

The University of Waikato College

Student Handbook

Academic English Language

General English Language



September 2024

Welcome to the University of Waikato College - Te Kura Huanui

Our mission is to support you toward the degree of your choice at the University of Waikato and help you to achieve your academic and life goals. The College is a supportive environment with great staff who understand what it takes to develop students from many different backgrounds into successful university graduates.

The College offers a wide range of courses and programmes aimed at both international and domestic students, including foundation pathway certificates, and academic and general English language programmes. We offer International Diploma programmes in Business and Computer Science (first year bachelor level) and a Pre-Masters Programme (Diploma in Postgraduate Preparation). We also host international study groups from a wide variety of countries and operate one of New Zealand's largest IELTS testing centres.

Our students have all the benefits of being Waikato University students who also receive the extra care, attention, and support that we provide. The College is located right in the heart of the University of Waikato campus, and we make sure our students have opportunities to become fully involved in the life of the University, including visiting other parts of the University and observing different classes.

We have a team of staff who understand the unique needs of our students and their different backgrounds. Our staff have a strong commitment to international education and how it adds richness to the lives of our students, staff and to our community.

We aim to keep most class sizes small, so that students can get more individual attention and we have dedicated staff to provide advice and support to help you on your academic journey. The College provides a supportive environment for students from many different countries to study together, to succeed in their studies and have a great student experience.

Welcome to the University of Waikato College – Te Kura Huanui.



Dr Simon Peel

College Director

Margaret Naufahu

Academic Director

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What we offer at the College

The University of Waikato College is your route to study at the prestigious University of Waikato, ranked at 331 out of the world's best 1,422 universities in the QS World University Rankings 2023.

We are a true reflection of New Zealand culture and home to students from all over the world. You will join a welcoming and diverse student community and receive the support you need to begin the degree of your choice.

- The **Academic English** programmes offers several study levels to help improve your academic English language skills so you can study at the University of Waikato. Successful completion will provide you with the English language entry requirements to the Foundation Studies programme, International Diplomas, Pre-Masters and most of the University's degree programmes.
- The **General English** programmes are designed for international students who wish to improve their English or who are preparing to enter the Academic English programme. The programme includes core language and vocabulary skills, fluency and accuracy in listening, speaking, reading and writing.
- Our **Foundation Studies** programme provides comprehensive university preparation for domestic and international students, helping you to develop your subject knowledge and the core study skills you need to begin your degree. Successful completion of the Certificate in University Preparation (CUP – for domestic students) or the Certificate of Attainment in Foundation Studies (CAFS – for international students) programme guarantees you entry to most undergraduate degrees at the University of Waikato.
- The **International Diploma (Business)** and the **International Diploma (Computer Science)** are suitable for international students who do not yet have equivalence to New Zealand University Entrance. Combining the first year of the Bachelor of Business or the Bachelor of Science/Bachelor of Computer Science with English language development and a comprehensive programme of academic support and development activities, ensures you are prepared for your studies in New Zealand.
- The **Diploma in Postgraduate Preparation (Pre-Masters)** is designed for international students whose personal and professional goals include the completion of a postgraduate qualification, but who do not yet meet the entry criteria for a Masters programme in a New Zealand university. On successful completion of this diploma students will be considered equivalent to meeting the entry requirements to their chosen Masters degree.

Contact Information

Postal Address:

The University of Waikato College
University of Waikato
Private Bag 3105
Waikato Mail Centre
Hamilton 3240
New Zealand

Physical Address:

The University of Waikato College
University of Waikato
LAIN Building
Gate 1, Knighton Road
Hillcrest
Hamilton 3216
New Zealand

College Reception



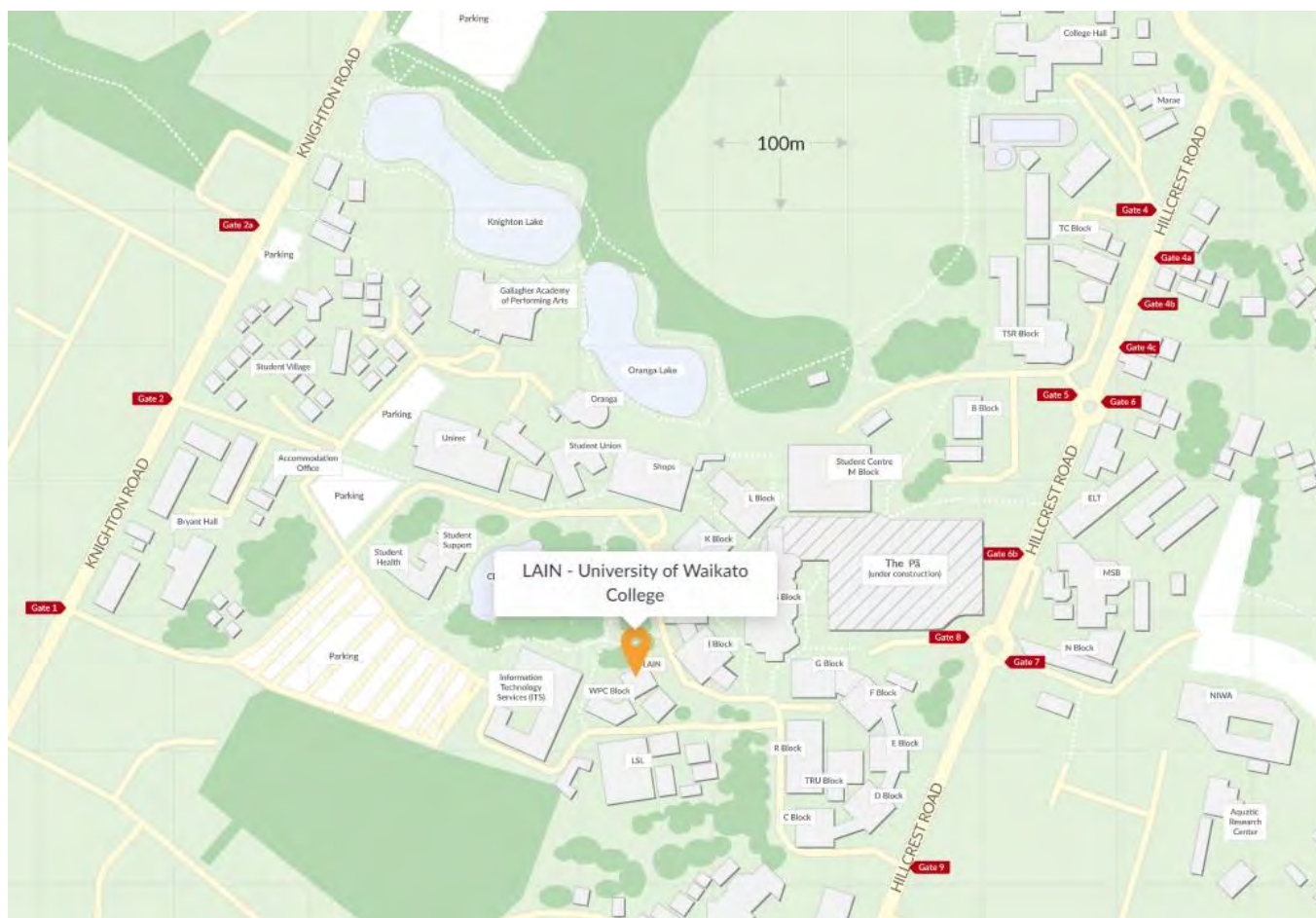
E: waikatocollege@waikato.ac.nz

P: +64 7 858 5600 or 0800 WAIKATO (in New Zealand)

LAIN Building Facilities

- Gallery Lounge – in between the two LAIN buildings - a comfortable area to watch TV, socialise or read etc
- Student Kitchens – basement and ground levels - microwaves, dining area, sink and fridge
- Vending machines – soft drinks and snacks available to buy on the basement level
- College merchandise – hoodies, t-shirts, drink bottles, keep-cups etc available to purchase at reception
- Sports equipment and board games available from reception to borrow – frisbees, badminton sets, chess, Cluedo etc
- Sale of bus transport Bee Cards and textbooks
- Student ID card issuing

Campus Map



A searchable version of the campus map is [available here](#).

About room numbers:

Rooms at Waikato University are referenced by block letter, floor number and then room number. For example, **S.1.17** means:

S = S block

1 = Floor 1

17 = Room number 17

Or;

LAIN.B.24 means:

LAIN = University of Waikato College LAIN Building

B = Basement

24 = Room number 24

University of Waikato College Student Support Team

Our team is here to help you succeed in your studies. If you are not sure who to contact, email waikatocollege@waikato.ac.nz or call 07 858 5600 and we will be happy to help you.

Student Advisors

Student Advisors are available for help with study skills and issues related to your success as a student at the University of Waikato College. Please contact them for help and advice.

How can the Student Advisors help?

- Assist with academic support
- Assist with well-being support and advice
- Provide advice and support for students in following the various formal processes needed for the University of Waikato College
- Provide information on visa requirements
- Assist students in obtaining information about pathways to degree programmes at the University of Waikato and help with enrolment
- Assist with enrolment enquiries such as new enrolments, course changes, course cancellation and withdrawal, refund requests and transfer of tuition fees to the University
- Provide guidance for students on cultural differences, expectations, and customs of New Zealand society and the way we study.

For assistance contact:

Mera Tan

Academic Student Advisor
Room G.25 LAIN Building
P: 07 858 5603
E: mera.tan@waikato.ac.nz



Yoko Kishi

International Groups Coordinator
Room G.23 LAIN Building
P: 07 858 5678
E: yoko.kishi@waikato.ac.nz



Administration

Judith Bogle

Reception LAIN Building

P: 07 858 5687

E: judith.bogle@waikato.ac.nz

Mika Kobayashi

Reception LAIN Building

P: 07 858 5680

E: mika.kobayashi@waikato.ac.nz

Emergency Assistance

0800 WAIKATO (0800 924 5286) – 24 hours

Management

Susan Phillipps

Manager, Student Experience

Room G.22, LAIN Building

P: 07 858 5682

E: susan.phillipps@waikato.c.nz

English Programme Teaching Team

Programme Manager

Lizzy Arnold

Room: EAS.G.16

E: elizabeth.arnold@waikato.ac.nz

P: 07 838 4115



English Teachers

Rusiru Hettimullage

Anita Pu

Chris Bevan

Dana Cook

Natasha Gwilliam

Dwayne Hansen

Cally Moh

Peter Roselt

Anna Stephens

Brenda Wright

You may have a different English teacher to those mentioned above depending on the time of year as additional teachers join the team at peak times.

You will be given contact information for your teacher in the first week of classes.

Learning at the College

As a student at the University of Waikato College, you will work closely with your teachers during your study. You will experience a variety of learning activities in class and for assessments, which may include the following:

- Quizzes
- Discussions
- Student presentations
- Group activities and discussions
- Oral presentations
- Problem-solving activities

You should treat full-time study like a full-time job. You can expect to spend around 40 hours per week studying, either in class or independent study.

- Teaching and learning will be in class
- Tests and assessments are done through Moodle or in class
- Information about your paper will be in the relevant paper outline and on Moodle
- More information about Moodle and some handy how-to guides can be found [here](#)

Expectations

Your teachers have expectations of you as a learner. You are expected to:

- Attend classes unless you have a valid reason
- Participate in class, contribute your ideas and answers and respect those of your classmates
- Engage in homework tasks in your own time
- Submit your assignments on time
- Behave in a manner that is respectful and courteous to staff, students and yourself
- Act with honesty and integrity in all your study activities
- Ask if you need help or do not understand
- Bring your laptops or other electronic devices, such as a tablet with an external keyboard

Attendance

Attendance Requirement

You will be required to attend all classes unless you have a genuine reason to be absent.

Reasons may include:

- If you are sick, or
- If you have an important appointment, for example, with Immigration New Zealand or a court hearing. This generally does not include family or social occasions or holidays.

If you are going to be absent, you must advise the University of Waikato College as soon as you know.

Note: you must provide evidence for your absence, for example a medical certificate or a letter from New Zealand Immigration.

Absences

To advise the College, either tell your teacher the day before, or email the College reception at waikatocollege@waikato.ac.nz and tell them:

- Your name
- Your Student ID number
- The period of time you expect to be away
- Your reasons for being away.

If you are unsure what is required, please contact your student advisor.

Medical Certificates

If you are sick and cannot come to class you may be asked to present a medical certificate.

The medical certificate should be on your doctor's official letterhead and include:

- The date you went to see the doctor
- The period of time that you were not able to come to class
- The doctor's name and signature
- An English translation where necessary.

Learning Technology

Moodle

Moodle is the learning platform at the University of Waikato. There are instructions and videos that show you how to get started with Moodle, watch lecture recordings, submit an assignment, see your grades and more.

In Moodle you can:

- Access your papers
- Attempt a quiz
- Submit an assignment
- View your grades and feedback
- Watch lecture recordings

[See here](#) for how to get started with Moodle.

Studiosity

Studiosity is a free online platform for all undergraduate students, available 24/7. Each student has access to additional writing support provided by trained tutors. You can have a maximum of ten submissions each, every six months, so you need to consider carefully which assignments you wish to submit to Studiosity for feedback.

You can upload a sample of your writing to Studiosity and receive written feedback within 24 hours. The Studiosity team will provide tailored comments on grammar, spelling, structure, and readability to show you where to focus attention for improvement. This service does not check whether you have answered your assignment task.

[See here](#) for more information.

Turnitin

The University of Waikato College uses Turnitin to compare your assignments with published materials and other student assignments to identify similarities. This is part of our commitment to academic integrity.

You can use Turnitin to improve your assignment drafts, and even to find missing sources. You can also get free help from Student Learning to understand your Turnitin report. Remember to submit your final draft.

[See here](#) for more information.

Changing papers or withdrawing from your programme

If you need to withdraw completely from your paper(s), you must follow the College's withdrawal procedure outlined below, beginning with a discussion with your Student Advisor.

You are entitled to a 'medical or compassionate withdrawal' from a paper or programme at any time, for example, for family reasons or because of illness but this is subject to approval by the College.

If you are withdrawing for personal reasons, you will not usually be eligible for any refund, however it is still important to withdraw from the paper following the correct procedure.

For international students, you will need to confirm that you are still eligible to hold a Student Visa in New Zealand, and your Student Visa is not affected, or you will need to arrange for a new visa.

How to withdraw

- Talk to your student advisor to discuss your situation and refund options
- You will need to log into your MyWaikato account and click on the Finance tab to submit a refund application and contact the Fees Office via email fees@waikato.ac.nz for direct assistance by providing your full name and student ID number.
- To apply for a refund (after the withdrawal period) you will need to apply for a compassionate or medical withdrawal. Your Student Advisor can provide you with advice and support for this
- If you are an international student, and you intend to remain in New Zealand, you will need to arrange for a new visa. Please note that immigration will be notified about your withdrawal.



Academic English Language Programme

Our **Certificate of Attainment in English Language (CAEL)** and **Certificate of Attainment in Academic English (CAAE)** are designed for students who need to improve their English language skills in order to study an academic course.

The Academic English Language programme focuses on maximising your progress in each of the four core English skills courses – speaking, writing, reading, and listening. You will also learn study skills to help you learn faster with greater confidence and prepare you for study at the University.

Classes focus on the skills needed for successful study in higher education in New Zealand:

- Level 6 will provide direct entry to the Foundation programme or the International Diploma (Business) and the International Diploma (Computer Science) as long as all other course requirements are met.
- In order to move up to levels 6 and 7 you must attain a B grade (70%) or better overall, and no skill area should be less than a C- (50%)
- Successful completion of level 7 (with a B grade or better) will lead into undergraduate degrees or Diploma in Postgraduate Preparation (Pre-Masters) as long as all other course requirements are met.
- Successful completion of level 8 (with a B grade or better) will provide direct entry into Graduate programmes as long as all other course requirements are met.

As a full-time student:

- Your core programme will be 23 hours per week over 10 weeks
- Your class size will not exceed 22 students.
- You will be involved in independent learning, an important part of your study
- Homework can be expected to take at least 2 hours per night
- Set homework should be handed to the teacher on the due date and will be handed back to you as detailed in the relevant paper outline

Students will be required to provide Evidence of an English Language Proficiency test:

- English Language tests are required for student level placement. These tests can include_ accept IELTS, TOEFL iBT, PTE (Pearson Academic) and NZCEL. Please contact us for other options.
- You can provide a scanned or photocopy of the requested document for assessment purposes but you will need to provide an original or verified copy of any transcripts/certificates used for the assessment prior to completing your enrolment.
- We can provide on-line placement tests (OPT) and writing tests for level placement. You will need to contact the English Language Programme administrator Judith Bogle to arrange this at judith.bogle@waikato.ac.nz, or to organise a time to come in to the College for testing.

Upon successful completion you will receive a University of Waikato Certificate and will be included in the University of Waikato graduation ceremony booklet. You will also receive a report which shows the grade for each of the four language skills and a final grade with a comment noting your overall success.

General English

The General English course offers an exciting opportunity for people from around the world to learn everyday English in an English-speaking environment. The programme has a general focus suitable for students who need English for everyday contexts or for students preparing to enter the English Language programme.

You will cover core language skills and vocabulary, fluency and accuracy in listening, speaking, reading and writing.

Features of the programme include:

- Classes offered from elementary to advanced levels
- Study options include full-time (23 hours per week) or part-time (15 hours per week)
- Class sizes are restricted and do not exceed 22 students
- You will be tested using the Oxford English Language test to ascertain your English level. Testing can be done offshore, otherwise you will be tested on your first day of classes.

Upon completion of your study with us you will receive a University of Waikato College Certificate of Attendance. Individual graded reports are also available (fee applies).

Information for Students of English Language

Learning culture

You may find that studying in the New Zealand environment is different from what you are used to. It is important for you to know what the University of Waikato College expects from you as a student. You may also experience a different 'learning culture' in our classrooms.

Your guide to the classroom

You can have strong opinions about issues, but you should also consider other opinions, and express your opinions gently.

When you ask a question, a New Zealand teacher might not answer your question directly as it is their role to help you find the answer. They might ask you what you think and/or ask the class to help you find the answer.

When another student has a question, you should listen to the question and help with the answer if you can. You should also listen to the answer. You should not talk when another student is asking a question. You will need to listen to other students.

New Zealand teachers love students to take part in discussions. Politely interrupting the teacher with a question or an opinion is good in New Zealand. Remember - strong opinions but gentle words.

New Zealand teachers love students to help each other. Helping each other means discussing the problem together. Helping each other does not mean copying your friend's work or letting your friend copy your work. Copying is plagiarism or cheating, and New Zealand teachers must fail copied work.

In New Zealand we communicate with words. We say what we think. When we are happy, we say we are happy. When we are sad, we say we are sad. There is no guessing needed. New Zealand teachers may speak more loudly and strongly when the information is important.

You are responsible for:

- Learning and doing your homework
- Speaking in English whenever you can (even at home)
- Creating good learning habits, eating well and getting good, regular sleep

Things you must not do in class:

- Copy assignments and tests (remember that a good friend does not ask to copy an assignment)
- Sleep
- Chat (unless participating in a group activity)
- Use your phone (unless it is directly related to studying)

International Student Services Office

The University's International Student Services Office provides support for international students and works closely with other student support groups to provide the help you need, including helping with immigration and visa information, well-being support and advice. medical and travel insurance assistance. More information [can be found here](#).

International Student Experience

The Waikato student experience is memorable. We have a diverse group of people with different cultures and ideas, which creates a vibrant student atmosphere. With our range of student clubs and on and off-campus events, you will be on your way to making great friends and lasting memories. More information [can be found here](#).

Things to Do in the Waikato Region

Straddling the Waikato River, Hamilton is a city of rich diversity, from its thriving cultural precincts, lush gardens and sweeping parklands, to award winning eateries, vibrant nightlife and colourful street art. Also known by its Māori name Kirikiriroa, Hamilton is the fourth largest city in the country with a young, smart and innovative population of some 180,000 – about half of whom are under 30 years of age.

Visit these websites for things to do while you're here in the Waikato:

<https://www.waikatoz.com/>

<https://www.newzealand.com/nz/waikato/>

<https://www.newzealand.com/nz/hamilton/>

English Club

The College English Club is an English conversation club that runs one afternoon a week for an hour in the LAIN building. Here you can practice your English with native speakers who are other university students who volunteer their time to chat with our English language students. It is a friendly and fun way to practice your English conversation skills and make new friends at the same time.

Conversation Circle

The [Student Learning](#) team offers conversation circles for students at the University of Waikato College. Topics vary and can focus on themes and ideas that they study in your programmes. You will be notified of the time and place at the beginning of your course.

Writing & Grammar

The Student Learning staff also offer writing & grammar one-on-one sessions for students at the University of Waikato College. You will be notified of the time and place at the beginning of your course.

Sports on Campus

College students can join the sports session in the Sports Hall at the [University Recreation Centre](#). Sports include basketball, volleyball, badminton, and table tennis. Join in on Fridays from 1.00-3.00pm at the Uni Rec Centre.

Student Mentoring Programme

Mentoring workshops featuring time management, motivation, test preparation and cultural celebrations are run fortnightly on campus. Student mentors from the University's mainstream programmes will share their practical tips about living and studying at the University of Waikato. Everyone is welcome to join the programme from 12.00 pm - 1.00 pm fortnightly on Wednesdays. Please contact Mera Tan, the Academic Student Advisor meratan@waikato.ac.nz for more details.

Academic Integrity

Me tika. Me rite. Me pono (To be correct, to be prepared and to be ethical)

The University of Waikato is committed to excellence, respect, and honesty in scholarship and to ethical professional conduct. Academic integrity is at the core of this commitment and requires all members of the University community (students, academic and general staff) to uphold academic integrity as a personal, academic, and professional responsibility.

Mā te Tangata! Mō te Tangata! (It is up to the individual to do it and it is for the people's benefit)

What is academic integrity?

Academic integrity is an important concept for you, as a student, to understand. It means being honest in all your academic work. It means that the work you submit is all your own work, that you did not copy from other sources, that you didn't have help from friends or family, and didn't cheat or copy. It is perfectly fine to discuss your work with others to help form your ideas and clarify your thinking, but the work you submit must be entirely your own.

It is good practice to use resources and published material to help justify our viewpoint, and these must be properly referenced, showing that these ideas belong to other people. Sometimes we use their exact words, and we must show this in the citation. Sometimes we refer to their ideas but use our own words to explain this, called paraphrasing. When we do this, we must indicate that this thinking belongs to that person. If we don't do this, we are copying someone else's work, pretending that it's our own, and this is called plagiarism.

You will be shown how to reference properly in your classes, and it is important that you take note of this and apply it to all your assignments. Marks will generally be awarded for doing this correctly, and details will be included in your marking rubric.

What is academic misconduct?

If you don't reference properly, or don't write in your own words (paraphrase), you may be considered to have committed academic misconduct. This is taken very seriously by the University and by the College, and can result in reduced marks for the assignment, a zero grade, a failed paper or, in extreme circumstances, removal from the programme and university.

Our teachers refer all assessments that they consider may include academic misconduct (including plagiarism, copying and collusion) to be investigated. If it is considered to be a case of misconduct, the student will receive a letter inviting them to a meeting to discuss the matter, usually with the College Director.

Where can I find more information?

You will talk about academic integrity in your classes, but if in doubt, ask your teacher or student advisor.

The University has a very helpful guide to the types of referencing that [can be found here](#).

More information can be found on the [University's website here](#).



Complaints Procedure

The University of Waikato College has a process for dealing with student concerns and complaints. You should follow this procedure to ensure that any issues you have are resolved quickly and efficiently. The procedure covers the informal resolution of concerns and the formal complaints procedures including the rights and responsibilities of the parties involved.

If you feel you have grounds to lodge a complaint, in the first instance, you are encouraged to raise it informally with the relevant staff member and seek a satisfactory resolution within the College. If necessary, you can discuss the situation with a student advisor in preparation for your informal discussion with the staff member.

If it is not possible to resolve informally, you can formalise your complaint by submitting the details to of your case and associated evidence to Reception or your Student Advisor and this is then considered by the College Director.

If you feel this is a very serious situation, you may send your complaint directly to complaints@waikato.ac.nz. Please visit the [Student Complaints Procedure](#) in the Calendar for more information regarding the process.

Rights and Responsibilities of Parties to a Student Complaint

Parties to a student complaint have the right to:

- be treated with courtesy at all times
- a fair and timely investigation process in accordance with the principles of natural justice
- express their points of view without fear of recrimination
- be advised in writing of all decisions made in relation to the complaint
- appeal the outcome
- in the case of staff members, avail themselves of the [Procedure for Resolving Employment Relationship Problems and Personal Grievances](#).

Parties to a student complaint have a responsibility to:

- treat all parties with courtesy at all times
- respect the points of view of others
- respect the rights of all parties to the complaint with respect to confidentiality
- in the case of the complainant, ensure that the complaint is made in good faith and complies with the requirements of the Student Complaints Procedures
- provide full and accurate information to the person investigating the complaint
- not take any action that may prejudice the situation or be regarded as an act of recrimination against any other party.

If the College is unable to resolve your issue, or if you do not think your complaint has been dealt with adequately you can contact the following:

For issues around finances or contracts:

Contact iStudent Complaints at <https://www.istudent.org.nz/>.

For issues relating to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021:

Concerning student accommodation, your rights as an international learner, your wellbeing and safety, management at the College and some other things:

[Fill in the form you will find here.](#)



Student Life & Services

[Student Life – Advice & Support](#)

Need help navigating your way around student life? Have questions about enrolment, study or graduation? Looking for support? The advice and support services are here to help.

Learn about:

- Student Centre – Advisors/libraries/computers/group rooms
- Student Learning
- Study Advising Programme
- Student Tools - Moodle/Uni App/MyWaikato
- Advocacy - Plagiarism/budgets/financial/tenancy
- Rainbow Alliance – LGBTIQ+ issues
- International Student Support - Visas/insurance/Buddy programme
- Careers
- ITS
- Student Safety – security/bullying
- Justice of the Peace services
- Student Complaints
- Pastoral Care Code – Halls/Well-being

[Student Life – Health & Wellbeing](#)

University can be difficult which is why it's important to stay healthy, physically, mentally, socially and spiritually. Check out our services that support your hauora (health and wellbeing).

Learn about:

- Student Health Centre
- Accessibility Services
- Spirituality – chapel /groups
- UniRec facility
- Just a Thought – mental health support tool
- Sport – clubs/events/high performance
- Wellbeing Hub - space/events/workshops

[Student Life – Get Involved](#)

University is a great place to try new things and meet new students. Find out below how you can get involved in university life here at Waikato.

Learn about:

- Employability Plus Programme
- Global Experience – exchanges/internships
- Māori ki Waikato – accommodation/Support/groups/mentoring
- Pacific Students – support/accommodation/The Conch
- International Student Events – trips/clubs
- Esports Arena
- Student Clubs – 60+ groups
- Parkrun – weekly run

[Library](#)

The library offers many group and quiet study spaces, free tours and tutorials to help improve your learning.

[Waikato Student Union](#)

The WSU provides free and confidential advice and support about academic issues, disciplinary hearings, course concerns, financial hardship and budgeting, help with Studylink, food assistance, tenancy or flatmate disputes, issues with landlords and more.

[Nau Mai NZ](#)

This is your place for information on life as an international student in New Zealand to help you find your way, connect with and explore your new home.

[Student Job Search](#)

From one-off jobs to earn some extra cash, to full-time jobs that launch your career, SJS has opportunities for every step of your study journey. They connect tertiary students and employers throughout New Zealand, helping enrolled and recently graduated tertiary students get the work experience and finance they need to make it through their studies and into the workforce.



Safety and Security on Campus

Emergency phone: 0800 WAIKATO or +64 7 856 2889

In an emergency situation off-campus, call the New Zealand emergency services on **111**.

Please be prepared to state your name, location and whether you require the police, fire service or ambulance.

To contact the University security team (UniSafe) call the main University number which is monitored 24/7 on 0800 WAIKATO (0800 924 5286) or +64 7 838 4444 (International).

On campus, Blue Light phones put you in direct contact with University security staff on campus. If you are ever feeling unsafe, witness suspicious behaviour or would like to request an escort to your car or residential hall, locate a Blue Phone (you will see the bright blue light) to speak to security.

If you have been treated unfairly by another student, including bullying, harmful behaviour or intimidation, first contact the student advisors who will be able to advise you on the next steps.

More detailed information about the University of Waikato campus and map information [can be found here](#).

Useful Phone Numbers

24-hour emergency phone:	0800 924 5286 or 07 856 2889
College Reception:	07 858 5600
Free Healthline:	0800 611 116 anytime
Student Health Centre on campus:	07 838 4037 or 0800 WAIKATO
Anglesea 24-hour Urgent Care Clinic	07 858 0800
Te Rapa 24-hour Urgent Care Clinic	0800 175 175
Mental Health & Addictions Service	0800 Lifeline (0800 543 354) Textline HELP (4357)