hold. Stay indoors until the shaking stops and you are sure it is safe to exit. In most buildings in New Zealand, you are safer if you stay where you are until the shaking stops.

If you are outdoors when the shaking starts, move no more than a few steps away from

buildings, trees, streetlights and power lines, then drop, cover and hold.

Once the shaking stops or aftershocks subside, make your way calmly to the designated assembly point (refer to the evacuation procedures detailed on your bedroom door for your Halls-specific assembly point).

What is a campus lockdown?

A campus lockdown is the process of controlling the movement, access and egress of people in response to an identified risk, threat or hazard that might impact on their safety.

A lockdown may be initiated as part of a security incident or major incident on campus, or due to an event in close proximity to the campus where police or other emergency response agencies advise us to go into lockdown in response to an event that might impact on the safety of people.

Examples:

- An active shooter on campus
- An armed offender event in the wider Lincoln township
- Someone threatening violence on campus (with or without a weapon)

What to do in a lockdown

- Lockdown alarm sounds indicating immediate threat to people on campus 3 x PULSE - PAUSE - 3 x PULSE - PAUSE - 3 x PULSE - REPEATEDLY.
 If you are outside, immediately move indoors to the nearest building.
 If you are already inside a building, remain inside and take immediate cover. Once you are indoors, move quickly into an internal room.

 Where possible, close blinds or curtains,
 lock/barricade doors and turn off lights.
 Move into centre of room and sit on the floor well away from any windows.
 Do not hide in hallways or toilet areas.
 - 4 Turn mobile phones onto silent mode and remain as calm and quiet as possible.
- 5 Eliminate all noise and movement. Do not answer the door or respond to commands until certain they come from police. If gunshots are heard, immediately lie flat on the floor.
- 6 If the fire alarm sounds during a lockdown, do not evacuate unless told to by Emergency Services or if there is obvious and immediate danger from a fire.
- 7 Keep doors locked and remain in place until instructions are received from police. Be aware that information may take some time to get to you.
- 8 The police will inform us when the lockdown emergency is over. This will be communicated by the all clear signal (one long, continuous tone) across the campus and a message via the **SafeLU** app.

IF YOU SIGHT AN ARMED OFFENDER ON CAMPUS, IMMEDIATELY CALL 111

TO PUT THE CAMPUS INTO LOCKDOWN, CALL (03) 325 3898

DO NOT USE MOBILE PHONES UNLESS COMMUNICATING VITAL EMERGENCY INFORMATION TO 111

2 Lincoln University — International Student Guide

Pastoral care

The Education (Pastoral Care of International Students) Code of Practice 2016 sets the standards of care that education providers must provide to international students who are living and studying in New Zealand. The framework covers minimum standards, best practice and student complaint procedures.

The code is part of the New Zealand Ministry of Education's policy and all education providers with international students must be signatories of it (they must sign up to comply with the code).

Please keep all of your personal contact details current at all times with Lincoln University and with INZ.

Summary of the Education (Pastoral Care of International Students) Code of Practice 2016

When students from other countries come to study in New Zealand, they must be wellinformed, safe and properly cared for.

New Zealand educational providers have an important responsibility for international students' welfare. Here is an overview of the code, and the procedures you can follow if you have concerns about your treatment by a New Zealand educational provider or an agent of a provider. Full details can be found in the code itself. It sets standards for education providers to ensure that:

- High professional standards are maintained
- The recruitment of international students is undertaken in an ethical and responsible manner
- Information supplied to international students is comprehensive, accurate, and up-to-date
- Students are provided with information before entering into any commitments
- Contractual dealings with international students are conducted in an ethical and responsible manner
- The particular needs of international students are recognised
- International students are in safe accommodation
- All providers have fair and equitable internal procedures for the resolution of international student grievances.

For more information and where to receive your own copy of the code, visit: www.nzqa.govt.nz



Lincoln University Rules and Procedures



Code of Practice concerns at Lincoln University

If you think Lincoln University has not met its obligations under the Code of Practice, you should meet with an International Student Advisor. If the issue remains unresolved, you may need the help of an International Student Advisor, or the Lincoln University Students' Association (LUSA) Student Advocacy and Voice Co-ordinator.

Lincoln University Rules and Regulations

Rules and procedures for complaints about academic quality at Lincoln University are printed in the University Calendar (available on the web). Find our policies, including the Grievance Policy, on our website. If you are not satisfied that your problem or concern has been adequately addressed, you may make a complaint to the Office of the Ombudsmen. This is a high-level government office that reviews administrative decisions made by government departments and officials.

You need to follow all other steps before contacting the Office of the Ombudsmen.

Further information is available at www.ombudsman.parliament.nz.

For any questions relating to the information about pastoral care, please contact our International Student Advisors international.advisors@lincoln.ac.nz.

Your responsibilities under the Code of Practice are:

- Keep your personal contact details current at all times with Lincoln University and Immigration New Zealand
- Ensure you have met New Zealand Immigration requirements
- Have approved medical and travel insurance for the duration of your study.
 Attend Orientation Warkshape
- Attend Orientation Workshops

This information is current at the time of printing. Please check the website for any updates.

www.nzqa.govt.nz/studying-in-newzealand/coming-to-study-in-new-zealand/ international-student-care/

Ethical behaviour/harassment

At Lincoln University, staff and students are expected to conduct themselves in an ethical manner.

Cheating is not tolerated. Each student must follow all the guidelines prescribed by course lecturers and examination staff. For more clarification, please contact Amanda Emery, Examinations and Results Coordinator, at Amanda.Emery@lincoln.ac.nz

If you have an issue regarding the way you have been treated but are confused about who to turn to for help, Lincoln University staff will be happy to direct you to an appropriate staff member who is qualified to assist you with your concerns.

There might be times when you feel that you have not been treated fairly by staff members or others on campus. We have an Ethical Behaviour Committee who can help. Please visit:

www.lincoln.ac.nz/student-life/studentsupport/ethical-behaviour. Alternatively, contact the International Student Advisors or the LUSA Student Advocacy and Voice Co-ordinator at www.lusa.org.nz.

Other useful websites and contacts available for legal advice:

The Community Law Centre provides free legal advice to communities with unmet legal need, especially those unable to pay for legal services. Phone 0508 CANLAW, 03 366 6870.

www.canlaw.org.nz

The Citizens Advice Bureau provides free advice on a wide range of issues, including legal advice and information on accommodation, health and welfare.

Christchurch City, Phone 0800 367 222 (0800 FOR CAB) or 03 366 6490, Monday and Friday 9.00am - 12.00pm, Tuesday and Wednesday 9.00am - 3.00pm. Obtain free legal advice on Thursdays, 1.00pm -2.00pm.

Christchurch West, 8 Goulding Ave, Hornby Community Care Centre. Phone 03 349 5236, Monday - Friday 9.00am - 5.00pm. Obtain free legal advice on Thursdays, from 6.15 pm. Please visit www.cab.org.nz

Office of Ethnic Communities www.ethniccommunities.govt.nz



Academic quality concerns

Class representatives

For every academic course taught at Lincoln University, there will be at least one student representative volunteer who will be selected to liaise with the lecturer on behalf of the class. They will deal with any issues or questions that may arise, such as schedules, facilities, curriculums, or the lecturing staff. Who can I go to if I still have concerns about the quality of the academic service I am receiving?



The LUSA Student Advocacy and Voice Co-ordinator can assist and advise you on the best approach to take if you have concerns over the academic quality of your classes.

Appeals, Complaints and Grievances

Any concerns a student may have should be raised with Lincoln University who will ensure that appeals, complaints and grievances are addressed in a fair, equitable, timely and confident manner. In the first instance, the student should approach the respondent (the person/s against whom there is a grievance or who is appealed against). If a resolution cannot be sought by taking this approach or the student is not comfortable doing that, the following course of action can be taken.

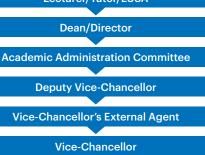
> What if I am unhappy with the way I have been treated by a lecturer or the University?



The LUSA Student Advocacy and Voice Co-ordinator will be able to act on your behalf. P: +64 3 423 0578, or E: students@lusa.org.nz.

Escalation of Appeals, Complaints and Grievances Process





PERSONAL

LUSA International Student Advisor Head of Department

University Proctor (non-academic)

Deputy Vice-Chancellor

Vice-Chancellor

Lincoln University Key dates 2020

If the student has followed all levels of appeal within Lincoln University and is still not satisfied with the outcome, they may raise the issue with the Code of Practice administrator, NZQA, who has the legal authority to investigate potential breaches of the code. It has a process for finding out if the concern or complaint is valid and if a provider has breached the code, by obtaining information from both the student who has raised the concern or complaint and the education provider. Details of how to contact NZQA are as follows.

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.

1. Go to https://www.istudent.org.nz/ making-a-complaint/complaint-form and submit your complaint online

email a scan of your completed form, along with scans of any supporting evidence, to qadrisk@nzqa.govt.nz

If you need more information on the complaints process, contact NZQA on +64 4 463 3000 or 0800 00 6675.



Visas

Immigration New Zealand (INZ) Lincoln University has an INZ E-Branch on campus. To renew student visas, please visit Student Administration on the ground floor of the George Forbes Memorial Building or apply directly through Immigration online.

E: international@lincoln.ac.nz

Immigration New Zealand can be contacted on 0508 55 88 55 within New Zealand (language line available) or by mail at PO Box 22111, Christchurch 8142. Wednesday 12 -Friday 14 February Welcome week orientation



Monday 17 February Semester One Lectures start **Z** Saturday 28 March -Sunday 19 April

Semester break

08 Monday 08 -

Friday 19 June

Examinations

09

Thursday 09 – Friday 10 July Welcome week orientation



Semester Two Lectures start

22

Saturday 22 August - Sunday 06 September ^{Semester break}

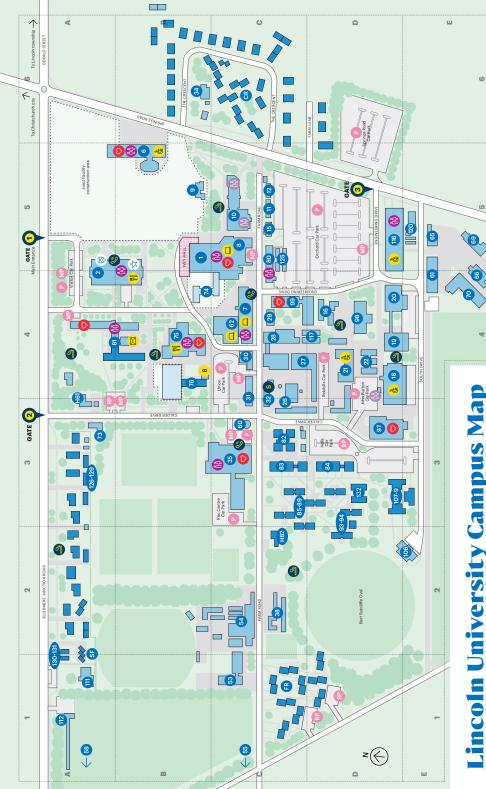


Tuesday 27 October – Friday 6 November Examinations



LINCOLN UNIVERSITY TE WHARE WÂNAKA O AORAKI

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Find out more at www.lincoln.ac.nz



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