

University of Waikato College

Te Kura Huanui

Student Handbook

Certificate of University Preparation (Domestic)

Certificate of Attainment in Foundation Studies (International)



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.

- 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 **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.
- 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 **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



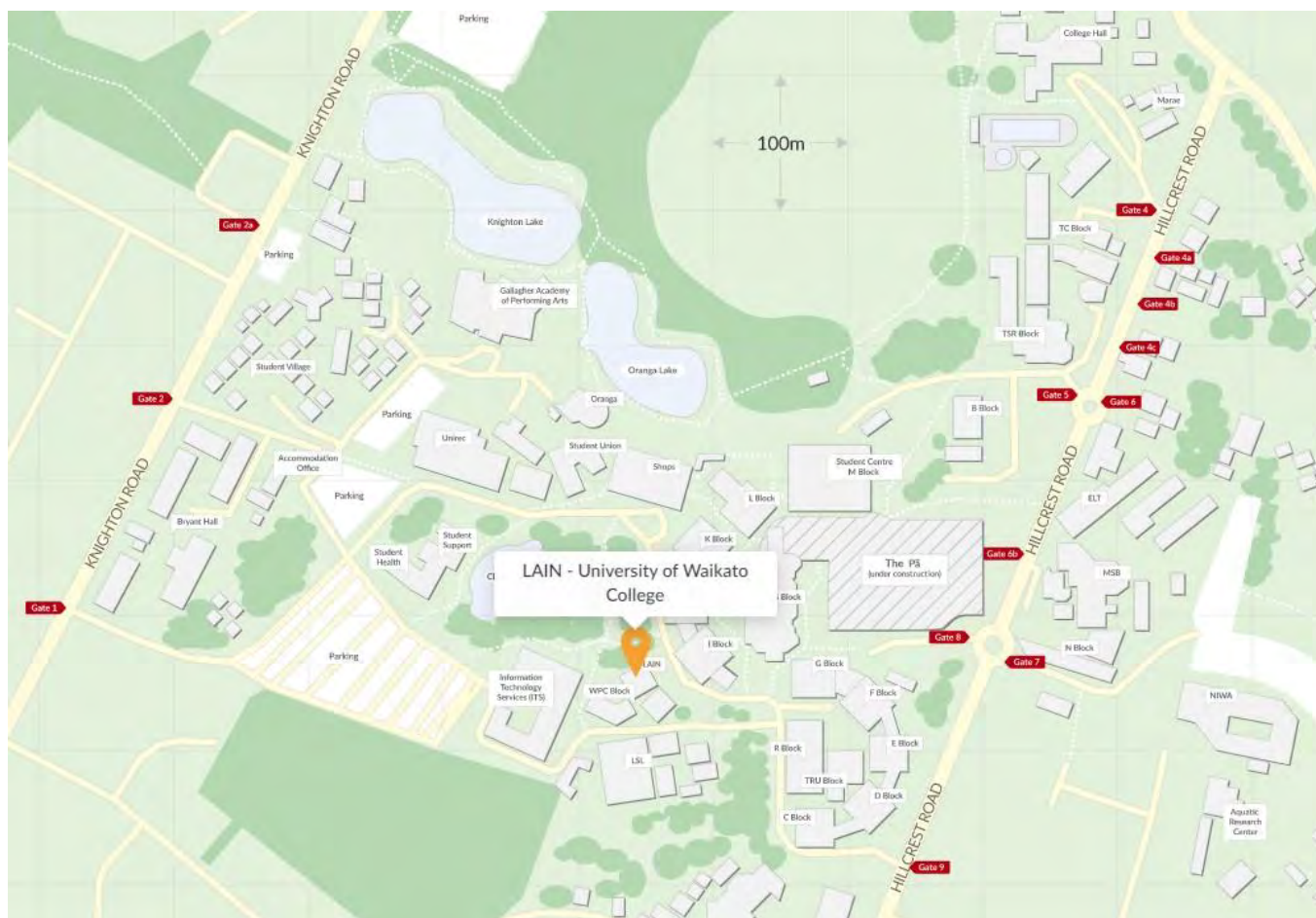
E: waikatocollege@waikato.ac.nz

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 to borrow – frisbees, badminton sets, chess, Cluedo etc (see reception)

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 Experience 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:

Melanie Jones-Leaning

Academic Support Tutor

Room G.24 LAIN Building

P: 07 837 9683

E: melanie.jones-leaning@waikato.ac.nz



Administration

Jane Kamal

Academic Administrator

Reception LAIN Building

P: 07 858 5600

E: jane.kamal@waikato.ac.nz

Management

Susan Phillipps

Manager, Student Experience

Room G.22 LAIN Building

P: 07 858 5682

E: susan.phillipps@waikato.ac.nz

Emergency Assistance

0800 WAIKATO (0800 924 5286) – 24 hours

Foundation Programme Teaching Team

Programme Leader

Charlotte Ferry-Parker (on leave till Jan 2025)

Room: EAS.G.11

E: charlotte.ferry-parker@waikato.ac.nz

P: 07 837 9687



Acting Programme Leader

Dassia Watkins-Matavalea

Paper Convenors

FOUND001: Academic Essentials

Charlotte Ferry-Parker

FOUND002: Foundations of Critical Thought

Dassia Watkins-Matavalea

FOUND003: Foundations of Arts

FOUND004: Foundations of Social Sciences

Anthony Billington

FOUND005: Foundations of Business Studies

Dr Sheerali Arya

FOUND014: Foundations of Business

Financials

Dr Muhammad Taimur

FOUND007: Foundations of Calculus

FOUND008: Mathematics and Statistics

Dr Martin Gwengo

FOUND009: Foundations of Biology

FOUND010: Foundations of Chemistry

FOUND015: Foundations of Health

Dr Sarah Gartner

FOUND011: Foundations of Physics

FOUND012: Foundations of Science

Dr Teresa Fernandez

FOUND021: English for Foundation Studies 1

FOUND022: English for Foundation Studies 2

Various

You will be given contact information for your paper convenors, lecturers and tutors in the first week of class.

Learning at the College

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

- Workshops and tutorials
- Lectures
- Quizzes
- Discussions
- Student presentations
- Group activities
- 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 may be in class (face-to-face) or online, or a combination of the two, called blended learning
- Lectures may be recorded and available on Moodle
- Tests and some assessments may be online
- 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 and tutors 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

Attendance

You are strongly encouraged to attend all lectures, tutorials, workshops and/or labs as this will give you the best chance of success in the programme.

Absences

If you are going to be absent you should advise your teachers or your Academic Support Tutor.

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

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



Timetables

Information on your timetable is provided on the University website here

<https://timetable.waikato.ac.nz/>, in MyWaikato and in Moodle once the trimester has commenced.

Teaching activities are scheduled to last 50 minutes and begin on the hour until (and including) 12 noon, and at 10 minutes past the hour from 1:10 p.m. This allows a lunch break of 20 minutes from 12:50 p.m. to 1:10 p.m. for students with continuous teaching activity commitments. Normal teaching hours at the College usually fall between 9.00 a.m. and 5.00 p.m.

Understanding paper codes

Each paper is identified by an alpha-numeric code. For example:

FOUND002-25A (HAM) Foundations of Critical Thought

FOUND	This is the subject code, in this case Foundation Studies
002	This is the paper number
25A	This is the year and trimester in which the paper is taught
(HAM)	This is the location where the paper is taught

Lecture	A lecture is a presentation by an academic staff member, often in a lecture theatre but not always. Some lectures are online. Some are interactive with participation required from students. Most papers have one or two lectures per week. Students are generally expected to attend each lecture scheduled.
Tutorial	These are meetings of smaller groups of students with a staff member. Tutorials provide an opportunity to discuss the material covered in lectures and are interactive. Most papers offer a number of tutorials each week, and you choose which one to attend (select which best suits your timetable). Most tutorials start in the second week of the trimester but you can check this on the 'Weekly Schedule of Activities' for each paper on timetable.waikato.ac.nz
Workshop, Laboratory, Studio	You might conduct practical experiments or be on a computer in a computer lab. Workshops, labs and studios are like tutorials in that there are generally different options offered each week, and you pick one to go to. Sometimes our staff select a particular lab for you (based on your timetable) and they will notify you on Moodle which lab you are in.
Stream	Sometimes lectures or other activities are divided into more than one class to cater for large numbers of students. When this happens, the same material is covered in both streams each week. If an activity is streamed, you will see an * in the name of it. For example, PAPER202-23A (HAM) LEC01 *A or PAPER202-23A (HAM) LEC01 *B shows that the Lecture 01 has been split into two streams A and B. You pick one - either *A or *B, not both.

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

There is an opportunity at the beginning of the semester to change the papers you have enrolled in. This is only possible if you've already accepted your enrolment agreement. You should seek advice from your Academic Support Tutor before making any changes.

If you need to withdraw completely from your paper(s), you must follow the University's withdrawal procedure outlined below, beginning with a discussion with your Academic Support Tutor.

You can add papers up until the end of the first week of the trimester. You can withdraw from papers with a full refund up until the end of the second week of the trimester. After this date, you could be liable for change of enrolment fees.

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 University.

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
- The Advisor will assist you to lodge an application to withdraw and apply for a refund (if applicable)
- 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



Certificate of University Preparation (CUP)

The Certificate of University Preparation (CUP) is a one-trimester programme that can provide students who have a New Zealand secondary school qualification with the equivalent of University Entrance, as well as the tools and skills needed to confidently transition into degree-level study.

For those needing additional academic preparation, or seeking a career change, then this programme will help you gain the confidence and prepare for university degree study. It will help you develop skills including research, note-taking and essay writing, time management and critical thinking.

Successful completion of the Certificate of University Preparation programme will enable you to progress to any New Zealand university and most degrees at the University of Waikato.

You will be required to take a total of four papers made up of two compulsory and two electives.

Compulsory papers

FOUND001: Academic Essentials

FOUND002: Foundations of Critical Thought

Electives

FOUND003: Foundations of Arts

FOUND004: Foundations of Social Sciences

FOUND005: Foundations of Business Studies

FOUND007: Foundations of Calculus

FOUND008: Mathematics and Statistics

FOUND009: Foundations of Biology

FOUND010: Foundations of Chemistry

FOUND011: Foundations of Physics

FOUND012: Foundations of Science

FOUND014: Foundations of Business Financials

FOUND015: Foundations of Health

Not all electives are offered every semester

- The curriculum develops subject knowledge and skills as well as leadership and teamwork skills to help equip you for university
- The programme offers flexible intakes, with three points of entry during the year in February, July and November
- The papers are taught on the University of Waikato Hamilton campus, so you have access to the same services and facilities as degree level students

Certificate of Attainment in Foundation Studies (CAFS)

Successful completion of the Certificate of Attainment in Foundation Studies (CAFS) guarantees you entry to most University of Waikato undergraduate degrees.

The normal minimum period of enrolment for completion is two trimesters following an approved programme of study. Candidates must gain 120 points, including 45 points from the three compulsory papers.

For students who can demonstrate a sufficiently higher level of writing and academic capability, a one-trimester accelerated option is available. For this option, candidates must gain 60 points, including 30 points from the compulsory papers, as shown below.

Accelerated Five months (one trimester)	Standard Eight to nine months (two trimester*)
Compulsory subjects: English for Foundation Studies 2 Academic Essentials	Compulsory subjects: English for Foundation Studies 1 English for Foundation Studies 2 Academic Essentials
Elective subjects (choose two): Arts Biology Business Financials Business Studies Calculus Chemistry Critical Thought Health Mathematics and Statistics Physics Science Social Sciences	Elective subjects (choose five): Arts Biology Business Financials Business Studies Calculus Chemistry Critical Thought Health Mathematics and Statistics Physics Science Social Sciences

*Completion of the standard programme in eight months includes summer school

- The curriculum develops subject knowledge and skills as well as leadership and teamwork skills to help equip you for university
- The programme offers flexible intakes, with three points of entry during the year in February, July and November
- The papers are taught on the University of Waikato Hamilton campus, so you have access to the same services and facilities as degree level students

Academic Essentials Transition classes

Every week, as a part of the compulsory FOUN001: Academic Essentials paper, you will attend a 'Transition' session. These sessions bring guest lecturers and speakers from all over the University to talk to you about their programmes and services.

You will have the opportunity to hear from:

- College Student Ambassadors – these are students who have successfully completed the CUP or CAFS programmes and have some great advice on how to succeed in your studies.
- A range of speakers from the Schools of Arts, Mathematics, Social Sciences, Health, Psychology, Computer Science, Accounting and Finance, Education, Management, Engineering, Law, Science and more will talk about your study opportunities at the University after completion of your programme.
- There is a Study Options Fair where you can talk with representatives from Future Students, International Office, Employability Plus Programme, Admissions, Scholarships, Careers, Accessibility, Student Union, CeTTL and Tauranga campus teams. There will also be faculty and Maori/Pacific student group representatives available to meet.
- There are transition sessions which are dedicated workshops to help you with assessment preparation.

More information on the transition sessions will be shared with you the first week of classes.



Class Representatives

Class representatives play a key connecting role between fellow students, University staff, and the Waikato Student Union (WSU). The University of Waikato values student representation and student feedback as a core mechanism for maintaining academic quality, the social experience, and to promote a learning partnership between the University and students.

A class rep has an extremely important role. They work collaboratively with staff to enhance the student experience and help to facilitate communication between staff and students. This can involve:

- **Representation**, which might mean voicing and resolving concerns or issues relating to learning experiences in the class.
- **Consultation**: providing constructive feedback regarding subject changes or general students' learning experience to the academic staff.
- **Learning enhancement** by contributing to improvements of learning experience with regards to teaching and learning.

Class reps run the evaluations of papers and teachers at the end of every trimester. This evaluation process is an important way for the University to improve teaching and learning.

Each undergraduate class, regardless of size, elects at least one class rep at the beginning of each trimester.

Class reps have their participation recorded on their transcript through the Employability Plus Programme, so you have a record to show future employers.

Class reps can go on to represent students on a number of other University committees, such as Divisional Boards and the Academic Board.

[For more information see here.](#)

Student Ambassador Programme

Student Ambassadors represent the University at many events around the country, speaking with prospective students and their parents, about everything Waikato has to offer. In addition, Ambassadors assist us with many on-campus outreach initiatives such as Orientation, Transition classes, event coordination, phone calling of prospective students, various Student Centre front-desk duties and campus tours.

If you are interested in becoming a Student Ambassador talk with your Student Advisor.

Information for International Students

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](#).

International Buddy Programme

The International Buddy Programme (IBP) is a joint venture between the Study Abroad Network (a student club) and the International Student Services Office.

Designed by students specifically for international students as a way to ease the transition into their new environment and set them on the path to success in both their studies at the University of Waikato and life in New Zealand.

More information on how to apply for the International Buddy Programme [can be found here](#).

Things to do in the Waikato

Straddling the mighty 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 in the Waikato:

<https://www.waikatonz.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.

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.



W

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 a 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, cheating 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, tutor 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 or your class representative 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.

What your student services fee funds

A directive from the Ministry of Education ensures that the fee can only be used to fund specific designated services. Areas that the SSF fund are:

Advocacy and Legal

Advocating on behalf of individual students and groups of students and providing independent support to resolve problems. This includes advocacy and legal advice relating to accommodation.

Careers information, advice and guidance

Supporting students' transition into post-study employment.

Counselling services

Providing non-academic counselling and pastoral care, such as chaplains.

Employment information

Providing information about employment opportunities for students while they are studying.

Financial support and advice

Providing hardship assistance and advice to students on financial issues.

Health services

Providing health care and related welfare services.

Media

Supporting the production and dissemination of information by students to students, including newspapers, radio, television and internet-based media.

Childcare services

Providing affordable childcare services while parents are studying.

Clubs and societies

Supporting student clubs and societies, including the provision of administrative support and facilities for clubs and societies.

Sports, recreation and cultural activities

Providing sports, recreation and cultural activities for students.



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
- Information Technology Services
- 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 WAIKATO (0800 924 5286) or 07 856 2889
College Reception:	07 858 5600
Studylink	0800 88 99 00
Study Link support:	0800 WAIKATO (0800 924 5286) ext 4790 Nadine Hayes: n.hayes@waikato.ac.nz
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)