

University of Otago
Language Centre
and Foundation Year
Student Handbook

Contents

Introducing UOLCFY	4
How to contact us	4
Hours of operation	4
Welcome from the CEO	5
Welcome from the managers	6
Purpose of this handbook	7
Staff who can assist you	7
Student Services	8
Academic Deans	8
Student Support Services	9
Accommodation	10
ID Cards	12
Student activities	12
Student Health	13
After hours medical service	15
Disability Information and Support	15
International students	16
Code of Practice for the pastoral care of international students	16
Additional support for international students under 18, conditions for international students under 18	19
Visas and immigration	20
Medical and hospital treatment, insurance, tax and banking information	21
Driving laws, driver licensing requirements and road traffic safety	22
Laws on alcohol use and buying tobacco	23
Homesickness and counselling	24
Dealing with homesickness – follow your dreams	25

Facilities and resources	26
Campus facilities and resources, Independent Learning Centre (ILC)	26
University central library, blackboard, student email, internet, study help	27
Information Technology Services (ITS)	28
Reception, lost property, financial security, Unipol Recreation Centre	29
OUSA Recreation Centre	30
Campus safety	31
UOLCFY regulations and student conduct	33
Policies, academic regulations, student conduct, expectations, harassment, confidentiality and privacy	33
Attendance	35
Student feedback	35
Student support process	36
Introducing Dunedin	37
UOLCFY location	37
Interesting things about Dunedin	38
Dunedin weather	39
Things to do in Dunedin	40
Change of address form	43

How to contact us

Physical address: University of Otago Language Centre & Foundation Year
University Plaza Building 1
130 Anzac Avenue
Dunedin 9016
New Zealand

Postal address: University of Otago Language Centre & Foundation Year
PO Box 56
Dunedin 9054
New Zealand

Telephone: + 64 3 479 5250; Fax: + 64 3 479 5251
Website: otago.ac.nz/uolcfy
Email: uolcfy@otago.ac.nz

Hours of operation

UOLCFY is generally open from 8.30am to 5.00pm Monday to Friday for 50 weeks of the year with the exception of public holidays. There is a two-week break over our Christmas / New Year period.

Welcome from the CEO

How do you think – by Author Unknown

If you think you are beaten, you are
If you think you dare not, you don't
If you'd like to win, but you think you can't, it's almost certain you won't
If you think you'll lose, you're lost
For out in the world we find
Success begins with a person's will
It's all in the state of mind

Welcome to the University of Otago Language Centre and Foundation Year. We are pleased to welcome students from many places in the world, and from New Zealand. I hope that while you are studying here you will make friends with people from other countries and cultures. This will contribute to international understanding.

To Language Centre students; there are many different reasons why students want to learn English. Whatever your reason, learning English is a challenge. You will need to work hard and practise your English both in class and in your daily life in Dunedin. Use English at every opportunity.

To Foundation Year students; by enrolling in the Foundation Year programme you have taken an important step in creating your future. To achieve success and gain entry to university you will need to work hard. We have very well qualified teachers and they will do their best to help you. However, in the end it is the amount of effort you put in that will count.

To all students; we have staff who will assist you with any problems outside the classroom. Please ask for help, as there is always someone available.

Dunedin is regarded as a student city and the university environment makes it a good place to learn. I am a University of Otago graduate, I have visited many countries and cities around the world, and I think you have made a good choice to study here.

Best wishes for a successful and enjoyable time at the University of Otago Language Centre and Foundation Year.



Roger McElwain
Chief Executive Officer
University of Otago Language Centre
and Foundation Year

Welcome from the Language Centre Manager

Welcome to the Language Centre and welcome to Dunedin, New Zealand's city of education. Together we will work to take you further along your path to future success. I am proud of the quality programmes we run and believe we have some of the best language teachers in the country. Not only will your English improve here, but you have the opportunity to discover the New Zealand lifestyle, meet people from all around the world and learn about their cultures, and enjoy the experience of living and studying in another country – memories that will last your lifetime. Good luck for your time here!



Paul Baker
Academic Manager

Welcome from the Foundation Year Manager

I joined the University of Otago Foundation Year as Academic Manager in April 2014 and since the very first day have found it a great pleasure to be working here. Having been involved in International Education for almost 20 years now, it is something I am passionate about. Although my past involvement in international programmes has always been extremely positive and exciting, I am still incredibly impressed by the quality of teaching, care, support and facilities here at the University of Otago Language Centre and Foundation Year. The friendly, family atmosphere that exists here and the obvious pride which students and staff alike, take in their daily schedules is palpable as soon as you enter the impressive University Plaza Building. It is indeed a great pleasure to work amongst such wonderful staff and students. Please take the time to say hello when you see me around. Dunedin is a great city for students and the University of Otago is one of the world's best. I believe the education you will experience here cannot be bettered anywhere else. Work hard but take the time to enjoy your experience here in Dunedin.



Garry Chronican
Academic Manager

Purpose of this handbook

This handbook provides important information about the University of Otago Language Centre & Foundation Year (UOLCFY), Dunedin, student life, student services, emergency procedures and international student support. It will help you understand how the school works and where to get assistance. We recommend you take some time to familiarise yourself with the contents of this book, so you can make the most of your time at UOLCFY. Please refer to the Academic Procedures handbook for the academic regulations which apply to your course.

Staff who can assist you

For all academic matters – Academic Dean (G.11): Paul Westwood;
Dean’s Administrator: Yoko Yamada

For visas, insurance, health and wellbeing – Student Support (G.19/G.20):

For accommodation enquiries – Homestay Office (G.31): Mary Powell and
Monica Clark

For general enquiries – Reception: Toni Summers and Andrew Brown

For ILC enquiries – ILC Resource Officer (1.20): Jo Bone

For external English examinations – Examinations Office (G.29): Adam Falconer and
Amber Huang

For IT assistance – IT Office (1.03)

For activities – Activities Coordinator: Yoko Yamada

All of your teachers: _____

Student Services

The Academic Deans

The Dean's
here to assist
your passage through Otago
clearing the academic
mist

The Academic Dean is here to assist you with all things to do with your academic progress. Paul provides help and guidance on how to make the most of your studies; how to plan for your next course and to assist you to make the right career choices. Should the going get tough, he is here to help you with sound advice and academic support. All work and no play make for a pretty dull existence, so Paul is also here to encourage you to participate in the wide range of cultural, sporting and other enrichment activities that are on offer at UOLCFY.

The Dean's Administrator, Yoko Yamada assists Paul with the running of the Deans office.



Paul Westwood
Senior Academic Dean of Students
Office: 03 479 5717
Mobile: 021 192 4285
Email: paul.westwood@otago.ac.nz



Yoko Yamada
Dean's Administrator
Office: 03 479 5717
Email: yoko.yamada@otago.ac.nz

Student Support Services

At UOLCFY, the Student Support team is here to help you settle in to life in Dunedin, provide support and advice about health and wellbeing, help with your student visa and enjoy your time at Otago.

Our Student Support Officers contact details are:

Sabrina Velcosa Doig

Office: 03 479 5711

Cell: 021 370 384

Email: uolcfy.student-support@otago.ac.nz

Room G.20

Shantelle Jackson

Office: 03 479 5253

Cell: 021 389 445

Email: uolcfy.student-support@otago.ac.nz

Room G.19

Our dedicated Student Support officers work closely with all students and are always available to help you look after your welfare and deal with any problems you encounter

Student Support are available for students who need to apply for a new visa, make an insurance claim or have an issue they need help sorting out. You can see them about any concerns you have, which may be: accommodation troubles, homesickness, sleeping difficulties, feeling “stressed out”, relationship issues, addiction, an illness, a death or illness in the family or if you just want to have a chat!

We help by listening to you, giving advice if needed, and help you make contact with others who may help. It is very important you understand that anything you tell us is confidential, and will not be passed on to anybody else. The Student Support Officers are also the people to see if you want to make a complaint. They will help you go through the procedure and offer support to you.

The Student Support Officers are in contact with some parents if this is necessary or requested by parents.

Counselling

Lidy de Leeuw is the counsellor at University of Otago Language Centre and Foundation Year. She works one day a week and can see students for up to 50 minutes. If you would like to make an appointment with Lidy, please see Student Support.



Sabrina Velcosa Doig



Shantelle Jackson



Lidy De Leeuw

Accommodation

Our Accommodation Manager is **Mary Powell**

Office: 03 479 5710

Room G.31

Email: uolcfy.accommodation@otago.ac.nz

Mary oversees all of the homestay placements and provides invoices for each student. She also deals with any concerns from host families and students and refers them to appropriate resources. Mary can offer other accommodation options for example, hostels, temporary accommodation options and can help refer you to the University of Otago Accommodation Office if you are looking for a flat.

Our Accommodation Coordinator is **Monica Clark**

Office: 03 479 4184

Room G.31

Email: uolcfy.accommodation@otago.ac.nz

Monica is responsible for visiting all of our host families regularly and making sure that all of our students are living in suitable accommodation for study, while also experiencing being a part of a wonderful New Zealand family environment.



Mary Powell



Monica Clark

Homestay

The University of Otago Language Centre is the largest provider of homestay in Otago, with more than 200 host families who meet the various needs of our international and domestic students. All host families have been carefully selected because they offer a welcoming and supportive environment for their student. All hosts have been police vetted and visited within their home by an Accommodation Office staff member. Homestay can be arranged to suit each student's personal preferences, for example, families with or without pets, young or older couples with or without children, vegetarians, farm stays etc. Students will be provided with three meals a day, seven days a week. The student's bedroom is private and fully furnished, including a heater, study desk and chair. Hosts understand that students like to be independent and all students are

given their own key to the house, so they can come and go as they please. Hosts will cook the evening meals for their student and also do their laundry, which allows the student to concentrate on their study. All homes are on regular bus routes to the city centre and the university. Host families are willing to help with transporting their students when they can.

All international students under the age of 18 years must stay in a homestay to meet the requirements of the Code of Practice for the Pastoral Care of International Students.

Flatting

Flatting means that you share a house with other people. They are called flatmates. You share the cost of the rent, food, electricity and telephone and/or internet charges. The houses are owned by landlords.

You can find a house by:

- ~ Looking in the Saturday edition of the Otago Daily Times newspaper
- ~ Visiting the University of Otago Accommodation Office for a list of houses to rent
- ~ Visiting a real estate agent
- ~ Looking at online renting websites such as Trademe.co.nz or realestate.co.nz

University of Otago Language Centre and Foundation Year staff do not assess or inspect private flats.

Accommodation contracts

You should be aware that once you have signed an accommodation contract with a privately owned hostel or flat, you are bound by that contract, even if you move out. There are financial penalties if you change your mind after signing the accommodation contract.

University colleges

University of Otago Foundation Year students are able to apply for accommodation at residential colleges. Applications may be made online at otago.ac.nz/about/accommodation or through the University of Otago Accommodation Office (109 St David St). For enquiries about residential colleges speak to Mary Powell in room G.31.

ID cards

At orientation you will receive a student ID card. Your ID card will entitle you to discounts at several businesses and amenities in Dunedin including discounted travel on buses. Your ID card is also useful for borrowing resources from any library on the university campus, loading credit and using printing and copying services on campus and access to the facilities at UNIPOL. It comes with a username and password for internet access.

You may need your ID card as proof of entry to examinations.

If you lose your ID card there is a cost of \$25 for a replacement.



Student activities

Every Friday afternoon is scheduled activity time. There are lots of fun events and the main aim is for students to get to know each other, have some time out from studying, practice English in a casual setting, and enrich their Otago experience. The activities are organised and supported by University of Otago Language Centre and Foundation Year staff. Most activities are very cheap and some are even free! Some big events to look forward to are:

- The Annual UOLCFY Ball/Dance Party
- International Food Festival
- Queenstown skiing and sightseeing weekends
- Super Rugby
- Peninsula Tour
- Camping and day trips
- Art Exhibition
- Speech Contest
- Cupcake wars
- Sports

Activities are advertised around the UOLCFY building and on our Facebook page. Sign up at student support by Thursday each week. It is open to anyone, so come along and be prepared to have some fun!

Student Health

Please inform UOLCFY reception 479 5250 if you are unwell or have an issue that may mean you need to miss class or text 021 370 384/021 389 445.

If you hurt yourself on campus or feel unwell, please tell your teacher or Student Support so we can help. If you are unwell and absent for three or more days you will need to visit a doctor and get a medical certificate. Student Support will support you with any health related matters.

Please note: UOLCFY Staff will not dispense painkillers – you need to keep your own supply of these.



This is a service that you can use with your Student ID Card. Doctors can be seen by appointment or as part of their daily urgent clinic hours. If you are an international student with Studentsafe insurance you won't need to pay. If you are an international student with alternative insurance you will need to pay at Student Health and then make an insurance claim to get your money back. Student Support can assist you with this. Domestic students can expect to be charged \$25 for a doctor's appointment, or \$10 with a Community Services card. If you don't have a Community Services card Student Support can give you an application form.

Student Health is situated opposite the Otago Museum on Albany Street. If you are an international student with Studentsafe insurance, please tell Student Health when you arrive.

Student Health & Counselling

3 Walsh Street

Tel: 479 8212

Open: Monday 8.30am-5.00pm
 Tuesday 8.30am-5.00pm
 Wednesday 9.30am-5.00pm
 Thursday 8.30am-5.00pm
 Friday 8:30am-5.00pm

Website: otago.ac.nz/studenthealth

If you have an accident at University of Otago Language Centre and Foundation Year, please report it to Reception. If you feel unwell and wish to see a doctor, you should ask your Student Support Officer. They will be able to make an appointment for you.



After hours medical service

If you need to be seen by a doctor out of business hours, up until 10.00pm you can attend the Dunedin Urgent Doctors and Accident Centre, 18 Filleul Street, Dunedin, (phone: 479 2900). Higher consultation charges apply, but if you take your Student ID with you, it will cost you less. International students will be able to claim back the fees with their health and travel insurance (see Student Support for assistance). Between 10.00pm and 8.00am, the Dunedin Urgent Doctors and Accident Centre is closed. However, you can phone Healthline on 0800 611 116 and speak to a nurse who will assist you over the phone and advise whether you need to go to the Emergency Department at Dunedin Hospital or not.

Remember, if it is an emergency, please call an ambulance (111) or go straight to the Emergency Department at Dunedin Public Hospital.

For urgent psychological care, please contact the Emergency Psychiatric Service, Dunedin Public Hospital. Phone: 474 0999. This service is available 24 hours a day.

Disability Information and Support

If you have a disability, impairment, injury or medical condition that affects your ability to study, Disability Information and Support can help you.

Disability Information & Support offers advice, support, and advocacy to students who are deaf or who have a physical, sensory, learning, psychological, medical, or psychiatric disability.

They provide the necessary resources and equipment, including note-takers, sign language interpreters, one to one tutors and assistants, examination support, and the reformatting of course materials. The Office can also help locate appropriate accommodation and parking.

All services are completely confidential.

Visit their website at otago.ac.nz/disabilities

Please inform Student Support as soon as possible if you have a disability so they can help you get support for assessments. If you do not ask for assistance at the start of your course you may not be eligible for special consideration during assessments.

International students

Education (Pastoral Care of International Students) Code of Practice

UOLCFY has agreed to observe and to be bound by the *Education (Pastoral Care of International Students) Code of Practice* published by the New Zealand Qualifications Authority (NZQA). This binding document is designed to ensure that all students are consistently well cared for during their time of study. Copies of the Code are available from the NZQA website at nzqa.govt.nz.

Introduction to the Code

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe and properly cared for. New Zealand educational providers have an important responsibility for international students' welfare. This section provides an overview of the *Education (Pastoral Care of International Students) Code of Practice* (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or the agent of a provider.

What is the Code?

The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website: nzqa.govt.nz/studying-in-new-zealand/coming-to-study-in-new-zealand/international-student-care/

Who does the Code apply to?

The Code applies to all educational providers in New Zealand with international students enrolled on student permits. The Code is mandatory to these providers and must be signed by them.

What is an international student?

An 'international student' is a foreign student studying in New Zealand on a visa from New Zealand Immigration.

How do I know if an educational provider has signed the Code?

The New Zealand Qualifications Authority maintains a register of all signatories to the Code. This list is available from www.nzqa.govt.nz. If the educational provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a visa from NZ Immigration and you will not be able to study at that institution.

A summary of the Education (Pastoral Care of International Students) Code of Practice

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

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

The education system is regulated with strong quality assurance systems across the board.

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

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

What is the New Zealand Qualifications Authority (NZQA)?

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice.

nzqa.govt.nz

How to make a complaint

What to do if you have a complaint

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here. If you have a complaint, it is important that you go through the right steps to make things better. Here is what you need to do.

Ask your education provider to resolve your complaint

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

They must have a complaints process in place for you to go through, and they must tell you what that process is.

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 are the body which oversees the Dispute Resolution Scheme (DRS). They can provide an independent assessment of your complaint.. They can provide an independent assessment of your complaint.

Raising a complaint with NZQA will not adversely affect your immigration status.

1. Download the Complaint Form from the NZQA website (nzqa.govt.nz)
2. Send your completed Complaint Form, along with any supporting evidence, to:

The Complaints Officer
Quality Assurance Division
PO Box 160
Wellington 6140

or

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 0800 697 296.

Additional support for International Students under 18

As part of the Code of Practice, it is our responsibility to keep in regular contact with international students under 18 years of age. The Student Support team look after these students and also keep in contact with their parents or legal guardians.

Conditions for International Students under 18

Your parents or legal guardian must have signed the 'Parental Consent Conditions' on the application form before you start your course.

You **must live in a Homestay** provided by the Language Centre and Foundation Year or with a caregiver designated by your parents and approved by us.

You must meet with the Student Support Officer once a term to discuss your accommodation, academic progress, general health and well-being, and to talk about any concerns or complaints you may have.

The Student Support Officer will contact your parents once a term to discuss your general health and well-being.

You must fill out an application form every time you wish to travel outside of the Dunedin area. After the form has been completed you will meet with the Student Support Officer to discuss the travel arrangements. Once the Student Support Officer agrees to these travel plans, she will contact your parents to advise them of your plans.

All the above conditions will be in place for the duration of your course of study at UOLCFY. If a student turns eighteen while enrolled in the Language Centre or Foundation Year, these conditions will cease to apply from the date of their eighteenth birthday.

You must comply with all rules in the 'Parent Consent Form'.

By signing the Application Form, you agree to these additional conditions.

Breaking any of these conditions may result in withdrawal from your course.

(Copies of the Parental Consent Conditions are available from the Student Support Officers or on the UOLCFY website at otago.ac.nz/uolcfy/student-support/under-18)

Visas and immigration

Full details of immigration requirements, advice on rights to employment in New Zealand while studying and reporting requirements are available through New Zealand Immigration, and can be viewed on their website at immigration.govt.nz. It is your responsibility to ensure you have an appropriate current visa and that you renew it prior to it expiring. UOLCFY will monitor this as well and check you have the correct visa on arrival at UOLCFY. Forms for extension, renewal and change of visa are kept in the Student Support offices. Students must attend 95% of classes to maintain their visa status. If you change or extend your visa while studying at UOLCFY, you must bring it to the UOLCFY reception to be photocopied for our records.

Provider Direct Renewal Scheme

Here at the University of Otago Language Centre and Foundation Year we are a partner with Immigration New Zealand in the Provider Direct Renewal Scheme. This means that if you already hold a student visa (and want to continue studying here) and your attendance and progress are satisfactory, we can process it for you. Please read the conditions of your visa carefully and make careful note of the expiry date. It is the responsibility of the student to ensure they do not let their visa expire while they are in NZ. Please contact Student Support at least 10 days before your visa expires for help with renewal.



Medical and hospital treatment, insurance, tax and banking

Eligibility for health services

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly-funded health services are available through the Ministry of Health and can be viewed on their website at moh.govt.nz

Medical and travel insurance

International students (including group students) must have appropriate and current medical and travel insurance while studying in New Zealand. This can be organised by the Admissions staff.

Accident insurance

The Accident Compensation Corporation (ACC) provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at acc.co.nz

Tax

You can contact the Inland Revenue Department (IRD) for advice on taxation. Free phone from within NZ: 0800 257 777. See Student Support for assistance if you would like to apply for an IRD number.

Banking information

During orientation you will be given information about opening a bank account. It is easier to provide evidence of funds for visa applications when you have a NZ bank account. If you need further advice please see Student Support.

Driving laws, driver licensing requirements and road traffic safety

An information brochure is available from Student Support (also given out during orientation) detailing basic rules for driving as well as signs and signals. The official New Zealand Road Code published by Land Transport Safety Authority is available from the Automobile Association or online at nzta.govt.nz. There is also a copy available in the ILC. It must be remembered that Dunedin becomes icy in winter with special driving conditions which can be met by successfully completing a Defensive Driving Course.

Driver licensing requirements

- Drivers must have a current and valid NZ Driver's License to drive a car in NZ; an International Driving permit or an overseas license is valid for 12 months only. This needs to have an English translation.
- To ride a motorcycle in New Zealand you must obtain a motorcycle license.
- NZ has a Graduated Driver License System, with three stages: learner, restricted and full.

Details of restrictions which apply to you are available online at aa.co.nz.

Road traffic safety

- In New Zealand, driving is on the left.
- Special care might be appropriate when driving on coastal, mountain and country roads.
- Roundabouts facilitate the flow of traffic; give way to somebody already on the roundabout (i.e. on your right); be prepared for vehicles on the roundabout that may have to change lanes to exit.

Cycling safety

- Cyclists are required to wear an approved bicycle helmet.
- Cyclists should ride on the road, not on the footpath.
- Lights are required if you cycle at night.

Winter driving

- Snow chains may be required for access to certain roads in severe weather – especially in Central Otago.

Laws on alcohol use and buying tobacco

Alcohol

The minimum legal age to purchase alcohol in New Zealand is 18 years. If young people wish to purchase alcohol or get into licensed premises they need to produce official photographic proof of age, such as passport, 18+ Card, or NZ driver license to demonstrate they are over 18.

Anyone who is aged 18 years or over and shows approved ID can go into a licensed premises, buy and drink alcohol.

Licensed premises include hotels, pubs, clubs, bottle stores, supermarkets, cafés and nightclubs. They are expected to act according to the rules for licensed premises.

Students and Staff are required to act responsibly around alcohol at UOLCFY functions and events.

Tobacco

The Smoke-free Environments Act 1990 prohibits the sale of tobacco products to persons under 18 years of age.

The University of Otago and UOLCFY campuses are smokefree.



Homesickness

Settling in at UOLCFY

You have arrived at UOLCFY, and have started feeling low and anxious. It might be hard to admit, with everybody else seeming so together and happy, but you are feeling homesick and lonely. You are not alone. Behind some of the smiles you see, other people are feeling homesick too. Research suggests that nearly 70% of tertiary students feel homesick at some time. For some it lasts a week or two, while others feel this way for a far longer period of time. When you move to a new place, even if it is by your own choice, there are some adjustments to be made. Tertiary education presents so many new experiences. You may feel overwhelmed and just want to go home. As you try to cope with new routines and a new environment, you may experience homesickness. It is important to be aware of homesickness as a normal process. It is a time of letting go and making new connections. The consequences of home sickness can sometimes affect your personal well-being, academic performance, and your environment. Remember, help is not far away; you don't have to do it on your own.

Survival tips if you are feeling homesick

- Set your room up with something familiar from home.
- Make an effort to talk to someone new.
- Try to leave your door open sometimes when you are in your room; someone might pass by and say “hello”.
- Get into activities which build up some new good friends.
- Talk to someone else about how you feel – any new student will probably feel much the same as you do.
- Respond to the invitations of others to go places, or events where you will meet new people.
- It is hard to let go of home, but ringing home too often in the first few weeks may prolong homesickness for you. It is okay to miss home, and perfectly normal.
- Recognise that this is a grief experience. Have a good cry; it is nothing to be ashamed of.
- Prayer and/or meditation may help you feel more grounded and confident.
- Come and talk to Student Support

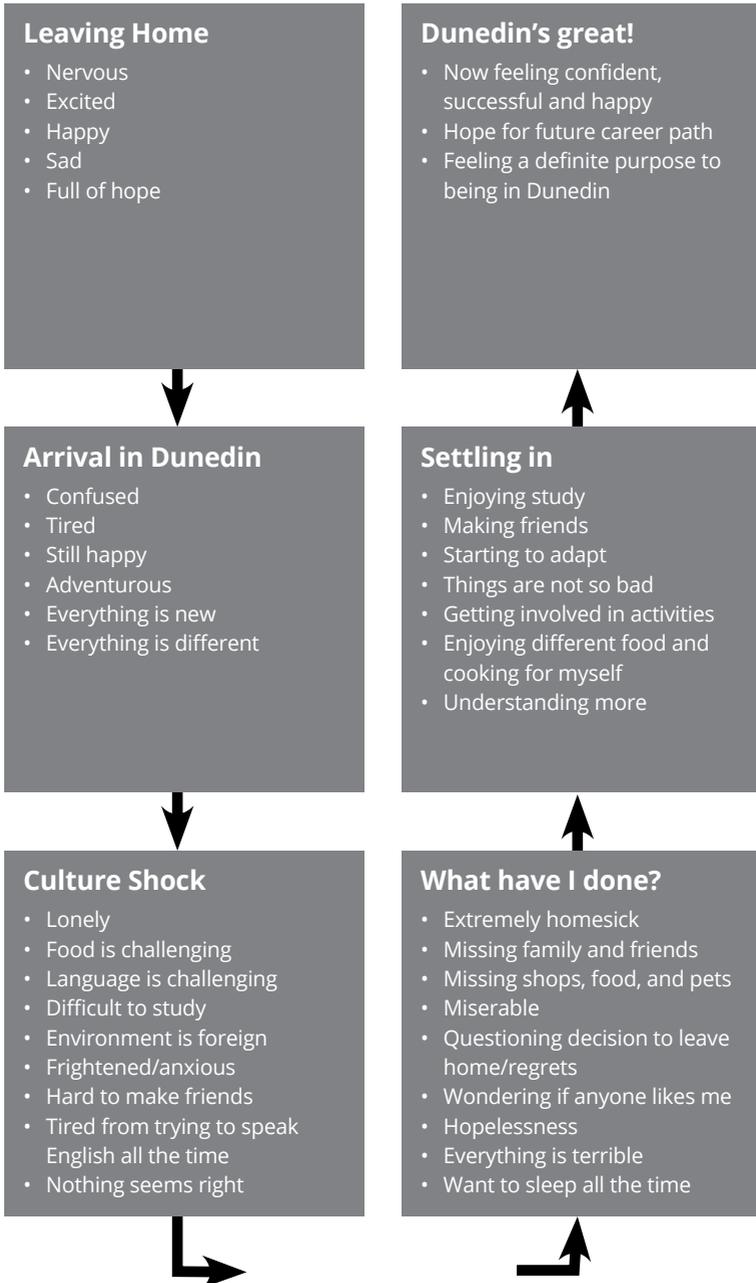
Counselling and support for International Students

If you have a personal concern or problem, please speak to a Student Support Officer. There are many ways to assist you and you will be referred to someone with the skills and sensitivity to address an issue with you. There is a counsellor who comes once a week to meet with students who need professional counselling support.

Please contact Student Support if you wish to speak to a counsellor.

Dealing with homesickness – follow your dreams

UOLCFY welcomes you...but be prepared for the natural “U” curve of adjustment. Below are some of the natural feelings you may experience when you arrive.



Facilities and resources

Campus facilities and resources

UOLCFY is a four-storey building which opens onto the University Plaza. Opened in 2011, UOLCFY's modern design is well resourced, comfortable and stylish.

The campus includes:

- Independent Learning Centre (ILC)
- Classrooms (x 18)
- Tutorial rooms
- Kitchen and breakout spaces for students
- Language Laboratory (LL)
- Computer Suite (CS)
- Audio Visual room
- Examinations Office
- I.T. Support Office
- Boardroom/meeting room/counselling room
- Small consultation rooms that can be used as private spaces for prayer.
- Unipol Gymnasium next door
- University Plaza Café next door



Jo Bone
Academic Resource
Officer ILC



Independent Learning Centre (ILC)

Hours: 9.00am to 5.00pm Monday – Friday.

The Independent Learning Centre (ILC) on Level 1 (1.20) is a resource library for Language Centre, Bridging Programme and Foundation Year students.

There are many resources to help students practise their English language skills, study for international English examinations, prepare for further academic study and work on their assignments.

Language Centre classes use the ILC as a timetabled class session to help students work on their learning goals, consult individually with their teacher and as a self-study area outside of class. During timetabled sessions the main area of the ILC may need to be cleared to provide adequate space and computers for the session. Bridging Programme and Foundation Year students are able to use the ILC as a drop in centre to find subject-specific resources and academic English materials to help them succeed in their areas of study and work on their assignments. All students are able to borrow resources at the front desk using their student ID card.

Computers, printing and photocopy services are available for students. The Computer Suite (1.21) is used both as a timetabled teaching space and self-study area outside of class.

Assistance is available for students at the ILC front counter for any help with resources or use of the ILC equipment. See Jo in the ILC if you would like any resources to be purchased or placed in the ILC for students.

University Central Library

The Central Library is in the Information Services Building (65 Albany Street) immediately south of the Castle Lecture Theatre Complex. Enter via the West or East Lanes or the Link.

Library Hours

7.00am – 11.00pm every day including weekends

*Library hours are reduced during University holidays. Please check website.

Library services include: audiovisual services, bindery, tutorial booking forms, photocopying and much more. There are 2,200 study places for readers in the ISB, 17 group study rooms and 5 group viewing rooms. Make sure you use this amazing resource!

For more information visit library.otago.ac.nz

In addition to the Central Library there are also Law, Medical, Dental, Robertson and Science Libraries as well as the Hocken Library. The Hocken Library is a reference library that holds many New Zealand collections.

Information Technology (IT) Services

The UOLCFY IT Office on Level 1 (1.03) is open 8.30am-4.30pm Monday-Friday. It is staffed by Kevin Markham and Fiona Fahey. They can assist you with your username and password, and many issues that you may have with IT Student resources such as wireless internet, student desktop, email, blackboard, and printing at UOLCFY.

Username and password

When you enrol at UOLCFY, you will be issued with a unique username and password, which will be required to logon to access all university resources and services. Your username will be printed on your ID card. If you have issues with your password, come to the IT Office in Room 1.03 for assistance.

Wireless internet (WIFI)

Free wireless internet access is available for students using laptop computers, mobile phones or other personal devices. The IT Office, or Student ITS HelpDesk at the Central library can assist you to configure your device.

Student desktop

The student desktop is a virtual computer environment provided by the University for students which gives you access to a range of general and course specific software. It is available here at UOLCFY on computers in the ILC - room 1.20, CS - room 1.21 and LL - room 1.07, CAL Lab in room G27, the computer stations in the common areas on Level 1-3 of the UOLCFY building, throughout the University of Otago Campus in student computer areas, and on your own personal laptop or computer via the internet.

Student email

The University of Otago Language Centre and Foundation Year staff and the University of Otago will contact you via your @lc.student.otago.ac.nz or @fy.student.otago.ac.nz email address. Please make sure that you check this email daily. You can forward these messages to your own personal email address from settings in your student webmail.

Office 365

While enrolled at UOLCFY or the University of Otago, students are able to download and use the Office 365 products on their personal devices free of charge. This includes Word, Excel, PowerPoint, OneNote and Outlook

Blackboard

Foundation Year students have access to our official communication tool called Blackboard. It is used to convey information specific to your course, and you can find out more about upcoming recreation trips, timetables, course information, Student Support Services and anything else that may be happening at UOLCFY. We ask that Foundation Year students check Blackboard daily to keep informed.

Printing

There are 2 printers located in the ILC and CS on level 1 of UOLCFY for student printing, and many more located around the university campus. Money for printing is stored on your ID card which can be topped up online or at kiosks on campus. Instructions for printing can be found here: blogs.otago.ac.nz/studentit/printing/introduction-to-printing/

Study help

Study skills, timetabling, e-vision and stress relief sessions are scheduled at key times throughout the year. These are advertised on Blackboard, Facebook, in English lectures and on posters around the building.

Tutorials in Foundation subjects are offered in addition to the timetabled class.

Students may see the Academic Deans for study advice at any time.

Reception (Mail, Document Certification)

Located on the ground floor of UOLCFY, Reception is your first point of contact.

If Reception staff can't help you, they can direct you to the person that can.

At Reception, you can expect help with extending or changing courses, making payments, general enquiries and:

Mail

If you want mail to reach you on campus, please use the following address:

UOLCFY, University Plaza Building One, 130 Anzac Avenue, Dunedin 9016

Student mail will be available for collection from Reception.

If you change your address or telephone number, please pass on the new details to reception or a Student Support Officer.

Document certification

Justices of the Peace are available on the University campus.

You can ask at Student Support for assistance if you require documents certified.

Lost property

Lost property is handed to Reception. Please check at reception to see if your lost item has been handed in. For assistance dealing with lost items of value, please see Student Support.

Financial security

Please make sure that you are careful with your money and passport. It is not recommended or safe for you to carry large sums of money or to leave it in your accommodation. UOLCFY strongly discourages lending and borrowing of money amongst students. If required Student Support staff will advise you about opening a bank account.

Unipol Recreation Centre

This is situated at 130 Anzac Ave (check out your Campus Map) and you can use all the facilities for free just by showing your student ID card! There is a great deal of sports equipment for hire, and they organise social sports competitions that you can enter teams in.

- Fully equipped weights room
- Cardio room
- Swiss ball and stretch area
- Spaces for basketball, badminton, volleyball, table tennis and more
- Snooker and pool tables
- Aerobics classes & Fitness programmes

Check out unipol.co.nz for more information.

Ousa Recreation Centre

The Clubs and Societies Centre is a great big building on Albany Street opposite the Information Services Building. The Centre is here for all university students and provides very cheap and sometimes FREE prices on the following:

- Sauna
- Study and Meeting Rooms
- Cricket Nets
- Dance Studio
- Pianos
- Photography Studio and Dark Rooms
- Snooker/Billiard Table
- Vehicle Repair Workshop
- Craft Room
- Guitars
- Pilates and Yoga
- Squash Court
- Chess Sets
- Table Tennis Tables



- Band Room
- Jerrys Garage (coffee/smoothies)
- \$3 Lunches
- Fresh Fruit and Vegetables

They also have different societies you can join from 'Afrotago' to 'Women Across Cultures'.

Check out ousa.org.nz/events-and-recreation/clubs-and-courses for more details.

Campus safety

Emergency and evacuation procedures

If you hear the fire alarm ring continually, staff will tell you how to safely leave the building. You must follow these instructions. If you are using the computers in the CAL lab on Level G you must leave immediately when you hear the alarm. Do not wait for somebody to tell you to leave.

The fire exits are the stairwells on either side of the building.

DO NOT USE THE LIFT.

Leave the building by the nearest fire exit and proceed quickly and calmly to the grassy knoll at the front of the plaza. A staff member will show you. You should then report to your teacher who will mark you off the roll to know that you are safely out of the building.

It is most important that you leave the building immediately as quickly and calmly as you can. Do not worry about the safety of your belongings, as everybody will be out of the building and your life is more important than your bags and books.

Once the Fire Department has checked the building, you will be told that you can go back inside. Walk back to your class in an orderly manner.

EVACUATION PROCEDURES are also displayed in classrooms.

Earthquake emergency

- Do not rush outside, there may be falling debris.
- Move away from windows, glass, book shelves, large suspended items like large light fittings and ceiling panels.
- Shelter under a desk, doorway, or any solid structure such as a strong beam.
- After shaking has finished turn off all electrical switches and assist those who might be injured.
- Do not go outside but await instruction from the Building Warden or rescue teams.
- Injured people – Do not remove any unconscious or seriously injured people unless they are in more danger from debris. Stay with them and send for help.

First aid kits

There are qualified first aid personnel on the UOLCFY staff. If an incident requiring first aid occurs, alert your teacher or Reception for help.

Personal safety

Compared with many parts of the world, Dunedin is basically a safe city, but common sense should still prevail. Remember:

Doors to your room or residence should always be locked, even if you are only away for a short time.

Valuable possessions (especially laptops, jewellery, appliances, sports equipment and bicycles) should be insured and, where possible, receipts of payment should be kept.

When you go out at night, walk with other people and always let someone know where you are going and what time you expect to be back. If you have a host family please let them know if you will be back late or if your plans change. They may worry about you.

Always carry your phone and have emergency contact numbers entered in it in case you need to contact someone urgently.

Do not keep large amounts of cash on your person or in your room. Banks in New Zealand have an excellent reputation. They will not lose your money.

Drink responsibly. The alcohol levels in NZ may be different to what is usual in your home country.

Hitchhiking is not recommended.

Campus police

The New Zealand Police have no military associations and you will find that they are very approachable and willing to assist you in any way. We also have a Campus Cop who looks after all students on Campus.



UOLCFY regulations and student conduct

Policies at UOLCFY

All students at UOLCFY agree to abide by the Contract of Enrolment, policies, procedures and regulations of University of Otago Foundation Studies Ltd (UOLCFY) when they sign the application form. Policies are available on the UOLCFY website. You should be familiar with all of the sections of 'Policies' at otago.ac.nz/uolcfy

These include:

- Complaints policy
- Fee policy (including refunds)
- Academic appeals policy
- Assessment policy
- Attendance policy
- Student charter
- Withdrawal policy

If you have any questions or concerns about these policies, please speak to your Student Support Officer.

Academic regulations

The Academic Procedures for your course of study are described in the Academic Procedures handbook which you will receive during orientation. You will also receive an Assessment Procedures handbook which you should familiarise yourself with at the beginning of the course.

Student conduct

All students are expected to behave responsibly. At no time will UOLCFY tolerate any actions or activities that might compromise the safety of yourself, other students, staff or the property of UOLCFY or local community. This handbook, Student Support, other office staff, teachers and the Orientation programme will collectively inform you of UOLCFY expectations and clearly outline what is considered appropriate student behaviour.

Please familiarise yourself with the Student Charter located under 'Policies' on the UOLCFY website: otago.ac.nz/uolcfy

Expectations of staff and students

The teachers at our institution are here to help you learn. However, we cannot learn for you. To get the most out of your course, you must play your part.

You can expect your teachers to:

- Know their subject thoroughly and keep up-to-date
- Organise their classes well
- Communicate their material clearly
- Respond positively to your learning needs
- Assess your work and provide feedback on your progress
- Seek your opinions on their teaching performance

Your teachers will expect you to:

- Attend your classes
- Arrive in class on time
- Speak only English in class
- Be well organised and prepared for class
- Communicate and take an active part in the class
- Be positive
- Respect others and be considerate
- Provide your teachers with feedback on their teaching

We also encourage you to use the ILC out of class time to do your homework tasks set by your teacher.

Harrassment

Students at The Language Centre and Foundation Year can expect to be able to follow their studies with dignity and in an atmosphere of comfort and safety. Harassment is the use of power to insult, dominate, manipulate or disadvantage another person. If you think you are being harassed in a sexual, racial, religious, academic or intellectual way, you should speak to your Student Support Officer.

Confidentiality and privacy

During your time at The Language Centre and Foundation Year you may experience some personal difficulties, or need some help from the Student Support Officer or any staff that you trust.

The details of your situation are confidential between you and the staff member you talk to. Only in exceptional circumstances, such as when your safety or the safety of others is of concern, will the staff member discuss with you that they want to breach this confidentiality. Additionally, no records and personal information are disclosed to outside organisations or institutions.

Attendance

UOLCFY students are expected to attend all classes. If you are unable to attend, you should phone UOLCFY Reception at 03 479 5250 before the class and explain why you will be absent. If you are unable to phone due to illness you should organise for a family member or friend to call UOLCFY Reception on your behalf.

All absences from class will be recorded. You may be required to produce a medical certificate if you are ill for more than 3 consecutive days or have missed an assessment activity. It is the individual's responsibility to approach the teacher and/or class peers to gather the relevant information covered in missed classes.

If you miss an assessment for reasons beyond your control you may be able to apply for special consideration. You must provide evidence to support this within 5 calendar days of the assessment. See the Academic Deans or Student Support for assistance.

Any cancellation of enrolment due to poor attendance of an international student will be reported to the New Zealand Immigration Service.

Student feedback

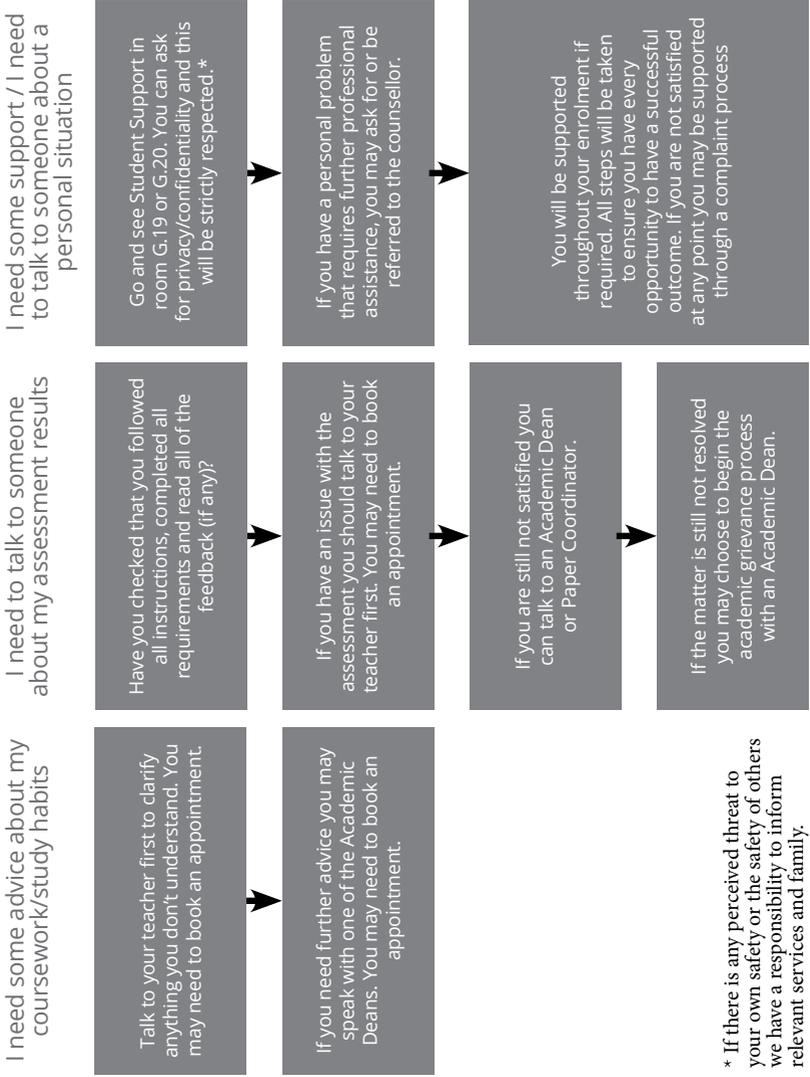
We are always interested in finding out how satisfied you are with your learning experience at UOLCFY. During your stay with us, you will be given opportunities to complete written, formal feedback forms on your teachers, courses, papers and programmes.

You will also have the opportunity to complete a formal student satisfaction survey about the quality of your experience at UOLCFY. This relates to aspects other than teaching, such as Activities, facilities and pastoral care. Results of the surveys are used to shape our service to you.

We also welcome your feedback on an informal basis. We take your suggestions seriously and will respond to any issues raised, students can also contact a Student Support Officer.

Student Support process

I think I need some help



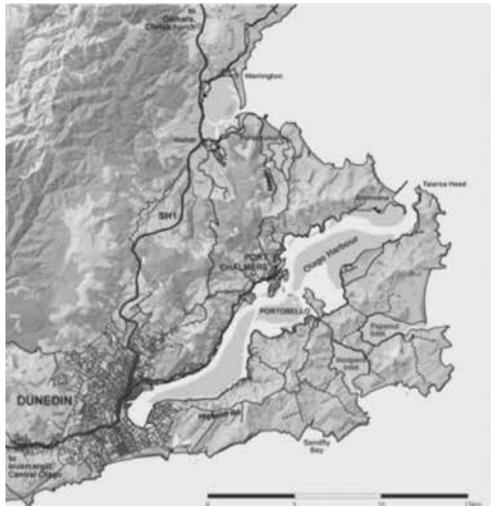
* If there is any perceived threat to your own safety or the safety of others we have a responsibility to inform relevant services and family.

Introducing Dunedin

Location of UOLCFY

Dunedin is located on the south-east coast of the South Island. It is a city tucked between tree-clad hills and farmland at the head of a spectacular harbour. Dunedin is the main centre of, and the gateway to, the Otago region. It has Scottish heritage with wonderful historical architecture. Surrounded by magnificent beaches, Dunedin has become famous as the wildlife capital of New Zealand. It boasts New Zealand's oldest and number one ranked university for research. Dunedin is a city of learning, arts, culture and is also represented by the mighty Highlanders rugby team.

With a population of approximately 120,000 which includes 25,000 students, Dunedin provides a learning environment like no other in New Zealand. Getting around the city is very easy with nearly all of the city's attractions and services being close to the city centre – the Octagon.



UOLCFY is centrally located and convenient to the city centre, university campus and other amenities such as Forsyth Barr Stadium



Interesting things about Dunedin

- Dunedin is the Celtic name for Edinburgh.
- The only mainland breeding colony of the Northern Royal Albatross, large majestic seabirds with a wingspan of three metres, is at the Otago Peninsula.
- Dunedin, and its surrounds, is home to some interesting locals, including the world's rarest penguin – the yellow-eyed penguin, the world's rarest sea lion - the New Zealand sea lion, New Zealand fur seals and little blue penguins.
- Dunedin's Baldwin Street is the steepest street in the world.
- Larnach Castle located on the Otago Peninsula is New Zealand's only castle.
- Dunedin Railway Station is the most photographed building in New Zealand.
- University of Otago, New Zealand's oldest university, was the first in the country to admit women to all its classes. It is also the South Island's largest employer.
- Otago Girls' High School was one of the first state run secondary schools for girls in the world.
- New Zealand Sports Hall of Fame is, in effect, New Zealand's national sports museum, the only one of its kind in the country.
- New Zealand's first authentic Chinese Garden - only the third outside of China and the first In the Southern Hemisphere - is found in Dunedin.
- The Otago Daily Times is New Zealand's first daily and oldest surviving newspaper.
- The Dunedin Public Art Gallery is New Zealand's first public art gallery.
- The Dunedin (1876-82) was the first ship to successfully transport refrigerated meat, helping set the stage for New Zealand's success as a major provider of agricultural exports, despite its extreme remoteness from most markets.

Famous for its student culture, friendliness and natural environment, Dunedin is a wonderfully unique place to study. Visit dunedin.com/visit to find out more.



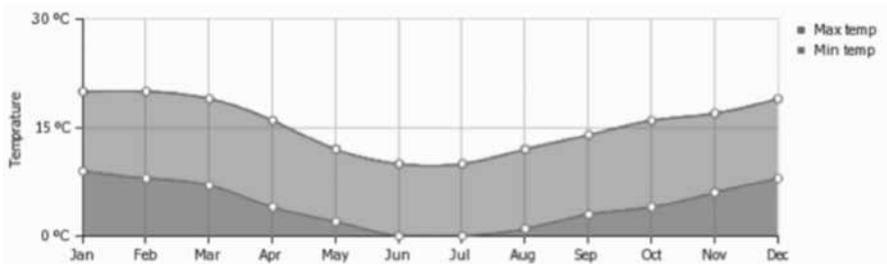
Dunedin weather

Despite what you may have heard, Dunedin really turns on the weather for locals and visitors alike with heavy sunshine filled days coining the phrase “Dunner Stunner”. Dunedin has a temperate climate and four seasons, each with their own distinctive beauty. There’s some frost in winter and very occasional snowfalls which usually clear during the day.

Wear comfortable layers. Bring a coat and comfortable footwear – especially if visiting the wildlife on Otago Peninsula. Warm clothing is necessary for the winter months (June-August).

Average minimum and maximum temperature in Dunedin (celsius)

- The months January and February have a nice average temperature.
- On average, the warmest month is February.
- On average, the coolest month is July.



Things to do in Dunedin

Cinemas

Reading Cinema in the Octagon

Rialto Cinema in Moray Place

Metropolis Cinema behind the Town Hall in Moray Place

Theatres

Mayfair Theatre in South Dunedin

Globe Theatre in London Street

Playhouse Theatre in Albany Street

Allen Hall at the University



Museums

Otago Museum in Great King Street/
Cumberland Street

Toitu Otago Settlers Museum in
Queen's Gardens

Maritime Museum in Port Chalmers



Art Galleries/Shops

Dunedin Public Art Gallery in
the Octagon

Lure in Lower Stuart Street (jewellery)

Milford Galleries in Dowling Street

Moray Gallery in George Street

The Printmakers Studio in Castle Street

Temple Gallery in Moray Place

The Crafty Banker in Port Chalmers



Beaches within Dunedin

St Clair

St Kilda

Tunnel Beach



Beaches within a short driving distance

Aramoana

Purakaunui

Long Beach

Waikouaiti

Warrington/Doctor's Point

Brighton



Nature and excursions

Otago Peninsula

- Royal Albatross Colony
- Monarch Wildlife Cruises
- Yellow-eyed Penguin viewing
- Little Blue Penguin viewing
- Seal and Sea Lion viewing
- Nature walks
- Larnach Castle

Baldwin Street (steepest Street in the world)

Mount Cargill (best view in Dunedin – 360 degrees)

Pineapple Track

Otago Farmers Market (every Saturday morning at the Dunedin Railway Station)

Surf hire at St Clair



Swimming

Moana Pool (upper Stuart Street)

St Clair Hot Salt Water Pool (Oct-March only)

Physiotherapy Pool (Castle Street)

Annual events

Chinese New Year

Festival of the Plain

Dunedin Fringe Festival

iD Fashion Week

Midwinter Carnival

Cadbury Chocolate Carnival

Whare Flat Folk Festival

Santa Parade

New Year's Eve Concert

Vogel Street Party

Port Chalmers Seafood Festival

Puaka Matariki (Maori New Year)

Change of address

If you change your address while studying at UOLCFY, please cut this out of the booklet, and give your new address details to reception.

Date _____

Name _____

Student ID _____

New Address _____

Contact Phone _____

Cell Phone _____

Email _____

