



**The National School
of Aesthetics**



The National School of Aesthetics
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Disclaimer: This Student Handbook and the contents within were correct at the time of printing. We reserve the right to alter any information as listed in this Student Handbook or on our Web site. While every effort is made to ensure the information presented is up-to-date and accurate, this Student Handbook should only be indicative, and students should check the Downloads section on our Web site for the current version of this document. Some dates within this document are indicative and may be subject to change. Some information may be subject to approval and / or audit by external agencies.



International Students

This section includes additional information for **international students** (students who are not New Zealand citizens or do not live permanently in New Zealand). International students should read this section with the other sections of this handbook. International students can also find more information on our Web site at www.nasa.co.nz/international-students/

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After You Arrive in New Zealand

- Let your friends and family at home know you have arrived safely.
- Buy a good Christchurch map or look at a good Christchurch map on your cell phone.
- Get familiar with Christchurch, your surroundings and the school.
- Say hi to us.
- Finish your enrolment.
- Open your bank account.
- Get your mobile phone ready for New Zealand use.
- Attend International Student orientation.
- Attend all-school orientation on the first day.
- Remember at any time if you need assistance, please let us know. We will help as best as we can!

Relevant Pastoral Care Team Members

The following Operations, Management and Administration team members deal with pastoral care of international students:

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The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 and Subsequent Amendments

The Code

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 and its subsequent amendments provides guidelines and requirements for training establishments to follow when dealing with international students.

You can find a copy of the Code of Practice on the NZQA Web site at

www2.nzqa.govt.nz/tertiary/the-code/

Code Statement

Code

The National School of Aesthetics has agreed to observe and be bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 and its subsequent amendments, published by the Minister of Education and NZQA. The Code is available from the NZQA Web site at www2.nzqa.govt.nz/tertiary/the-code/

Immigration

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through Immigration New Zealand, and can be viewed on their website at www.immigration.govt.nz

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 www.health.govt.nz

Accident Insurance

The Accident Compensation Corporation 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 www.acc.co.nz

Medical and Travel Insurance

International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand.

Our NZQA External Evaluation and Review (EER) Status

The New Zealand Qualifications Authority (NZQA) conducts external evaluations and reviews (EERs) on tertiary education organisations in New Zealand. For previous and current EER information, please see our Organisations page on the NZQA Web site here:

www.nzqa.govt.nz/providers/details.do?providerId=860154001

Travel and Medical Insurance

As an international student, you need to have valid travel and medical insurance before leaving your home country and starting your course with us.

You also need to understand the insurer may not cover you for previous medical condition(s). You need to apply to the insurer to gain cover for it, and the insurer will contact you and let you know whether or not you are covered for your previous medical condition(s).

You can only get your travel and medical insurance through one of the following companies:

NZ Student Plan

Uni-Care International Travel Insurance Service

+64 9 362 4039

International Student Travel Insurance

Southern Cross Travel Insurance

0800 784 691

+64 9 979 6597

Orbit Protect International Student Prime Insurance

Orbit Protect Ltd.

0800 478 833

+64 3 434 8151

Studentsafe Inbound Learners

InsurancesafeNZ

Allianz Partners

0800 486 004

+64 9 488 1638

Please contact the suppliers directly for a quote for your insurance.

The Code requires international students to hold valid travel and medical insurance throughout their journey to, time in, and journey from New Zealand.

You will need to prove to us you have adequate cover before we fully enrol you.

See www.nasa.co.nz/international-students/medical-and-travel-insurance/ for more information.

Student Visas and Permits

You need to hold a valid Student Visa and Permit in order to study with us.

We **must** see the original student visa and permit and your passport.

Do not send us your originals in the post or by courier. We bear no responsibility for your original documents if you do this.

For more information on student visas and permits, see the Immigration New Zealand's Web site at www.immigration.govt.nz/new-zealand-visas/already-have-a-visa/managing-your-visa-and-passport/details-page-for-passport-sticker/visa/full-fee-paying-student-visa

Working While Studying

According to the Immigration New Zealand Web site, international students:

- “studying full-time for at least 1 academic year”
- “your course is worth at least 120 credits”, and
- “your course is delivered over a period of at least 8 months”:

may be allowed to work full-time during “scheduled breaks in study”.

This means that international students enrolled in the following programmes may be allowed to work full-time **only during scheduled breaks** (term breaks) if their visa allows it:

- New Zealand Certificate and Diploma in Beauty Therapy (CO3691)

This is indicative only, so you should speak with an Immigration New Zealand representative or visit the Immigration Web site at www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/education-quals-study/working-on-a-student-visa for confirmation of your right to work while studying.

More Information about Working in New Zealand

You can find more information about working in New Zealand through the Immigration New Zealand Web site. Topics include:

- [Starting to work after studying](#)
- [Your employment rights](#)
- [Finding and applying for jobs](#)
- [Wages and pay](#)
- [Holidays and leave](#)
- [Types of employment arrangements](#)
- [Workplace health, safety and communication](#)

We also encourage you to visit and read the [NauMai NZ Web site](#) for more information on studying and working in New Zealand and also the [Live and Work New Zealand Web site](#) for more information on working and living in New Zealand.

Christchurch and Canterbury

Christchurch is located on the east coast of the South Island and is the South Island's largest, and New Zealand's second largest, city.

According to the Christchurch City Council's Fact Pack 2016 and Statistics NZ's 2018 Census data:

- Christchurch City was named after Oxford University's Christ Church College, attended by John Robert Godley, long regarded as one of the founders of Christchurch.
- The Māori name for Christchurch is Otautahi.
- Christchurch City is known as the Garden City due to its expansive parks and public gardens. The largest park in Christchurch's metropolitan area is Hagley Park.
- In 2022, it was estimated 389,000 people lived in Christchurch. According to the 2018 New Zealand census, these people were:
 - 78% - European
 - 12% - Māori
 - 3.8% - Pacific Peoples
 - 15% - Asian
 - 1.5% - Middle Eastern, Latin American or African
- Christchurch's temperature ranges between a mean annual maximum of 33.0 degrees Celsius and a mean annual minimum of -5.0 degrees Celsius.

Christchurch has a lot of exciting places to visit in the city and the surrounding Canterbury area, including, but not limited to:

- Downtown – shopping on Cashel Street and so on
- The Terrace – bars, restaurants and taverns on Oxford Terrace, overlooking the Avon
- Riverside Market – a large market area on Oxford Terrace, overlooking the Avon
- Botanic Gardens on Rolleston Avenue
- Christchurch Art Gallery, Corner of Worcester and Montreal Streets, in the city
- Arts Centre on Worcester Street in the city
- Various parks and beaches, including the New Brighton Pier
- Lyttelton, a port town on Lyttelton Harbour
- Akaroa, a small French-influenced settlement on Banks Peninsula
- Mount Hutt, Mount Dobson and other mountains for skiing
- Events and festivals in Christchurch
- Shopping at Northlands, The Palms, Westfield Riccarton, the Tannery and other malls
- Willowbank and Orana Park, both wildlife experiences
- Tranz Scenic Train Journeys (to the West Coast)

A site with a lot of information is [Find:Chch](#), or if you would like some in-depth information, visit www.ccc.govt.nz for the Christchurch City Council or www.ecan.govt.nz for Environment Canterbury (the Canterbury Regional Council). Wikipedia (www.wikipedia.org) and Google (www.google.co.nz) have further information on Web sites as well.

Culture Shock

What is Culture Shock?

Culture shock describes when feelings with being in a different cultural or social environment, like a foreign country, emerge. You may find you are having difficulty in assimilating the new culture, which also causes difficulty in knowing what is appropriate and what is not. You may also find you feel uneasy or disgusted with some aspects of this new culture.

Don't worry! It is natural. Some of the things you might feel are:

- Confusion
- Disorientation
- Nervousness
- Tiredness
- Not sleeping well
- Frustration
- Anger
- Anxiety
- Being dependant on others from your home country

Our food and climate may be different. We may dress differently, or speak too fast, or use words you don't understand. Those you love may not be in New Zealand with you. You may miss home. You start questioning if coming to New Zealand was a good idea.

If you feel this way, please come and see us. We have been through it and understand.

Coping with Culture Shock

People cope with culture shock in different ways.

Some good advice includes:

- Read about New Zealand and our culture before you arrive. This will help you feel surer about what you should expect when you arrive and more familiar with New Zealand and our culture. This also helps you know about differences from your own culture and helps you adapt easier.
- Familiarise yourself with local customs and language. This will help you feel more confident in not offending others or being offended yourself as well as help ensure cultural misunderstandings don't occur.
- Be open-minded about New Zealand culture.
- Don't judge New Zealand by your cultural standards.
- Take "time out" for some "you" time to reflect on the day's events and give yourself some solitude.

Sometimes getting involved with "the locals" will help take your mind off the culture shock. If you like sports or have certain hobbies, local organisations can assist you.

“Kiwis Speak Too Fast”

New Zealanders and some other English-speaking people speak a bit too fast and add slang and abbreviations to their conversation. You may find this a bit difficult to understand at first, but if you don't understand, ask them politely to repeat themselves.

- Practice English as much as you can.
- If you have a dictionary, use it to look up words.
- Read newspapers, on-line reports and books (English) as much as possible.
- Observe body language and listen; Kiwis generally look at you when they are speaking to you.
- If you don't understand, ask. Most people will be more than willing to help out.
- If you make a mistake, have a laugh about it and ask for an explanation. Most people will be more than happy to help you out.
- Get involved with others. This will help your English language skills immensely.

Money and Banking

Money

We use the New Zealand dollar as our currency. 100 cents equals one dollar. \$ is the symbol for the dollar, while c is the symbol for cents.



10 cents



20 cents



50 cents



1 dollar



2 dollars

\$5



\$10



\$20



\$50



\$100



Banking Information and Opening an Account

Opening an Account

Opening an account with a New Zealand bank varies from bank to bank, but most ask for:

1. Two certified identification documents (such as a driver's license or passport);
2. A minimum amount to open the account; and
3. Evidence you are studying with us.

You would be best to approach the bank to arrange to open an account.

Banking Information

Banks in New Zealand are:

ANZ

www.anz.co.nz

Kiwibank

www.kiwibank.co.nz

ASB

www.asb.co.nz

Westpac

www.westpac.co.nz

BNZ

www.bnz.co.nz

ASB and Westpac all offer specific International Student bank accounts. ASB allows you to apply from overseas.

We use ASB for our personal and business needs and highly recommend them. Some of us also use BNZ, and we highly recommend them as well.

Banks charge fees on transactions and various other areas. Please see the terms and conditions from your bank for further information.

Banks are normally open from 9 AM to 4:30 PM, Monday through Friday. If you wish to open an account, we highly suggest you contact them to make an appointment date and time.

Other Money Information

Ways to Pay

EFTPOS (standing for Electronic Funds Transfer – Point Of Sale) is a common way of paying for items and services in New Zealand. You normally get an EFTPOS card when you open a bank account. This deducts money from your account to pay for the goods you are purchasing.

Credit cards are also acceptable. You need to pay this money back when it becomes due. Normally, money spent on a credit card attracts a moderate interest rate. Most New Zealand credit cards use the chip in the card instead of the magnetic stripe on the back of the card.

The most common credit cards used in New Zealand are Visa and MasterCard. Some merchants accept American Express, Diners Club and JBL; however, these are not as common.

Tap-and-go can be used on both EFTPOS and credit cards with the appropriate symbol. You can tap your card against the terminal to pay for your purchase. The purchase needs to be \$80 or under to use this service without a PIN number.

Cash in New Zealand dollars is also acceptable.

Cheques and **bank cheques** are no longer used.

Other options, such as **Electronic Funds Transfer**, are also available. These usually involve your bank or online banking.

Transaction Information

Goods and Services Tax (GST)

GST is charged on all goods and services. This rate is 15% and is usually included in the price of an item. (If cost doesn't say, it usually includes GST)

"Excluding GST" or "GST exclusive" means you have to figure the GST into the price. The way to do this is multiply the price by 1.15, which will give you the correct price with GST included.

Swedish Rounding

In New Zealand, we use a system called "Swedish Rounding" for transactions using cash. Since our smallest piece is 10 cents, shops normally round numbers up or down to the nearest 10 cents.

For example, \$15.14 will be rounded to \$15.10, while \$15.16 will be rounded to \$15.20. Some shops round \$15.15 to \$15.10 and some to \$15.20.

Bargaining

Bargaining is not normally accepted in many circumstances.

Borrowing or Lending Money

You should not lend others money or ask to borrow money from others.

A bank would be the most appropriate avenue to lend you or others money.

Using the Phone and External Contacts

New Zealand's phone system operates differently from some other countries.

The entire South Island has the area code (03), so with numbers outside of Christchurch, or when dialling any telephone number from a mobile phone, you need to put (03) in front of the number before dialling.

Mobile phones have their own unique area codes, starting with an 02. Telecom mobile phones usually start with (027) and Vodafone mobile phones start with either an (021) or (029) area code. 2degrees usually start with an (022).

For further information on operating the telephone, and phone services in New Zealand, see www.whitepages.co.nz for further information.

Google may be a great tool to use to look up this information if you need it.

We have also included a list of relevant contacts you may need in Appendix 3 of this Student Handbook.

New Zealand Laws and Regulations

As part of our obligations under the Code of Practice, we are required to give you basic information on driving, alcohol, tobacco, recreational drugs and gambling in New Zealand.

The National School of Aesthetics is providing this information under its obligations. It should in no way be taken as advice or a substitute for the original documents or laws. You should consult the appropriate person or bodies for accurate, up-to-date information on these rules, regulations and legal requirements. We are not responsible for information given which has changed since this document was published nor are we responsible for any misinterpretation of the information provided.

Driving in New Zealand

This section gives a brief overview of driving in New Zealand and should in no way be taken as advice or substitute for the official Road Code (www.nzta.govt.nz/roadcode/). You should consult the Road Code and the New Zealand Transport Agency (www.nzta.govt.nz) for accurate, up-to-date information on these rules, regulations and legal requirements.

Driver's License

All drivers in New Zealand are required to hold a valid and current driver's license.

International students have several options available to them, including:

- Using a current and valid driver's license from your home country; or
- Using a current and valid international driving permit; or
 - These must have a clear and approved translation accompanying them.
 - These are only good for 12 months in New Zealand.
- Gaining a New Zealand driver's license through the AA or another authorized agency.
- Motorcycle drivers need to hold a special motorcycle license.
- See www.nzta.govt.nz/driver-licences/ for more information.
- Law dictates you must carry your license with you at all times you are driving.

- New Zealand has a Graduated Driver Licence System.
 - A **learner** licence allows you to learn to drive. You must be accompanied at all times when driving by a supervisor (a person who holds and has held a full licence for at least two years.)
 - A **restricted** license allows you to drive on your own between the hours of 5 AM and 10 PM. If you wish to drive outside these hours, you must be accompanied by a supervisor.
 - If you hold either a **learner** or **restricted** license, you cannot carry passengers unless you are accompanied by a supervisor.
 - A **full** license allows you to drive on your own and carry passengers at any time for non-commercial use.

Insurance

- All drivers should hold third party insurance (at least).

Unique laws and rules

In New Zealand, we drive on the left-hand side of the road.

We did have a unique road rule here called the “Give Way Rule”, but this rule is no longer in used.

New Zealand Police

The New Zealand Police enforce New Zealand driving laws.

- The government can issue penalties such as fines, license disqualification or suspension, vehicle impoundment and imprisonment for breaking driving laws.
- Police can impound a vehicle, at your expense, if you are operating the vehicle in a race or in an unnecessary exhibition of speed or acceleration, or causing the vehicle to undergo a sustained loss of traction (e.g. wheel spins) under the Land Transport (Unauthorised Street and Drag Racing) Amendment Act 2003.

Parking

Some parking areas are sign-posted.

- Parking is not allowed on yellow lines.
- Most city parking requires drivers to pay and display a receipt.
- Vehicles can be towed away, at your expense, if you have parked it illegally.

Drink driving (driving under the influence of alcohol)

The amount of alcohol drivers under twenty years old are legally allowed to drink before driving is so small that it is safer not to drink at all. Driving while over the legal alcohol limit is a criminal offence in New Zealand. There are severe penalties, including licence disqualification and suspension and prison terms for driving while over legal alcohol limits.

Speed limits and speeding

The default maximum speed limit in New Zealand is 100 kilometres per hour (kph). Most urban streets have 50 kph limits. In the Christchurch Central Business District, the speed limit on many streets is 30 kph. Speed limits are well sign-posted, and can vary on the same stretch of road, so watch out for them. Drive to the conditions; in poor visibility and bad weather, it may be appropriate to drive slower than the speed limit.

Safety (seat) belts

Drivers and passengers are legally required to wear a safety belt. There are fines for not wearing safety belts.

Merging

When two lanes narrow into one, we call this a **merge**. You should “merge like a zip” in these circumstances. See www.nzta.govt.nz/safety/ for more information and advice.

Intersections

Intersections are places where two or more roads intersect or meet. Look for traffic wherever it may come from and give way to your right. Refer to the Road Code (www.nzta.govt.nz/roadcode/) for more detailed information.

Roundabouts are also known as traffic circles. This is an intersection where three or more roads intersect with a circular road in the middle. See the appropriate NZTA page at www.nzta.govt.nz/safety/ for more information on roundabouts.

Driver fatigue

Driving when you are tired or have not had enough sleep can affect your driving. Signs of fatigue include finding it hard to focus, poor decision-making, and slower reaction times. Plan your trips so you have plenty of sleep before you drive. If you are driving and you feel tired, stop driving and have a sleep, drink of water or coffee, and circulate fresh air into the car.

In case of an accident

If in an accident, exchange details with other drivers involved (name, telephone number, address, type and colour of vehicle, vehicle registration number, insurance company). If the accident is serious and/or the other driver denies fault, note down other factors such as names of any witnesses, road names, if either party was carrying passengers, the time of day, the weather conditions and so on.

If someone is injured or killed in an accident, it must be reported to the Police. If the police do not attend the accident scene, report it to the nearest Police station within 24 hours.

For emergency assistance at the scene of the accident, **call 111** and ask for the emergency service required (e.g. Police, Fire or Ambulance).

In case of a non-injury accident, a driver or rider must give his/her name and address, the vehicle owner's name and address, and the registration plate number of his/her vehicle to other people involved in the accident. If a non-injury accident results in damage to an unoccupied vehicle or other property belonging to someone else, this must be reported to the owner of the property within 48 hours. The driver must give his/her name and address, the registration plate number of his/her vehicle, and the location of the accident to the owner of the damaged vehicle or property. In cases where the owner of the damaged unoccupied vehicle or property is unknown or cannot be contacted, the accident must be reported to the Police at the nearest Police station within 60 hours.

Road Safety

Road safety is for all road users, whether you are a cyclist, pedestrian, passenger or driver.

In New Zealand, we drive on the left-hand side of the road. This is very important for all road users.

Pedestrians and cyclists should consult the appropriate sections of the NZTA Web site at www.nzta.govt.nz/safety/

Pedestrian safety

- Cars do not always stop for pedestrians, so please be careful when crossing the road.
- Use controlled crossing points (pedestrian crossings, pedestrian traffic lights) wherever possible.
- When crossing the road:
 - Find a safe place to cross.
 - Stop one step back from the kerb.
 - Look and listen for traffic wherever it may come from (usually look right, look left, look right again).
 - If there is traffic coming, wait until it has passed, then look and listen for traffic again.
 - When there is no traffic coming, walk quickly straight across the road, looking each way for traffic.
- Pedestrians are not usually allowed to walk on the road and are barred from walking on expressways.

For more information, visit the appropriate section of the NZTA's Web site at www.nzta.govt.nz/safety/

Cyclist safety

- Cyclists are required to obey the Road Code.
- Cyclists are required by law to wear a properly-fitted, standards-approved bicycle helmet, when riding a bicycle on a road.
- Unless otherwise sign-posted or under the acceptable conditions listed in the Road Code, cyclists should ride on the road and not the footpath.

For more information, visit the appropriate section of the NZTA's Web site at www.nzta.govt.nz/safety/

Passenger safety

Drivers and passengers are legally required to wear safety belts and can be fined for not wearing safety belts.

When taking a bus:

- Wait for the bus at the bus stop.
- Get on the bus carefully.
- Sit back in your seat quietly on the bus and don't distract the driver.
- Get off the bus carefully and wait until the bus has driven away before crossing the road.

Alcohol, Tobacco, Recreational Drugs and Gambling

This section gives a brief overview of alcohol, tobacco, recreational drugs and gambling in New Zealand and should in no way be taken as advice or substitute for legal advice. You should consult a lawyer or appropriate bodies for accurate, up-to-date information on this.

Alcohol

- You must be 18 to legally purchase and consume alcohol in New Zealand.
- It is illegal to purchase or consume alcohol if you are under 18. Those over the age of 18 cannot supply alcohol to those under 18.
- It is also illegal to drink alcohol and then operate a vehicle in many cases.
- You must be 18 to enter a nightclub or bar, and you must produce evidence of this.
- Depending on the area, you may or may not be able to consume alcohol.
 - Christchurch bans the public consumption of alcohol in some areas. These areas are sign-posted.

See www.alcohol.org.nz for more info.

Tobacco

- You must be 18 to legally purchase and use tobacco in New Zealand.
- It is illegal to purchase or use tobacco if you are under 18. Those over the age of 18 cannot supply tobacco to those under 18.
- Smoking indoors in places used by the general public such as restaurants, workplaces, airports, shopping malls, and so on is illegal.
- Depending on the area, you may or may not be able to smoke in a public place.
 - Smoking around schools or any training establishment can sometimes be banned or illegal.

See www.health.govt.nz/our-work/preventative-health-wellness/tobacco-control/smokefree-environments-legislation for more information about smoking in New Zealand.

Recreational Drugs

Recreational drugs such as cannabis, cocaine, methamphetamines and so on are illegal in New Zealand to possess, manufacture, distribute or use. If you are found in possession of these, or linked somehow to them, you may face harsh penalties, including imprisonment, and be arrested by the New Zealand Police.

More information can be found at www.drugfoundation.org.nz.

Gambling

Only four types of gambling are legal in New Zealand. These include lotteries such as Lotto, Keno and Big Wednesday, Instant Kiwi scratch cards, TAB (where you bet on races) and casinos. You must be 20 to enter a casino.

If you or someone you know has a gambling problem, please contact the New Zealand Gambling Helpline on 0800 654 655, the Asian Gambling Hotline on 0800 862 342, or visit the Web site on www.pgfnz.co.nz

Appropriate Behaviour

New Zealanders tend to be pretty laid-back people, but they still expect a certain standard of decorum of behaviour from themselves and visitors.

Chewing

New Zealanders generally consider chewing with their mouths closed as good manners. When you are eating, keep your mouth closed and refrain from speaking while chewing.

Clearing your nose and throat

New Zealanders consider snorting and loud clearing of the throat offensive. If you have a cold or need to clear your nose or throat, please use tissues or Kleenex.

Making friends

New Zealanders are friendly, laid-back people. Meet them and get to know them, and you may be surprised at the “social networking”, i.e. they know others who you befriend.

Be relaxed and open. You may make mistakes with your English, and others may laugh, but they are not laughing to offend you. Best advice: laugh with them and ask them what was wrong. They will most likely explain to you.

Some questions may be offensive to New Zealanders you don't know well. For example, you shouldn't ask:

- A woman how old she is.
- How much someone paid for their house.
- How much money someone earns a year.

Your new friends may take you out to a bar or pub. We pay for drinks as we receive them. If a friend “shouts” (i.e. buys) you a drink, you should be polite and buy them a drink the next round.

Personal hygiene

A high standard of personal hygiene is required in our field of work and is expected by most employers. You should bathe or shower at least daily, including washing your hair and body.

The majority of New Zealanders consider body odour offensive. You should wear a deodorant, at least, or a deodorant with an antiperspirant. Buy these at the supermarket.

New Zealanders also find too much perfume or cologne overpowering and unacceptable.

Clothes and other items, such as sheets, pillowcases, et cetera, should be washed regularly as well to ensure cleanliness and hygiene. We suggest washing your clothes after wearing them once and washing your sheets and other linen at least once a week.

After going to the toilet, sneezing or coughing on your hands, please wash your hands. Not washing your hands can spread diseases and viruses.

Personal space

As we live in a wide open nation, we value our personal space. This means standing a few feet away from people when talking to them and not staring at them. If a person backs off, this could be the reason why.

Pets

New Zealanders often have pets, mostly dogs and cats. They usually treat these pets as members of their family, allowing them to sleep and live inside.

Punctuality

Be on-time. In New Zealand, when we say something starts at 9 AM, it starts at 9 AM. It is considered rude to show up late. If you are going to be late (due to a car accident or other matter), we consider a telephone call with an explanation as a polite way to deal with it.

Relationships

In New Zealand, we have different types of relationships. Relationships can be between men and women, men and other men and women and other women. The legal age of consent in New Zealand is 16. Two people in a relationship are usually called “partners”.

Rubbish and litter

You are legally required to dispose of rubbish in the correct manner. Most public places have receptacles for you to dispose of small quantities of rubbish or litter. If you litter (i.e. discard rubbish on the ground, et cetera), you may be caught and fined.

Saying “thank you”

You should say “thank you” when assisted, no matter how small the task or favour. We consider that polite.

Sharing of drinks and food

Meningitis is a higher risk in New Zealand than in other countries and can be spread via saliva. Cases to avoid are:

- Sharing a drink bottle or sipping out of the same cup.
- Using the same utensil unwashed.
- Eating from the same piece of food as someone else.

Many other cases exist, but it is best not to share anything that transmits saliva.

Smoking

New Zealand has various laws about where you can and cannot smoke. If you are in a private dwelling, including your flat, it’s generally considered polite to ask if you can smoke inside first. Most people in New Zealand actually go outside to smoke (after asking permission first) to keep the smell of smoke outside. Please see the “Tobacco” section above for more information on smoking.

Sneezing and coughing

If you are going to sneeze or cough, sneeze or cough into your elbow. Please wash your hands after you have. New Zealanders consider this good manners and hygiene. If you don’t cover your face or you don’t wash your hands, you can put other people at risk.

Spitting

Spitting is considered offensive in New Zealand. Please do not spit anywhere.

Tips and bribes

Tips and bribes are not considered acceptable in New Zealand.

Toilets

We use toilets in the Western manner, i.e. sit on the toilet seat to use it. Once finished, use toilet paper to clean yourself and dispose of it down the toilet, with human waste, by flushing.

Feminine hygiene products, such as tampons or sanitary napkins, are **not** flushed down the toilet, but wrapped in an appropriate bag or container and placed in the receptacle provided.

Toilets are usually cleaned regularly, so splashing them with water is unacceptable.

Touching

People in a relationship do touch each other but more often than not, public displays of affection are generally frowned upon. Men and women who are friends often hug.

Further Information

The Student Handbook and our Web site holds plenty of information, including which programmes International students can enrol in, and so on.

If you cannot find the information, please contact one of us and we will assist you as best as we can.

Further Assistance

If, at any time, you need further assistance or would like further information on a certain area, please contact us, and we will endeavour to assist you as best as we can.

We hope that your time studying with us is pleasant, and always remember, we are here to assist you as best as we possibly can.