

FutureSkills™



TOMORROW AWAITS

International
Student
Handbook

01	Haere mai and welcome
02	Our values
03	Who are we, and how can we help?
05	Our campus
07	Our city
09	Living in New Zealand
10	Harrassment & personal safety
11	Leaving home
13	Departure checklist
14	Our promises
15	Our expectations
16	Academic
18	Working in New Zealand
19	Employability



Haere mai and welcome to Future Skills

Welcome to Future Skills, a leading Category 1 private education provider in Auckland, registered with the New Zealand Qualifications Authority. Founded by Group CEO Sam Alavi in South Auckland in 2000, Future Skills opened its doors the following year.

Future Skills is a trusted training provider which offers future focused programmes in industries facing skill shortages. Our team is driven to improve the quality of people's lives through education.

We are delighted you are joining us on your education journey. Our programmes help people of all ages take the next step to advance their education- and land their dream job. Choose from our vast range of employment-focused study options from certificates to degrees. No matter which programme you choose, we can help you achieve your study and career goals. Our students graduate with nationally recognised qualifications. They enter the workforce well equipped with the skills and knowledge needed for today's professionals.

Future Skills boasts four campuses in Manukau, Royal Oak, Takapuna and Auckland City, home to an international campus.

Dedicated staff work diligently to deliver top quality education and to develop students into high performing graduates.

Your success is our success. We look forward to welcoming you.

"If you want a career you can really be proud of, you've come to the right place. At Future Skills, we specialise in getting our students trained and employed in today's booming industries."

SAM ALAVI
Group CEO



OUR VALUES

We exist to cultivate the most employable, most empowered graduates. But it's not just about learning or getting a job, it's about finding yourself, your place in the world, and your part to play. We've figured out that if you look after the whole person, not just their study, there's a better chance they will flourish. You can expect a strong sense of belonging, respect for difference, and connection here.

Whakamana - Empowerment

1. Recognise individual potential

Everyone is unique and talented and has the potential, capacity and aptitude to succeed and develop skills and attributes for the wellbeing of themselves and the community.

2. Develop the whole person

The physical, emotional, social, spiritual, and intellectual needs and interests of each person are inseparable and equally important.

Whakaute - Respect

3. Honour and respect the individual

Everyone is a unique individual and is worthy of respect, fairness, honesty and openness.

4. Practise sustainability

We recognise the need for a sustainable future, where economic, social and environmental dimensions are in balance.

Whakawhanaungatanga - Connection

5. Foster personal and group responsibility

People have a duty to themselves as well as to their communities and are responsible for their choices and actions both individually and collectively.

6. Embrace and serve the community

Our relationships with our stakeholders and community are an integral part of our success.

Whakapiki - Growth

7. Contribute to life-long learning

Education is a continuous and creative process which enriches the individual and communities.

Whakanuia - Celebration

8. Celebrate achievement

We are committed to the well-being and celebrate the success of every student and staff member.



WHO WE ARE, AND HOW WE CAN HELP

We aim to provide our students with an exceptional experience during your time with us. Here is a list of our support teams, with information on how they can help students on their study journey.

Registry (Admissions and Enrolment)

Level 1

Email: int.registry@futureskills.co.nz

-
- Timetables and class selection
 - Enrolments and fees
 - Processing applications
 - Withdrawals and refunds
 - Visas and insurance
 - Results and completion
 - Issuing official documents
 - Forms such as insurance

Academic Team

Level 4

Please contact the relevant lecturer for questions about study

-
- Programmes and courses
 - Assignments and projects
 - Academic skills and writing
 - Referencing
 - Research skills
 - Academic integrity
 - Online resources
 - Study resources
 - Grades and resubmissions
 - Academic progress and support



Student Success

Level 1

Email: int.studentsuccess@futureskills.co.nz

- Orientation
- Trips and events
- Attendance issues
- Personal issues
- Student counselling
- Policies and processes
- Student representation
- Student forums and focus groups
- Graduation

Employability

Level 1

Email: int.employability@futureskills.co.nz

- Work experience
- Industry placements and internships
- Employment rights and trends in New Zealand
- Networking and industry events on and off campus
- Employability workshops (CVs; Interviews; Job searching; LinkedIn)
- CV checking
- Graduate roles
- Work-ready graduate programme

Sales and Marketing

Level 6

Email: international@futureskills.co.nz

- Entry requirements
- Applying and enrolling
- Programme information
- Agent or education consultant relationships
- Further study options
- Study options for friends or family
- Information about our campus.

Learning Support

Level 8

Email: int.learningsupport@futureskills.co.nz

- Academic writing and referencing
- English language assistance
- Personalised study plans
- Independent learning
- One-on-one sessions with peer tutors
- The Academic Resource Centre

ICT and Facilities

Level 1

Email: helpdesk@futureskills.co.nz

- Student ID cards
- Logging onto the Future Skills computers
- Wi-Fi
- Printing
- Student email and Office 365 apps
- Online Student Hub
- Facilities and equipment





OUR CAMPUS

Here are all of the amenities we have available for students.

Computer labs

There are several computer labs available on campus. The computer labs and other facilities are available for students Monday to Friday from 8am to 5pm.

There is free Wi-Fi available on campus

1. Select the wireless network eduroam.
2. Enter your username and password.

Photocopying & printing

Printing and photocopying services are located on Levels 1 and 8. Login to access your printing account, and top up your account online on the Student Hub if you run out of credit.

Library & academic resource centre

The Academic Resource Centre is located on Level 8 and is open Monday – Friday.

There will be a Peer Tutor on hand to help you with your research and assignments as well as a Learning Support Advisor.

Kitchen

There is a kitchen available on Level 1 for student use. Please keep the kitchen tidy by cleaning up after yourself and put your rubbish into the appropriate bin.

Other facilities

We have a Prayer Room available in Room 207 and a First Aid Room in Room 208.

Smoke-free campus

This campus is a 100% smoke-free environment. If you wish to smoke, you may go across the street to Aotea Square or around the corner to Lorne Street. Please do not smoke in front of the building entrance on Queen Street.

Student ID Cards

All new students will be given an ID card. We recommend you carry this with you at all times. Student ID cards are required to use campus facilities and to sit examinations.

They may also be used to receive student discounts on public transport, movie theatres, and other activities. If your ID card is lost or stolen, you may apply for a replacement at reception for \$15.

Email

All official information from Future Skills will be sent to your student email account. Please ensure that we hold your personal email address. You may update your email address by emailing int.registry@futureskills.co.nz



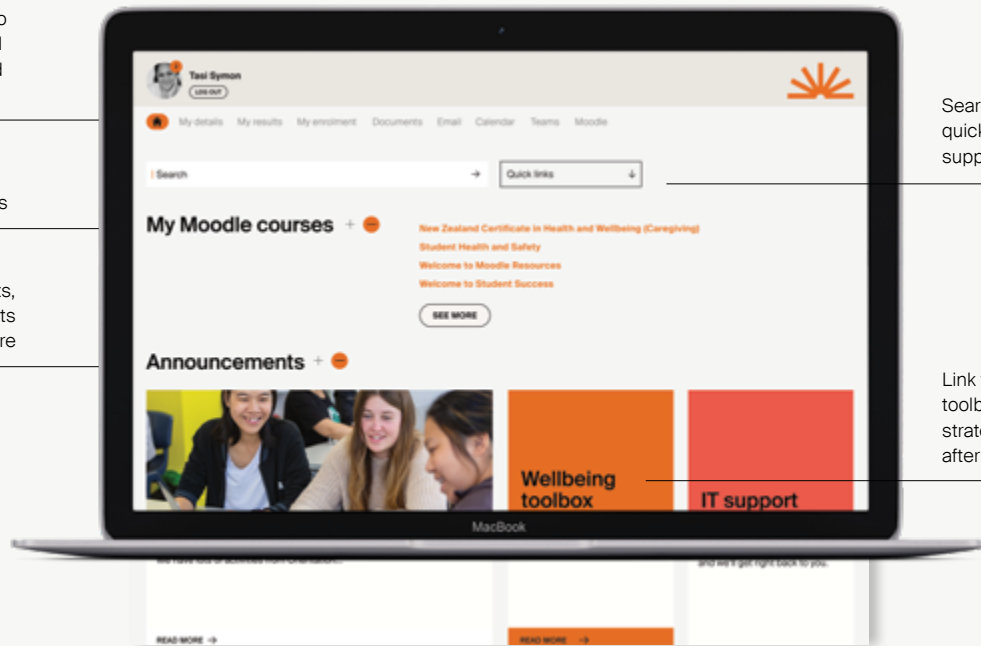
Student Hub

Our learners have their own online hub known as YourSpace which ensures students can find information with ease. You can access it through the log-in button at www.futureskills.co.nz

Quick access to frequently used information and documents

Easy access to Moodle courses

Announcements, support & events are updated here



Search and access quick links to support information

Link to the Wellbeing toolbox for useful strategies to look after yourself

Moodle

Moodle is your go-to online learning tool to make studying a lot easier. You can gain access to your programme material through Moodle anywhere you have a computer and an internet connection. Students can reach Moodle easily through the log-in button at www.futureskills.co.nz

APA referencing and plagiarism

Whenever you use ideas written by someone else in your assessments, you must acknowledge the source of the material using the American Psychological Association (APA) format. If you do not acknowledge the material correctly, whether intentionally or not, you will be guilty of plagiarism and will incur deductions on your assessment. Regular workshops about APA referencing are available.

Additionally, you can ask for help with APA referencing from your lecturer, student advisors, peer tutors, or use these helpful online guides:

- [Quick Guide to APA Referencing](#)
- www.studentsupport.op.ac.nz/learning-support/
- www.cite.auckland.ac.nz
- owl.massey.ac.nz

After hours emergency only

The emergency number is 021 0282 8711. It is also printed on the back of your student ID card.

Overdue payments

If you owe money to Future Skills, you may be excluded from your course. When you are studying under a student visa, and your enrolment is cancelled we are required to notify the relevant authorities.

Consequently, your visa may be revoked and you may be required to return to your home country.

Terms and conditions of enrolment

Please ensure you read through the Terms and Conditions of Enrolment, including the relevant policies, available on the Future Skills website.

These terms and conditions relate to fees, cancellation of programme or course, transfers, withdrawals and/or refunds, privacy, unacceptable behaviours, academic progress, complaints and discipline, attendance and engagement, assessments, and completion of your programme. By signing the declaration on your enrolment form, you have accepted these terms and conditions, so it is essential that you become familiar with them.

Code of Practice

Future Skills has agreed to observe and be bound by The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 ('the Code'). The Code requires all educational providers to have fair and equitable internal grievance procedures for students, and you must follow these procedures before taking a complaint any further.

If your concerns are not resolved by the internal grievance procedures, you may contact Study Complaints, the independent dispute resolution scheme for tertiary learners in New Zealand. They can be reached by phone at 0800 00 66 75, or website www.studycomplaints.org.nz

Copies of the code are available on the New Zealand Qualifications Authority website at www.nzqa.govt.nz



OUR CITY

Auckland is an amazing city to live in with beautiful beaches, parks and forests. There are also hundreds of cafes, restaurants and bars.

Accommodation

Finding the right place to live while you are studying is important. Go to page 17 for more information.

Central City Library

Auckland's Central City Library is located directly behind our campus at 44-46 Lorne Street. They are open Monday 9am-6pm, Tue-Fri 9am-8pm, and Saturday and Sunday from 10:00am – 5:00pm. The Citizens Advice Bureau is also located on the first floor of the library and provides free support, information, and guidance to all individuals. They also offer free Justice of the Peace services Monday – Friday, 12.00pm – 2.00pm.

Nearby doctors

Auckland City Doctors

415 Queen Street

Phone: (09) 280 3555

Email: reception@akcitydoc.co.nz

Queen Street Doctors

87 Queen Street

Phone: (09) 373 4055

Email: reception@queenstreetdoctors.co.nz

Food & entertainment

Our campus is located in the heart of Auckland's Central Business District (CBD). There is so much to see and do right at our doorstep! You can go bowling at Metrolanes, catch a performance at the Civic or watch a movie at Event Cinemas, right across the street from campus.

You can also relax in Aotea Square or Albert Park, enjoy some great shopping along Queen Street, grab a bite to eat at any one of the numerous cafes and restaurants nearby, have a fun night out with friends at the Viaduct, or catch a ferry to one of Auckland's beautiful nearby islands.

Banks

- ASB, 300 Queen Street
- ANZ, 205 Queen Street
- BNZ, 80 Queen Street
- Westpac, 79 Queen Street

Phone providers

- Spark, Tenancy 62 Corner Queen Street & Customs Street West
- One NZ, 128 Queen Street
- 2 Degrees, 187 Queen Street
- Skinny, www.skinny.co.nz



Post Shop

Located at City Forex, 44 Wellesley Street and open Monday – Friday from 9:00am – 5:30pm.

City Fitness

You can join City Fitness for only \$6.99 per week. They are located at 239 Queen Street, Auckland.

Things to do in Auckland

There are people of many cultures and nationalities living in this city, and it has plenty to offer with great shopping, world class events, and excellent museums, theatres, and art galleries.

Check out these websites to find out what's going on in Auckland:

- www.heartofthecity.co.nz
- www.viewauckland.co.nz
- www.localist.co.nz
- www.eventfinda.co.nz

Day trips

Visit Okahu Bay or Mission Bay along Tamaki Drive in East Auckland for a fun and relaxing day in the sun. These beaches are usually safe for swimming and are easily accessible by bus. You can find numerous waterfront cafes and restaurants at Mission Bay, or fun waterfront activities like kayaking at Okahu Bay.

Take a ferry from the Ferry Building at the bottom of Queen Street to one of Auckland's nearby destinations. You can visit the beautiful beaches, award-winning vineyards and olive groves, and bohemian cafes, shops, and art galleries of Waiheke Island. Rangitoto Island offers the opportunity to hike up a 600 year old volcano surrounded by native bush and unique geological formations.

Other destinations accessible by ferry include the island bird sanctuary of Tiritiri Matangi, the charming suburb of Devonport on the North Shore, the picturesque and world-renowned beaches of the Coromandel Peninsula, or simply cruise Auckland's beautiful Waitemata Harbour for some excellent city views.

Find more information on ferry timetables, rates, and tours at www.fullers.co.nz

Travelling

New Zealand has some of the most unique and beautiful scenery in the world, take the opportunity to get out of Auckland and explore!

The Kiwi Experience is a great bus tour company that offers exciting tours all over the country with other young travellers. You can find more information at www.kiwiexperience.com

If you're more of a do-it-yourself kind of traveller, you can get around with a rental car or camper from Jucy Car Rentals, or take the InterCity Bus.

Find out more information at www.jucy.co.nz and www.intercity.co.nz. If you're keen to do some tramping, check out one of New Zealand's Great Walks on the Department of Conservation website, www.doc.govt.nz

Shopping

The major grocery store chains throughout Auckland are called Woolworths, New World, and Pak'n'Save. The closest grocery store to campus is Woolworths Auckland Metro, located at 19-25 Victoria Street West. There are also many produce and specialty food shops located throughout the city, a quick Google search will help you find what you're looking for.

If you need to buy bedding or other household items, you can head to Briscoes, Farmers, K-Mart, or the Warehouse. If you're looking for a shopping mall, there's St. Lukes, Lynn Mall, Sylvia Park, Commercial

Bay, Westfield New Market or Dressmart. TradeMe is also a really great place to buy second hand items if you're after a good bargain, visit www.trademe.co.nz

Calling your home country

A very affordable way to call your home country from a local phone is the Kia Ora Card. You can purchase this phone card at most convenience stores and petrol stations for \$10, \$20, or \$30. You'll probably also want to get a mobile phone while you're in New Zealand.

The primary mobile phone providers in New Zealand are Spark, One NZ, 2 Degrees, and Skinny. A SIM card is approximately \$5, and you can usually get a prepaid phone plan for about \$30 per month, including minutes, text, and data.

Auckland suburbs

Auckland covers a very large geographical area and is generally broken down into five regions – Central Auckland, North Shore, East Auckland, West Auckland, and South Auckland. Within each of these regions are many different suburbs with their own unique characteristics. In Central Auckland, close to the city centre, you'll find the popular suburbs of Parnell, Newmarket, Ponsonby, Mt. Eden, Grey Lynn, and Kingsland, among many others. Each of these suburbs offers a number of shops, cafes, restaurants, and bars, and are easily accessible by public transportation.

Public Transportation

Auckland has an extensive public transportation system that connects the city by bus, train, and ferry.

The Auckland Transport website contains information on timetables and fares, and offers a very helpful 'Journey Planner' tool. You can access the website at www.at.govt.nz, or try downloading the Auckland Transport app on your smart phone. Auckland Transport sells a Hop Card for \$10, which will be essential during your studies in Auckland.

You simply scan your card as you get on and off your bus or train, and your fare will be deducted from your account. You can top up your account online, and you receive discounted fares just by using your Hop Card. You will also be eligible for a student discount, which can be programmed onto your Hop Card at any time. Visit the Britomart Transport Centre at the bottom of Queen Street for more information or to purchase a Hop Card or visit www.at.govt.nz

Driving in Auckland

If you have a valid driver's license from another country, you are eligible to drive in New Zealand for up to 12 months. Your overseas license must be in English, or you must have an accurate translation. If you plan on staying in New Zealand longer, you should think about applying for a New Zealand driver's license. You can find more information at:

- www.aa.co.nz
- drive.govt.nz
- www.nzta.govt.nz

Make sure to make yourself aware of New Zealand traffic laws, and pay careful attention to your speed – there are speed cameras set up all over the city. New Zealand also has strict penalties for driving while intoxicated, and alcohol checkpoints are set up regularly throughout Auckland. Please take a taxi, bus, or ride with a friend if you if you have been drinking.

Get the most out of life in Auckland by checking out www.aucklandnz.com/visit/discover or go to the Nau Mai NZ website at naumainz.studyinnewzealand.govt.nz



LIVING IN NEW ZEALAND

We know it can be hard moving to a new country. Here are a few things you should know when you arrive.

Student visas

International students must have a current student visa in order to study in New Zealand. It is your responsibility to keep your student visa current with regard to expiry dates and enrolment information.

Please visit the Immigration New Zealand (INZ) website at www.immigration.govt.nz for more detailed information, or visit our Registry Team.

Medical and travel insurance

All international students visiting New Zealand are required to have appropriate and up-to-date medical and travel insurance coverage as a condition of their student visa. This can be purchased through Future Skills or from an approved insurance company.

Future Skills recommends Southern Cross Travel or Orbit Protect Insurance. These plans are designed for international students and provide cover for medical expenses, emergency travel expenses, and personal belongings.

Please visit www.scti.co.nz/our-policies/international-student/insurance or <https://orbitprotect.com/insurance-products/international-student-insurance/summary/> for more detailed information. If you need to buy an insurance plan, renew your insurance plan, or file an insurance claim, please visit The Registry Team on Level 1.

Accident insurance

The Accident Compensation Corporation (ACC) provides accident insurance for all New Zealand citizens, residents, and temporary visitors. If you are injured in an accident, please file a claim with ACC before you file a claim with your medical and travel insurance. You can find out more information about ACC on their website at www.acc.co.nz



HARASSMENT & PERSONAL SAFETY

In New Zealand, all students have the right to study in peace and safety.

Harassment

Harassment may be sexual, racial, physical, or emotional. It can be in the form of inappropriate comments, gestures, or physical actions which occur repeatedly and are considered offensive by the receiver. It is a form of bullying and Future Skills does not tolerate this.

Students and staff are strongly encouraged to report any instances of harassment to someone on the student success team. You can either speak to someone in the student success office directly, or send an email to int.studentsuccess@futureskills.co.nz

If you are being harassed, or if you know of someone else being harassed, please get in touch with us as soon as possible.

Personal safety

Auckland is a relatively safe city and it is unlikely that you will encounter any serious crime. However, it always pays to take appropriate precautions:

- Avoid carrying large amounts of cash with you, use your debit card instead.
 - If you use online banking, never share your PIN and always log out when you finish.
 - Don't leave your belongings unattended in public areas, or when on campus.
 - Try to avoid parks, empty roads, and alleyways after dark. If possible, always travel with a friend at night and stick to well-lit main roads.
 - Avoid using illegal drugs or becoming very intoxicated. This is not only a risk to your health, but also your safety.
 - Please look out for one another!
 - If you do encounter any problems, don't be afraid to ask for help or call the police. Phone: (09) 302 6400, or 111 in an emergency.
- Don't carry your passport with you unless necessary. If you require an ID with proof of age, you can apply for a Kiwi Access Card at an AA centre: www.aa.co.nz/about/events-affiliations/identity-verification/kiwi-access-card/. You can also apply for a New Zealand driver's license.



LEAVING HOME

You'll go through two major transitions on your international education journey: firstly to life as a student, and then to life as an employable graduate.

Finding the right place to live while you are studying is important. There are several different types of student accommodation in New Zealand. You will need to think about which option will suit you and your budget best.

Our Student Success Team is here to provide information and answer questions. Come and see them on Level 1 or email int.studentsuccess@futureskills.co.nz

Short-term accommodation

Until you find somewhere more permanent to live, there are several hostels in central Auckland. The YMCA Hostel is very popular with other young travellers and students, and is just a five minute walk from our campus. There are private, furnished rooms available for about \$385 per week, as well as dormitory-style accommodation for about \$295 per week. Please visit their website at www.ymcaaccommodation.org.nz/accommodation/ymca-hostel for more information or to book.

Choice Backpackers is a two minute walk from our campus. If you would like to share a room with other students, Choice Backpackers makes every effort to try and put students together. Accommodation options range from six bed and four bed dormitories to twin, double and single private rooms. Costs range from \$174 a week for a six bed dorm to \$390 a week for a single private room. Daily rates are also available. Future Skills students are entitled to 10% off these costs

and free Wi-Fi. Choice Backpackers is fully booked at certain times of the year, so make sure you book as early as possible. To book online, go to: www.hostelnz.co.nz

Long-term accommodation

Be sure to do your research before committing to something permanent. If you're unsure, it's a good idea to book some short-term accommodation to give you some time to get a feel for the city, and the people you meet. Then you can confidently commit to a longer-term lease.

Homestay

Many international students choose to live in a 'homestay' for their first year in New Zealand. This is where you stay in the welcoming home of an approved family in Auckland. Your stay includes all meals and a private, furnished bedroom. Host Families NZ matches students and visitors with their ideal host family by providing each party with a detailed profile. You can feel safe and secure knowing that all host families are interviewed, and police screened. Whether you're looking for short-term or long-term stays, their dedicated and experienced team match you with your ideal host. The placement fee is \$300 and weekly accommodation is \$330. Additional fees may be charged if you have special food requirements. You can expect a safe and welcoming family environment, a private bedroom,



laundry availability, breakfast and dinner every day, lunches over the weekends, internet, electricity and water, and 24-hour support in case of an emergency. For more information, please email admin@hostfamilies.co.nz or call them on **021 026 91882**. You can also visit their website [here](#).

Auckland Homestay Services arrange for students to stay in the welcoming home of an approved family in Auckland. Your stay includes all meals and a private, furnished bedroom. The cost is \$350 per week for two meals Monday-Friday and three meals Saturday and Sunday. There is also a \$300 placement fee. Please email homestay91ct@gmail.com for more information.

Flatting

Most of our students prefer to do what New Zealanders call 'flatting' – staying in a shared house with other people. A very popular website for finding a room in an existing flat is called TradeMe. You can access it at www.trademe.co.nz/flatmates-wanted

You can also search for property rentals at www.trademe.co.nz/property or www.impression.co.nz and arrange to find your own flatmates. The cost of renting a flat depends on which part of the city you live in. This Tenancy Services market rate tool gives you an idea of rents in different suburbs: www.tenancy.govt.nz/

A safe and stress-free arrival

Future Skills offers new students a free airport pickup service, provided by Quick Shuttle. If you would like an airport pickup from Auckland International Airport and have not booked this already, please complete this online form at least 48 hours in advance of your arrival: form.jotform.co/OPAIC/pickup

After clearing New Zealand Customs, please come to Door 11, the main exit. A Quick Shuttle representative will be waiting for you here with a sign displaying your name two hours after your flight arrival time. This will give you plenty of time to get through customs. If you have any issues locating Quick Shuttle, please call **0800 366 723** or ask the Visitor Information Desk.

If you are bringing family members with you, an additional charge will apply. Please add this information in the 'Special Requirements' field in the booking form.

Cancellations must be made 48 hours in advance by emailing info@quickshuttle.co.nz

Orientation

When you first arrive at Future Skills, you will take part in an orientation programme. It will introduce you to your new study environment.

During Orientation welcome week you will learn about the services, facilities and support available to students. It is important that you know your way around and understand our expectations before you start your classes. It is compulsory to attend Orientation and your attendance will be recorded. Students are required to attend 100% of their classes here, and this starts with Orientation.

Pre-arrival information is also on our website: www.futureskills.co.nz/international/





DEPARTURE CHECKLIST

One week before you leave

- ☐ Save online copies of important travel information to a cloud-based storage account such as Google Docs or Dropbox. Copy your passport, insurance policy, itinerary, traveller's cheques, and visa and credit card numbers. It's a good idea to print a hard copy of all documents and leave them at home with a friend or family member.
- ☐ We recommend you bring a passport sized photo with you to New Zealand in case you need to replace a lost passport or obtain any other form of identification.
- ☐ Please do some research into the cost of living. Auckland is an expensive city to live in. One great resource showing you some costs is: www.studyinnewzealand.govt.nz/live-work/cost-of-living/
- ☐ Exchange some money into NZD currency and have at least NZD\$300 for when you arrive to cover airport transfers and general expenses. Visa and Master Card are preferred in NZ, but many places accept American Express credit cards.
- ☐ Familiarise yourself with customs and immigration rules as different countries have different laws and policies. New Zealand has strict border security in order to protect our wildlife and environment, view here what you can and can't bring with you: www.customs.govt.nz/personal/prohibited-and-restricted-items/

- ☐ Find and save the details of your national embassy in New Zealand.
- ☐ Check your airline ticket for your carry-on and checked luggage allowance. Most airlines allow 7kg carry-on and 20kg checked.
- ☐ Purchase a padlock to secure your checked baggage. Medication must be correctly labelled and attached to a subscription.
- ☐ Download the helpful travel apps: Trip Advisor, Uber, Auckland Airport, Hello Auckland (we highly recommend this one), Skype, and the app for your airline (for example Air New Zealand).
- ☐ Download movies onto your devices so you have entertainment on the plane!
- ☐ Understand your telco's data roaming costs so you don't get a large phone bill when you arrive in Auckland. You can buy a pre-paid SIM at Auckland International Airport. Our main providers are Spark, One NZ, 2 Degrees and Skinny Mobile.

Departure day

- ☐ Triple check you have all the correct paperwork – airline ticket, passport, photo identification, insurance policy, itinerary, traveller's cheques, credit card.
- ☐ Note down the Future Skills emergency contact number, 021 0282 8711, in case you need help during your travels.
- ☐ Arrive at the airport early, two to three hours before your flight is due to board.
- ☐ Wear comfortable clothing and shoes.



OUR PROMISES

These are our promises to our learners.

1. To create an environment where you have all the information and tools required to succeed in your study. You should expect to receive clear, accurate, and up-to-date advice about all courses/programmes.
2. To offer you quality learning and teaching experiences from enthusiastic teachers who communicate effectively with you.
3. To keep you informed about what is expected of you as a student.
4. To ensure you have access to information that will assist in your study, including relevant policy and procedures that affect you as a student.
5. To support you in your learning by supplying up-to-date information and course content from staff who are sufficiently current in their respective areas of expertise.
6. To give clear information on how and when assessment will be conducted.
7. To give fair, timely, and constructive information on your academic performance.
8. To allow you to provide feedback about your course/programme and the teaching you receive without fear or anxiety about giving that feedback.
9. To advise you of changes to your course/programme as a consequence of feedback provided by students.
10. To give you reasonable opportunities to have a say in how the institution operates and take a leadership role within the student community.
11. To ensure you are treated with respect by students and staff.
12. To allow you to learn in an environment that is free from bullying, harassment, or discrimination, including all online forums.
13. To facilitate access to clear and appropriate procedures for dealing with grievances.
14. To ensure you have reasonable access to facilities, student support services, and appropriate resources.



OUR EXPECTATIONS

Attendance

Attend 100% of your classes, and show up on time. If you are too unwell to attend classes, you will need to send a medical certificate to the following mailbox: int.studentsuccess@futureskills.co.nz

Assessment

Complete all your assessments on time and take responsibility for any missed classes and failed assessments. Raise any queries about what is expected of you with your lecturer at the first opportunity.

English Language Ability

Demonstrate the level of English language ability associated with the admission requirements for your programme. Talk to your lecturer, if you have trouble understanding them. If you feel you are having difficulty understanding what is covered in class, see the Learning Support Team on Level 8.

Engagement and Attitude

Actively participate in class, pay attention and respect your lecturers and classmates. Regularly use Moodle and check your Future Skills email. If you feel un-motivated, please see the Student Success team on Level 1.

Workload and Self-Study

You will be expected to spend about 300 hours per study block on your course work. This includes both scheduled class time and self-directed study. Some of these hours may be spent in a workplace gaining hands-on experience and developing important industry and business connections.

Academic Integrity

Under The Education Act, it is an offence to get another person to write your assignment. The Academy will take very serious action against any student found to have done this. Produce your own work. Do not copy from source material without citation. Reference properly - using APA referencing. Do not copy from another person or participate in contract cheating. Please talk to your lecturers, or the Learning Support Team if you are unsure of the expectations in this area.

Group Work

Contribute to group projects. This means communicating professionally with group members, and producing a genuine joint effort on group projects. Talk to your lecturer if you have any issues with group work. Meeting these expectations is the key to developing your employability and succeeding as a student.



ACADEMIC

Studying in NZ might be very different from what you're used to. Here's some information to help you adjust.

Studying in New Zealand

So, you've made the decision to travel all the way to New Zealand to discover a new country and to gain some international experience.

You've been offered a place at Future Skills, your bags are packed and you're ready to begin an exciting adventure. However, studying in NZ might be very different from what you're used to. Here are some things you can do to avoid 'academic culture shock'.

Things you can start doing to prepare yourself:

- Become familiar with the experiential learning model
- Learn about academic integrity
- Use referencing in your writing
- Learn how to write academically
- Start practising critical thinking
- Get good at time management
- Gain confidence in your language skills.

Experiential learning

We explain the differences between traditional and experiential learning.

TRADITIONAL LEARNING

Teacher talks a lot

Students sit and listen

Students memorise information

Students write assignments to show what they have memorised

EXPERIENTIAL LEARNING

Teacher doesn't talk much – gives a few instructions on how to do something and asks questions

Students do something – activities inside or outside the classroom

Students reflect on the activities to think of a better way of doing them, or of what they learnt from the experience

Students do assignments which apply the understanding from classroom activities to real-world examples

Watch this two-minute video to find out more about experiential learning. [youtube.com/watch?v=CJN9QKukfPc1](https://www.youtube.com/watch?v=CJN9QKukfPc1)

'Adventure Associates (2016, February 24). Experiential Learning Explained – Definition and Theory.



Academic integrity

All students are expected to have academic integrity when producing any work for their studies. Having academic integrity means that you will be honest when you create any work and will not claim that somebody else's work is your own.

You are not allowed to cheat, copy the work of another student, pay somebody else to do your work for you or use plagiarism when working on your assignments. If you do, there are serious consequences, and you may not be able to continue your studies.

Plagiarism is a form of cheating, where you use all or part of somebody else's work and pretend that it is your own. This includes information from books, journals, the internet and other students. Plagiarism also includes when you put somebody else's work into your own words without showing the source of the information.

It's possible to plagiarise by accident if you don't have the right academic skills.

Read more about academic integrity and how to avoid plagiarism here: studentsupport.op.ac.nz/learning-support/academic-integrity/

Use referencing in your writing

In New Zealand tertiary institutions such as Future Skills, you will be expected to take information you find in your research and use it in your writing.

One of the ways to avoid plagiarism is to make sure that you are referencing other people's research correctly. Here is a guide to citing and referencing that you can come back to once you start your studies – it will help you to become competent at this skill: studentservices.op.ac.nz/learning-support/citingandreferencing/

Learn how to write academically

Academic writing skills are extremely important, not only for your success in your studies, but also for your ability to get a quality job.

Many students find academic writing challenging, but there are some simple guidelines you can follow to improve in this essential skill. You may be asked to do different types of writing, but they are all built around well-structured paragraphs. Have a look at these tips on how to write an effective paragraph: studentservices.op.ac.nz/learning-support/structuring-text/

Start practising critical thinking

Critical thinking means learning to think for yourself both on your own and in collaboration with others.

Linda is a Chinese student who had achieved good marks in her English major in China, yet when she started a master degree in England and got her first assignment back, she was shocked to find that she had only just passed. "That was the lowest mark I have ever got in my educational history and I was really sad and I doubted myself," Linda said.

It turned out that Linda had not shown critical thinking in her essay. Her lecturer explained how expectations differed from what she was used to.

"He said I did a very good literature review but I wasn't showing my own opinion about what I had researched – there was no critical thinking being displayed and I needed to justify why I went with one choice over another."

To find out more about critical thinking, click here: studentservices.op.ac.nz/learning-support/critical-thinking/





“It was like the difference between a cook and a chef. A cook follows the recipe, but a chef understands the elements and can recombine them because he understands why each ingredient is there. I was writing like a cook when there was the expectation that I'd be a chef.”

References: Education Central (2018). Navigating Chinese students' culture shock. Retrieved from: <https://www.auckland.ac.nz/en/news/2018/11/28/navigating-chinese-students-culture-shock.html>

Get good at time management

When you come to New Zealand you will be very busy. You will be expected to study for 37.5 hours a week, and as well as that you may have a part-time job.

If you are a keen student who wants to succeed you may want to study more than the suggested hours. Future Skills also provides activities and suggestions for you to get to know beautiful New Zealand. How are you going to fit all this in? You need to get good at managing your time. For some ideas of how to take control of your time, have a look at these suggestions: studentservices.op.ac.nz/learning-support/time-management/

Gain confidence in your language skills

Do you feel confident in your English language skills? It's a good idea to practise your speaking and listening before you come to this country so that you are confident to speak up in class and participate in classroom activities.

In New Zealand we expect you to have opinions and express them politely, to discuss issues with your classmates and lecturers and to become informed on different points of view about your subject area. Practise reading widely in English before you arrive so you can do the research that is expected in your course. Make sure that your written work is accurate. Here are some useful tips on grammar that can help you improve: studentservices.op.ac.nz/learning-support/

Once you arrive at Future Skills, you can get help with your academic studies in a number of ways:

- Take advantage of free peer tutors. These senior students can help you with your assignments and your course materials.
- Attend academic skills workshops. These will reinforce the academic skills you need to succeed in your studies.
- Look at the academic support resources online. These are always at your fingertips.
- Keep in touch with your lecturers and make sure you ask questions whenever you don't understand something.

WORKING IN NEW ZEALAND

Here's what you need to know about working while you study.

Inland Revenue Department (IRD)

All students require an IRD number from the New Zealand Inland Revenue Department in order to work during their studies.

Follow these steps to apply for an IRD number:

1. Visit www.ird.govt.nz
2. Search 'IRD number application'
3. Complete the online form, <https://myir.ird.govt.nz/>
4. You should receive your IRD number by text or email in two working days
5. If you have any issues, call 0800 227 774.

Part-time work

A student visa will typically allow you to work 20 hours per week while your course is in session, and 40 hours per week during all scheduled study breaks. Check the conditions of your student visa before accepting a job in New Zealand. You're likely to have the best luck finding work by bringing copies of your CV around to local businesses.

You could also come and visit our Employability Team on Level 1 for any job search assistance.



EMPLOYABILITY

Whether its an industry placement or part-time casual work we have the support you need.

Throughout your studies, you are encouraged to engage in different forms of work experience in order to develop your skills and capabilities in a New Zealand context. Work experience could take the form of industry placements, industry projects, part-time and casual work, participating in groups and clubs, or voluntary work.

Having recently arrived in New Zealand, you may feel overwhelmed or unsure about how to find or apply for these opportunities. This is a common and normal feeling but preparing early and having a proactive attitude can make this transition smoother.

Seven things you can start doing to prepare yourself:

1. Explore opportunities (research the labour market)

Start researching the labour market and understanding what job roles exist in New Zealand. The following websites provide industry trends and job information:

- Careers New Zealand www.careers.govt.nz/job-hunting/new-to-new-zealand
- New Zealand Now www.newzealandnow.govt.nz/work-in-nz/nz-jobs-industries
- SEEK www.seek.co.nz
- TradeMe Jobs www.trademe.co.nz/jobs

2. Be aware of the top capabilities required by employers

New Zealand employers value some capabilities (also referred to as skills and characteristics) more than others in the workplace. In your home country different capabilities may have been valued so it is critical that you understand what capabilities are required for you to be successful in the New Zealand workforce.

Some of the essential capabilities identified by employers are:

- Problem solving
- Critical thinking
- Working independently
- Effective interpersonal behaviour
- Communicating effectively in writing
- Team work
- Resilience
- Ability to reflect on performance
- Acting responsibly.

During your studies you will have opportunities to develop and reflect on these capabilities as well as other employability skills deemed important in the workforce.

Watch this five-minute video to learn more about the skills and capabilities employers want. <https://youtu.be/ivs9S67wdEI>



3. Know your work rights in New Zealand

Under New Zealand employment law, it is important to abide by the conditions of your visa and to be aware of the rules, and your rights and responsibilities.

Information on New Zealand employment rights:
www.newzealandnow.govt.nz/work-in-nz/employment-rights

4. Understand your strengths and preferences

It is important to understand who you are and to know what things you enjoy doing. Take the time to think about your interests, values, skills and experiences. Think about what appeals to you most. These insights can help inform the type of placement or future career opportunities you may pursue.

Tips on how to reflect on your strengths and preferences:
www.careers.govt.nz/plan-your-career/start-to-plan-or-change-your-career/where-do-i-start/

5. Write down your career goals and aspirations

Start writing down a list of all the things you wish to achieve or develop during your time at Future Skills. It could include getting experience in a particular industry, developing your communication skills, joining a club or group, learning more about digital marketing, or getting information from an employer for example. Having goals (big or small) keeps you focused and provides a clear path for your development. Learn about setting SMART goals here:
www.mindtools.com/pages/article/newlmd/102.htm

6. Create a New Zealand style CV and cover letter

The purpose of your CV is to get yourself an interview. Your CV (also called a résumé) should show a potential employer that you're the person they're looking for and that they will benefit from hiring you. Your CV will include your personal details, and a summary of your work experience, qualifications, training, skills, expertise, and project work.

Take the time to look at templates and examples of CVs that are acceptable in New Zealand and start adapting your CV to suit. The Careers New Zealand website has lots of great information on how to create a CV: www.careers.govt.nz/job-hunting/cvs-and-cover-letters/

Be proactive and have your CV adapted and checked in your first study block.

A cover letter is a document you send with your CV, which explains why you are interested in the job, highlighting certain reasons you think make you right for the role.

Tips on how to create a cover letter: www.careers.govt.nz/job-hunting/cvs-and-cover-letters/how-to-write-a-cover-letter/

7. Familiarise yourself with the Employability Centre team

Throughout your time at Future Skills, you will actively engage with the Employability Centre Team.

They can provide:

- Online information and resources on a variety of employability topics.
- Career services: Make an appointment with the employability team by sending an email to int.employability@futureskills.co.nz for one-on-one employability support.
- Employability skills workshops and guest speaker presentations from a range of industry employers and alumni.
- Industry and employability networking events.
- Opportunities to undertake an industry placement, with support from a dedicated Placement Consultant.

To be successful and increase your chances of gaining work, we recommend you take advantage of the workshops, presentations and networking events provided. Be proactive!

Come and visit the team on Level 4. We're here to help you.





DISCLAIMER: The information in this prospectus aims to provide an overview of what we offer. While every effort is made to ensure accuracy at the time of production, Future Skills reserves the right to alter and amend information as well as withdraw programmes without notice. All programmes, fees and costs are approximate and subject to change.

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