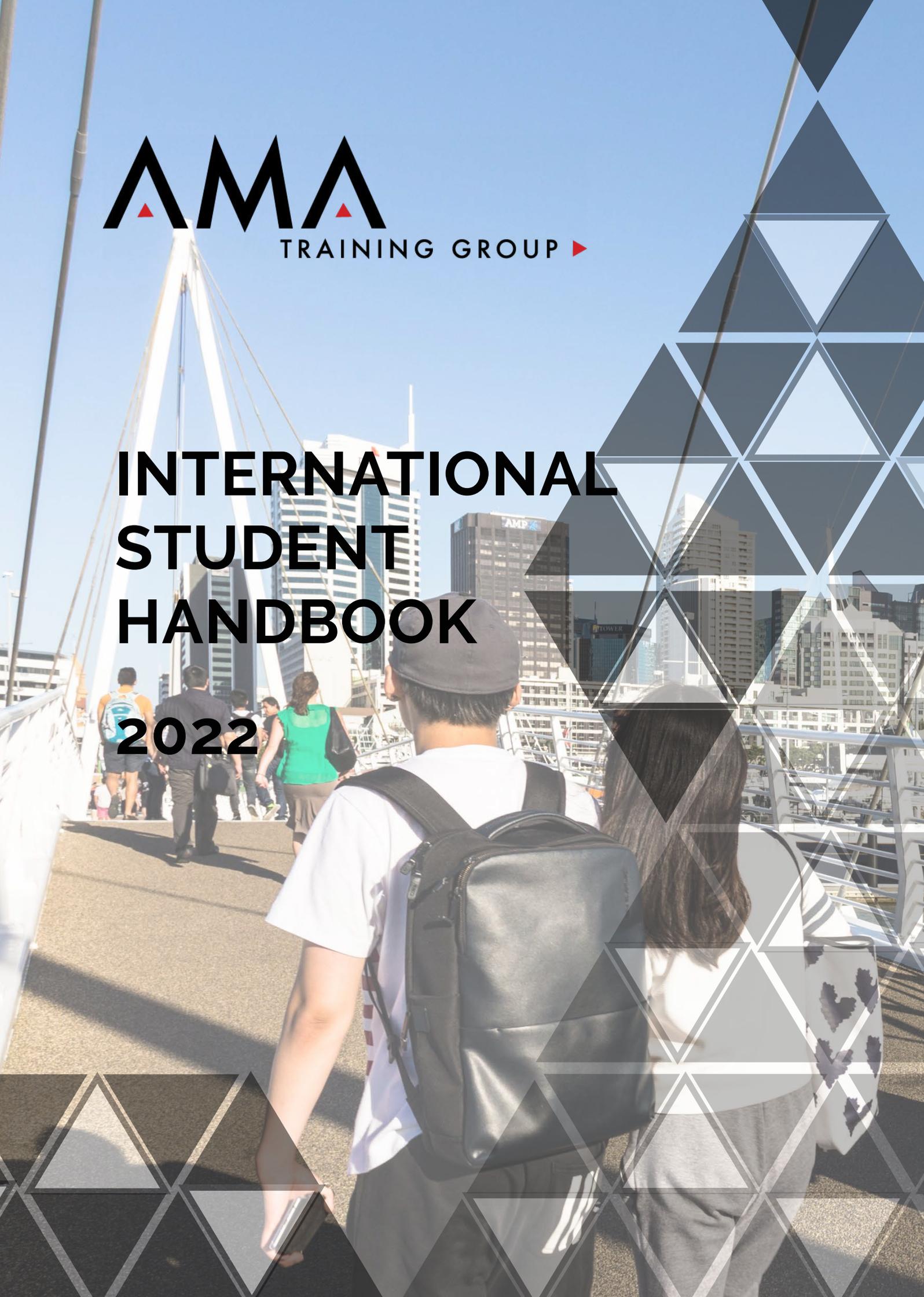




INTERNATIONAL STUDENT HANDBOOK 2022





“Ama Training Group is excited to welcome you to our whānau. We are here to support your growth in achieving your dreams and aspirations through quality education.”

Nau Mai, Haere Mai



He kupu whakatauki

Ruia Ruia
Tahia Tahia
Kia hemo ake te kākoakoa, kia herea mai te kawau korokī
Tātaki mai, roto mai I tana pūkorokoro whaikaro
Kuaka marangaranga, Kotahi te manu I tau ki te tahuna, tau atu tau atu, tau atu rā
(Nā Tumatahina)

Ko te kupu tuatahi ki runga rawa mā ngā tini manaakitanga kua tau mai ki runga I a tatou katoa. He mihi timatanga, he mihi mutunga anō tēnei

E tika ana kia mihia wā tātou tini whanaunga kua huri tuara. Ahakoa kua ngaro i te tirohanga e kore koutou e warewaretia. Hoki wairua atu ki te kainga tūturu nā reira koutou, hāere, hāere, hāere atu rā.

E tātou nei, ngā kanohi ora mauri ora ki a tātou. Kia kaha ki te hāpai i ngā waihotanga o mātua tupuna mā. Hei aha? Hei oranga mā Ngāi Tātou i te āo hurihuri nei. Tēnā koutou, tēnā koutou, tēnā koutou katoa.

Nau mai, hara mai ki te whānau o Ama.

Ama Training Group is excited to welcome you to our whānau. We are here to support your growth in achieving your dreams and aspirations through quality education. We hope that you enjoy the small whānau-based kaupapa and learning environment that Ama aims to provide

The name Ama comes from that part of the waka ama that provides the support and balance to keep the waka upright and it is our aim to help you achieve this balance in life. In order to do this we believe effective education through on-going and relevant training plays a huge role.

Tika, pono and aroha are our foundation values and it is our aim to ensure that all we do is done correctly, with integrity and with the thought of putting others before ourselves. These mātāpono or values go through everything we do and it is our aim to ensure these are alive and thriving within our whānau of Ama. If at anytime you have queries or concerns, please let someone know.

The founders of Ama Training Group have come from a Kura Kaupapa Māori background and so we have an understanding of how intimidating this journey can be. Please know that we are all here to help and that any questions or comments are always welcome.

Nā reira e te kuaka kua tau mai ki te tāhuna nei a Ama, nau mai, hara mai, whakatau mai.



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“it is our aim to help you achieve this balance in life. In order to do this we believe effective education through on-going and relevant training plays a huge role”

Meet our team

(Team photo and info who is who)

International Student Support

Our team is committed to provide a high standard of support and pastoral care for international student. Our values of Tika, Pono and Aroha ensure that ..

We provide 24/7 support and care for our international students. We offer helpful advice so you can settle into the whanau at Ama Training Group and feel at home in New Zealand.

Contact us – Student Support

For help and support please email or contact a support team below. We are available between 8.30am-4.30pm Monday to Friday.

Eileen Murray	eileen@amatraining.co.nz	Ama other no
Donna Evans	donna@amatraining.co.nz	027 202 4127

For urgent 24/7 help from our team please call 027 202 4127.

Support available to you

We want to make you feel at home in New Zealand and make your stay as easy as possible. We will help support you as you settle into your new city and Ama Training group. We can help you understand our unique Māori culture and offer pastoral care and support.

We offer a range of well-being and support options for international student such as:

- 24/7 emergency support
- Whare Tapa Wha App
- Whare Tapa Wha classroom activities
- Whanaungatanga class activities
- Whanaungatanga daytrips and social events
- Academic, social, personal, and cultural support
- Welcome Orientation
- Tuakana/Teina mentoring programme
- One on one meetings with staff to support any need

Life in and around Tamaki Makaurau - Auckland

Situated on a beautiful harbour, and nicknamed the City of Sails – Tamaki Makaurau is home to 1.7 million people, making Tamaki Makaurau the largest city in New Zealand.

Māori iwi (tribes) of the greater Auckland area play a special and significant part in the life of Auckland. The relationship with the land, waters, and mountains of the area date back through many generations. At present Auckland Council recognise the following 19 iwi and tribal authorities.

- Ngāti Wai
- Ngāti Manuhiri
- Ngāti Rehua Ngāti Wai ki Aotea
- Te Rūnanga o Ngāti Whātua
- Te Uri o Hau
- Ngāti Whātua o Kaipara
- Ngāti Whātua Ōrākei
- Te Kawerau ā Maki
- Ngāti Tamaoho
- Te Ākitai Waiohua
- Ngāi Tai ki Tāmaki
- Ngāti Te Ata Waiohua
- Te Ahiwaru Waiohua
- Waikato-Tainui
- Ngāti Paoa
- Ngāti Whanaunga
- Ngāti Maru
- Ngāti Tamaterā
- Te Patukirikiri

Auckland Weather

Auckland has sub-tropical weather with the summers average is a pleasant 25C and winters average a mild 11C.

Summer	Dec-Feb	average 22 degree Celsius
Autumn	March-May	average 20 degree Celsius
Winter	June-Aug	average 15 degree Celsius
Spring	Sept – Nov	average 18 degree Celsius

Activities in Auckland

- Climb one of the many special Maunga (mountains) such as Maungawhau (Mount Eden)
- Visit one of the 80 beautiful beaches in the Auckland Region
- Hike, mountain bike or backpack one of the 526 trails around Auckland

- Take a Ferry ride to Waiheke Island
- Visit The Sky Tower
- Visit the Auckland Botanic Gardens
- Visit the Auckland Museum

Facts about New Zealand

- Māori are the indigenous people of New Zealand
- Māori make up around 15% of the population
- New Zealand is a Pacific country with a strong Pacific Culture
- New Zealand has a population of around 4.8 million people
- New Zealand people are often referred to as "Kiwi's" which is one of our native birds
- New Zealand has three official languages – Māori, English and New Zealand sign language

Te Reo Māori Phrases

Kia Ora	Hello
Tēna Koe	Hello (to one person)
Aotearoa	New Zealand
Haere Mai	Welcome
Haere rā	Goodbye
Kai	Food
Ka kite	Goodbye
Whanau	Family
Whenua	Land
Ka pai	Good

Prepare for your trip to New Zealand

It is a great idea to learn about what its like to live and study in Auckland – our biggest and most vibrant city in New Zealand. The following websites have useful information about things to do and see in Auckland, transport, Tips for international students, Jobs in Auckland and Safety in Auckland, and the New Zealand education system.

[New Zealand Tourism](#)

[Tips for international students in New Zealand](#)

[Study in Auckland](#)

[Auckland Transport](#)

[Ensure you have the correct visa](#)

[Things to do](#)

[Jobs in Auckland](#)

[Safety in Auckland](#)

[New Zealand education system](#)

Arriving at Auckland International Airport

You will need to have the following documents ready:

- Passport and visa documentation

- Completed passenger arrival card Proceed to baggage claim to collect your bags.
- After collecting your baggage, proceed to the exit where your passenger arrival card will be checked by an officer prior to passing through Customs and the New Zealand quarantine inspection service. When you have cleared customs at Auckland International Airport one of our friendly staff will be there to greet you (if requested) and will take you to your accommodation

Making Friends

Most students find New Zealanders friendly. It is common to say hello to strangers as you walk pass them and to have a friendly conversation with someone that you are sitting next too.



New Zealanders like to make friends by asking people to join in with activities with them such as eating lunch or playing a game, joking with you or asking questions about your country

Ways to meet new friends

- Introduce yourself to other people on your course. Sit with them during the breaks or lunch and chat about assignments, tests or classwork.
- Join a club that you are interested in. Auckland has lots of differing clubs such as sports, cultural, and church clubs.
- Join a sports team. New Zealanders are big on sports.
- Check out local community notice boards to see what is happening in your community

Culture shock and Home sickness

Culture shock is often described as feeling disoriented, confused, or anxious in an unfamiliar place that has customs different from your own.

However, after settling into the routine of study and coping with new and different demands, some people experience feelings of culture shock. This is natural. You might feel unhappy and think it was a mistake to choose New Zealand. You might wish you were safely at home with your friends and family.

Ninety percent of international students will experience culture shock. For many students, culture shock describes the anxiety they experience when everything is new and different. Dealing with culture shock starts with being aware of how it makes you feel.

Here Are Some Common Symptoms of Culture Shock

- Always needing help
- Missing your home country, the weather, the food, your family and friends
- Always preferring to be alone
- Feeling lost, feeling of helplessness and withdrawal
- Anger or hostility towards your new home and the people in it
- Trouble concentrating
- Doubts about coming to New Zealand

The four stages of Culture Shock

1. Honeymoon phase: Everything is still new and exciting. International students feel enthusiastic and pay little or no attention to their negative emotions.
2. Crisis phase: All this newness starts to feel overwhelming. International students feel like they may never fit in.
3. Recovery phase: After meeting a few people, settling into classes, and creating a routine, international students start to feel better.
4. Adjustment phase: In this stage, international students begin to understand and accept the cultural differences they are experiencing, and things start to feel normal.

Things to remember

- Experiencing culture shock is a normal part of the adaptation process
- You WILL get over it but need to give yourself time to adapt
- Be open to appreciating difference and keep an open mind
- Try to keep yourself busy and occupied, keep the same routines of school and study
- Talk to your friends about how you are feeling
- Maintain contact with other students and family from your home country
- It might help to visit and talk with people from your country, cook food from your country or watch a movie in your own language
- Don't worry, it's normal to feel like this and culture shock will pass!
- Eat and sleep well.

Driving in New Zealand

Licences

To drive in New Zealand you must have a NZ Drivers licence or hold a current and valid drivers license or International Drivers Permit from another country and meet the required conditions. It is illegal to drive in New Zealand if you do not hold any of these. Carry your licence with you at all times when driving. If you are stopped by the Police for any reason and fail to produce your licence, you will be fined.

There are three stages to getting a New Zealand Drivers licence – Learner licence, Restricted Licence and Full Licence. You must pass a test at each stage, these being a written and two practical driving tests.

You can get information on how to get a license in New Zealand from the New Zealand Transport Agency (nzta.govt.nz) or the Automobile Association (aa.co.nz).

Driving in New Zealand - New Zealand Road Rules
www.nzta.govt.nz/resources/roadcode

Some simple rules you need to be aware of

- Keep left at all times
- City and town speed limit of 50 km/h
- Maximum "open road" speed limit of 100 km/h
- No left turn on a red light
- There is a zero alcohol limit if you are under 20

Working while you study (international students)

As an international student at Ama Training Group you may be able to work Part-time (up to 20 hours a week) while you are studying. Check your visa – it will show if and when you are allowed to work while you are studying in New Zealand.

If you work when you're not allowed to, you'll be in breach of your visa condition and may have to leave New Zealand.

Check out Immigration NZ Website <https://www.immigration.govt.nz/new-zealand-visas/options/study/working-during-after-your-study/working-on-a-student-visa>

You can find out more about working while you study on the [NauMai NZ](#) website.

If you are eligible to work in New Zealand, Ama Training Group will help you apply for an Inland Revenue (tax) number which is compulsory for every working person in NZ.

Banking in New Zealand

In New Zealand banks are the safest place to keep your money. Please do not carry or keep large amounts of cash on you. Large established banks such as the Bank of New Zealand (BNZ), ANZ, Kiwibank, Westpac and the ASB, provide security and a range of services and accounts.

Opening a bank account in New Zealand

To open an account in New Zealand, take the following documents to the bank:

- A passport
- Proof that you are a full-time student, such as a letter from NorthTec or a fees invoice
- Proof of a residential address in New Zealand

After completing an application form, you will be given an account number. You can make deposits and withdrawals on the same day. Your EFTPOS card is usually mailed to your residential address within a few days of opening your bank account. Take your EFTPOS card to the bank to select a PIN (security) number. You can use your EFTPOS card instead of cash to buy goods and services or to withdraw money throughout the country. It is not considered an acceptable form of identification, so you need to carry either your passport or driver's licence as well.

Banking, Currency and Living Costs

- Sign your card as soon as you receive it.
- Don't have a PIN or Password that is easy to guess. Unsuitable PINs and Passwords include: Sequential numbers (e.g. 5678), Number combinations that are easy to guess (e.g. 2222), Parts of your telephone number, Birthdates, months or years, driver's licence number or other numbers easily connected to you.
- Don't write your PIN number or Password down anywhere, memorise it instead.
- Never give out your PIN number.
- Make sure nobody can see you enter your PIN at ATMs or when using EFTPOS.
- NEVER tell anyone your PIN or Password or give your card to anyone (including the Police, bank staff or family).
- Do not let anyone else use your card. Take care of it, do not leave it unattended.
- Always remember to take your card back after using it.
- Take care to ensure nobody can see you enter your password when using telephone or

internet banking.

- Report the disclosure of your PIN as soon as you are aware or suspect your PIN or Password has been disclosed.
- Report the loss or theft of your card as soon as you are aware of it.
- Tell the bank if you change your address so that replacement cards are sent to the correct place.
- Use different PINs and Passwords for different cards.
- If your card is lost or stolen, immediately notify a branch of your bank or the Contact Centre of the loss and give all relevant information (if outside banking hours, call the Contact Centre).
-

Basic New Zealand Law

- It is illegal for anyone to bully or hurt you at any age.
- You can be charged for breaking the law from age 14.
- You can go to jail for breaking the law from age 17.
- In New Zealand it is illegal to smoke or buy cigarettes under the age of 18 years.
- It is also illegal to smoke in buildings and work spaces.
- In New Zealand it is illegal to drink alcohol under the age of 18 years.
- From the age of 18 you can rent a flat or a house. You are responsible for paying the rent and the bills.

Health and Safety

WHAT IF THERE IS AN EMERGENCY?

Phone 111. You will be asked if you want an ambulance, the fire service, or the police. Please tell them where you are. If you have a serious accident or life-threatening illness, call an ambulance or get someone to take you to the emergency department at the hospital.

WHAT IF I GET SICK?

If you get sick or have health concerns, you can go to see a doctor. You may be able to register with a General Practitioner (GP) near where you live. This is the best (and the cheapest) option for ongoing medical care.

IS IT SAFE TO CARRY CASH AROUND?

Don't carry large amounts of cash around with you. In New Zealand, we would consider anything over \$50 to be a large amount of cash. Don't leave cash at home, either. It is hard to claim insurance for cash, unless you keep the bank receipt for it. The safest place for money is in the bank. Most New Zealanders just use their EFT-POS card for daily transactions.

IS IT SAFE TO WALK AROUND AUCKLAND?

Auckland is generally safe during the day, but DO NOT walk alone at night. If you need to get home at night, take a taxi, Uber or walk with at least one other person. Also avoid areas that are isolated or empty, such as large parks (unless you are with a big group of friends). Do not walk around with your valuables obviously on display. For example, if you have a laptop or camera, put them in a bag that is around/across your body or a backpack, and keep this with you at all times.

FISHING/BEACH SAFETY

Ama Training Group would like all our students to experience our beautiful beaches. Our beaches can have a strong tidal pull which can be very dangerous. Please ask if you are unsure before swimming.

Always wear a life jacket when you are fishing. Unfortunately, some New Zealand beaches have claimed the lives of international students.

Ama Training Groups has a boat and you are likely to experience a fishing trip during your time with us.

Studying with Ama Training Group

Ama Training Group Orientation 3 day Programme

Ama Training Group run a 3 day Orientation programme for all International Students. The Orientation programme will be based at both a local Marae and at the Ama Training Group Campus. During the three days will gain knowledge of the Ama Training Group team, your course details, the New Zealand culture, important laws, set up a bank account and Ird no, working in New Zealand and getting to know each other.

Here is a brief outline of the activities that you will do in the three days:

- Whakataua
- Whanaungatanga
- Meeting our team, meeting the International Support Services team
- Getting to know each other
- Helping students gain our trust so they can approach any member of Ama Training staff if they need support, have a concern or simply have a general query
- Tuakana/Teina – International student buddy system with a New Zealand student
- Getting to know our facilities and local community (parking, buses, trains, taxis, Uber, food)
- Getting to know our local environment (when it gets dark, temperatures they can expect
- How to set up a Bank account
- Creating IRD numbers (if student visa allows the student to work part-time)
- Things to do in Auckland
- Important NZ Laws
- Ama Training Group Important policies
- Student bulletin board
- Course program handbook – course outline, learner outcomes, key dates, timetable, tutors, assignments etc
- Health and Safety:
 - Emergency Procedures
 - Emergency Exits
 - Incident Reports
 - Hazard identification
- Well Being:
 - Hua Oranga – Te Whare Tapa Wha
 - Local agencies to support your well-being
 - Basic Te Reo and Tikanga

Code of Practice

When students come to study at Ama Training Group, we have an essential obligation to ensure that those students are well advised, safe and properly cared for. Ama Training Group is a signatory to the Code of Practice for the Pastoral Care of International Students, published by the New Zealand Ministry of Education.

You can download a copy of the code on the NZQA website and a series of videos for students about studying in New Zealand and what students can expect from their education providers.

Complaints procedure

Ama Training Group works hard to ensure students are satisfied and their expectations are met. However, if you have complaints about Ama Training Group compliance with the Code of Practice, or you are dissatisfied with your experience as a student please start by using our internal formal complaints process.

If your complaint is not resolved, you can take your complaint further through the Dispute Resolution Scheme.

If you wish to lay a complaint, please contact admin@amatraining.co.nz and the complaints form, and complaints procedure will be emailed to you. However, if you would rather come to us in person please contact your International supports team who can help you locate the complaints forms and procedures.

Policies

Policies and procedures are an essential part of Ama Training Group, and they provide guidance for our daily operations. They set expectations, ensure consistency and compliance with laws and regulations, give guidance for decision-making, guide staff and students to behave appropriately and to be accountable. They enable us to initiate actions and take responsibility.

Ama Training has a number of policies and procedures that are crucial in making sure everything runs effortlessly. Some of the policies are listed below. These are the important ones you need to know about, relating to things like fees and refunds, behaviour, academic issues, giving feedback, and your safety.

If you wish to view any of the policies, please go to the International Students page on our website and click on Policies or contact admin@amatraining.co.nz with the name of the policy or procedure you wish to view and this will be emailed to you. However, if you would rather come to us in person please contact your International supports team who can help you locate the policies and procedures.

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