

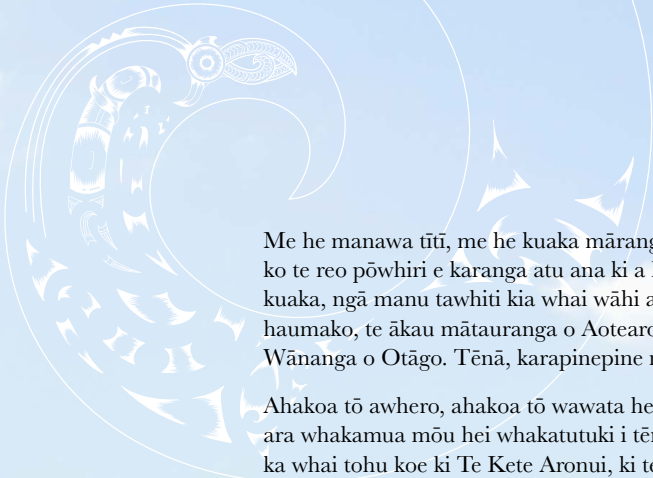


2024

International Student

Handbook





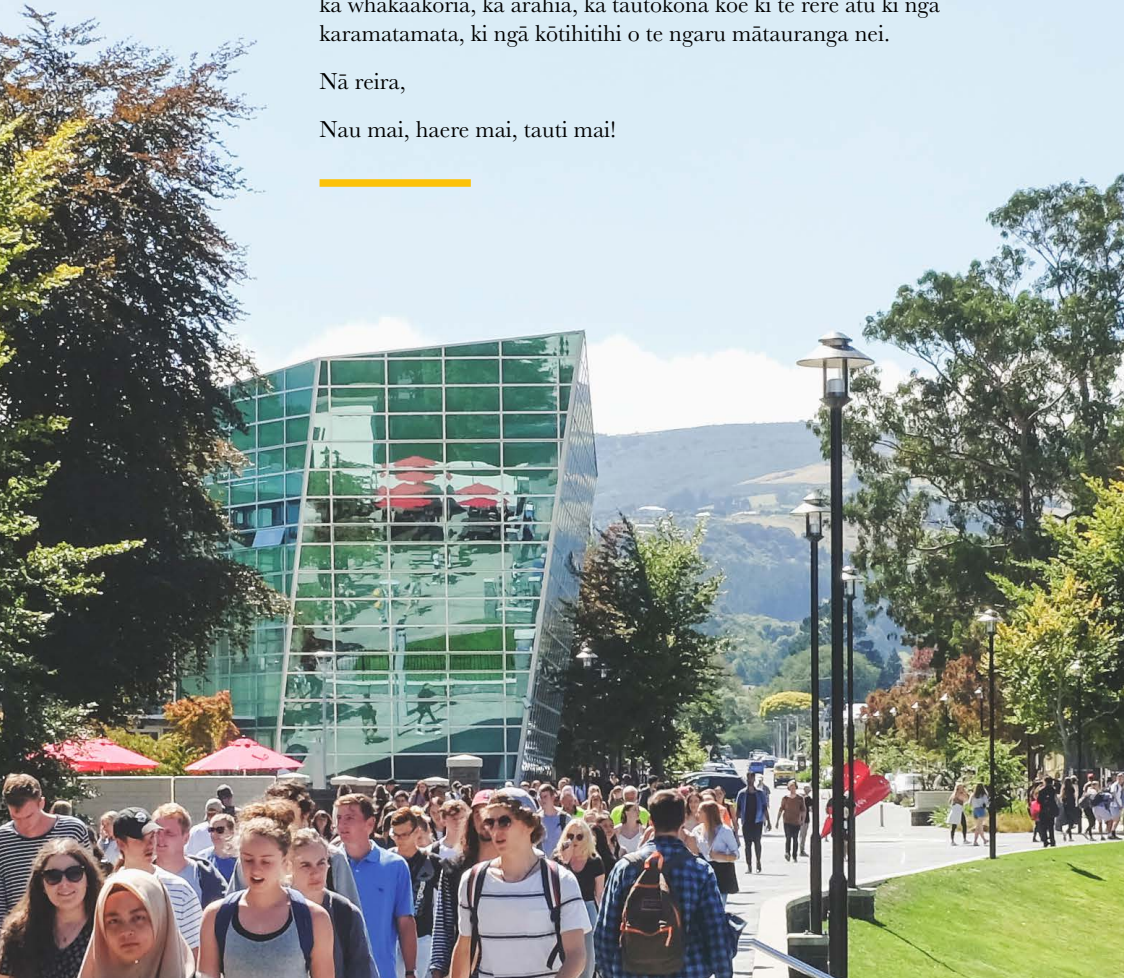
Me he manawa tūtū, me he kuaka mārangaranga. Ko te reo rāhiri, ko te reo pōwhiri e karanga atu ana ki a koutou ngā tūtū, ngā kuaka, ngā manu tawhiti kia whai wāhi ai koutou ki te whenua haumako, te ākau mātauranga o Aotearoa, a ko te Whare Wānanga o Otāgo. Tēnā, karapinepine mai, whakarauika mai.

Ahakoā tō awhero, ahakoā tō wawata he wāhi hāneanea mōu, he ara whakamua mōu hei whakatutuki i tēnā tāu e hiahia ai. Mēnā ka whai tohu koe ki Te Kete Aronui, ki te Ture, ki te Pūtaiao, ki te Hauora, ki te Tauhokohoko rānei, ahakoā te kaupapa he wāhi mōu, he tohu mōu.

Ko te ringa āwhina ka toro atu ki a koutou, ko ngā pou taunaki ka whakaakoria, ka ārahia, ka tautokona koe ki te rere atu ki ngā karamatamata, ki ngā kōtiritihi o te ngaru mātauranga nei.

Nā reira,

Nau mai, haere mai, tauti mai!



“A Sooty Shearwater with a stout heart, the Godwit flock rises as one.”

The voice of welcome from the University of Otago calls out to you, to take rest on this rich fertile land, on this coast of knowledge.

As the first university in New Zealand, we welcome you all.

Whatever your dreams or aspirations, they can be realised here. Whether you want to pursue humanities, law, science, medicine or business, there is a place for you here and a qualification to suit your speciality.

At the University of Otago, we have the people to teach, guide and support you to fly to the mountain tops and beyond.

Welcome, welcome, welcome.



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Welcome



Kia ora. It is my pleasure to warmly welcome you to the University of Otago, New Zealand's oldest and finest university, with an international reputation for excellence in teaching and research.

At Otago you will gain a world-class qualification, and you will also learn other important lessons along the way – lessons that will allow you to thrive in all aspects of your adult life. In addition, you will make friends you will keep for a lifetime.

In order to make the best of your brief time with us, I strongly encourage you to be the best student you can be, and to take advantage of the wide range of extracurricular and co-curricular activities that we have on offer. The University of Otago is located in one of the most beautiful places on the planet – please take time out to discover the beaches, the hills, and the native flora and fauna that are right on our doorstep. Most importantly, I challenge you to dream.

I wish you all the best for your studies and hope that you enjoy your time at Otago.

Professor Helen Nicholson
Acting Vice-Chancellor

Academic key dates 2024

Semester 1

Monday 19 February	Latest arrival date for new international students studying in semester 1. Enrolment/Orientation activities for new international students (until 23 February). Orientation Week commences. Change of course available through eVision.
Friday 23 February	Due date for completion of course enrolment declaration by students taking semester 1 and full-year papers (late fee may apply). Preliminary lectures for semester 1 and full-year papers.
Monday 26 February	Formal lectures begin.
Friday 1 March	Last day to add semester 1 or full-year papers (5pm deadline).
Friday 15 March	Last day to delete semester 1 papers with refund of fees (11.59pm deadline).
Friday 22 March	Last day to delete full-year papers with refund of fees (11.59pm deadline).
Friday 29 March	Good Friday.* Mid-semester break begins.
Monday 1 April	Easter Monday.*
Tuesday 2 April	Otago Anniversary Day observed.
Monday 8 April	Semester 1 resumes.
Thursday 25 April	Anzac Day.*
Friday 3 May	Last day to withdraw from semester 1 papers (11.59pm deadline).
Saturday 11 May	Graduation ceremonies.
Saturday 18 May	Graduation ceremonies.
Friday 31 May	Lectures cease before mid-year examinations.
Monday 3 June	King's Birthday.*
Wednesday 5 June	Semester 1 examinations begin.
Wednesday 19 June	Semester 1 examinations end.
Friday 28 June	Matariki*

Semester 2

Monday 8 July	Latest arrival for new international students studying in semester 2. Enrolment/Orientation activities for new international students (until 12 July).
Monday 15 July	Semester 2 begins. Due date for completion of course enrolment declaration by students taking only semester 2 papers (late fee may apply).
Friday 19 July	Last day to add semester 2 papers (5pm deadline).
Friday 2 August	Last day to delete semester 2 papers with refund of fees (11.59pm deadline).
Saturday 17 August	Graduation ceremonies.
Saturday 31 August	Mid-semester break begins.
Monday 9 September	Semester 2 resumes.
Friday 20 September	Last day to withdraw from semester 2 and full-year papers (5pm deadline).
Friday 18 October	Lectures end before semester 2 examinations.
Monday 21 October	Semester 2 examinations begin.
Monday 28 October	Labour Day.*
Saturday 9 November	Semester 2 examinations end.
Saturday 7 December	Graduation ceremonies.
Wednesday 11 December	Graduation ceremonies.
Saturday 14 December	Graduation ceremonies.

Summer School 2025

Friday 3 January	Summer School Orientation for new international students.
Monday 6 January	Summer School begins.
Thursday 6 February	Waitangi Day*
Friday 14 February	Summer School lectures end.
Saturday 15 February	Summer School examinations begin.
Thursday 20 February	Summer School examinations end.

* Public holiday



Orientation and essential information

Enrolment and orientation seminars

All new incoming international students studying on campus and online (except PhD students) must register for a new international student enrolment and orientation seminar before their enrolment can be completed. This seminar is compulsory for international students and provides key information on how to study successfully at the University of Otago.

To register: otago.ac.nz/international/orientation.html

On-campus students:

After completing the registration, you need to email the International office with the following information:

A high-quality PDF scan of your passport photo bio page and the facing page AND the PDF of your visa from Immigration New Zealand.

Please write your full legal name and student ID number in this email.

Online students:

If you are starting online study for the first time, please contact us to organise an online orientation: international.orientation@otago.ac.nz

Research master's or PhD students starting on campus

If you are an international PhD or research master's (thesis-based) student enrolling on campus for the first time (this includes students who have already begun their study remotely/online), you must report to the AskOtago Central Hub in Dunedin, or the AskOtago reception if you are studying at one of the other Otago campuses.

In Dunedin, the AskOtago Central Hub is located in the Information Services Building and the drop-in hours are Monday–Friday, 11:00am–3:00pm.

You will need to bring your passport and electronic visa with you to be verified. This step activates a series of important steps and services to support you with a smooth transition for your studies on campus, including an on-campus orientation session (mandatory to attend).

Student ID card

To obtain your ID card:

1. Complete your course declaration in eVision.
2. Wait 24 hours after completing your declaration before visiting the ID Card Office (located in the Information Services Building).
3. Take your passport as an acceptable form of identification.

otago.ac.nz/student-ID

The Education (Pastoral Care of International Students) Code of Practice 2021

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) supports the wellbeing of tertiary and international learners enrolled with New Zealand education providers. It sets out the expectations that education providers must meet for the wellbeing and safety of their learners.

To learn more: www2.nzqa.govt.nz/tertiary/the-code/

International students under the age of 18

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) requires that the University provide an orientation to international students under the age of 18 (and their parents) when they begin their studies. The code also requires that students under 18 live in an approved accommodation.

To learn more about approved accommodation at Otago:

otago.ac.nz/international/int_u18students.html

Student visa

All international students must hold a visa valid for study at the University of Otago for the duration of their programme(s). Information on categories of visas valid for study can be found on the Immigration New Zealand website: [Student visa information | Immigration New Zealand \(immigration.govt.nz/assist-migrants-and-students/assist-students/student-visa-info\)](https://immigration.govt.nz/assist-migrants-and-students/assist-students/student-visa-info)

Student Visa Services are available on campus to assist students with information on processing and requirements of student visa applications: otago.ac.nz/international/current-students/support-services/visas

For information on work rights on a student visa visit: [Working on a student visa | Immigration New Zealand \(immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/education-quals-study/working-on-a-student-visa\)](https://immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/education-quals-study/working-on-a-student-visa)

Medical and travel insurance

Studentsafe Inbound University is our recommended medical and travel policy, designed and supported by all the universities in New Zealand. All international students will be automatically enrolled and charged for this insurance policy unless they have confirmation from the University of Otago that their alternative insurance policy is compliant. To have an alternative policy assessed, please email the policy wording and benefits in English at least six weeks prior to your course start date to: international.insurance@otago.ac.nz

If you have a **pre-existing** condition, please read the information on our website: otago.ac.nz/international/healthcare#pre-existing-conditions You must complete the following Medical Risk Assessment Form: insurancesafenz.com/Article/cover-for-your-medical-conditions

It is your responsibility to understand and become familiar with the insurance policy terms and conditions. If you have any questions about your insurance cover please contact the insurer directly. You can find the link to the Studentsafe Inbound University policy wording on our website: otago.ac.nz/international/healthcare.html

Travel insurance

Your Studentsafe insurance provides you with cover while travelling around New Zealand during your studies. If you are travelling to Australia, Bali, Lombok and the islands of the South Pacific and returning to New Zealand during your studies, you are provided with some cover for temporary visits up to 31 days. Before you book travel please check your eligibility to enter your travel destination.

If you are travelling home via another country for a holiday, you are not covered under your Studentsafe Inbound University insurance. Please ensure you arrange alternative cover.

Additional insurance service

The Mental Wellbeing App is an early intervention tool that offers eligible international students a mental wellbeing coach in their pocket. The science-based, proactive approach is designed to help students build resilience, optimism and a stronger mindset:

allianz-partners.com/en_NZ/products/Mental-wellbeing-app.html#:~:text=The%20Allianz%20Care%20Mental%20Wellbeing%20App%20is%20available%20as%20part,track%20how%20you're%20progressing

To complete a Studentsafe claim form online: insurancesafenz.com/Claims

If you have any problems, please contact the help desk on 0800 486 004 or: help@insurancesafenz.co.nz

Accident insurance

The Accident Compensation Corporation (ACC) is responsible for administering the country's no-fault accident injury scheme. This covers everyone in New Zealand, including visitors, if you are injured in an accident. This means it doesn't matter what you were doing when you were injured or who was at fault. While in New Zealand, if you have an accident resulting in an injury visit a doctor and lodge an injury claim. You will be covered as long as the injury falls within the legislation. You may still be able to make a claim through Studentsafe for ongoing treatment. acc.co.nz

Student Health and prescriptions

If you need to see a doctor, nurse, counsellor or psychiatrist at the University's Student Health Services, and you are insured with Studentsafe Inbound University or Uni-Care, Student Health Services will – in most cases – directly bill the insurer for the cost(s) of your care.

If you seek medical attention from another medical centre, urgent doctors or a hospital, you may be required to pay at the time of your consultation. You will then need to make a claim to be reimbursed for those costs. Please keep a copy of your medical notes and your receipt.

To fill out/complete a Studentsafe claim form online:

insurancesafenz.com/claimsportal/

For assistance with a claim, or to fill in a paper claim form, please see an international adviser at the AskOtago Hub in the Central Library. Alternatively, email claims and supporting documentation to: claims@insurancesafenz.co.nz

International Office Insurance

03 479 8344

international.insurance@otago.ac.nz

Student grievances

The University of Otago is committed to providing a safe and fair study environment. Complaints are treated seriously and the University will attempt to resolve them in a timely manner.

If you have concerns about your treatment by the University, a staff member or a student, the first thing you should usually do is try to resolve the problem directly with the person(s) concerned. Wherever possible, issues should be resolved by a process of discussion, co-operation and conciliation.

If a problem cannot be resolved directly, it may be appropriate to seek help from a staff member in your department and/or from one of the support services detailed below. There are also formal University policies that detail processes and authorities for dealing with different types of problems.

otago.ac.nz/study/student-grievances.html

AskOtago

AskOtago is your one-stop shop for all questions about studying at Otago. You can find answers instantly with our searchable knowledgebase, or phone, email or chat with us. If you're on our Dunedin campus, you can also find us at our Central Hub in the Information Services Building, or at one of our other hubs around campus.

ask.otago.ac.nz



International student services

Compliance

The Compliance Services team is available Monday to Friday, 11am–3:30pm, on the ground floor of the Clocktower Building. They provide assistance and support to all international students in three areas:

Student visa services

Student Visa Services can provide assistance and support for your visa application as required.

student.visa@otago.ac.nz

Insurance

You will be charged and insured under the policy Studentsafe Inbound University. They can help you understand your policy cover.

international.insurance@otago.ac.nz

US Financial Aid

If you are a citizen or national of the United States of America, you may be eligible to apply to receive loans from the US while studying on campus towards a University of Otago qualification.

us.financialaid@otago.ac.nz



Anna McLachlan
International Compliance
and US Financial Aid
Specialist



Kathy Halliwell
Student Visa and
International Compliance
Specialist



Dinah Dunavan
International Student
Adviser – Compliance
Services

International Student Support

International Student Support (ISS) is here to help make your time at Otago memorable and successful. Our specialist team of caring, compassionate and professional international student advisors is committed to support you throughout your study journey. We are here to answer questions, provide information and most of all, help you find your own solutions.

The team is highly skilled and has expertise in a range of issues commonly experienced by international students from arrival through to graduation. These could include adjusting to life in New Zealand, dealing with study, homesickness or friend issues, flatting and accommodation, insurance claims, general health and well-being, and family support.

The International Student Support team also organizes Orientation. When you first arrive, you will be required to attend one of our Orientation and Enrolment seminars. Please follow the instructions on your offer letter for registration.

The ISS team is here for you - if you don't know who to talk to, come and see us! If we can't help, we will find someone who can. We will assist you with accessing the most appropriate support services at the University of Otago.

How to contact us:

- Drop in to AskOtago Central Hub Monday to Friday, 11am–3pm. No appointment is required.
- For urgent matters, or if these times don't suit, please email:

international-support@otago.ac.nz

You can also find us online at otago.ac.nz/international/studentsupport.html

"Thank you to the entire team for your relentless support and guidance. You made our life and academic work easy in Otepoti, not to mention that your kindness also dissipated our anxieties and homesickness in the past two terms."

Jay

International student



Simone Freeman
Team Leader
International Student Support



Claire Slocombe
International Student Adviser



Jill Spencer
International Student Adviser



Donna Scott
International Student Adviser



Sam Mehrtens
International Student Adviser



Chelsea McRae
International Student Adviser

Otago Global Student Exchange Programme

Make your degree truly global. Spend one or two semesters overseas at one of Otago's 100+ partner universities. You can travel the world, experience new cultures, gain skills to enhance your CV, and still earn credits towards your Otago degree. You will receive a travel grant from the University of Otago, and a number of other scholarships and awards are available. As an international student you are encouraged to go on exchange, but usually not to your home country.

AskOtago Hub

Monday to Thursday, 11am–1pm

No appointment necessary.

otago.ac.nz/international/future-students/student-exchange-and-study-abroad/student-exchange/otago013312.html

Contact an Exchange Adviser.

exchange@otago.ac.nz



Celia Corteletti
Team Leader
International Mobility
and Partnerships



Anna Hoek-Sims
Exchange Adviser
Asia-Pacific, Europe
and Scandinavia



Louisa Samson
Exchange Adviser
Australia, Americas,
UK and Ireland





Academic support

Course advice services

Course advice is about ensuring your course of study is right for you and your goals, and is an opportunity to discuss your choices with the experts. They can ensure your course of study is setting you up to complete your qualification in a timely manner, fits with your career aspirations, and that it will get you where you want to go. Course advice is available throughout the year, and at any time during your studies.

otago.ac.nz/courseadvice

Approval of your course

Before your course of study is approved it will be checked to make sure:

- your paper selection is free from timetable clashes, appropriate for the intended programme and in accord with the programme regulations
- any papers that require special permission have been approved
- your finalist status is correct.

We may email you or call you about an aspect of your course. It is important that you regularly check your eVision portal, and the email address you applied with, in case we have contacted you.

Change of course

If you want to change your course (add, drop or change papers) see:

otago.ac.nz/study/enrolment/changingcourse.html

Academic expectations

On average, students at Otago are expected to devote approximately 14 hours per week to academic work for each paper (class) they take. This includes class time, tutorials and out-of-class study (e.g. preparing for exams and completing assessments). Because assessments and exams are not spread out evenly over the semester, lecturers expect that students will plan ahead and manage their time well.

In most classes at Otago, final exams and/or large final assessments count for a significant proportion of student's overall marks (grades). Lecturers therefore expect that students will be self-directed in their learning and take responsibility to attend lectures and labs/tutorials and do the reading as the semester progresses.

Examinations

Once the examination timetable has been finalised, each student's examination information will be displayed in the timetable section of their eVision portal.

Information about online examinations will be communicated through the Examinations office. The department will advise whether the exam is in person or on-line.

Do NOT make travel plans or plan an internship until you know your exam schedule. The teaching period for a semester does not end until the last day of final examinations.

As per the University of Otago Examination and Assessment Regulations, candidates are expected to sit their final examinations as scheduled. Variations are granted only very rarely, and only in exceptional circumstances clearly beyond the student's control, and must be known about in advance.

Special Consideration

Special Consideration is the process by which the University determines a fair academic outcome in cases in which a student is significantly impaired in an assessment activity such as a final examination.

Final Exam Only

Final Examination Only (FEO) is the opportunity for you, upon failing an exam, to sit the exam in the next period the paper is offered. This can only be granted once in a particular paper and only in the next period the paper is offered. If your FEO application is approved you cannot attend any lectures, laboratories or tutorials, or receive assistance from academic staff. There is no access to electronic holdings of course material, or to printed material. In some papers FEO is not available. You will be advised if that is the case. The final result for the FEO paper and the original final "Failed" result for the paper are recorded and shown on the official academic transcript. Both final results are included in the GPA. Further information can be found at: otago.ac.nz/administration/final-examination-only

For all information about examinations and special consideration (including application forms) see the exams website: otago.ac.nz/study/exams

Academic Progress Policy

Students attending the University of Otago are expected to perform to a satisfactory academic standard. The Academic Progress Policy is intended to provide a benchmark of minimal academic achievement and a transparent and equitable process for students with academic performance problems.

otago.ac.nz/administration/academic-progress-policy

Graduate Research School

The Graduate Research School oversees doctoral and research master's study at the University of Otago. The School is well known for its holistic approach to supporting graduate research candidates and their supervisors. Prospective students should contact AskOtago for more information on research programmes: university@otago.ac.nz

otago.ac.nz/graduate-research



Nikki Fahey

Graduate Wellbeing Coach

nikki.fahey@otago.ac.nz

"Kia ora, welcome to Otago! My role involves coaching postgraduate students during their academic studies, with a specific focus on wellbeing, academic performance and research productivity. Coaching is a conversation-based interaction. You are the expert in your own life; I just ask open questions to help you process out loud and come to your own solutions. Coaching sessions are confidential and free of charge, via zoom or face to face.

Some common reasons why international postgraduate students may come along for coaching include: lost motivation, procrastination, feeling overwhelmed, to debrief, to help manage health issues, homesickness, culture shock, other life stressors affecting study, to make plans or schedules, to set goals and to develop a good routine.

I can meet with you at any stage during your postgraduate study, however I highly recommend postgraduates book a session with me at the start of your degree as a proactive measure to plan to be successful. You can find the booking link on the Graduate Research School webpage.

As well as individual coaching I often facilitate or host wellbeing or productivity related workshops and events. Come and say hello if you see me!

Best wishes for your academic journey at the University of Otago - we are delighted to have you."

Student Learning Development

HEDC Student Learning Development provides free and confidential academic advice. Whether you are working hard to get a pass mark or seeking to gain a top result, you can benefit from their services, which include help with study-related issues, time management, workload issues, effective note-taking, exam revision and improving your writing.

Conversational English

Volunteers at Student Learning Development offer weekly informal conversational English sessions during semesters 1 and 2. They're a great opportunity to ask language and culture-related questions in a safe environment and meet others trying to improve their English. For days and times: otago.ac.nz/hedc/students/peer-learning-and-support-programmes

One-to-one consultations

If you're an enrolled undergraduate or postgraduate student, staff at Student Learning Development can help you with many aspects of your study. Visit reception to make an appointment or email: hedc.studentlearning@otago.ac.nz

Workshop programme

Great for finding out what is expected of you at all levels of university study. These workshops are all online and open for registration. otago.ac.nz/hedc/students/workshop

Peer Assisted Study Sessions (PASS)

If you are in your first year of study, PASS can offer support through weekly interactive study groups facilitated by second- or third-year students who have successfully completed the course, and are excellent communicators. The PASS programme is subject-specific, but you will also learn useful generic study skills. You can find more information about PASS at: otago.ac.nz/hedc/students/pass

Peer Assisted Numeracy (PAN)

PAN is facilitated by successful students in their second year of study who are excellent communicators trained to develop your numeracy knowledge in an emotionally safe, concept-driven learning environment. You can find more information about PAN at: otago.ac.nz/hedc/students/peer-assisted-numeracy-pan

Peer writing support

Studying at 100-level and need some help with your assignment? A senior student can help with planning and structuring your assignment, grammar and punctuation, and sentence and paragraph structure. Go to reception to book an appointment with a peer writer, send an email, or drop in for a quick 15-minute appointment.

Digital resources

The Student Learning Development team has produced some excellent online resources to help you with a wide range of common tasks. These can be found at otago.ac.nz/hedc/students/digital

Student Learning Development Contact Details

South-west corner ISB building

03 479 8801

hedc.studentlearning@otago.ac.nz

IT services

The University of Otago provides a range of IT services to students including:

- 24-hour study spaces with wireless, printers and computers
- free student webmail and online Office 365
- a student desktop available from anywhere, stocked with software
- an online enrolment system
- the Student App provides a variety of useful information, including timetables, maps, important events, emergency information, weather and your results.

blogs.otago.ac.nz/studentit

Student username and password

Your University student username allows you access to various online resources within the University, such as eVision, student email and Blackboard.

After course declaration, you will be sent an email that contains your username and you will be directed to eVision to change your password.

eVision

Your eVision account will allow you to access important study-related information including your timetable and examination results, and maintain your personal information.

Student email

You are issued with an email address once you become a University of Otago student.

- It will look like smima123@student.otago.ac.nz
- StudentMail allows you to access your emails online via a web browser.
- Access your email account using the username that was supplied to you with your student ID card and the password that you set up in eVision.

otago.ac.nz/studentmail

Postgraduate email addresses

As a postgraduate student, you can request a “postgrad” email address. A postgrad email address is usually of the form knownname.surname@postgrad.otago.ac.nz

You send and receive emails from this new address, but you won’t miss out on email sent to your original @student address, as it will arrive in your inbox along with your @postgrad email.

You are not required to have a postgraduate email address – you can keep using your student one if you wish.

To request a postgraduate email address:

otago.ac.nz/its/services/messaging/otago028846.html

Blackboard

Blackboard is a learning management system that allows you to:

- access paper information and lecture notes
- communicate with your tutor and class members
- submit assignments
- access information on online learning
- access information on preparing for and sitting examinations under “UNI 101”
- access information specific to international students including useful information and events.

Many (but not all) University of Otago papers use Blackboard as part of their teaching resources. Some departments use the Moodle course management system. You can log into Blackboard using your University of Otago username and password. You will automatically be signed up to the International Blackboard page, where International Support will post information, updates and events relevant to international students.

blackboard.otago.ac.nz

Printing, photocopying and scanning

In order to use the printing services at Otago, you must register your student ID with the printers. You can then use your ID card to top up your printing funds at one of the top-up kiosks.

otago.ac.nz/library/using-the-library/print-copy-scan/printcopyscan

Internet use

Once you have completed your enrolment declaration, you can access the internet on campus via a wired or wireless connection using your laptop, tablet, phone or other wireless device. To connect to the network, simply select the network and enter your student username and password (the same username found on your ID card).



Health and well-being

Student Health Services

Student Health have a team of qualified professionals providing health care to University of Otago students. The team is comprised of nurses, general practitioners, counsellors, psychiatrists and administrative staff.

Corner of Walsh and Albany Streets
Freephone 0800 479 821

Opening hours:

Monday 8:30am–8:30pm

Tuesday 8:30am–8:30pm

Wednesday 9:45am–8:30pm

Thursday 8:30am–8:30pm

Friday 8:30am–5pm

otago.ac.nz/studenthealth

24 hours health advice

Healthline provides a 24 hours a day, 7 days a week over-the-phone health service you can call for free health advice, information and treatment from professional healthcare providers.

Call for free on 0800 611 116.

Interpreter services are available.

If there is a medical emergency

DIAL 111 for an ambulance or go directly to Dunedin Public Hospital.

201 Great King Street
03 474 0999



After-hours medical care

If you need medical care outside Student Health's opening hours, visit the Dunedin Urgent Doctors and Accident Centre.

18 Filleul Street
03 479 2900

8am–10pm, 7 days a week

dunedinurgentdoctors.co.nz

Campus Cop

Senior Constable John Woodhouse is the Campus Cop at the University of Otago. He offers advice on safety and security, and deals with complaints regarding thefts and lost property.

03 479 4883

campus.cop@otago.ac.nz

otago.ac.nz/proctor/campuscop

Campus Watch

The Campus Watch team offers assistance and advice wherever it is required, 24 hours a day, 7 days a week. You'll recognise them by their distinctive uniforms of blue and gold, with fluorescent vests/jackets walking around campus and North Dunedin.

Their role is essentially pastoral – acting as “walking information booths” on a range of issues. Campus Watch is here to help you – whether that is walking you home at night, or picking you up in their safety patrol car to drive you home.

The emergency phone network throughout campus will connect you directly to Campus Watch staff when you press and hold the talk button.

03 479 5000 or 03 479 5001

campus.watch@otago.ac.nz

otago.ac.nz/proctor/campus-watch

Proctor's Office

The Proctor's Office is responsible for a large number of roles throughout the University with the emphasis on the safety of students and staff and on maintaining a healthy learning environment for all.

otago.ac.nz/proctor

Chaplains

The chaplaincy team provides a range of services including:

- homesickness support, helping adjust to life in a different culture
- prayer and spiritual direction
- visiting your home or residential college for pastoral care
- supporting faith groups on campus
- someone to listen to or journey with during difficult times
- providing information about local churches and faith communities.

otago.ac.nz/chaplains

Prayer and meditation space on campus

A multifaith prayer and meditation room, plus a Muslim prayer room are available on campus. These rooms provide a quiet space to go for prayer, meditation or reflection. They are located upstairs in the University Union Building. To access the prayer/meditation rooms you will need to have swipe card access, using your University ID card.

To obtain security access: chaplains@otago.ac.nz



"As a campus chaplain I am committed to caring for students, staff and other associates to the University. I was an international student at Otago in 2005 and now New Zealand is home for our family of three young children. I am available to be an emotional and spiritual support and resource to you and am happy to connect you with others as you seek community during your time at University."

Olivia Dawson

University Chaplain

olivia.dawson@otago.ac.nz



Mark has been compassionately serving University of Otago students and staff for over 20 years, and engages with everyone in a gentle, respectful and warm manner.

Father Mark Chamberlain

University Catholic Chaplain

machamberlain61@gmail.com



Haizal Hussaini, originally from Malaysia, has been a Muslim Chaplain since April 2019. We also have Dr Shakila Rizwan who is our Muslim woman chaplain on campus. Both chaplains are happy to listen to you and to help you in any way they can. Please don't hesitate to contact them, for a chat or wanting to know about the Muslim community on campus.

Haizal Hussaini

University Muslim Chaplain

muslimchaplaincy@otago.ac.nz

Disability Information and Support Office

Disability Information and Support provides learning support, advice, advocacy and information to international students with disabilities, impairments, medical conditions or injuries that may impact on their study. It is important to contact the Disability Information and Support Office to ensure they can meet your specific requirements.

03 479 8235

disabilities@otago.ac.nz

otago.ac.nz/disabilities

Sexual Violence Support and Prevention Centre – Te Whare Tāwharau

Te Whare Tāwharau provides support services to those in our campus community impacted by sexual violence. We also provide prevention education through various programmes to students and staff on campus. Our unique structure at Te Whare Tāwharau blends academic research and expertise with best practice for the support of all students and staff.

5 Leithbank

Walk-in hours: Monday to Friday, 10am–4pm

0800 479 379 or text 021 278 3795

tewharetawharau@otago.ac.nz

otago.ac.nz/tewharetawharau

Transition or culture shock

Transition or culture shock describes the impact of moving from a familiar culture to one that is unfamiliar. Even though you may have planned and prepared for your time at Otago, the extent of the change and the effect it has on you may take you by surprise. Transition can be complex and is unique for each individual.

You may find it hard to focus, feel irritable, fatigue easily, or miss home and feel more tearful. Culture shock is entirely normal and there are things you can do that can help. Talk with someone who understands your experience such as another international student, a colleague in your department, or an international student adviser.



Rachel Shaw

Student Support Advocate (Queer Focused)

"Queer Support is a confidential space that students can access to get advice or guidance during their time at Otago. We also run events throughout the year, so keep an eye out for these! Feel free to pop in for a chat any time."

OUSA

OUSA is the representative for the study body on campus at the University of Otago. We provide a range of activities and support for all students to enhance your university experience. With a variety of clubs and societies on offer, a dedicated recreation programme, a student magazine and radio station, and well equipped support services we're here for whatever university throws your way.

OUSA are also staunch advocates for students, representing your interests at every level from issues at the university level right through to local and national government. We provide a class rep service to enable direct feedback to lecturers about courses, and facilitate student representation at all levels of university committees. OUSA is governed by an executive body of students, elected every year by the student body to represent your interests.

ousa.org.nz

OUSA Student Support Centre

The Otago University Students' Association (OUSA) provides support for students via its Student Support Centre. The Centre offers a free and confidential service to help you through any issues. The team provides advocacy services as well as a food bank. If they cannot help you directly, they will point you in the direction of someone who can.

5 Ethel Benjamin Place

03 479 5449

help@ousa.org.nz

ousa.org.nz/support

Queer Support

Welcome to OUSA Queer Support. We are dedicated to making the University of Otago and Otago Polytechnic the most inclusive tertiary institutions in New Zealand. Both recognise that sexual orientation and gender identity are not fixed, but are part of what makes us the unique individuals that we are at any given time. "Queer" is a term used to describe the many variations of sexual attraction and sex/gender identity, including intersex, transgender, transsexual, genderqueer, asexual, fa'afafine, takatapui, lesbian, bisexual and gay. Although it may not be the preferred term for everyone, it is used to challenge binary representations of sexuality, sex and gender.

5 Ethel Benjamin Place

q.support@ousa.org.nz

ousasupporthub.org.nz

International Student Ambassadors

We are looking for international students – foundation, undergraduate, and postgraduate – who are interested in helping promote the University of Otago. Being an international student ambassador involves participation in University of Otago International Office marketing activities, which include:

- featuring in short films
- photoshoots
- social media (Facebook and Instagram)
- sharing your story in print or digital media
- appearing in a webinar
- helping lead a tour of the campus for international visitors
- visiting your old school/home country to talk about life at Otago, and more!

If some or all of these activities sound like fun and you are also excited to build your network with other international students on campus, apply by contacting: international.marketing@otago.ac.nz

Smoke-free campus

The University of Otago is a smoke-free campus. Use of any electronic nicotine delivery system (ENDS), including e-cigarettes, e-hookah and any other vapes (whether delivering nicotine or not) is also banned. This includes University of Otago accommodation.





Culture

Ngāi Tahu – Mana Whenua

Mana whenua refers to the mana held by local people who have “demonstrated authority” over land or territory in a particular area – authority that is derived through whakapapa (genealogical) links to that area. While tangata whenua refers to “people of the land” – our indigenous people (ngā iwi Māori) – mana whenua refers to the people who have local tribal or sub-tribal authority.

Across at least 80 per cent of the whenua (land) in Te Waipounamu (the South Island), the mana whenua are Ngāi Tahu. Ngāi Tahu is the iwi comprised of Ngāi Tahu whānui: the collective of individuals who descend from the five primary hapū of Ngāi Tahu, Ngāti Māmoe and Waitaha: Kāti Kuri, Ngāti Irakehu, Kāti Huirapa, Ngāti Tūāhuriri and Ngāti Te Ruahikihiki.

Throughout the South Island there are 18 local Papatipu Rūnanga (sub-tribal councils). An elected representative from each rūnanga makes up Te Rūnanga o Ngāi Tahu (tribal authority), the governing body overseeing the tribe’s activities. The three principal Papatipu Rūnanga in the Dunedin area are: Ōtākou Rūnaka, Kāti Huirapa Rūnaka ki Puketeraki, Te Rūnanga o Moeraki.

Māori customs, culture and language

For information on Māori customs, culture and language, please visit the following website and scroll through the blue banner on the side: otago.ac.nz/maori/world/tikanga

Pacific Islands Centre

The Pacific Islands Centre provides support for Pacific students, their families and communities. It can help with academic assistance, scholarship queries, accommodation information, legal and immigration matters and more – in short, with all issues relating to your transition to Otago.

520 Castle Street
03 479 8278
pacific@otago.ac.nz
otago.ac.nz/pacific



Cultural clubs

African Students' Association

facebook.com/UOafricanstudentassociation
otagoasa1@gmail.com

Biomedical Otago Pacific Students' Association

facebook.com/BopsaOtago
bopsa.otago@gmail.com

Humanities Otago Pacific Students Association

facebook.com/groups/364692520795034
otagopacifichumanities@gmail.com

Indian Students' Association

facebook.com/isaotagouni
instagram.com/isaotago
isaotagouniversity@gmail.com

Indonesian Community Association

facebook.com/groups/379535392467386
instagram.com/ppidunedin
icaotagouniversity@gmail.com

Muslim University Students' Association

facebook.com/musaotago
instagram.com/otago.musa
otago.musaofficial@gmail.com

Otago Asian Law Students' Association

facebook.com/otagoalsa
instagram.com/otago.alsa
otago.alsa@gmail.com

Otago Cook Island Students' Association

facebook.com/groups/1523971784560626
ocisa.otago
ocisa016@gmail.com

Otago Fijian Students' Association

facebook.com/groups/1523992671214903
instagram.com/otago_fisa
bula.ofsa@gmail.com

Otago Filipino Students' Association (OFSA)

facebook.com/otagoOFSA
instagram.com/nz.ofsa
nzofsa@gmail.com

Otago International Students' Association

facebook.com/
OtagoInternationalStudentsAssociation
instagram.com/oisa.nz
oisanz2021@gmail.com

Otago Kiribati Islands Students' Association

otagokiribatistudentassoc@gmail.com

Otago Malaysian Students' Association

facebook.com/groups/omsaotago
instagram.com/omsaotago
omsa.org.nz
omsamail@gmail.com

Otago Melanesian Islands Students' Association

facebook.com/Otago-Melanesian-
IslandsStudents-Association-107165234410290
instagram.com/onemelanesia.otago
omisaexecutive@gmail.com

Otago Niuean Student Association

facebook.com/onsa.otago
instagram.com/onsa.otago
otagoniueanstudentassociation@gmail.com

Otago Pacific Island Law Students Association

facebook.com/OtagoPILSA
instagram.com/pilsa_uoa
pilsa.otago@otago.ac.nz

Otago Samoan Students' Association

facebook.com/officialOSSA
instagram.com/ossa.otago
otagosamoanstudentsassn@gmail.com

Otago Singapore Club

facebook.com/groups/otagosingaporeclub
instagram.com/otagosingaporeclub
otagosingaporeclub@gmail.com

Otago Tongan Students' Association

otsa.otago@gmail.com

Otago University Chinese Students' Association
facebook.com/groups/oucsa2021
instagram.com/official_oucsa
contact@oucsa.onmicrosoft.com

Otago University Japanese Students' Association
facebook.com/OJSA22XX
instagram.com/ojsa22xx
ojsaclub@gmail.com

Otago University Omani Students' Association
facebook.com/people/OUOSA100067792376066/
instagram.com/ouosa_nz
ouosanz@gmail.com

Otago University Sri Lankan Students' Association
facebook.com/slsaotagouni
Instagram.com/ouslsanz
ouslsa@gmail.com

Otago University Taiwanese Students' Association
facebook.com/OUTSAnz
instagram.com/outsan.z
nzoutsa@gmail.com

Otago University Thai Students' Association
facebook.com/groups/OUThSA
otagothaisociety@gmail.com

Otago Vietnamese Students Association
facebook.com/OVSA6484
instagram.com/ovsa_nz
otagovietnamesestudents@gmail.com

Pacific Island Health Professional Students Association
facebook.com/pihpsaotago
instagram.com/pihpsa_otago
pihpsaexec@gmail.com



Ibuki Nishida

OUSA International Student Representative
international@ousa.org.nz

"Kia Ora Everyone!

I'm Ibuki, your OUSA International Student Representative (ISR) for 2024. Arriving here in New Zealand, it was a tough journey to immerse myself in the local but diverse cultures Dunedin had to offer. My mission is to ensure that you won't have that problem and you'll have all the resources and support needed to feel at home here while being away from home. I am dedicated to creating safe spaces, events, and cultural support for our multi-cultural community to ensure that comes to fruition. Please don't hesitate to contact me to discuss any issues."



Your future career

Career Development Centre

The Career Development Centre helps you to think about your future. This is done by inviting employers onto campus and through our regular workshops and seminars which we offer in person or online. We also offer a range of programmes and encourage you to keep an open mind about your future, but have some ways of predicting what that might look like. Staff are available to support you with considering career ideas and our website is full of important information that deserves a browse. We also post relevant information on our Facebook page. We know that you get busy with university life and don't always have time to spare, however if you put aside some time to identify personal or professional development, that will help to make a smooth transition to the next stage of your career. It's great to be in a position to look back and see how far you have come.

03 479 8244

careers@otago.ac.nz

otago.ac.nz/careers

facebook.com/otagocareerdevelopmentcentre

OtagoExtra

The OtagoExtra programme, managed online via the OtagoCareerHub, will give you an advantage in your job search. Build on key skills like communication, collaboration and problem-solving, and take advantage of the career workshops, seminars and presentations held throughout the year. These also include sessions with employers, where you can make valuable industry connections.

extra@otago.ac.nz

Working on a student visa

Your work rights are detailed in the conditions on your student visa. If you are unsure contact Student Visa Services:

student.visa@otago.ac.nz

For more information:

immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/education-quals-study/working-on-a-student-visa

Your employment rights in New Zealand

New Zealand has minimum rights and entitlements that apply by law to all workers.

For more information on your basic work rights:

naumainz.studyinnewzealand.govt.nz/help-and-advice/working/your-rights-as-an-employee

Post-study work visa

If you have an acceptable qualification that you studied in New Zealand full-time for at least 30 weeks, you may be eligible to apply for a post-study work visa:

immigration.govt.nz/new-zealand-visas/visas/visa/post-study-work-visa



Yvonne Gaut

International and Postgraduate Career Adviser

yvonne.gaut@otago.ac.nz

"Come and see me early in your journey to develop a strategy that you can work towards while you study. I encourage the students that I work with to articulate professional goals, identify career-relevant strengths and aptitudes, recognise areas that need further professional development, formulate a transition plan between university and career, and identify and evidence their transferable skills."



Recreation

OUSA Clubs and Societies

There are over 150 sporting, cultural, political and religious clubs and societies, and they are all 100 per cent student-led. The OUSA recreation programme offers activities including arts and crafts, dance, health and exercise, music and singing, languages, food and beverages, and everything in between.

From the end of February 2024 OUSA Clubs and Societies will be running a free breakfast and \$4 lunch service Monday to Friday. They also have free bookable room spaces for students to use for study, practice, meetings or hanging out with friends. There is even a sauna that can be booked for a very reasonable fee. Your annual Student Services fee gives you access to this fantastic service. Make the most of it! For a virtual tour see:

ousa.org.nz/clubsandsocs/3d-tour

ousa.org.nz/clubsandsocs

Unipol Recreation Centre

The Recreation Centre provides a comprehensive recreational programme to ensure students achieve a balanced lifestyle while studying. It includes group fitness classes, social sport, recreational gear hire, information about outdoor providers for day and weekend adventures, exercise programmes, weights rooms, a cardio room, and plenty of court space for the casual recreation user. The purpose-built Unipol facility also houses a physiotherapy clinic and the Plaza Café. Entry into Unipol is free for Otago students with a valid current student ID card.

otago.ac.nz/recreation

Locals programme

The Locals collegiate community offers support to all first-year students living at home or in a flat. In addition to academic support you will get access to O-Week and social events throughout the year.

otago.ac.nz/locals/about



Change you, change your world

Social Impact Studio

Otago students care about social issues. Our student-led Social Impact Studio provides volunteering opportunities and leadership programmes that allow students to channel their creativity, vision and insight into projects that have maximum social impact. Opportunities include: mentoring young people, helping in the community, contributing to well-being initiatives, empowering young learners through literacy programmes and taking part in global citizenship programmes.

Information Services Building
Tel 03 479 8631
Email volunteer@otago.ac.nz
otago.ac.nz/social-impact-studio

Silverline Otago is a creative mental health and well-being initiative:

otago.ac.nz/social-impact-studio/programmes/silverline

Ignite Consultants help connect students with charities and socially conscious organisations.

igniteconsultants.co.nz



Sze-En Watts
Social Impact Studio Manager

"Doing good looks different these days. I believe that our student community is a powerhouse of vision, energy and creativity. I say we get out of their way and let them get stuck into being the difference they want to see in their world."

Explore Ōtepoti Dunedin

NO OTHER CITY in the country offers the same opportunities to get out and explore. Dunedin is surrounded by fantastic beaches, hills and harbour waters that offer opportunities for a range of activities, from surfing and kayaking to mountain biking and paddleboarding, most within a 10 minute commute.



St Clair Esplanade
10 minutes' drive.
Great surf spot with cafés and restaurants.



Tunnel Beach
20 minutes' drive.
Spectacular rocky coastline with cliffs, rock arches and caves.



Otago Harbour
5 minutes' drive.
Enjoy stunning views, nature cruises and a range of water sports, e.g. kayaking, rowing and windsurfing.

Dunedin Airport
30 minutes' drive

Harbour cycleway



Otago Peninsula
A wonderland of wildlife and scenery.
At its end, Taiaaroa Head (1 hour's drive) has the only mainland breeding colony of northern royal albatross in the world.



Chinese Garden



George Street

Dunedin's main thoroughfare, with shops, cafés and restaurants.



Dunedin Botanic Garden



The Octagon

15 minutes' walk. City centre with cafés, bars, restaurants, shopping and entertainment.



Forsyth Barr Stadium

5 minutes' walk. New Zealand's only covered sports arena.



University of Otago

Flagstaff



Art Galleries

Farmers Market

Museums



Port Chalmers, Aramoana, Orokouui Ecosanctuary





The cost of living

In order to live comfortably while you are in Dunedin, you will need to have at least \$NZ20,000–25,000 per academic year (40 weeks) available for living costs, above the cost of your tuition. You will need to budget more than this if you are planning to stay for a calendar year or if you are planning to bring family dependants.

For more information on the cost of living:

otago.ac.nz/future-students/accommodation/living-costs

Electricity connection

If you are staying in a flat and the electricity is not on, you can compare power company prices and then arrange for it to be connected.

glimp.co.nz

Living in a cold climate

Houses in New Zealand are typically not centrally heated and accommodation here can be much colder than you are accustomed to. If you are not used to living in a cold climate, come and chat with an international student adviser about clothes for colder weather and useful tips for remaining warm and dry in your flat! There are many second-hand shops where you can purchase inexpensive warm clothing. It is important to note that your power bill will be significantly higher during winter, at least double your summer bill.

Shopping

Food/groceries

New World Centre City, 133 Great King Street.

Gardens New World, Gardens Shopping Centre, 17 Opoho Road.

Countdown, 309 Cumberland Street.

Pak'nSave, 86 Hillside Road.

Veggie Boys, 110 Albany Street and 16 Prince Albert Road, South Dunedin.

Mad Butcher, 280 Andersons Bay Road, South Dunedin.

Otago Farmers Market, every Saturday, 8am–12:30pm at the Dunedin Railway Station car park, off Anzac Avenue.
otagofarmersmarket.org.nz

Asian foods markets

CJ Asian Supermarket, 392 George Street, 03 470 1169

Sew Hoy Oriental Foods, 29 Stafford Street, 03 477 3688.

KOSCO UniMart, 144 Great King Street, 03 473 0000.

Asian Groceries Limited, 74 Prince Albert Road, St Clair, 03 455 1160.

HappyGo Asian Market, 2 Mellor Street, 03 972 7905.

Indian Food Mart, 84 St Andrew Street, 03 471 8447.

Indian Save Mart, 199 King Edward Street, 03 455 2011.

Halal food

We have been advised that the following restaurants provide Halal food in Dunedin:

Adana Turkish Café & Takeaways, 130 King Edward Street, 03 456 4050.

Café Aroma, 176A Edward Street, 021 257 3529.

Café Nesli Turkish Kebabs, 355 George Street, 03 474 1533.

Formosa Delight, 114 Albany Street (Halal chicken and beef dishes), 03 477 9027.

Paasha, 31 St Andrew Street, 03 477 7181.

Sila Turkish Café, Restaurant & Takeaway, 17 St Andrew Street, 03 474 9692.

The Jitsu, 133 Stuart Street, 03 470 1155.

Trojan Turkish Café & Restaurant, 74 George Street, 03 471 8590.

Many more restaurants in central Dunedin serve Halal food. Please refer to the Otago Muslim University Students' Association Facebook page for additional information:
facebook.com/musaotago

Household goods

Below are places to purchase reasonably-priced bed linen, kitchen appliances, heaters etc:

- The Warehouse South Dunedin, 64 Hillside Road.
- Farmers, 150–180 George Street.
- Briscoes, 175 Crawford Street.
- Second-hand shops include: SaveMart, Collectibles, Orphans Aid International, Shop on Carroll, the Hospice Shop and the Salvation Army.

City centre

The main shopping area is centred on George Street between Albany Street and the Octagon. It only takes 5 to 10 minutes to walk from campus to the main shopping area. There are also smaller shopping areas on King Edward Street in South Dunedin and on North Road just past the Botanic Garden.

Banking in New Zealand

New Zealand has a safe banking system with a full range of accounts and services available. There are five major banks in New Zealand: ANZ, ASB, BNZ, Kiwibank and Westpac. It is safer to deposit your money in an account – carrying large amounts of cash is not recommended. Banks are generally open Monday to Friday from 9am–4:30pm.

Opening an account in New Zealand is fast and easy, and most banks offer low-cost accounts for students. Please note, most banks will require you to have a student- or work-visa valid for longer than six months. Some banks will let you open a bank account from your home country, which you can verify and complete once you are in New Zealand. You can find more information on their websites.

To open an account you are likely to need your passport, proof of your residential address in New Zealand, and proof that you are a student (such as a fees receipt or a letter of offer). Some banks may ask for the Tax Identification Number (TIN) from your home country and some may also ask for a New Zealand IRD tax number.

Using a card is the most common way to pay in New Zealand, even for relatively small purchases. Debit cards are known as EFTPOS cards (Electronic Funds Transfer at Point of Sale) and can be used at most places to pay for goods and services electronically. ATMs (Automatic Teller Machines) allow you to withdraw money 24 hours a day, 7 days a week, and are available on and close to the University of Otago campus. Credit cards are accepted for most purchases and services – please contact your provider for transaction fees.

The University of Otago is a cash-free campus. All purchases must be made by debit or EFTPOS card.

Student Accommodation Centre

The friendly staff at the Student Accommodation Centre can assist you with:

- residential college applications
- applications for University Flats
- rental accommodation solutions
- general accommodation queries.

Black/Sale House
100 St David Street

North Dunedin

03 479 5100

accommodation@otago.ac.nz

otago.ac.nz/accommodation



Renting

Find out your renting rights and responsibilities.

tenancy.govt.nz

Mobile phones (cell phones)

There are four main mobile phone carriers in New Zealand: Vodafone, Spark NZ, 2degrees and Skinny Mobile. Each carrier offers a wide variety of cell phones, and students can choose from different pre-pay plans (“pay as you go” plans). Please visit a local store or their website for more information.

- one.nz
- spark.co.nz
- 2degrees.nz
- skinny.co.nz

Kiwi Access cards

While in New Zealand, you will be asked for identification (ID) in bars and restaurants, or when purchasing particular items, to show proof that you are at least 18 years old.

Most places will not accept your international driver’s licence as a form of identification. In order to avoid carrying your passport with you, we encourage you to purchase a Kiwi Access card. Applications for a Kiwi Access card can be downloaded at: kiwiaccess.co.nz

Further information will be provided at the international orientation seminar.

Drugs and alcohol

It is important international students are aware of the laws regarding drugs and alcohol in New Zealand and the associated offences and penalties incurred through the misuse of these substances. For more information on drug and alcohol laws and penalties:

police.govt.nz/advice/drugs-and-alcohol

Keeping safe

New Zealand is considered to be a relatively safe destination. However, it is important that you take precautions in keeping yourself and your possessions safe.

You can download a safety guide at:

police.govt.nz/advice/personal-community/keeping-safe/visitors-safety-guide

Mail services

The University Mail Room provides a national and international post and courier service for sending your personal belongings back home – anywhere. For international students we offer three delivery options:

- Parcel with no track and trace.
- Standard Courier with full online track and trace.
- Express Courier with full online track and trace.

A free estimation service is available; you will usually get a response within 24 hours with an estimated price for the options you select. EFTPOS and credit card facilities are available – no cash payments.

South end, Clocktower Building
03 479 8205

otago.ac.nz/mailroom

Public transport

It is very easy to get around the campus and to the city centre on foot, but there is a good public transport system covering the city and all the main suburbs.

The Bee Card is an easy tag on tag off bus card that gives you cheaper fares and offers benefits such as setting up an online profile for topping up. Get your Otago Bee Card online from BeeCard.co.nz or on any Dunedin bus. The card costs \$5 and the fare for an adult is \$2. You can also pay the bus driver in cash and the fare is \$3 per trip.

For information on public transport, including bus timetables:

orc.govt.nz/public-transport

Driving in New Zealand

In New Zealand, we drive on the left hand side of the road. If you are accustomed to driving on the right hand side, it may take some time adjusting, so when pulling out, make sure the driver is next to the centre line of the road. It is highly recommended that you wait several weeks to adjust to traffic patterns before driving in New Zealand. The Visiting Driver Training Programme is an interactive video that will assess your knowledge and understanding of driving in New Zealand and help you prepare for our road rules and road conditions.

Give it a try at:

aa.co.nz/travel/rental-vehicles-and-transport/visiting-driver-training-programme

Another useful website is:

drivesafe.org.nz

Buying a car

For tips on buying a car please go to:

newzealand.com/int/feature/buying-a-car-in-new-zealand

It is in your best interest to take out car insurance when buying a car:

myinsuranceguide.co.nz/buying-car-insurance-nz

Renting a car or campervan

For tips on renting a car or campervan:

nzpocketguide.com/category/travel-tips/transportation/rental-campervan

It is in your best interest to take out comprehensive insurance when you rent a vehicle as you will not be covered under your Studentsafe Inbound University insurance policy.

International driving licences and permits

If you are planning to drive in New Zealand, please consider the following information:

- You can drive for up to 12 months in New Zealand on your current and overseas licence or an International Driving Permit (IDP). You will be required to convert to a New Zealand licence after 12 months.
- If your licence is not in English you will be required to have it translated or obtain an IDP.
- You must carry your licence on you at all times when driving a vehicle.

For more information:

nzta.govt.nz/driver-licences/new-residents-and-visitors/driving-on-nz-roads

Exploring Aotearoa New Zealand

New Zealand is famous for its great outdoors; however, there are important safety issues you need to consider before you embark on day hikes or longer trips. Due to the maritime climate in New Zealand, the weather is very changeable and presents significant hazards for students in the outdoors.

Important considerations include:

- Research the area you're planning to visit and be prepared to cancel your trip if safety or weather conditions are an issue.
- Bring clothing for all weather conditions (gear can be hired at Unipol).
- Hire a personal locator beacon from Unipol.
- Leave written instructions with a trusted friend or your Study Abroad provider about where you are going, when you will leave and when you expect to return.
- During your hike, sign hut log books and choose tracks that have bridges, as weather conditions can make streams and rivers hazardous to cross.
- If you become lost, stay together as a group and seek shelter.

Unipol can suggest many outdoor recreational trips and offers a wide range of equipment hire:

otago.ac.nz/recreation

For a more comprehensive list of things to check before travelling:

doc.govt.nz/parks-and-recreation/know-before-you-go/land-safety-code

The New Zealand Mountain Safety Council also provides some useful guides and publications:

issuu.com/nzmountainsafetycouncil/docs





A J Hackett Bungee

1

Queenstown, Arrowtown and Wanaka

3.5 hours' drive.

Queenstown, the birthplace of bungee, is known as the adventure sports capital of the world. The stunning gorges and lakeside environment provide the perfect setting for skydiving, canyon swinging, jet boating and white-water rafting.



2

Fiordland

4.5 hours' drive.

Fiordland is one of the most dramatic and beautiful parts of New Zealand and has three of New Zealand's Great Walks – the Milford, Kepler and Routeburn Tracks.



Fraser Gunn

3

Aoraki Mount Cook

4 hours' drive.

Aoraki Mount Cook National Park is home to New Zealand's highest mountain and longest glacier. Visitors come here to hike, climb, cycle, paddle among icebergs in glacial lakes, and sit and soak up the spectacular views.



4

The Catlins

1.5 hours' drive.

The Catlins is an area of great contrasts and natural beauty – from magnificent coastal cliffs and long sweeping beaches, to rainforests, hidden waterfalls and rolling farmland.



Departing students

1

Celebrate your achievements

Graduation

The University holds graduation ceremonies in May, August and December each year. When you become eligible to apply to graduate, an email inviting you to submit an application will be sent to your student email address during the week prior to applications opening.

As there is a limit to the number of people who can graduate in person at each ceremony, the closing date may be brought forward if this limit is reached before the closing date.

Please apply promptly to avoid disappointment.

otago.ac.nz/graduation

International Student Graduation Function

At the beginning of December, the International Student Office holds an International Student Graduation Function. This is an opportunity for international students to reflect on their time at Otago and to celebrate their academic journey and achievements together with their whānau (family and friends) and University staff.

2

Get your academic paperwork in order

Official documents

The University of Otago issues four documents in relation to a student's academic study and achievement: an official transcript, a qualification certificate, a statement of completed qualifications, and an enrolment status letter. For more information on how to obtain these documents:

otago.ac.nz/administration/official-academic-documents

My eQuals

My eQuals gives students and graduates secure access to their academic records online. It allows students to access these digital records from anywhere in the world, in a secure online environment, and to securely share their documents with a third party – for example, a potential employer or another university.

otago.ac.nz/study/my-equals

Transcripts for Study Abroad and Exchange students

The International Office will arrange for your official hardcopy transcript to be couriered to your home university after results are confirmed for all Study Abroad and Exchange students. You do not need to register for My eQuals unless you want access to your academic record online. In order to receive your transcripts, your student account must be paid in full and you need to enter a permanent address in eVision.

From 2023 students will access their University of Otago transcript on My eQuals (a NZ\$30 one-off fee will apply). There are a number of ways that the University of Otago digital documents can be shared with another university, and students should check with the home university about their preferred method for receiving these documents.

Alumni & Friends

Once you leave the University of Otago, you become a member of our alumni community. Make sure you stay in touch and keep your contact details up-to-date to maintain a rewarding relationship with the University and your fellow Otago alumni.

otago.ac.nz/alumni

3

Packing up

Collect the contact information of people you want to stay in touch with.

Complete your flat inspection/check and return keys.

Clear all accounts. Pay outstanding bills. Leave money with a trusted friend to pay any outstanding bills.

Close your bank account.

File any medical insurance claims that are still outstanding. Pay any balance owed. Talk with the Compliance Services team about any outstanding insurance claims.

Redirect (forward) mail to an overseas address at the post office.

Ask the post office or freight company about shipping costs/rules to your home country.

Check weight restrictions on luggage with your airline.

Confirm your international flight 24 hours in advance.

It is your responsibility to make sure you are familiar with the entry requirements of the country you are flying to (including any transit countries) and have all the necessary documentation.

Notify your family of your arrival, don't surprise them. They need time to prepare for your return too.

Take time to say goodbye to friends.

Social media @ Otago

Keep up-to-date with university and local news, events, competitions and more.

-  otagouniversity
-  universityofotago
-  otago
-  @UniversityofOtago

weibo.com/otagonz
WeChat: @otagonz

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-  universityofotagointernational
-  OtagoIntOffice

-  OtagoGlobalStudentExchange
-  otagoexchange



Inclusiveness

