



**LINCOLN**  
**UNIVERSITY**

TE WHARE WĀNAKA O AORAKI

# Essential Guide for International Students





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# Greetings from Wheako Taurira Student Experience

We would like to extend a warm welcome to you as you begin your journey at Te Whare Wānaka O Aoraki Lincoln University.

Student Experience is here to support your transition to Lincoln University and Aotearoa New Zealand. We have International Student Advisors dedicated to providing you with ongoing support (manaakitaka) during your time with us. They can help you with most things including cultural adjustment, homesickness, family support, general wellbeing, and also support and advice with personal challenges and referrals where appropriate. You are welcome to contact an International Student Advisor by email to arrange a confidential appointment.

This guide contains information that we hope you will find useful. Included is important information to support your learner success, wellbeing and safety in alignment with the Education (Pastoral Care

of Tertiary and International Learners) Code of Practice 2021.

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

Scan the code to visit our International Student Support web page for more information about the support available to you.

**Email:** [internationaladvisors@lincoln.ac.nz](mailto:internationaladvisors@lincoln.ac.nz)



**Website:** [www.lincoln.ac.nz/international-student-support/](http://www.lincoln.ac.nz/international-student-support/)

Lincoln University is committed to supporting the wellbeing and safety of our students. With this goal in mind, we adhere to the guidelines of New Zealand's Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

International Students must be made aware of "The Code" in particular the NZQA complaints process. If you have any questions about the Code of Practice or need to raise a concern, please talk to an International Student Advisor. Please see Page 12 for more information about raising a concern.



# Your first week at Lincoln

Expect your first week at Lincoln to be busy. Check off the list below to ensure you complete the tasks before classes start.

## First week at Lincoln to-do-list

- Know your LU username, password and email
- Go to Admission and Enrolment to complete your enrolment - take your passport
- Establish your course timetable
- Get your Student ID card
- Complete your compulsory orientations
- Take a campus tour
- Download the SAFELU app
- Attend social orientation activities.
- Register at Student Health
- Open a New Zealand bank account (if you want to work part-time or transfer funds easily)
- Organise a mobile phone service
- Explore Lincoln township

## International Student Orientation

International Student Orientation is a compulsory event and provides essential information to support you throughout your studies. If you miss or cannot attend the orientation, please contact the International Student Advisors to arrange a meeting and ensure you receive all the key information to help you get started.

You can also access enrolment support, course advice, and IT services during Preparation Week before classes begin.



# Living in Aotearoa New Zealand

## Aotearoa New Zealand: Land, people and culture

New Zealanders are known as 'Kiwis', which is a reference to our national emblem: the nocturnal, flightless, endangered kiwi bird.

We are approachable and speak in a fairly relaxed manner.

English and Māori are the primary languages of Aotearoa New Zealand, alongside NZ Sign Language which is also an official language. Although English is the predominant language, you will often hear Māori words used. A list of some common Māori words are included in this guide.

## Indigenous culture

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

Aotearoa New Zealand's founding document is Te Tiriti o Waitangi, the Treaty of Waitangi, of which Māori were cosignatories with the British Crown.

Explore the [NauMaiNZ](http://www.naumai.nz) website to learn more about Aotearoa New Zealand lifestyles, culture, languages and customs, and our religious freedom. [www.naumai.nz](http://www.naumai.nz)

## Common-use greetings, farewells and everyday words in Te Reo Māori

<b>Kia ora</b>	Hello
<b>Mōrena</b>	Good morning
<b>Tēnā koe</b>	Hello (Formal greeting to one person)
<b>Tēnā kōrua</b>	Hello (Formal greeting to two people)
<b>Tēnā koutou</b>	Hello (Formal greeting to more than two people)
<b>Ka pai</b>	That's good/ Good
<b>Ka kite anō</b>	See you later
<b>Kā/Ngā mihi</b>	Kind regards (Usually used as Email sign-off)
<b>Wānaka</b>	University
<b>Tauira</b>	Student
<b>Whānau</b>	Family – immediate and extended family
<b>Hui</b>	Meeting
<b>Mahi</b>	Work, job
<b>Kai</b>	Food
<b>Whare</b>	House, building
<b>Aotearoa</b>	The Māori name for New Zealand, meaning "land of the long white cloud"
<b>Ōtautahi</b>	The Māori name for Christchurch

# Facilities on campus

**We are always conscious of our students' wellbeing and actively encourage you to maintain a balanced lifestyle. Our goal is for everyone to have a sense of belonging. To help you feel at home, we provide a range of services.**

## **Dining, café and bar**

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

There is an espresso bar, Grounded, in a large student social space on the ground floor of the George Forbes Memorial Building. Plus our newest cafe, Pātaka Kai, is housed in Waimarie with indoor and outdoor seating.

## **Whare Hākinakina | Lincoln University Gym**

Staying active is important for your physical and mental wellbeing. All students receive membership to our world-class LU Gym as part of your student service fees.

- Free access with your student ID card
- Group exercises
- Social sport

Scan the QR code or visit <https://hail.to/lu-gym> to sign up for the gym membership.





### Campus Books

The bookshop can help with ordering your textbook and stationery needs and is located on campus.

**Email:** [lincoln@campusbooks.nz](mailto:lincoln@campusbooks.nz)

**Phone:** +64 3 222 2468

**Website:** [www.campusbooks.nz](http://www.campusbooks.nz)

### Muslim Prayer Room

The prayer room is located in the Alpine Club Building (Musalla) on Farm Road. Lincoln University also has the Muslim Association (LUMA), a club for students and staff, as well as Muslims in the surrounding areas.

Find more information from [www.lusa.org.nz/clubs-directory](http://www.lusa.org.nz/clubs-directory)

### Childcare

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

**Phone:** +64 3 325 2870

**Website:** [www.luecc.lincoln.ac.nz](http://www.luecc.lincoln.ac.nz)

### Tips

Take a guided campus tour during Preparation Week to help find your way around campus before classes begin. You can also explore the online campus map ([www.lincoln.ac.nz/map](http://www.lincoln.ac.nz/map)).

# Student support services

## Academic Support

The Academic Success team is based in the library (Ivey Hall) and advises on the academic skills, writing and referencing, and maths/stats needed for university-level study.

They offer workshops, drop-ins and appointments. Advice and resources are also available online on the Learning, Teaching and Library (LTL) website Te Kete Wānaka.

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### Academic Skills Drop-ins

**10.30 - 11.30am**

Monday - Friday

L003, Ground floor, Ivey Hall

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**Appointments** are free and offered both face-to-face and online.

- **Free of charge**
  - **Unsure of assessment**
  - **APA referencing**
- 

**Academic skills workshops:** Setting up your university studies for success workshops.

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For more information, see the LTL website [www.ltl.lincoln.ac.nz/advice-and-support](http://www.ltl.lincoln.ac.nz/advice-and-support)

## Careers and Employment Support

Career Centre can help with career direction, labour market information, job search skills and tools including CVs, letter of application, selection processes and interviews.

Visit Career Centre to view vacancies, access career resources, and book an appointment to meet with a Career Advisor.

[lucareercentre@lincoln.ac.nz](mailto:lucareercentre@lincoln.ac.nz)

Ground Floor, Ivey Hall (the library)



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### Work Rights in NZ

*"You may be allowed to work part-time for up to 25 hours a week, and full-time during all scheduled holidays and the Christmas and New Year holiday period."*

*- Immigration New Zealand*

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### Things to do if you are considering working in NZ

- **Open a New Zealand bank account (Need to provide a letter for proof of address)**
  - **Apply for your IRD number from Inland Revenue**
  - **Prepare your CV and cover letter**
-

## Inclusive Education & Disability Support

Inclusive Education offers confidential services and support if you have a disability, health condition or illness that affects your study. This can include learning challenges, mental health, and physical disabilities.

To make an appointment with the Inclusive Education Coordinator, email [www.inclusive@lincoln.ac.nz](mailto:www.inclusive@lincoln.ac.nz).

For more information, see [www.ltl.lincoln.ac.nz/advice-and-support/inclusive-education](http://www.ltl.lincoln.ac.nz/advice-and-support/inclusive-education)

## Admission and Enrolment Office

The staff in Admission and Enrolment Office are responsible for your admission, enrolment, managing scholarships, the timetable and graduation. They'll help you navigate through the questions you'll have about visas and study and if they can't help, they'll know who can.

Office hours are 8.30am to 4.30pm, Monday to Friday.

**Email:** [mylinc@lincoln.ac.nz](mailto:mylinc@lincoln.ac.nz)

**Phone:** +64 3 423 0044



## Health and Wellbeing

On campus, you can find Lincoln University Student Health, which is a General Practice for all LU students. International students can register to be seen at Lincoln University Student Health for all services.

Please phone ahead for an appointment or visit reception at Student Health (**Phone: +64 3 325 3835**). Be on time for your appointment once it is booked.

For some international students, insurance may cover the cost of your appointment. If you have StudentSafe Insurance with the University Policy, then most of your appointments will be directly billed to the insurance company by Student Health. Please note that some appointments are not covered by insurance, and you will need to pay on the day for these. Check your insurance policy for details on what is and what is not covered.

For more information about healthcare, visit [www.lincoln.ac.nz/student-support/health-and-wellbeing/student-health](http://www.lincoln.ac.nz/student-support/health-and-wellbeing/student-health)

## IT Support

If you experience any technical issues with setting up your learning tools like Akoraka | Learn or LUCAS or connecting to the campus Wi-Fi, IT Services is here to help.

Scan the code or visit the IT Help website ([www.ithelp.lincoln.ac.nz](http://www.ithelp.lincoln.ac.nz)) to find their contact information.



### **Wheako Taura Student Experience**

Wheako Taura Student Experience supports you in making the most of your university life. They provide guidance on navigating your student experience in Lincoln Uni, connect you to communities and resources, and ensure your voice is heard. With programmes like Hui Whakawhanaukataka Orientation, the Kaiwhakarite Taura Buddy Programme, the Student Partnerships Programme and Respectfully Lincoln, they foster a welcoming, inclusive campus. Contact them to share your experiences or learn more about available support services.

**Email:** [experience@lincoln.ac.nz](mailto:experience@lincoln.ac.nz)

Scan the code for more information about what support services are available to you at Lincoln Uni.



**Website:** [www.lincoln.ac.nz/international-student-support/](http://www.lincoln.ac.nz/international-student-support/)



# Useful websites

## Lincoln University Accommodation:

[www.lincoln.ac.nz/life-at-lincoln/accommodation](http://www.lincoln.ac.nz/life-at-lincoln/accommodation)

### Banks:

#### Westpac

[www.westpac.co.nz](http://www.westpac.co.nz)

#### KiwiBank

[www.kiwibank.co.nz](http://www.kiwibank.co.nz)

## Lincoln University Early Childhood Centre:

[www.lincoln.ac.nz/life-at-lincoln/lincoln-university-early-childhood-centre](http://www.lincoln.ac.nz/life-at-lincoln/lincoln-university-early-childhood-centre)

### Employment

#### Student Job Search

[www.sjs.co.nz](http://www.sjs.co.nz)

#### Seek (Job advertising)

[www.seek.co.nz](http://www.seek.co.nz)

#### Trade Me Jobs

[www.trademe.co.nz/jobs](http://www.trademe.co.nz/jobs)

#### Inland Revenue Department (Tax)

[www.ird.govt.nz](http://www.ird.govt.nz)

### Entertainment and events

[www.christchurchnz.com/explore/whats-on](http://www.christchurchnz.com/explore/whats-on)

[www.newzealand.com](http://www.newzealand.com)

## Getting around

### Driving

[www.nzta.govt.nz/resources/roadcode](http://www.nzta.govt.nz/resources/roadcode)

### Bus

[www.metroinfo.co.nz](http://www.metroinfo.co.nz)

### Cycling

[www.nzta.govt.nz/roadcode/code-for-cycling](http://www.nzta.govt.nz/roadcode/code-for-cycling)

## Insurance:

### Medical and Travel Insurance

[www.insurancesafenz.com/studentsafe](http://www.insurancesafenz.com/studentsafe)

### Vehicle Insurance

#### AMI

[www.ami.co.nz](http://www.ami.co.nz)

#### NZI

[www.nzi.co.nz](http://www.nzi.co.nz)

#### State

[www.state.co.nz](http://www.state.co.nz)

#### AA

[www.aainsurance.co.nz](http://www.aainsurance.co.nz)

## Legal advice:

Citizens Advice Bureau - [www.cab.org.nz](http://www.cab.org.nz)

## Naumai NZ:

Your place for information on life as an international student in New Zealand. Get useful information and important updates to make your life easier while you're living and studying in New Zealand.

[www.naumainz.studywithnewzealand.govt.nz/discover-new-zealand/living-in-nz](http://www.naumainz.studywithnewzealand.govt.nz/discover-new-zealand/living-in-nz)

# Concerns and feedback

## Give us general feedback

We value receiving feedback about the experiences of our students. If you would like to give us general feedback about your experience, good or bad, you are welcome to contact the Student Experience Manager via email at [experience@lincoln.ac.nz](mailto:experience@lincoln.ac.nz).

Your feedback will be treated confidentially unless you give permission. Visit the Student Experience web page to find out more about how you can give feedback: [www.lincoln.ac.nz/experience](http://www.lincoln.ac.nz/experience).



## What to do if you have a concern

“  
**Who can I go to if I have concerns about my course?**  
”



Talk to your lecturer or student representative. Courses have at least one student rep volunteer who liaises with the lecturer on behalf of the class. If you don't know your student rep, ask LUSA.

“  
**Who can I go to if I have feedback about my student experience?**  
”



To give general feedback about your experiences, good or bad, email Wheako Taura, Student Experience, at [experience@lincoln.ac.nz](mailto:experience@lincoln.ac.nz). Your feedback will be treated confidentially unless you give permission.

“  
**Who can I go to when I need guidance about appeals and complaints?**  
”



If you are unsure about what is expected of you or any procedures to follow, ask your International Student Advisor.

International Advisors are available 24/7 in the case of an emergency.

For more information including policies, procedures and a guide to raising concerns, go to: [www.lincoln.ac.nz/concerns](http://www.lincoln.ac.nz/concerns)



## Visas

### Immigration New Zealand (INZ)

To renew student visas, please apply directly through INZ online. Contact the International Office for guidance. Email: [international@lincoln.ac.nz](mailto:international@lincoln.ac.nz)

Immigration New Zealand can be contacted on 0508 55 88 55 within New Zealand (language line available).

# Emergency and vital contacts

## Police/Fire/Ambulance: 111

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

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

## Lincoln University Security Desk

+64 3 325 2822 (24 Hours);  
9999 (from internal phones);  
Freephone: 0800 545 388 (24 hours)

## Police Stations

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

### Lincoln

Gerald Street, +64 3 378 0160

### Hornby

Tower Street, +64 3 344 1800

## International Student Advisors

**Email:** [internationaladvisors@lincoln.ac.nz](mailto:internationaladvisors@lincoln.ac.nz)

## Health Service Providers

### Student Health

Hudson Building, Lincoln University  
+64 3 325 3835

Visit [www.lincoln.ac.nz/health](http://www.lincoln.ac.nz/health) for primary health services and fees.

### Pegasus Health

8am - 10pm, 7 days a week  
401 Madras Street | 03 365 7777

### Riccarton Clinic and After Hours Medical

(Church Corner) 8am - 8pm 03 343 3661

### Healthline

(24 hours – nurse advice) 0800 611 116

## Useful contacts available for legal advice

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

**Go to:** [www.cab.org.nz](http://www.cab.org.nz) or

**Phone:** 0800 367 222

## Download the SAFELU app

SAFELU is a mobile app that gives the University a way to communicate the status of safety events on campus.

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

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

Get it free on Google Play Store or the App Store.



# More information

We are excited to welcome all new international students to Lincoln University. We hope this guide helps you get started and settle in smoothly.

If you need any support or have questions, please contact the International Student Advisors. We are here to ensure your experience at Lincoln University is both enjoyable and successful.

Welcome to the Lincoln community. We are so glad to have you here!

For more detailed information and to access the full version of the guide, please visit the LU webpage (International Student Support) or scan the QR code below.



**Website:** [www.lincoln.ac.nz/international-student-support/](http://www.lincoln.ac.nz/international-student-support/)





# LINCOLN UNIVERSITY

TE WHARE WĀNAKA O AORAKI

Find out more at [www.lincoln.ac.nz](http://www.lincoln.ac.nz)

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