



WAIKATO INSTITUTE OF EDUCATION

# STUDENT ORIENTATION MANUAL



*Dear International Student,*

A warm welcome to you and congratulations on your decision to study in New Zealand. You are joining the many students worldwide who have had an enjoyable and successful experience studying in New Zealand. We sincerely hope that you will share that experience and be proud of your success.

Moving to another country and experiencing another way of life can be exciting, but it also has its challenges. That is why Waikato Institute of Education has produced this Guide to help introduce you to study and life in New Zealand. It contains important information and advice about homestay, the Kiwi lifestyle and ideas about support if you face a challenge or difficulty during your stay. We encourage you to read this Guide thoroughly, so that you are prepared for living and studying in New Zealand, and know the kinds of services we provide for our international students.

We suggest that you keep this Guide for future reference, and hope it will be useful in helping you adapt to your new life in New Zealand.

We look forward to meeting you upon your arrival.

Yours Sincerely,

**Homestay Coordinator**

Waikato Institute of Education (WIE)

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# WAIKATO INSTITUTE OF EDUCATION

Waikato Institute of Education (WIE) was founded in 2003 with its mission to provide better educational services for its students and stakeholders. For several years now, WIE has been one of New Zealand's leading English language schools providing English Courses in New Zealand. WIE is well situated in picturesque Hamilton, one of New Zealand's fastest growing cities; with a population of over 200,000 Hamilton provides the perfect environment for study and leisure.

## THE CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

The Code of Practice is an agreement with the New Zealand Government to ensure that all education providers take responsibility for the wellbeing of their international students. It means they are more than just education providers; they have promised that you will be looked after well. Signing the agreement means they have met and agreed with the requirements of the Ministry of Education. Being a signatory of the Code of Practice, Waikato Institute of Education must comply with the Code and ensure all international students are safe, well informed and properly cared for.

A copy of the code is available from our office, or you can access it on the internet at <https://www.education.govt.nz/further-education/information-for-tertiary-students/code-of-practice-pastoral-care-domestic-tertiary/>

If there is something about the Code that you do not understand and your education provider can't help, contact the Code Advisory Officer, phone: (09) 374 5481 or email: [info.code@minedu.govt.nz](mailto:info.code@minedu.govt.nz).

If you think Waikato Institute of Education has not kept its promises under the Code of Practice, try talking to one of our student advisors to resolve the issue. If this does not satisfy you, you can make a formal complaint to Waikato Institute of Education, using the procedures we have in place, please ask at Reception. If you are unhappy with the answers you receive after you have complained formally, there is an independent appeal authority that will investigate your complaint for you. This organisation is iStudent Complaints. You should contact the iStudent only after you have tried to work with your education provider to resolve the complaint.

### **iStudent Complaints**

<https://www.istudent.org.nz/>

# BACKGROUND INFORMATION ON NEW ZEALAND

## A) NEW ZEALAND

Name of Country:	New Zealand or <i>Aotearoa</i> ( <i>Māori name</i> )
Name of Residents:	New Zealanders or 'Kiwis'
Capital City:	Wellington
Area:	268,021 km <sup>2</sup>
Population:	5.084 million (October 2022 estimate) (Hong Kong = 7.63 million, Korea = 51 million, Japan = 125 million, China = 1451 million)
Currency:	New Zealand Dollar (NZD\$1 = 100 cents) Notes: \$5, \$10, \$20, \$50, \$100. Coins: 10c, 20c, 50c, \$1, \$2
Official Languages:	English (98%), Maori (4.2%), NZ Sign Language (0.6%)



The New Zealand flag

- NZ is a country made up of two main islands (the North Island and the South Island). The indigenous Māori name for New Zealand, Aotearoa is commonly translated as *Land of the long white cloud*.
- NZ is situated about 2,000 kilometres (1,200 miles) Southeast of Australia.
- NZ's climate is mild and temperate and most of the landscape is covered by tussock grass or forests of podocarp, kauri or southern beech.

## B) WAIKATO

- The Waikato region is the 4th-largest region in the country in both area and population: it has an area of 25,000 km<sup>2</sup> and a population of 496,700 (October 2022 estimate).
- The region is well known for its dairy industry and rolling farmlands.
- The region's colours are red, yellow and black colour so during sporting events everyone dresses up to support their local teams.

## C) HAMILTON

- Hamilton's population of 178,500 makes it the 4<sup>th</sup> largest city in New Zealand and it is the second fastest-growing population after Auckland.
- It is also one of the most multi-cultural cities in New Zealand, with more than 80 ethnic groups.
- Hamilton's population is 65.3% European, 19.9% Māori, 10.6% Asian, 4.2% Pacific Peoples and 1.5% Middle Eastern, Latin American and African. The city offers a multi-cultural mix of cafes, pubs and restaurants that contribute to an exciting night life.
- Spectator sports are very popular in Hamilton, with both Rugby Union matches and cricket tests widely attended. Hamilton was one of the cities to host the Rugby World Cup in 2011.

- One of the city's major attractions is the Hamilton Gardens, which is an alternative to traditional botanical gardens.
- Hamilton has 3 major shopping centres – Centreplace (City Centre), Westfield (in Chartwell) and The Base (in Te Rapa).

#### **D) WEATHER**

- In New Zealand the climate is the opposite to countries in the Northern Country, Spring (Sep - Nov), Summer (Dec - Feb), Autumn (Mar - May), Winter (Jun - Aug).
- The weather in Hamilton is variable; often starting out with sunshine then turning to grey clouds and rain by midday. It is often said that Hamilton has four seasons in a day!
- Daily maximum temperatures in Hamilton range from about 22° to 30 °C in January and February to 10° to 15 °C in July and August. Summer occasionally sees temperatures of more than 30 °C (86 °F), while on clear winter mornings temperatures may drop to as low as -5 °C (23 °F). Ground frosts are common but snow however is practically unknown. Typically, summers are warm and humid and winters cool and wet.
- The absence of large-bodied water means that Hamilton is colder during the night than places like Auckland and Tauranga, despite its lower elevation.

# INTERACTING WITH PEOPLE IN NEW ZEALAND

New Zealanders are known to be friendly and interested in learning about other people's culture and society. They will ask questions about you, and they are happy for you to ask questions about them and about New Zealand in general. People from all over the world live in New Zealand. The indigenous people are Māori and later settlers came from Great Britain and other places.

There may be certain times where personal topics can be discussed quite easily, but privacy about personal matters is important and topics such as salary, age and how much people pay for things are not often discussed outside of the family. Personal comments such as 'you are very fat', or 'you are too skinny' or 'his hair is grey' or 'that is not a nice dress' can be thought rude unless it is to a very close friend or family member who knows you well.

You may find New Zealanders to be reserved in some ways, as they do not often display emotion or affection openly. When meeting friends and family, for example, a simple hello is usually all that takes place unless it has been a long time since they last met. New Zealanders seldom cry, raise their voices or get very angry or upset in public.

## A) MEETING PEOPLE

New Zealanders usually shake hands (with the right hand) when meeting each other for the first time. Your handshake should be a firm, but not hard, grip and last for 3-5 seconds. Some family members may kiss you lightly on the cheek and may even give you a hug. It is their way of welcoming you and showing that they are pleased to meet you. Māori people may 'hongi' – lightly press noses with you as they shake your hand.

When you want to meet with someone professional (e.g. a doctor or lecturer) you need to make an appointment in advance. On most occasions you will not be able to meet without organising a time first. If you are meeting someone or attending class or classes, it is very important to be on time.

When you visit New Zealanders at home it is expected that you would let the person know that you want to visit and what time you will arrive. When meeting friends or family it is OK if you are about 10 minutes late. If you know you are going to be later, it is polite to phone and let the person know when you expect to arrive. If you are tramping, walking or in a situation where there are very few other people, it is quite normal to say 'Hello' or 'Good morning' to strangers.

## B) AT HOME

The average number of children in a Kiwi family is two or three. Most people in New Zealand live in modest houses with three or four bedrooms, one bathroom and a small garden. Family customs and traditions vary from family to family. Generally, men and women share household tasks, cooking and bringing up children. Many mothers will work outside the home, drive and manage finances. In some families the chores men and boys do will be different from those done by women. Most people do their own cooking and cleaning, and it is very unusual to have servants. Many children in New Zealand leave their family homes when they start university or when they finish school. It is common for young people to leave their family home before they are 20 years old.



## **C) SOCIALISING**

Young New Zealanders (over 18 years of age) often get together in pubs, bars or cafés. Restaurants, bars, cafes etc. usually close between 9pm and 11pm during the week. During the weekend (Saturday and Sunday) the closing hours are later. Tipping is not usually expected, as service charges are built into the price of food and drink. Tipping sometimes occurs at restaurants but payment of tips is by customer choice and is usually a reward for exceptional service.

Many New Zealanders like to socialise at home and cook a meal or host a barbeque for their friends. It's common practice to take something to contribute to the meal if you are invited to a New Zealand home – chocolates, fruit, wine or a special food item are always gratefully accepted.

## **D) DRESS CODE**

New Zealanders dress informally, comfortably and quite conservatively on most occasions. Dressing up for an occasion such as a wedding, special celebration or big party is common however, so it is a good idea to have at least one set of smart clothes for special times.

## **E) A TYPICAL DAY**

The day in New Zealand generally starts at about 7am when most people get out of bed. The weekend is Saturday and Sunday, and often people will wake up later on these days. It is most usual to have a shower first thing in the morning and then have breakfast. Breakfast usually consists of toast, porridge, cereal or eggs. During the weekdays, school starts at 8.30am and finishes at 3pm, the average work day finishes at 5pm. Lunch is usually one hour, taken some time between 12pm and 2pm.

It is a light meal, often just a sandwich and some fruit. Many food outlets and cafés sell hot food during lunch time but it is rare for people to return home for a large meal.

People generally come home in the late afternoon or early evening (about 6pm) and families are likely to have dinner together some time between 6pm and 8pm. It is common for New Zealanders to spend time together in the evening, talking or watching TV. Usually people go to bed some time between 9pm and 11pm. In the country districts it may be earlier. In the weekends many people go out to visit friends, cafés, movies, bars or restaurants. It is usually only on weekends that people stay up late unless there is a special reason.

## **F) SHOPPING**

Most shops are open between 9am and 5pm Monday to Friday. Some are open all weekend as well. In Hamilton, most shops are open seven days a week. There are three main shopping malls, Centreplace (located in the central city), The Base (located in Te Rapa) and Westfield (in Chartwell). Usually smaller shops and boutiques are closed on Sundays.

There is usually one weeknight a week when shops are open until about 9pm so people can shop after school or work. Centreplace is open until 8.30pm on Thursdays, and The Base and Westfield are open until 9pm on Thursdays. Supermarkets and other large shops have longer opening hours. In New Zealand people do not usually carry large amounts of cash with them. It is much more common to use bank and credit cards to pay for goods.



## G) STUDENT DISCOUNTS

A range of shops (e.g. those selling clothing, CDs, books etc.) offer student discounts (usually about 10%). You need to ask whether the shop offers student discounts before you make your purchase. If it does, you will need to show your student ID card (if you don't have one, ask at Reception about how to get one) to receive the discount. Student discounts are also available at cinemas, some concerts or shows, DVD/video rental shops, and for public transport etc.

## H) RELIGION

New Zealand was founded on Christian traditions, though many New Zealanders do not have any religious affiliation. There is no official state religion and freedom of religion is a cornerstone of New Zealand democracy. There are about 25,000 Muslims in New Zealand. Other religions in New Zealand include Buddhism, Hinduism and Judaism.

## I) IMPORTANT THINGS TO NOTE

- New Zealanders drive on the left-hand side of the road. Drivers are generally courteous and always obey road rules. Check online at: [www.landtransport.govt.nz/roadcode](http://www.landtransport.govt.nz/roadcode).
- New Zealanders love sport. Popular sports are rugby, cricket and netball. New Zealanders are very passionate about the outdoors and much of their recreation takes place outdoors.
- A queuing system is used for shopping, going to the post office, buying tickets or at any other place where people are waiting for service. People stand in a line and wait for their turn in the queue.
- Many New Zealanders have pets such as cats, dogs, fish, birds, rabbits etc. You will see dogs at the beach, in parks or on the street. **Do not approach any animal or try to pat it unless you check with the owner that it is OK.** If you are allergic, antihistamine tablets can be bought at pharmacies, or you can get a doctor's prescription for medication.
- New Zealanders find spitting or urinating in public very offensive.
- Smoking is not permitted in public buildings, bars, restaurants, cafés, theatres, cinemas, public transport or internal workplaces. Many homes and vehicles are smoke-free as well. Always ask permission before you light a cigarette in anyone's home or car.

## J) USEFUL WEBSITES

- Waikato Institute of Education: [www.wie.nz](http://www.wie.nz).
- Tourism Hamilton: <http://www.visithamilton.co.nz/>.
- Hamilton weather: <http://www.metservice.com/towns-cities/hamilton>.
- Immigration NZ: <http://www.immigration.govt.nz/migrant/stream/visit/>

# BECOMING INDEPENDENT

If you've been living at home with your family before coming to New Zealand, it may take some time to adjust to independent living. Before you leave home think about the skills you may need for your new life in New Zealand and how to prepare yourself.

## **A) STUDY INDEPENDENTLY AND MANAGE YOUR TIME**

The style of teaching in New Zealand may be different from what you are used to. Everyone is expected to study independently. Independent study means that **you** are responsible for making sure that you are prepared for class, keeping up with your studies and completing all your course requirements. You can always ask for help. Most lecturers, tutors and student support staff are very happy to give you advice and answer any questions you have about your studies. However, it is your responsibility to ask for help and to do your studies. International students can find time management hard if they are used to a strictly regulated routine in their home country. You also need to make sure that you have a balanced life in New Zealand and manage your time so that you can keep up with your studies, find time to socialise and do recreational activities.

## **B) BUDGET/MANAGE MONEY**

Another responsibility you will have is managing your money. Many international students have never had to buy their own food or clothes and pay for their own accommodation. You should try to set a budget and plan how and when to use your money so that you can meet all your costs.

# CULTURE SHOCK

Adapting to a new place takes time. Many students go through a period of personal frustration or disenchantment with their new environment. This is known as culture shock and it's a normal part of adjusting to a new place.

## STAGES OF TRANSITION

### Honeymoon

When you first arrive, you experience exhilaration, anticipation, nervousness, and excitement. This settling-in stage can last a few days, weeks, or months.

### Hostility

By about the third month, it starts to frustrate you that people don't understand you. You may be having trouble understanding others. You feel frustrated or depressed that it's so difficult to get things done. You find yourself wishing that things could be as they were at home. These feelings will fade as you gain confidence.

### Acceptance

After about six months, you start to appreciate the differences between your home country and your new environment. Your sense of humour returns and you feel more balanced. The minor mistakes and misunderstandings that would have frustrated you before make you smile or laugh now.

### Adaptation

Eventually, you begin to feel at home in your new environment and find greater satisfaction – personally and academically.

## COPING WITH CULTURAL TRANSITION

Give yourself time to adjust. Some things that help students make a transition:

- Get involved in clubs and activities to meet new people and make friends.
- Write letters, send emails, or call friends and family back home – these connections will help you feel grounded.
- Manage your stress by staying healthy: eat well and get enough sleep and exercise.
- Talk with other students about your experiences – sharing stories helps.
- Talk to one of our friendly Reception Staff

# HOMESTAY AT WIE

Homestay enables real insight into how people live in New Zealand. The following is a guide to an enjoyable and rewarding homestay experience.

If you have asked WIE to arrange your homestay, WIE is responsible for your:

- Homestay accommodation
- Ongoing support during your homestay including 24-hour emergency contact
- General communication assistance with your host family.

If you have any queries or feedback in relation to homestay, please contact:

## **Waikato Institute of Education**

Phone: 07 838 2450

Mobile: 022 104 8705

Email: [homestay@wie.nz](mailto:homestay@wie.nz)

At the completion of your stay in your homestay family, you will be asked to complete a questionnaire. The feedback provided is important reference material so we can monitor the performance of your homestay family in dealing with future students.

## **C) BACKGROUND INFORMATION ON HOMESTAY FAMILIES**

- New Zealand is a multicultural country and homestay families come from a diverse range of cultural backgrounds.
- Family structures are not limited to the traditional model. For example, there are couples without children, single mothers with children, and retired couples.
- Homestay families host for various reasons. Many homestay families are interested in having cross-cultural interaction, while others decide to host as they wish to 'internationalise' their children by exposing them to other cultures. Many elderly couples host for company as their children have all left home.
- All homestay families arranged by WIE have provided current police checks and have been interviewed prior to hosting their first student.

## **D) BEING A MEMBER OF THE FAMILY.**

- Your homestay family has been orientated to accept and treat you as a member of the family. You will not be treated as a guest but as a member of the family. Please be considerate and accommodating of your homestay family's lifestyle and any house rules that they may have.
- Show initiative in helping out around the house with little chores. It's a great way of initiating interaction and learning about the New Zealand culture.
- Please remember to always be polite and say "please" when asking for something, and "thank you" when something has been done or given to you.

## **E) PETS**

- Over 75% of households in New Zealand have pets. This is partly because space is not an issue in New Zealand and most people have a backyard. Pets are generally treated as members of the family and are usually allowed in the house.
- We do our best to accommodate students with strong reasons for not wanting to live in a household with pets (e.g. an allergy or a phobia).

## **F) HEATING**

- Your room will be fitted with some form of heating e.g. a heater or an electric blanket. Please use the heating with consideration and do not have it on during the day, as it does increase the power bill over the winter months.

## **G) LAUNDRY**

- Your homestay is happy to wash your laundry. If you would rather do this yourself, please let your homestay know so they can show you where to wash and dry. It is best to check with your homestay family how the laundry is done in the house.

## **H) BATHROOM**

- Showering is more common than bathing in New Zealand. It is important you DO NOT have long, hot showers as this will cost a lot of electricity. Please limit your showers to maximum 10 or 15 minutes. Some homes have a tank water system where the supply of hot water is limited.

## **I) VALUABLES**

- While in New Zealand, please store your valuables including your passport and flight ticket in a safe place (probably best to keep them locked in your suitcase).

## **J) INTERNET**

- It is ILLEGAL to download music and movies off the internet in New Zealand and there are laws which mean you can be fined if you are caught downloading.
- Because of this, WIE host families are not required to provide internet to students. We recommend students purchase a USB modem stick, which can be plugged into your laptop wherever you are. You can purchase a USB modem via [www.2degreesmobile.co.nz](http://www.2degreesmobile.co.nz) for NZ\$70 (includes 3GB of data).
- If your host family does provide you with internet access, please respect them by not using it for downloads.

## **K) TELEPHONE**

- Communication costs including phone costs are not included in homestay. If you would like to use your host family's phone, please ask them first.
- Local calls from one land line to another in Hamilton are free. However, other types of calls including calls to mobile phones are charged per minute at various rates.
- Remember to ask your family before using their phone, even if you are paying for the call.

## **L) MEALS**

- Meals in New Zealand are likely to be quite different. They may include more meat than you are used to. Tell your homestay family if you are finding the meals too big, too small, too spicy, etc.
- Tell your homestay family about any food that you don't eat or are allergic to.
- Breakfast is generally self-served. Your homestay family may tell you to help yourself.
- Lunch is provided by your homestay family if under 18. Your homestay family may prepare lunch for you or you may be asked to prepare it yourself.
- If you are eating out with your homestay family please offer to pay for yourself.

## **M) GOING OUT/INVITING FRIENDS OVER**

- If you are going out please advise your homestay family where you are going and approximately what time you will be home. Your homestay family knows that you are in a new country and will be concerned if they don't know where you are.
- If you are going to invite friends home, please ask your homestay family first.

## **N) ELECTRICAL APPLIANCES**

- Please ask your homestay family how to use electrical appliances such as the microwave, and the oven.
- If you are planning to bring electrical items you will need an adaptor and/or transformer.
- Please remember it is rude to turn off the television or change channels when other family members are watching. If there is a special program on television that you wish to watch, please ask your family before changing channels.

## **O) PRIVACY**

- Please respect the privacy of family members. It is customary to knock on a door if the door is closed, before entering a room.

# MEDICAL & INSURANCE

## A) MEDICAL INSURANCE

- It is the responsibility of every international student on a student visa to ensure that they have valid Medical Insurance at all times. If you do not organise this yourself, you can ask WIE to buy an insurance policy on your behalf.
- If you have an accident or are sick, you will need to pay for the consultations and any medication/treatment up front. If you have purchased Insurance through WIE, bring your receipt to school and we can help you to apply for a claim.

## B) ACCIDENT / SICKNESS

- If you are ill or injured while at home you will probably be taken by your host family to their local Doctor. Pay for the visit yourself, then use the receipt to make a claim to your insurance company.
- If the Doctor prescribes medication, take your prescription to the chemist. Non-prescribed medicine can be purchased over the counter from any chemist.
- The standard fee for a visit to the Doctor is usually \$100 - \$120. You will need to pay this then submit a Claim to your Insurance Company to get your money back.

## C) DANGERS AND ANNOYANCES

- Most of the people you will meet in New Zealand are very friendly. Remember it is all right to say no and walk away if someone approaches you with a suggestion which you do not like or do not want to do.
- If you are home alone in your homestay and a stranger comes to the door, do not open the door and let them in. Go to a window to see who it is. Under New Zealand law, you do not have to open the door unless it is the police.
- If you feel uncomfortable or threatened while you are on campus, call 838 2450 for assistance.
- If you feel threatened in your homestay, you must contact WIE immediately.
- During office hours, ring (07) 838 2450.
- Our out-of-hours EMERGENCY phone number is 022 104 8705. Please use this number **only in an emergency**.
- Please give your mobile phone number to your homestay host so they can keep in contact with you. Remember to keep your phone charged and topped up with phone credits.



# FINANCIAL

## A) TRAVELLERS CHEQUES

- Most retailers in NZ do not accept Travellers Cheques.
- You will be required to show ID (e.g. passport) when cashing Travellers Cheques.

## B) CREDIT CARDS

- Credit cards can be used to make purchases and to withdraw cash from ATM machines. Please note that the interest rate on credit cards is usually very high.
- The most widely accepted credit cards in New Zealand are Visa and MasterCard.

## C) ATM

- Normally ATM are accessible 24/7 in New Zealand.
- You can withdraw cash from \$20 up to around \$500 on you credit card or EFTPOS card.

## D) CARRYING CASH

- Do not carry large amounts of cash on you.
- Ask a friend to come with you if you are going to withdraw cash from an ATM machine, particularly after dark or if the ATM machine is situated away from main roads.
- Do not count large amounts of money in public.

# COST OF LIVING IN NZ

**The following is a guide only. All prices are in NZD\$.**

- A cup of coffee = \$5.50 - \$9.00
- A can of Coke = \$2.50 - \$3.00
- McDonald's Big Mac = \$12.00
- A packet of cigarettes = \$50.00 approx.
- A glass of beer = \$7.00 - \$10.00
- Taxi fare (per km) = \$3.50
- Movie Ticket = \$19.50 (Student Fee)

# TRANSPORT

## A) GETTING TO AND FROM SCHOOL

- Your homestay family will advise you how to commute to WIE. Ask your homestay family to write the instructions on paper: step by step.
- Do not forget to carry essential contact details (WIE, your homestay family) with you in case you get lost.

## B) PUBLIC TRANSPORT

- Hamilton has a public bus system where all bus routes run into the central city bus station. Most routes run twice every hour during the day.
- With a Bee Card, the fare for students is \$2.40 per trip (ticket can be used more than once within 1 hour of issue).
- You can top up your bus card and pay for your fare on the bus when you board. Get on at the front door of the bus and get off at the back door.
- Some bus services do not operate late at night, and may also provide limited service on weekends.

## C) TAXIS

- If you are travelling late at night on your own it is best to use a taxi.  
Free call **0800 477 477** on your mobile phone to call a taxi anywhere in Hamilton.

## D) WALKING ALONE AT NIGHT

- This is best avoided, even though New Zealand is still regarded as a safe country.

## E) SEATBELTS

- By law, all passengers in the vehicle must wear seatbelts.

## F) HITCH HIKING

- DO NOT hitch hike under any circumstances, it is dangerous.

## G) BICYCLE

- In New Zealand, bike riders must wear a helmet and ride on the road, not on the footpath, and at night you must have lights on your bicycle.

## H) CALLING HOST FAMILIES TO PICK UP

- Some host families may be happy to pick you up, however please do not expect your homestay family to provide transport for you.

## SMOKING & ALCOHOL

- The legal age for drinking and smoking in New Zealand is 18 years old.
- You may be asked for proper ID when purchasing cigarettes and/or alcohol.
- ALL indoor areas are smoke free (non-smoking) and you cannot smoke within ten metres of a building in most public areas.
- Drinking alcohol in public places is limited to licensed areas such as pubs and restaurants.

## COMMUNICATION CHANNELS

- Should you have any issues or wish to discuss something about your host family or any other difficulties you are having, WIE staff are available for appointments during office hours (8.30am – 5pm, Monday to Friday). Please visit Reception to see one of the student support advisors.
- Many issues that arise in homestay are best resolved by approaching your homestay family. If the problem cannot be resolved between you and your homestay family or if the issue is serious and requires immediate attention, please contact WIE or tell one of the student support advisors.

Phone: +64 7 838 2450

Mobile: 022 104 8705

Email: [homestay@wie.nz](mailto:homestay@wie.nz)