



UCOL

Te Pae Mātauranga ki te Ao
Universal College of Learning

FIND YOUR WAY AT UCOL

International Pre-Departure
Guide

**THINK
NEW**



NEW ZEALAND
EDUCATION

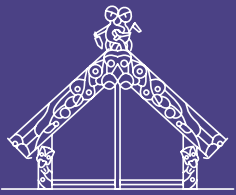
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UCOL is a subsidiary of
Te Pūkenga – New Zealand
Institute of Skills and
Technology





WHANGANUI
FOUNDED IN
1892



WAIRARAPA
FOUNDED IN
1896



MANAWATŪ
FOUNDED IN
1902



HOROWHENUA
FOUNDED IN
1987

WELCOME

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

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

At UCOL we believe learning changes lives and opens doors, and we want our students to prosper. If you have any queries about your upcoming study at UCOL don't hesitate to contact our International Student Support Team.



KIA ORA & WELCOME TO UCOL

Delivering over 120 years of excellence in education, it's easy to see why international students from all around the world choose UCOL as their top choice for studying abroad.

Established in 1892, UCOL Limited is a subsidiary of New Zealand's national vocational skills and training institute, Te Pūkenga. We are a high-performing New Zealand tertiary education institute where international students are immersed in a stimulating academic environment.

UCOL will provide you with an internationally recognised qualification and the skills you need to succeed wherever you work in the world. With our long-standing industry connections, you will have opportunities to connect and meet with local businesses and organisations. You will also have the chance to experience the kiwi lifestyle and explore various iconic landscapes.

Studying abroad will be one of the most exciting times of your life. I encourage you to embrace this chance to challenge yourself, develop your independence, and create memories of a lifetime. Our friendly and dedicated team here will strive to make your UCOL journey unforgettable.

I very much look forward to welcoming you as part of our UCOL whānau/family.

Dr Linda Sissons
Chief Executive

BEFORE YOU LEAVE

ACCOMMODATION

Accommodation is something that needs to be arranged before you leave your home country. UCOL can provide advice on finding accommodation close to your campus and there are a few different options, such as renting an apartment, staying in a hostel, or going flatting (sharing an apartment with other students). There is also the option of living in homestay accommodation, which UCOL can arrange for you. Please visit the accommodation page on the UCOL website for more details about [accommodation options](#) in Palmerston North, Whanganui, and Wairarapa. Don't hesitate to get in touch with UCOL's International Student Support Team for assistance.

Please note if you are under 18 years old, you must stay with a designated caregiver or in UCOL approved homestay accommodation.

INSURANCE

Travel and medical insurance is a compulsory requirement for all international students studying in New Zealand. By now, UCOL would have arranged insurance with Allianz New Zealand for you, with the cost for the first period of study shown on your offer of place. You are fully insured from the time you leave your home country until the expiry of your student visa or when you return to your home country (whichever is earlier). Policy information and information on how to claim will have been sent to you. International student support can assist you in making your claim. If you have any questions about your policy, don't hesitate to get in touch with us.

HAND LUGGAGE

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

- Plane ticket
- Valid passport which covers your intended stay in New Zealand
- Student visa for New Zealand
- Copies of original documents and all the communications you have had with UCOL (Confirmation of Place letter, Offer of Place letter)
- At least \$200 in cash in New Zealand dollars
- Copy of your insurance documentation (if you have purchased your own)
- Contact details for the UCOL International Student Support Team

Tip: Keep a photocopy of your birth certificate and passport in your checked luggage – and leave a copy with someone at home too.



Photo credit: Education New Zealand



ARRIVING IN NEW ZEALAND

AIRPORT PICKUP

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

As soon as you know your flight number, please let us know by email so that we can arrange transport for you when you arrive at the local airport. We'll inform you of your pickup plan. It will most likely be one of our friendly International Student Support Team. If you have homestay accommodation arranged, your homestay family will plan your airport pickup. Even if this is the case, please still let us know your arrival date and time so that we know when to expect you at UCOL.

Please note: Palmerston North and Whanganui are a long way from Auckland, Wellington, or Christchurch and we do not offer a free pickup service from these locations.

BAGGAGE ALLOWANCE

It's best not to bring too much luggage with you to New Zealand. Major airlines in New Zealand have different luggage restrictions, so make sure you check the requirements of your flights before you leave. Please ensure you have enough time to collect your luggage, clear Customs and Biosecurity and change terminals when booking your domestic flight in New Zealand. It's a good idea to keep with you contact details of the UCOL International Student Support Team or your homestay family (if applicable), in case of any flight or processing delays.

CUSTOMS REGULATIONS

New Zealand has very strict regulations around what items are allowed into the country. You will receive a passenger arrival card on the plane, which you will need to read carefully and tick 'yes' to declare any items you have with you or in your baggage. If you are unsure about an item, there is no problem declaring it and New Zealand Customs will advise you if you are unable to bring it into the country. There are fines and penalties for false declarations. It's better to be safe than sorry! Do not bring fresh food, animal products, fish, shellfish, shells, uncured wood products, plant life (e.g. seeds), or illicit drugs. Remember to bring a doctor's prescription for any medication you may be carrying. For full details please visit the [New Zealand Customs](#) website. You will need to present your completed passenger arrival card as well as your passport at the passport control point when you arrive in New Zealand.



SETTLING IN

SUPPORT STAFF

UCOL's dedicated, professional staff are experienced in looking after the educational, practical, and social needs of international students. They care about your experience and will help you make the most of your time at UCOL. Cameron Lock and Josh Ruddock work closely with other members of the Student Success Team to ensure the academic and wellbeing needs of international students are met. In your first week they will be in touch with you to attend Orientation which will include tailored tutorials, campus and facilities tours, and visits to local attractions.



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CODE OF PRACTICE

UCOL considers it an honour to host international students and we take this responsibility seriously. We are a signatory to the New Zealand Government's Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (The Code). The Code is a document that provides a framework for service delivery by education providers (and their agents) to international students. It sets out minimum standards of advice and care that can be expected, and provides a procedure that students can follow if they have concerns about the treatment they receive from their education provider or agent. You can download a copy of the Code from the New Zealand Qualifications Authority website.

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

WORKING ALLOWANCES

With a Student Visa, UCOL students are often able to work part-time, up to 20 hours a week and full-time during scheduled holidays depending on visa conditions. To be able to work for up to 20 hours per week during the term you must meet one of seven requirements.

The most common requirements are:

- your study programme is for at least two years;
- the study leads to a New Zealand qualification that gains points under the Skilled Migrant Category; or
- you are taking an English language course that meets conditions approved by Immigration New Zealand.

Check your visa to confirm your study and work rights while in New Zealand.

For more information on working while studying, see the Naumai NZ website "<http://www.naumainz.studyinnewzealand.govt.nz>".

USEFUL LINKS

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



YOU HAVE QUESTIONS? WE'RE HERE TO HELP.

Get in touch with one of our International Student Support Team

Phone: [+64 6 952 7000](tel:+6469527000)

Email: internationalsupport@ucol.ac.nz

Website: ucol.ac.nz



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This publication is intended as a guide only. Details are subject to change. Please refer to ucol.ac.nz for the most up-to-date information.