

INTERNATIONAL STUDENT HANDBOOK

2025

BETHLEHEM TERTIARY INSTITUTE



bti 
bethlehem
tertiary institute
TE WHARE TAUIRA O PETEREHEMA

bti 
bethlehem
tertiary institute
TE WHARE TAUIRA O PETEREHEMA
0800 BETHLEHEM | www.bti.co.nz

Welcome to Bethlehem Tertiary Institute! We are delighted you are here.

CONTENTS	Page
LIFE AT BETHLEHEM TERTIARY INSTITUTE	3
<u>Academic Support and English Language Support</u>	3
<u>BTI Teaching Qualifications</u>	
<u>Contact Person for International Students</u>	
<u>Interviews</u>	4
<u>Pastoral care, support and counselling</u>	
<u>Student Concerns and Complaints</u>	5
<u>Student Concerns and Complaint Flow Chart</u>	6
<u>Code of Practice for Learner Wellbeing and Safety</u>	7
<u>Study at BTI</u>	9
<u>Useful items to bring</u>	
<u>Withdrawal from your course and Refund of Student Fees</u>	10
TAURANGA INFORMATION	11
<u>Accommodation</u>	11
<u>Climate</u>	12
<u>Community Facilities and Events in Tauranga</u>	
<u>Driving in New Zealand</u>	
<u>Moving around in Tauranga</u>	13
<u>Recreation</u>	
<u>Shopping</u>	
<u>Tauranga city</u>	14
LIVING IN NEW ZEALAND	15
<u>Culture Shock</u>	15
<u>Education – learning in NZ</u>	17
<u>Employment</u>	
<u>Health Matters</u>	18
<u>Immigration and visas</u>	19
<u>Keeping Safe</u>	20
<u>Money and banking</u>	
<u>New Zealand Law</u>	21
<u>New Zealand slang</u>	22
<u>Summer</u>	
<u>Te Tiriti o Waitangi & Maori Culture</u>	
<u>Travelling in NZ</u>	23



LIFE AT BETHLEHEM TERTIARY INSTITUTE

There is a lot of general information about the Institute on our website <https://www.bti.ac.nz/> and information particularly for International students at http://www.bethlehem.ac.nz/acatalog/International_Students.html

Academic Support and English Language Support:

We encourage you to contact the Academic Support Team if you feel you are struggling with academic or language issues – help is at hand! You can also contact your Year Group Mentor or Course Coordinator for any study-related problems.

Topics include:

Academic writing
Bibliographies and referencing
Computer materials
English for speakers of other languages
Essays
Exams
Note-taking
Numeracy

Parts of speech
Punctuation
Reading skills
Report writing
Referencing
Seminars
Spelling

Spotting/correcting errors
Study skills
Technology
Time management
Tutorials
Unbiased language

There is also information on the “Academic Support” page on BTIonline, which includes a link to make an appointment to see a Learning Advisor.

BTI Teaching Qualifications

Will a Bachelor of Education (Teaching) degree programme from BTI qualify me to teach in New Zealand?

Changes are being made to the Post Study Work Visa settings. Please go to the Immigration NZ website for the latest information (<https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/tools-and-information/work-and-employment/acceptable-qualifications-for-a-post-study-work-visa>)

Will I be qualified to teach in my own country?

You will need to check this with the teacher registration body in your own country before you come.

Contact Person for International Students

Rhena Kulasingham
International Student Coordinator
Bethlehem Tertiary Institute, Private Bag 12015, Tauranga 3143, New Zealand

Phone: +64-7-572 2952
E-mail: r.kulasingham@bti.ac.nz

Interviews

For some programmes an interview is required. Once your application has been received, a telephone or Skype interview with a panel of staff from BTI will be organised unless you live near enough to come in person.

Pastoral Care Support and Counselling

Personal and emotional issues • Adjusting to life in New Zealand • Homesickness • Pastoral care support (health and wellbeing) • Finance • Accommodation • Insurance questions • General enquiries •

Please contact the International Student Coordinator who is available to talk about any of these issues.

A list of suggested local counsellors is available on request.

We also have a "[Where to go for help](#)" chart.

Refund Policy for International Students

Withdrawal before the start of the academic year as stated in the programme specific calendar (this includes situations when your student visa has been declined)

- a. If withdrawal is more than 2 weeks before the advertised programme commencement date, students receive a full refund.
- b. If withdrawal is less than 2 weeks before the advertised programme commencement date, students receive a refund less a 10% administration fee or \$500, whichever is the lesser. If fees have not been paid, the administration fee is still payable to BTI.

Withdrawal after the start of the academic year

If an international student (including an offshore student) withdraws before the published withdrawal date (up until the end of the tenth working day after the start date of the programme), the student is entitled to receive a full refund less a deduction for costs incurred up to a maximum of 25% of fees paid, provided BTI incurred costs to this amount and can justify these costs.

If a student withdraws after the published withdrawal date (after the tenth working day of the start date of the programme) and fees have been paid:

- i. there will be no refund of fees for full year or first semester courses.
- ii. fees paid for second or subsequent semesters will be refunded less an administration fee of 10% or \$500.00, whichever is the lesser.
- iii. if fees have not been paid, the full fee for that semester is still payable to BTI.

BTI will immediately notify Immigration New Zealand if an international student withdraws or if a student's enrolment is terminated.

Please see [Policy SG.23 Refund of Student Fees](#) for more information.

Student Concerns and Complaints

When you come to New Zealand, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here. It is our desire that you enjoy your journey with us at Bethlehem Tertiary Institute and we are committed to providing a safe and pleasant environment. Concerns and complaints are treated seriously and BTI will attempt to resolve them in a timely manner.

If you have a complaint, it is important that you go through the right steps. If you have any concerns with a staff member or a student, try to resolve the problem directly with the person(s) concerned. Wherever possible, issues should be resolved by a process of discussion and prayer.

If the matter is not resolved, please talk to the International Student Coordinator or Cohort Mentor (SoTE) or Ngā Maunga Āwhina (SoSP) in the first instance. If the matter is not resolved, direct your concern to your Programme Leader.

Student Concerns and Complaints Policy (also available on BTI website: <https://bti.ac.nz/student-life/other/concerns-complaints/>)

1. All concerns and complaints shall be dealt with in a manner that is respectful and likely to gain early resolution.
2. In accordance with the principles of Matthew 18, students must make every attempt to resolve concerns at the earliest opportunity with those most directly involved within the programme or service group in which it originated, unless it is deemed by the complainant or support person to be of a particularly serious nature.
3. In such cases the complainant can write to the Student Engagement Coordinator outlining the issue and requesting an appointment.
4. All concerns or complaints must be raised within 30 days of the event causing the concern or complaint, or from the time that the event came to the notice of the complainant.
5. In any meetings or discussions, complainants have the right to a support person.
6. In the event of a complainant feeling that initial efforts to resolve a disagreement are unsuccessful, the complainant may make written approach to the Executive Leadership Team (ELT).
7. A complaint forwarded in writing to the ELT will be fully investigated before a decision is made and resolution sought. The decision of the ELT will be communicated in writing.
8. Where a complaint relates to harassment, the relevant policy should be applied.
9. In the case of 'distance' students, then the use of either telephone or a digital platform (Skype, Zoom, Collaborate or Facetime) contact could replace face-to-face meetings.
10. Where a complainant is not satisfied with the decision of the ELT, they may appeal in writing to the Chairperson, BTI Board of Directors.

In the case of an international student having been through the above process, and dissatisfied with the outcome, and the complaint is not resolved, then you can contact NZQA

New Zealand Qualifications Authority (NZQA) (Pastoral Care Code compliance complaints)

If you believe that BTI is failing to meet the outcomes or requirements of the Pastoral Care Code, you can make a complaint to NZQA as the administrator of the Code

If students are not satisfied with how BTI has responded to their formal complaint, they can escalate their complaint and make a formal complaint to NZQA.

NZQA can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next. Your complaint should be about a specific process or practice that your education provider did that was unfair or inequitable – and as such, might need to be improved to be compliant with NZQA regulations.

NZQA is not a dispute resolution service and generally cannot help you get a refund or a specific solution. There is an [online form](#) if you would like to get advice about your concerns about an education provider.

To make a formal complaint to NZQA:

1. Download the formal complaints form and put in all the details of your complaint.

Make sure you give contact details for everyone who is covered in the complaint.

2. Collect evidence for your complaint. Include evidence that will support your complaint and let NZQA fully investigate it.
3. Send the form and your evidence to NZQA. You can email it all to: risk@nzqa.govt.nz or

Post it all to:
Risk Management, NZQA
PO Box 160
Wellington, 6140

For more information, go to the NZQA website at:

https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/#e10198_heading1

Contractual or Financial Disputes (<https://www.studycomplaints.org.nz/>)

Study Complaints was set up to resolve financial and contractual disputes (for example an enrolment or refund of fees etc). There is no cost to you for this service.

Students can contact the service on:

- Free phone: 0800 00 66 75
- Email: help@studycomplaints.org.nz
- Online: www.studycomplaints.org.nz

Other complaint bodies that may be able to help

Someone's safety being at risk:

[New Zealand Police](#)

[WorkSafe New Zealand](#)

Discrimination:

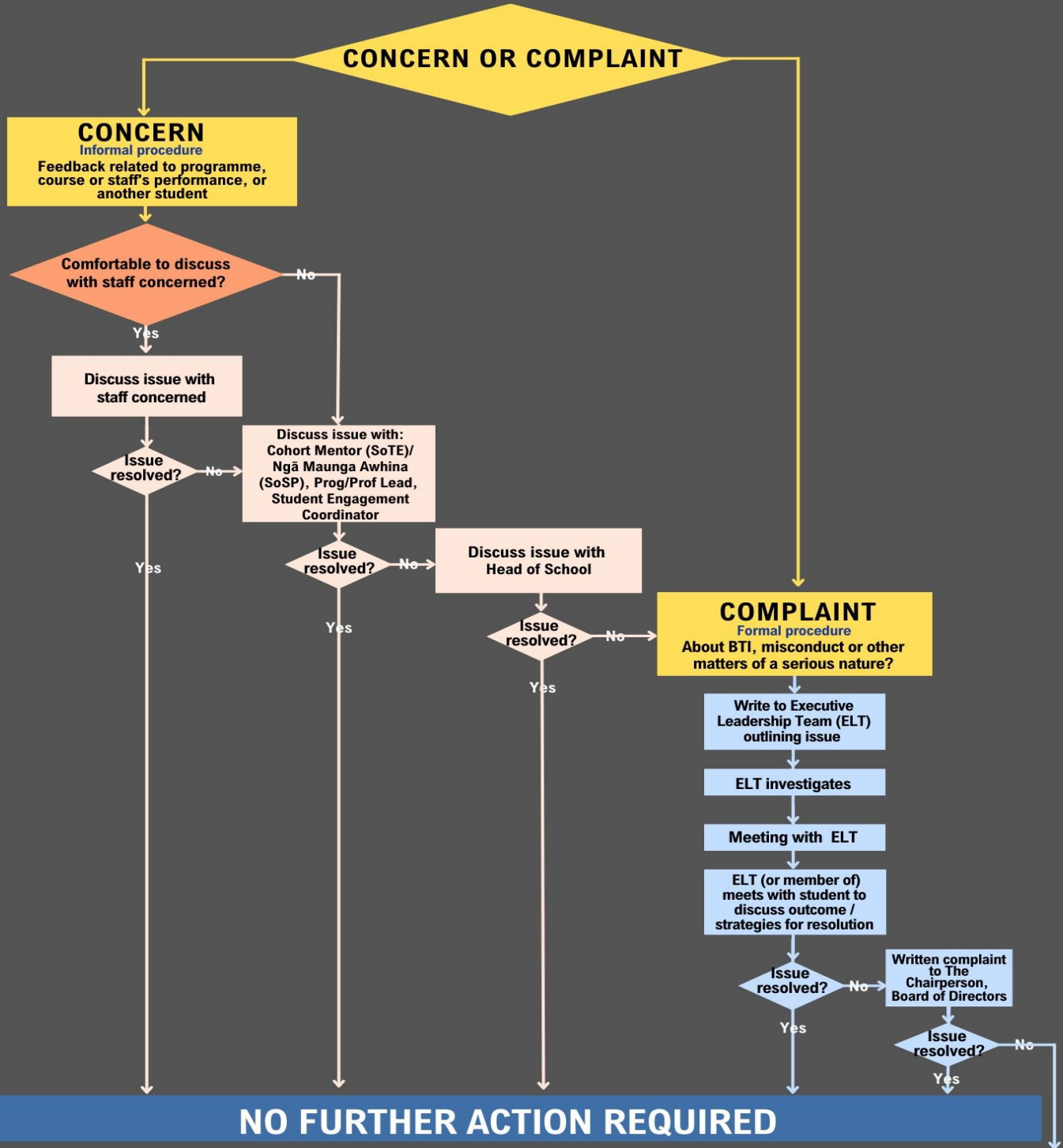
[Human Rights Commission](#)

How information about you has been stored or used:

[Privacy Commissioner](#)

STUDENT COMPLAINT PROCESS FLOWCHART

STUDENT CONCERNS AND COMPLAINTS FLOWCHART



- The above process is outlined in SG.23 Student Concerns and Complaints Policy.
 - In any meetings or discussions, all parties have the right to a support person.
- If you have been through the above formal process, and dissatisfied with the outcome, you may contact:

Study Complaints

If you are an international student or a domestic tertiary learner and you have an unresolved complaint (financial or contractual dispute) about a New Zealand education provider, you can contact Study Complaints at <https://www.studycomplaints.org.nz/>

NZQA

- To make a formal complaint to NZQA about an education provider:
Download and complete the formal complaint form
<https://www.nzqa.govt.nz/assets/About-us/Complaints-Form.pdf>
1. Collect evidence for your complaint. Include evidence that will support your complaint and let NZQA fully investigate it.
 2. Email a scan of your completed form, along with any supporting evidence, to risk@nzqa.govt.nz or post it all to:
Risk Management, NZQA, P O Box 160, Wellington 6140.
 3. For more information, contact NZQA at 0800 697 296 or visit the NZQA website:
<https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/>

Code of Practice for Learner Wellbeing and Safety

The purpose of the Code

The Code for learner wellbeing and safety sets out the roles and responsibilities of tertiary education organisations in promoting and supporting your wellbeing, development and educational achievement.

Under the Code, BTI should be helping you to be:

- safe, physically, and mentally
- respected and accepted for who you are
- supported in your learning and wellbeing
- connected with your social and cultural networks and
- able to have your say in decisions about services.

In addition to the above:

- Respond to the distinct wellbeing and safety needs of international tertiary learners
- International learners are informed in the following areas – offer, enrolment, contracts, insurance and visa
- International learners receive appropriate orientations, information and advice
- Safety and appropriate supervision of international tertiary learners

Visit the [NZQA website](#) for full details of what's covered in the [Code](#) (PDF).

To view a [summary of the code for tertiary international learners](#).

Or visit the [NZQA website](#) for more info about the Code.



Studying at BTI

Each 10-credit course has an expectation of 100 hours of work, a mix of in-class time and your own study, often including some online activities. Many students for whom English is an additional language will need to allow more time than this however, if they are slower at reading and writing in English. Fifteen-credit courses are expected to take a total of 150 hours.

Lecturers expect that students will be self-directed in their learning and take responsibility to attend lectures and do the reading as the semester progresses.



Useful Items to Bring

- A Bible in your own language
- Everyday casual clothes for lectures and evenings
- Photos of family and home
- Sleeping bag
- Smart clothes to wear on Practicum.
- Something more formal to wear if you wish for special occasions.
- Swim wear (we have hot pools here, so bring togs even in winter!)
- Winter clothing should include a warm coat or jacket, sweater, jeans, hat, gloves and wet weather gear.
- Other useful items could include a torch, laptop, clock, camera, musical instrument, sunglasses etc.

Withdrawal From your course and Refund of Student Fees

1. Any full-time or part-time student who withdraws from a programme or course within the first half of the academic semester, completes the formal documentation, and receives approval for withdrawal from Academic Board shall have "WD" entered in the student regulations. The Academic Board reserves the right to not approve the WD if deemed inappropriate.
2. If a student ceases to attend and/or complete required learning activities but does not withdraw formally, or withdraws after the halfway point of the academic semester, this shall be deemed an informal withdrawal and "DNC" shall be entered in the student regulations.
3. Eligibility for refund of fees is dependent upon formal withdrawal being made as determined by the guidelines of Policy [SG.23 Refund of Student Fees](#).

Refund of Student Fees:

Early Withdrawal - if an international student withdraws before the published withdrawal date (up until the end of the tenth working day after the start date of the programme), the student is entitled to receive a full refund less a deduction for costs incurred by up to a maximum of 25% of fees paid, provided BTI incurred costs to this amount and can justify these costs.

If a student withdraws after the published withdrawal date for the academic year of their programme, and fees have been paid:

- i. there will be no refund in respect of the fees for full year or first semester courses.
- ii. fees paid for second or subsequent semesters will be refunded less an administration fee of 10% or \$500.00, whichever is the lesser.
- iii. if fees have not been paid, the full fee for that semester is still payable to BTI. In addition, plus the administration fee for the second or subsequent semester will also apply

BTI will notify Immigration New Zealand Service if an international student withdraws or if a student's enrolment is terminated.

TAURANGA INFORMATION

Accommodation

There is no onsite accommodation available at this time at Bethlehem Tertiary Institute. Your accommodation needs to be arranged before you arrive in New Zealand for visa purposes.

Private Board/Homestay

Many first year BTI students arrange private board or home-stay accommodation with a New Zealand family. You will live as a family member, have your own room, and be provided with all meals. Current costs are approximately NZ \$230-280 per week. New Zealand law does not allow you to work for a family in lieu of board payments.

There is an administration charge if you would like us to arrange accommodation for you. Please get in touch with us as soon as possible after being accepted into BTI if you would like us to do so, enclosing the administration charge of NZ\$300 to cover costs. You will also need to complete a completed Student Information Sheet so that we can match your preferences to where you stay as much as possible. This is available upon request.

The International Coordinator who will oversee this process. Payments to your Homestay Hosts are made directly to them on a regular basis (weekly or fortnightly) after you arrive.

Please contact the International Coordinator for Homestay Information.

Other Accommodation options

You may prefer to stay in a flat with other students. You would then be responsible for providing your own food, and looking after yourself. You could usually expect to have your own bedroom, with shared living and bathroom facilities. Costs can vary a great deal. Have a look at the Tauranga rentals section of Trade Me or search the internet for other Tauranga homestay or rental options and costs.

There is an Accommodation Directory available at Reception of both private board and flatting possibilities. Please request this by email from reception@bti.ac.nz. Please note that these places, though offered to BTI and frequently used in previous years by other students, have not been checked for suitability by staff here.

Rental possibilities

Christian accommodation New Zealand <https://canz.co.nz/>

Tourism Bay of Plenty <https://www.tourism.net.nz/region/bay-of-plenty/accommodation>

TradeMe <https://www.trademe.co.nz/flatmates-wanted>

Real Estate companies <https://www.realestate.co.nz/residential/rental/bay-of-plenty>

Wherever you end up staying, it is very important that you keep BTI informed of your contact, physical address details and those of your next of kin at all times, and immediately let us know any changes to those during your time here.

Information about renting a house or flat that you may find useful:

The Residential Tenancies Amendment Act

<http://www.legislation.govt.nz/act/public/1986/0120/latest/DLM94278.html?src=qs>

Tenancy Services <https://www.tenancy.govt.nz/>

Tenancy laws in NZ <http://www.virtualrealty.co.nz/rentlaw.html>

Tenancy Tribunal information (If you have problems with a landlord)

<https://www.tenancy.govt.nz/disputes/>

Climate

Tauranga has the second largest number of sunshine hours in New Zealand! The area is often called the 'sunny Bay of Plenty'. Find out more about our current weather, overall climate, temperature range and so on at <https://www.metservice.com/>

Community Facilities and Events in Tauranga



For community services:



<https://www.tauranga.govt.nz/community/community-services>

For events in **Tauranga** & surrounds. <https://www.mytauranga.co.nz/>

Driving in New Zealand

If you have a licence in your own country, you can apply for an International Driver's Licence before you leave. This is valid for one year before you need to take the New Zealand driving tests. Check with the New Zealand Embassy in your own country for further details of requirements:

<https://www.mfat.govt.nz/en/embassies/>

- Keep LEFT! We drive on the left-hand side of the road.
- Always wear your seat belt.
- Keep to the speed limit and always stop at STOP signs.
- Overtake other vehicles only when it's safe to do so. Use passing lanes and never cross a solid yellow line on your side of the centre line.
- Stay well-rested.
- Drive to the conditions. You'll need to reduce your speed if it's raining, icy, snowing, windy.
- Do not drink and drive. Driving under the influence of alcohol or drugs is a crime.
- It's illegal to use a mobile phone while driving in New Zealand.

For information and advice on driving laws and road traffic safety in New Zealand visit:

NZ Road Code Info:

www.nzta.govt.nz/resources/roadcode/

Overseas drivers driving in NZ information: www.nzta.govt.nz/safety/driving-safely/visiting-drivers/#driving

Buying a car in NZ:

<https://www.nzta.govt.nz/vehicles/buying-and-selling-a-vehicle/buying-a-vehicle/>



Moving around in Tauranga

Pedestrian Safety

- Look both ways before crossing the road
- Use pedestrian crossings
-

www.nzta.govt.nz/walking-cycling-and-public-transport/walking/walking-in-new-zealand/how-to-stay-safe-when-walking/#:~:text=Using%20shared%20paths-,_General%20tips%20for%20safe%20walking,near%20roads%20or%20in%20carparks

Cycling in NZ

- Wear a helmet (it's NZ law)
 - All road rules apply to cyclists
 - Have good lights if cycling in the dark
- <https://www.nzta.govt.nz/roadcode/code-for-cycling/>



Taking the bus to BTI

A local Hopper bus service from the centre of Tauranga city to Bethlehem (Route 62) is available which picks up and delivers students to the campus

www.baybus.co.nz/tauranga-western-bay/tauranga-and-western-bay-from-14-june/bethlehem/

Recreation

Bethlehem Tertiary Institute views recreation as a spiritual activity that refreshes the whole person, so we encourage students to participate in various forms of re-creation throughout the year. The activities listed below, some campus sponsored, some student initiated, are just a few of the recreation experiences that you will have the opportunity to pursue.

- Camping
- Hiking
- Horseback riding
- Mountain biking
- Rock climbing
- Skiing
- Snow boarding
- Surfing
- White-water kayaking



Have a look at this website for walks, parks, tracks and other recreational options in the area:

<https://www.doc.govt.nz/parks-and-recreation/things-to-do/walking-and-tramping/track-categories/>

Shopping

Most shops are open 7 days a week (except for some public holidays)

- Supermarkets are usually open between 7am and 9pm
- Other shops between 9am and 5pm
- Shopping Areas: Bethlehem Shopping Centre, Bayfair, Tauranga Crossing



Tauranga City

Tauranga is the city with the largest population in the sunny Bay of Plenty. More information and photos can be found on:

<http://www.bayofplentytimes.co.nz/> for the local newspaper online

<https://www.tourism.net.nz/attractions-and-activities#tab-categories> or

<https://www.newzealand.com/nz/tauranga/> for ideas of attractions and things to do in the area

<http://www.tauranga.govt.nz/> for Tauranga city council information including local libraries

<http://www.baycourt.co.nz/> for what's on at Baycourt Community and Arts Centre



LIVING IN NEW ZEALAND

Culture Shock

When you study abroad, your daily routine, culture, and the attitudes of people around you are no longer familiar. The process of recognizing, understanding, and adapting to these changes is called culture shock.

Much of our behaviour, like gestures, tone of voice, how we wait in lines (or don't wait), and interact, rely on collectively understood cultural cues. However, we don't actively pay attention to these -- they're our unspoken norm. In a new country, we become more aware of these cultural differences because they are different from our norm. This act of feeling disoriented and processing new ways of life, attitudes, and cultural norms is by definition "culture shock".

Tips for Dealing with Culture Shock

1. Learn about your host country and its culture

Read through travel forums, guidebooks and news reports. Get to know as much as you can about what's considered polite or rude in your host country. Be open-minded. Treat everything new as a chance to gain knowledge about the culture. Turn the shock into a learning experience or even treat it like an adventure, because to be honest, that's what it is!

2. Ask questions

Studying abroad in a new country can be difficult from the beginning and majority of the people around you know this. You'd be surprised how much people will be willing to help you. If you don't ask any questions, you're not going to get any answers.



3. Talk to other students about how you feel

You're likely to know other students who are studying abroad with you. Talk to them about how they feel about your host culture, strategies they've used to cope with cultural differences. Also, learn from them. They may have figured out something you're still confused about -- like why everyone keeps saying a particular phrase etc.

4. Find a healthy distraction

Take some time to yourself, watch an episode of your favorite TV show, cook a meal from home, or have a solo dance party in your house.

5. Make friends and establish connections

Culture shock has less of an effect if you are with people. This is particularly better if you are alongside other students also in the same boat, as you can go through the process together but also push yourself to make local friends. They're experts in their own culture and will be able to explain all the crazy little questions you have, and they'll pull you aside and tell you if you're doing something offensive or weird.

Making friends is very important, especially at the beginning as those friendships play a big part of your study experience as a whole.

6. Try to see things through your host culture's eyes

As you go through culture shock, try to put your own worldview in your pocket and try to understand the world the way your host culture does. Maybe you don't agree with some philosophies, and maybe it doesn't make sense within your own cultural context, and it doesn't have to. Just try to understand where they're coming from. Ask questions, be non-judgemental.

7. Get involved with the local community

Part of your feelings of culture shock may be because you feel like too much of an outsider, so get involved in your local community as much as possible. If you went to church at home, go to church there. If you volunteered at home, find a volunteer project in your host city. Join a sports team, go to major festivals, and make this new home a home!

8. Make an effort to learn the local language

Even if your programme is in English, make an effort to learn a few basic phrases (or more!) in the local language. It's not just a way to understand more of the culture (language and culture are linked), but also to make friends, feel more included, and hey -- it's just fun!

It is definitely not easy dealing with culture shock, but it is important to know that there are people always available to help you. You can always go to them for advice (see Pastoral Care and Counselling).



Depression

In some cases, culture shock can trigger depression. If you fear you are on the verge of or already in this state, don't try to get through it alone. Talk to a friend or the International Student Support Person. Don't isolate yourself.

Education – Learning in NZ

Many students find that what is expected of a student in New Zealand is very different from what they are used to. NZ educators value active participation in class. Students are expected to ask questions and research answers for themselves. They are expected to think independently and creatively. You will also be expected to complete background readings during the coursework. Teachers facilitate your learning, but do not provide all that you will need to know.



Study in New Zealand <https://www.studywithnewzealand.govt.nz/en/why-new-zealand/living-in-new-zealand>

Employment

Students doing a course lasting two or more years are allowed to work up to 20 hours per week during the academic year. They are also eligible to work full-time over the summer holiday period.



You should always check the conditions of your student visa to see if you meet the requirements to be allowed to work, and the restrictions on the type of work you will be allowed to do. You can also apply for a variation of conditions at a later date, as long as your student visa is current.

Jobs are not always easy to come by and, by law, preference has to be given to New Zealand citizens or residents.

For more information, check out page 7-8 of the Student Visa Guide - <http://www.immigration.govt.nz/NR/rdonlyres/8D76710A-1F4A-452F-8C5D-8663738F560A/0/1013.pdf>

Please check the Ministry of Business, Innovation & Employment website for changes to the minimum wage:

<https://www.mbie.govt.nz/business-and-employment/employment-and-skills/employment-legislation-reviews/minimum-wage-reviews/>

Health Matters

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly-funded health services are available through the Ministry of Health, and can be viewed on their website at <http://www.moh.govt.nz/eligibility>.

Health Care in NZ

1. General Practitioner (GP)

For urgent, less serious health concerns, call or visit your family doctor (GP)

2. Accident and Medical Clinic (urgent care)

For urgent, less serious health concerns when you are not able to see your GP or after hours. Second Ave Health at 19, 2nd Ave, Tauranga (07-577 0010), opened from 8am - 9pm

3. Hospital Emergency Department

For medical emergencies, call 111 for an ambulance or go directly to: Tauranga Hospital, 829 Cameron Road, Tauranga.

There is a Health Centre (Bethlehem Family Doctors) on Elder Lane immediately opposite the BTI Campus, comprising doctors, nurses, and a psychologist (<https://www.bfd.co.nz/>).

Please see below for useful links to help you find a GP as well as links to other helpful websites.

Counselling

Counsellors available in the Tauranga area:

<https://nzac.in1touch.org/client/roster/clientRosterView.html?clientRosterId=677>
www.nzcca.org.nz/find-a-counsellor/

General Practitioners in Tauranga

<https://www.healthpoint.co.nz/gps-accident-urgent-medical-care/bay-of-plenty/>
Doctors' visits are approx. \$110 (NZD).



Hospitals

<http://www.health.govt.nz/our-work/hospitals-and-specialist-care/public-hospitals/contact-details-public-hospitals-0#bayofplenty>

Health requirements

Health requirements for entry into New Zealand change from time to time. Please check the most up-to-date information on: www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/tools-and-information/medical-info

Family Planning

Advice on contraception and issues of sexuality issues see Family Planning Association www.familyplanning.org.nz or ring 578 8539

Smoking, drugs and alcohol

Smoking, drugs and alcohol are all forbidden on this campus.

For a further list of health resources, contacts and fact sheets on a wide range of topics: <http://www.justlanded.com/english/New-Zealand/New-Zealand-Guide/Health>

Immigration and Visas

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at: <http://www.immigration.govt.nz>

All international students must have a valid visa that allows them to study at BTI:
<https://www.immigration.govt.nz/new-zealand-visas/options/study/explore-student-visas>

How much money will I need?

The New Zealand government requires evidence that you can support yourself while studying. Current information can be found on:

<https://www.studyinnewzealand.govt.nz/live-work/cost-of-living/>

What do I need to apply for a student visa?

Check out: www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/about-visa/full-fee-paying-student-visa or the Student Visa Guide at

<http://www.immigration.govt.nz/NR/rdonlyres/8D76710A-1F4A-452F-8C5D-8663738F560A/0/1013.pdf>

Remember, if your visa status changes, you will need to notify us at BTI immediately. We will then need a photocopy of your new visa or permit for your student file.

You can call Immigration Contact Centre from 6:00am Monday to midnight on Saturday (NZT):

Contact Centre (Toll-free from NZ landlines only):	0508 558 855
Auckland:	09 914 4100
Wellington:	04 910 9915
Rest of the world:	+64 9 914 4100

You may contact an immigration adviser licensed under the Immigration Advisers Licensing Act 2007. A register of licensed immigration advisers is available from the Immigration Advisers Authority website at: <https://www.iaa.govt.nz/for-advisers/adviser-tools/licensing-toolkit/register-of-licensed-immigration-advisers/>

You may seek advice from a person that is exempt from being licensed under the Immigration Advisers Licensing Act 2007. Information about who is exempt can be found at: <https://iaa.ewr.govt.nz/PublicRegister/Exempt.aspx>



Keeping Safe

Walking alone at night

- Where possible, always keep to well-lit areas.
- Keep bags containing valuables, wallets, purses etc close to your body
- Keep your cell phone where you can reach it.
- Walk close to the gutter, not beside shop doorways.
- Walk facing the traffic.
- If you think someone is following you
- Keep looking ahead and walk briskly.
- Cross the road and see if they follow.
- If they do, go to the nearest place where there are people.
- Call 111 and ask for Police.

If a driver stops and asks you for directions

- Be polite but stay out of reach.
- If you don't trust them, walk away quickly in the opposite direction.
- Don't accept a lift from a stranger.

For more information:

https://www.police.govt.nz/advice/personal-community/keeping-safe?utm_source=newzealandnow.govt.nz and

<https://www.police.govt.nz/sites/default/files/publications/guide-to-crime-prevention-english.pdf>

Information regarding sexual violation – what it is, and NZ laws related to it.

www.police.govt.nz/advice-services/sexual-assault-and-consent/understanding-sexual-assault-and-consent

Money and banking

We do not recommend carrying large sums of cash on your person. Opening an account in New Zealand is fast and easy. To open a bank account in NZ, you are likely to need your passport, proof of your residential address in New Zealand, and student visa. Some banks may ask for the Tax Identification Number (TIN) from your home country and some may also ask for a New Zealand IRD tax number.

Using a card is the most common way to pay in New Zealand, even for relatively small purchases. Debit cards are known as EFTPOS and can be used at most places to pay for goods and services electronically. ATMs (Automatic Teller Machines) allow you to withdraw money 24 hours a day, 7 days a week.

Information on banks <https://www.internations.org/go/moving-to-new-zealand/banks-taxes>

New Zealand Law

To find out about New Zealand law and your legal rights visit:
<http://www.legislation.govt.nz/default.aspx>

The following websites also contain useful information on a range of issues:

[The Citizens' Advice Bureau](http://www.cab.org.nz/Pages/home.aspx) provides free advice on many areas of NZ life and law
<http://www.cab.org.nz/Pages/home.aspx>

[The Consumer Guarantees Act 1993](http://www.legislation.govt.nz/act/public/1993/0091/latest/DLM1331053.html) - information about guarantees for goods and services:
<http://www.legislation.govt.nz/act/public/1993/0091/latest/DLM1331053.html>
<https://www.consumerprotection.govt.nz/>

[The Disputes Tribunals Act 1988](http://www.legislation.govt.nz/act/public/1988/0110/latest/DLM133282.html) - relates to small claims:
<http://www.legislation.govt.nz/act/public/1988/0110/latest/DLM133282.html>
<https://disputestribunal.govt.nz/>

[The Education Act 1989](http://www.legislation.govt.nz/act/public/1989/0080/latest/DLM175959.html) - about student rights and responsibilities relating to education in NZ:
<http://www.legislation.govt.nz/act/public/1989/0080/latest/DLM175959.html>

[The Fair Trading Act 1986](http://www.legislation.govt.nz/act/public/1986/0121/latest/DLM96439.html) - about the supply of goods and services, and product safety:
<http://www.legislation.govt.nz/act/public/1986/0121/latest/DLM96439.html>

[The Human Rights Act 1993](http://www.legislation.govt.nz/act/public/1993/0082/latest/DLM304212.html) - information about harassment and discrimination
<http://www.legislation.govt.nz/act/public/1993/0082/latest/DLM304212.html>
<https://www.hrc.co.nz/>

[The Immigration Act 1987](http://www.legislation.govt.nz/act/public/1987/0074/latest/DLM108018.html) - regarding student responsibilities relating to visas/permits
<http://www.legislation.govt.nz/act/public/1987/0074/latest/DLM108018.html>

[The Land Transport Act 1998](http://www.legislation.govt.nz/act/public/1998/0110/latest/DLM433613.html) - also relates to driving
<http://www.legislation.govt.nz/act/public/1998/0110/latest/DLM433613.html>

[The Misuse of Drugs Act 1975](http://www.legislation.govt.nz/act/public/1975/0116/latest/DLM436101.html) - categorises drugs into levels of harmfulness
<http://www.legislation.govt.nz/act/public/1975/0116/latest/DLM436101.html>

[The Motor Vehicles Sales Act 2003](http://www.legislation.govt.nz/act/public/2003/0012/latest/DLM188104.html) - buying and selling vehicles
<http://www.legislation.govt.nz/act/public/2003/0012/latest/DLM188104.html>

[The Residential Tenancies Act 1986](http://www.legislation.govt.nz/act/public/1986/0120/latest/DLM94278.html) - about accommodation
<http://www.legislation.govt.nz/act/public/1986/0120/latest/DLM94278.html>

[The Sale of Liquor Act 1989](http://www.legislation.govt.nz/act/public/1989/0063/latest/DLM165116.html) - information about legal ages to buy and drink alcohol
<http://www.legislation.govt.nz/act/public/1989/0063/latest/DLM165116.html>

[The Smokefree Environments Act 1990](http://www.legislation.govt.nz/act/public/1990/0108/latest/DLM223191.html) - for the legal age to buy cigarettes, and where smoking can occur
<http://www.legislation.govt.nz/act/public/1990/0108/latest/DLM223191.html>

New Zealand Slang

Popular kiwi words

Kiwi: New Zealanders, also a native bird
Chilly bin: Cooler/esky
Wop wop's: The middle of nowhere/the sticks
Togs: Swimsuit
Jandals: Flip flops/thongs
Bugged/knackered: Really tired
Jumper: Sweater/pull over
Bach/crib: Holiday home
Bro: Brother, friend
Chur: Thanks
Hokey-pokey: Ice cream flavour (definitely try this while in New Zealand)
Stubbie: Bottle of beer
Stubbies: Shorts (short shorts)
Tramping: Hiking
Mate: Friend or enemy (depending on the speakers tone)

Summer



Protect your skin and eyes from damaging UV radiation – especially when outdoors from Sept to April.

Te Tiriti o Waitangi & Maori Culture

Te Tiriti o Waitangi was signed in 1840 and was an agreement between the British Crown and a large number of Māori chiefs. Today the Treaty is widely accepted to be a constitutional document that establishes and guides the relationship between the Crown in New Zealand (embodied by our government) and Māori. Māori culture and language are essential to the identity of modern day Aotearoa, New Zealand.

BTI is committed to strengthening and growing the covenantal intent of Te Tiriti o Waitangi. Cultural values and perspectives are interwoven with our underlying Christian philosophy, principles, and vision. We recognise this journey is a continual move towards mana ōrite and the living out of relationships that build reconciliation and shalom.

Tikanga Māori is a set of cultural values, customs, and practices. This includes concepts such as what is sacred, caring for your community, rights to land by occupation, and other relationships between people and their environment.

Some common Māori practices at BTI (<https://bti.ac.nz/wp-content/uploads/Tikanga-Policy-2022.pdf>)

Pōwhiri:

A formal welcome that is the beginning point for manaakitanga and whakawhanaungatanga to be experienced and provides an opportunity for the whānau whānui of Te Whare Tauira o Peterehama (BTI) to practice this vital Māori custom of human encounter. The pōwhiri process is intended to welcome all new staff and students to BTI.

Whakatau/Mihi Whakatau:

An informal welcome (generally for manuhiri that are returning) that is the renewing point for manaakitanga and whakawhanaungatanga, to be experienced. The process also provides an opportunity for the whānau whānui

of Te Whare Tauira o Peterehama to take care of integrity of relationships through welcoming these manuhiri back.

Kai: Sharing kai is an integral element of Tikanga Māori and central to Māori custom and beliefs. With respect to human encounter it is critical component of Māori cultural and spiritual processes and practices. It offers manaakitanga and in the process releases those gathering from a state of tapu to a state of noa.

Whakawhanaungatanga: An important aspect of building relationships, therefore all staff are encouraged to create space for engaging in deliberate interactions with each other and students.

Karakia: A fundamental element of Tikanga Māori and central to Māori custom and beliefs. With respect to human encounters it is integral to all significant hui and Māori cultural and spiritual processes and practices (e.g., opening and closing of hui, pōwhiri, mihi whakatau, mihi mihi, before eating and all other ceremonial activity).

Waiata: An integral part of Tikanga Māori and the activities of Te Whare Tauira o Peterehama. Staff are encouraged to actively participate in waiata and for students time is allocated for learning waiata within course delivery.

Useful Māori words and Phrases <https://nomadsworld.com/new-zealand-language/>

- Kia ora — Hello
- Kia ora tatou — Hello everyone
- Tena koe — Greetings to you (said to one person)
- Tena koutou — Greeting to you all
- Haere mai — Welcome
- Nau mai — Welcome
- Kei te pehea koe? — How are you?
- Kei te pai — Good
- Tino pai — Really good
- Haere ra — Farewell
- Ka kite ano — Until I see you again (Bye)
- Hei konei ra — See you later

Some helpful links on Māori Culture:

<https://www.govt.nz/browse/history-culture-and-heritage/maori-language-culture-and-heritage/maori-culture-and-heritage/>

<https://www.newzealand.com/int/maori-culture/>



Travelling in NZ

Tourism New Zealand: <https://www.newzealand.com/nz/>
Visitor Information Centres (i-Site): <https://isite.nz/>

