



USEFUL INFORMATION FOR ITC INTERNATIONAL STUDENTS

Welcome to The International Travel College! We are so happy you have decided to join us at ITC to begin your exciting travel & tourism career. Below is information that will be of use to you during your stay, so please read this. Please also don't forget that we are always here to help if you have any questions, so don't be shy!

➔ **EMERGENCY PHONE NUMBER: DIAL 111 (ambulance, fire, police)**

In an emergency, if you (or someone else) need an AMBULANCE to take you to the hospital (for a serious or life-threatening injury), there is a FIRE or you need the POLICE urgently, then you should call **111**. This is a free call and can be made on any NZ cell phone or land line. An operator will answer the call and you must tell them if you want an ambulance, fire service or police.

➔ **NEED to talk to someone: HELP!**

If you are going through a difficult time and need to talk to someone we would love to help you, so please come and see us. We may not be able to fix the problem but we can offer support and put you in contact with the appropriate people who can help. However, if you prefer to speak to a professional directly, here are some contact details:

- Youthline (counselling help for youth and students): 0800 376 633 or <http://www.youthline.co.nz/>
- Mental health issues (finding a GP or counsellor you can meet with): 0800 611 116 or <https://www.mentalhealth.org.nz/get-help/in-crisis/find-a-gp-or-counsellor/> or <https://www.health.govt.nz/your-health/conditions-and-treatments/mental-health>
- Family Planning clinic (sexual health advice): 0800 4636 5463 or <http://www.familyplanning.org.nz/>
- The Citizen Advice Bureau (general information, budgeting and free legal advice): 0800 367 222 or www.cab.org.nz
- Gambling issues: 0800 654 655 or http://www.gamblinghelpline.co.nz/Contact-Us_368.aspx
- Drinking issues: 0800 229 6757 or <http://www.aa.org.nz/>
- Eating Disorders Association of NZ: 0800 2 EDANZ or <http://www.ed.org.nz>
- Tenancy issues (renting accommodation, sharing a home, flatting, rent, bond, legal rights): <https://www.tenancy.govt.nz> or <http://www.cab.org.nz/vat/hle/rt/Pages/Generalinformation.aspx> or <http://www.cab.org.nz/vat/hle/fb/Pages/home.aspx>
- Police (Auckland Central Police Station): 09 302 6400 or <http://www.police.govt.nz>
- Immigration New Zealand: 0508 558 855 or www.immigration.govt.nz
- Human Rights Commission: <https://www.hrc.co.nz/your-rights/human-rights/>
- How to prepare for a natural disaster: <http://getthru.govt.nz>
- Budgeting services: <https://www.fincap.org.nz>
- Additionally, you can find a lot of helpful information on the NauMai NZ site: <https://naumainz.studyinnewzealand.govt.nz/>

➔ SICKNESS: I don't feel well

If you are unwell you should see a Doctor (also known as a GP - General Practitioner). You normally need to call in advance and make an appointment. You can find a doctor close to where you live by visiting this page which lists all Doctors, General Practices, Dentists, Pharmacy and Accident & Medical clinics: <https://www.healthpoint.co.nz>. The cost is around \$80 and you normally can claim all or some of this back on your medical insurance.

Accident & Medical clinics offer services that include extended hours, no appointment necessary, other onsite services such as x-ray, ultrasound and plastering, so is perfect if you injure yourself (but it's not life threatening) and/or you become unwell and need to see someone outside of normal business hours. You can learn more about healthcare in NZ on the NauMai NZ 'Healthcare' page.

If a doctor says you should not come to class for a period of time, then you need to ask them for a 'Doctors Certificate or Note' which you give to us at ITC. We will keep this on file in reference to your attendance.

➔ GENERAL information: including shopping!

Immigration NZ has created this brilliant page with lots of general information for people new to NZ. Some of the topics include emergencies, healthcare, safety, your rights, recreation activities, money and tax, history and government: <https://www.newzealandnow.govt.nz/living-in-nz>.

Supermarkets are generally open very early till late 7 days a week, but normal shops and shopping malls are open Monday to Friday from 9.00 am to 5.30 pm. Most shops (and nearly all shopping malls) will also be open on Saturdays, Sundays and often will have late night shopping on Thursday & Fridays until 9.00 pm.

The country code for NZ is '64'. Once you are in NZ, if you want to call a different country you must dial '00' first (or use the + sign if calling from a mobile phone). For example, if you are calling Australia, you would dial '0061' then the rest of the number. We also have 'area' codes for different regions in NZ. The one for Auckland is '9'. When you are in Auckland, you do not need to use the 9, but if you are calling another part of NZ, you would add '0' and the area code. For example, if you are calling Tauranga, you would dial '07' then the rest of the number.

We have a very good postal service here in NZ called 'NZ Post'. You can buy stamps and post letters or parcels within NZ or overseas through them. You find the closest Post shop to your location here: <https://www.nzpost.co.nz>

Standard electricity in NZ is 230/240 volts. You may need an adaptor for your appliance. The plug looks like [this](#).

➔ Safety first!

NZ is a safe country compared to many but that does not mean we don't have crime here. There are several things you can do to keep yourself safe such as: not walking around the streets after dark by yourself, on public transport – sit close to the driver or staff, lock your front door even when you're at home, close all your windows when you leave the house, never get in a vehicle where the driver is intoxicated (alcohol or drugs) and do not hitchhike (this means trying to get a ride with a stranger as a means to travel around) - never get in a vehicle with a stranger! Check out the NauMai NZ site for more tips on 'Keeping yourself and your belongings safe'

➔ The SUN in NZ: Beware!

The sun in NZ is very strong, so the best way to protect your skin and lessen the chance of developing skin cancer is to get wear sunscreen, a hat and to be Sun Smart. Check out some helpful tips here: <http://sunsmart.org.nz/>

➔ TRANSPORT in NZ:

If you are travelling around Auckland by public transport, then this is where you can plan your journey: <https://at.govt.nz/bus-train-ferry/journey-planner/>. It includes Bus, Ferry and Train routes, costs and timetables. If you travel to and from the college by public transport you will be able to get a discount on monthly passes with your Student ID card (\$20) available from ITC in the first week of your course.

Visit here for more information about travelling around NZ, renting or buying a car, insurance, train, ferries etc: <https://www.newzealandnow.govt.nz/live-in-new-zealand/getting-started/transport>

➔ DRIVING and road safety in New Zealand: bicycles, cars & motorcycles

In New Zealand we drive on the left-hand side of the road which may be different to where you come from. This means you need to be extra careful when you are crossing roads. Be sure to use pedestrian crossings where available and when there isn't one, look both ways before crossing and then look again. Did you also know that all passengers in a car must wear a seat belt in NZ? If you don't, you can get a large fine. Remember, seat belts are there for your safety!

If you would like to cycle while you are here, please note that you must wear a safety helmet and you are not allowed to ride on the footpath, you must ride on the road. Please be sure to learn the road rules before you head out. This website has some great tips for safe cycling: <https://www.bikewise.co.nz/bikes-riding/cycle-safety>.

If you can already drive or would like to learn, it can be very beneficial to you when looking for a job and also help you see more of NZ. Check out the pages below for more information on:

- 1) Driving on NZ roads, drivers' licence, the Road Code: <http://www.nzta.govt.nz/driver-licences/new-residents-and-visitors/driving-on-nz-roads/>
- 2) How to convert your overseas licence into a New ZEALAND Drivers' licence: <http://www.nzta.govt.nz/driver-licences/new-residents-and-visitors/converting-to-nz-driver-licence/>
- 3) Drinking and Driving, the limits and the consequences: <http://www.nzta.govt.nz/resources/roadcode/about-limits/alcohol-and-drugs-limits/>
- 4) Driving in NZ (people new to NZ): <http://www.drivesafe.org.nz>

➔ SWIMMING in New Zealand:

Swimming at a beautiful NZ beach can be a lot of fun but you also need to be careful even if you know how to swim, so here are some tips on how to keep safe at the beach or lake: <http://www.watersafety.org.nz/resources-and-safety-tips/downloadable-resources/beach-safety-identifying-rips/>

➔ JOB searching, applying:

Did you know that ITC has jobs on its website just for ITC students and graduates? We can also help with CV's and tips on applying for jobs. In addition, we really recommend that you also do some extra homework by visiting this page for more advice on where to look for job vacancies, recruitment websites, help with your CV and cover letters: http://www.careers.govt.nz/how-to-get-a-job/job-vacancy-and-recruitment-websites/#cID_448

➔ WORKING in NZ: Employment rights, NZ minimum wage, deductions, income tax, IRD number

In NZ every employee (worker) has legal rights which include earning a legal minimum wage - you can not lawfully be paid less than this stated amount. Before you start work you must get an IRD number (unique to yourself) which you then give to employers and it will track the amount of tax that you pay through your wages. We (ITC) can print you a copy of this form if you would like it – just let us know.

As a student, don't forget that if your student visa allows you to have part time work rights, these are for a maximum of 20 hours work outside of class time and full time (40 hours) work during scheduled vacations only.

Tax must be paid on any money you earn through paid employment, however in many circumstances you can get a partial refund at the end of the financial year (March) if you have worked less than a full year. You can find out more about all of your legal working rights and the minimum wage an employer must pay you here: http://nzready.immigration.govt.nz/?utm_source=immigration.govt.nz&utm_medium=referral#/topic/3/working-in-nz.

We strongly recommend you visit this page on the NauMai NZ website made specifically for international students working in NZ: <https://naumainz.studyinnewzealand.govt.nz/help-and-advice/working>.

➔ FEELING PART OF THE FAMILY: Auckland

Auckland is one of the most multi-cultural cities per capita in the world which makes it a fantastic place to start your travel & tourism career! If something seems a bit different and strange to you, please don't be afraid to ask someone about it as we would love to share all of our weird and wonderful culture with you and learn about yours too! Here are some tips on how to make the most from interacting with your fellow Aucklanders: <https://www.newzealandnow.govt.nz/living-in-nz/settling-in/customs-communication> and <https://naumainz.studyinnewzealand.govt.nz/help-and-advice/culture-and-lifestyle> (which includes some Maori words to help you feel like a local before you even arrive!).

It is quite normal to feel a bit overwhelmed and suffer from culture shock when you first arrive. This may include you feeling homesick, isolated, anger, frustration or question your decision to come here. But don't despair! There are lots of things you can do to help overcome this, such as realising these feelings are normal, that time will help and keeping busy and active will help too. Get involved in any activities or sports available, spend time with other people (not just ones from your home country) and come and talk to us. We have all experienced living overseas so can totally relate! You don't have to struggle through on your own and before you know it, will love your time here. The NauMai NZ website has some great tips on beating homesickness that you should check out: <https://naumainz.studyinnewzealand.govt.nz/help-and-advice/personal-wellbeing/feeling-lonely-homesick-or-depressed>

Whilst it is important you meet locals, we understand that sometimes you want to connect with people from your own culture too, so you can have that connection with 'home'. You can find some great websites to help locate these groups here: <https://www.newzealandnow.govt.nz/living-in-nz/tips-for-settling-in/meeting-people> or here: <https://naumainz.studyinnewzealand.govt.nz/help-and-advice/personal-wellbeing/making-friends-in-new-zealand>

This is a good website where you can meet other people in Auckland interested in various activities & interests too: Meetup - <https://www.meetup.com/auckland/> and if you would like to find a religious group or place of worship, you should visit here: <https://naumainz.studyinnewzealand.govt.nz/help-and-advice/culture-and-lifestyle/practising-your-religion>

➔ LEGAL AGE: to drink and gamble

The legal age to buy alcohol in NZ is 18 years old and the legal age to gamble in NZ is 20 years old. You will need to show evidence of your age if requested, of which your passport, NZ drivers licence or 18+ Card are the only legal documents that can be accepted. Do not drink and then drive a vehicle, do not leave your drinks unattended at a bar and if you do go out drinking, stay with your friends.

Don't forget, it is also okay to say "NO" if you do not want to drink alcohol. You should also know it is illegal to drink alcohol in public areas such as parks and on the street etc., so you should keep drinking to your home or in a restaurant/bar.

The NauMai NZ site has some clear information on this here: <https://naumainz.studyinnewzealand.govt.nz/help-and-advice/laws-and-government/drugs-alcohol-and-cigarette-laws>. You can also get more tips on 'healthy drinking' here: <http://www.cheers.org.nz> and information on which drugs are illegal in NZ, along with the penalties for (taking or having them on you) here: <http://www.police.govt.nz/advice/drugs-and-alcohol>

➔ MONEY and banking in NZ:

NZ is a very safe country but that does not mean that you should carry around lots of cash with you. In fact, not many people in NZ carry cash at all, instead choosing to use their bank EFTPOS or Debit card, which is accepted in nearly every store and food outlet in the country. There are a number of banks very close to the college that you can open an account with once you arrive in NZ. Most of them offer accounts specific to students which have low fees and it is very easy to open one if you have your student visa, passport and ITC course offer letter with you.

Banks are generally open Monday to Friday 9.00 am to 4.30 pm but some will also open on weekends and you will find ATM's (bank withdrawal machines) all over the city. Check out these pages for more info on banking in NZ: <https://www.newzealandnow.govt.nz/live-in-new-zealand/money-tax/banking-loans-fx> or <https://naumainz.studyinnewzealand.govt.nz/help-and-advice/money-and-banking>

➔ SEX: keep it safe!

Like every other country, Sexually Transmitted Infections (STI's) are here in NZ. So, if you are having sex, please, please make sure you/your partner use a condom. If you would also like to arrange contraception you can do this with your doctor, but please remember that contraception will only help protect against unwanted pregnancies, but not STI's – only condoms can help protect from this.

Auckland Sexual Health Services is also a good place to find information on this topic: <http://www.ashs.org.nz>. Always remember it is your right to say “No” if you do not want to have sex. The legal age for someone to have consensual sex in NZ is 16 years old and there are severe consequences if you break this law. If you think you may have caught an infection or something went wrong with your contraception during sex please see your doctor or the [Family Planning clinic](#) as soon as possible.

➔ FESTIVALS in Auckland:

Auckland has lots of fun events and festivals happening each month throughout the year. You can check them out here on the Auckland council website: <http://www.aucklandnz.com/events/aucklands-annual-events>
This is just a few for example:

February – Auckland Lantern Festival: Celebrations of the Chinese New Year

March – Pasifika: The biggest celebration of Pacific Island culture and heritage in the world

April - Waiheke International Jazz Festival – On the beautiful island of Waiheke, just 30 mins ferry ride from downtown Auckland

July – The NZ International Film Festival – over 150 films over 17 days

September – The Italian Festival – celebrating Italian food, films and entertainment

October – Auckland Diwali Festival – a celebration of the Indian light festival including fireworks

We also have a number of sports events throughout the year (you should definitely watch the All Blacks play once whilst in NZ!) and over summer (December to February) there are lots of music festivals and free movie showings in local parks. Plus, don't forget all the art and cultural events such as musicals, drama, opera & orchestra events happening all year round. There are so many things to enjoy in Auckland and so many more in the rest of NZ!! 😊

➔ Public HOLIDAYS:

In NZ our public holidays may be different from your home country. The college will be closed on these days so we all get to have the day off! Here are the holidays in **2019**:

- New Year's Day — Tuesday 1 January
- Day after New Year's Day — Wednesday 2 January
- Auckland Anniversary day — Monday 28 January
- Waitangi Day — Wednesday 6 February
- Good Friday — Friday 19 April
- Easter Monday — Monday 22 April
- ANZAC Day — Thursday 25 April
- Queen's Birthday — Monday 3 June
- Labour Day — Monday 28 October
- Christmas Day — Wednesday 25 December
- Boxing Day — Thursday 26 December

You will have also seen that ITC closes for 3 weeks over the Christmas/summer period every year – please refer to your offer letter for the exact dates, so be sure to plan something fun over this period and make sure you visit some of the other beautiful places we have here in NZ!

→ Library:

We have a great [library in Auckland](#) city not too far from ITC which you can join for free (using your ITC Student ID card). They have lots of books (fiction, non-fiction and academic text books), audio books and music you can borrow as well as offering a great study location on the weekends if the weather isn't nice.

→ Dress Code:

As a Business College training you for a career in the airline, travel and tourism industries, we operate a Business Dress standard. Industry employers visit the College on a frequent and regular basis and it is important for your future career prospects that you, and the College, project travel industry professionalism at all times.

The expectation is that students dress in black and white business wear at all times when attending the College. This is something that we always explain to students when they enrol onto our courses. You will be sent more information regarding this however in the mean time, think 'white business shirts/blouses/smart tops' with 'black trousers/skirts'. Appropriate black dress shoes should accompany the outfit.

→ Mobile phone & internet providers: get me online!

There are many options to get your mobile phone 'up and running' in NZ. Some of the biggest companies here are called Spark, Vodafone and 2 Degrees. NZ SIM cards can range in cost between \$5-\$30 and all companies offer both 'Pre-Pay' and 'Monthly Plan' options covering texts, calls & mobile data. Lots of places also sell cheap overseas calling cards and ITC has free WIFI for students, so SKYPE is always a great option to call home.

WIFI in NZ is widely available and a good speed. As well as being free in the college, Auckland City has some free WIFI 'hotspots' and it is normal for most people to have WIFI in their home.

→ ITC phone number and address:

Our FREE calling phone number is **0800 868 747** and can be called on both land lines and cell phones within NZ. Alternatively, our other number is (09) 373 5510 (or [0064 9 373 5510](tel:006493735510) if calling from overseas).

You will find **contact phone numbers in case of an emergency outside of college hours on the last page**, please save these in to your phone and/or keep them in a safe place. Also, don't forget to tell your family the overseas calling number for ITC in case they need to contact the college.

We have two campus locations in Auckland. These are open from Monday to Thursday from 07.30 am to 5.30 pm and on Friday's we close at 5.00 pm.

- Auckland City Campus - Level 4, ITC House, 9 City Road, Auckland
Map location: <https://www.itc.co.nz/campus-locations/auckland-city-campus/>
- South Auckland (Botany) Campus – Level 1, The Fashion Pavilions, Fountain Lane, Botany Town Centre, Botany Downs, Auckland
Map location: <https://www.itc.co.nz/campus-locations/south-auckland-campus/>

Additionally, we also offer programs in Christchurch and Whangarei:

- Christchurch Campus – our course is taught within the Southern Institute of Technology building located at 60 Waterloo Rd, Christchurch
Map location: <https://www.itc.co.nz/campus-locations/christchurch-campus/>
- Whangarei Campus - our course is taught within the North Tec building located at 51 Raumanga Valley Road, Whangarei
Map location: <https://www.itc.co.nz/campus-locations/whangarei-campus-north-tec/>

➔ Auckland weather:

Auckland has a 'sub tropical' climate which means it is generally quite mild (not too hot and not too cold). In summer it normally averages around 23 degrees Celsius and can be humid, whilst in winter it averages around 14 degrees Celsius. As we are surrounded by water (the narrowest point from the west coast to the east coast is just 2 kms) we can have very changeable weather – 4 seasons in one day sometimes!

We suggest you pack a warm coat for winter to protect from the wind and cold, as well as a rain coat you can wear at any time of the year. A small umbrella is also a good idea but remember you can easily buy all of these when you arrive if you prefer. In winter, having some warm layers to go under your college clothing are also worthwhile. The better prepared you are, the easier you will adapt to the climate. Plus, don't forget your sun hat and swimming costume for the beach in summer too!

The NauMai NZ website has a great section on Preparing for the NZ environment that you should check out:
<https://naumainz.studyinnewzealand.govt.nz/help-and-advice/exploring-new-zealand/preparing-for-the-new-zealand-environment>

➔ STAFF at ITC:

You will soon get to know many of the friendly staff at ITC, but for the moment let's introduce you to part of the team here to support you during your studies and be your first point of contact (in addition to your Home Tutor):

		
<p>Lesley Brough International Marketing Manager *021 041 1210</p>	<p>Catherine Dumarquez Course Advisor - City *021 557 831</p>	<p>Jackie Faamausili Course Advisor - Botany</p>
		
<p>Antoinette Olsson Course Advisor - City & Botany</p>	<p>Carla Sutton Head of Academic Services *021 132 9313</p>	<p>Michelle Chatfield Head of Group Services *021 441 863</p>

*** Please note that these cell phone numbers are for Emergencies Only outside of normal ITC operating hours. If you are calling regarding being absent or running late to class, please call the FREE college number – 0800 868 747.**