

INTERNATIONAL STUDENT SUPPORT



Here at NZMA, we understand what life as an international student in New Zealand is like. We provide a range of dedicated services and high quality, ongoing pastoral care, and support to all the international students who study with us.

If you need specific information relating to study or life in New Zealand as an international student, the **NZMA International Student Support Website** is a great place to start, your NZMA Student Handbook also has information on student support services. Of course, our friendly campus team are always happy to help, please see reception if you need to book an appointment relating to international student services or student wellbeing.

<https://info.nzma.ac.nz/nzma-international-student-support>

Student Visa

All international students must hold a valid visa to study in New Zealand for the duration of their enrolments. Visitor and work visa holders can only study longer than their original study conditions once a [Variation of Conditions](#) has been completed and the visas study conditions are amended by Immigration New Zealand.

Working while studying

As a student visa holder, you may be allowed to work part-time for up to 20 hours a week and full-time during all scheduled holidays and the Christmas and New Zealand holiday period. Check your visa conditions before you start working. If you work when you are not allowed you, you will be in breach of your visa conditions.

Practical experience – if practical experience (internship/placement) is a requirement of your course, Immigration New Zealand will grant your Student Visa with conditions that allow you to complete this.

Medical & Travel Insurance

All international students must have medical and travel insurance while studying in New Zealand. This is required under the New Zealand government's Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. This is also part of your visa requirement set by Immigration New Zealand.

Accommodation

[NauMai NZ](#)* provides useful information about accommodation in New Zealand.

[Tenancy Services](#)* helps you to understand your rights when you rent.

Students who are over 18 years of age can also book homestay directly with Host Families NZ.

Key Contact Information

UP Education Admissions
email admissions@up.education

NZMA International Student Support
email studentsupport@nzma.ac.nz

The Education (Pastoral Care of Tertiary & International Learners) Code of Practice 2021

NZMA abides by the [Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](#). The Code sets out minimum standards of advice and care you can expect and provides a procedure that you can follow if you have any concerns about NZMA or your agent.

Our responsibility for pastoral care of international students under the Code is for the duration of your enrolment.

More detail on the Code and our complaints process can be found in your NZMA Student Handbook.

Sonder Student Safety App

NZMA have partnered with Sonder, a 24/7 personal safety and wellbeing service, to support all our international students.

The Sonder app is for personal devices and has several features, like "Track My Journey" and "Check on Me", that will help students live and study in New Zealand with confidence - if you are walking alone at night, going on a first date, or meeting up with a stranger to buy or sell goods, for example.

Additionally, if you are feeling stressed, anxious, lonely, or simply don't know who to turn to, you can speak to Sonder's multilingual support team anytime via live chat or phone, and they can even send in-person assistance if you need it.

Speak with reception if you need more information or haven't yet registered.

Learn more about New Zealand

- [New Zealand Now \(NZ Immigration website\)](https://www.newzealandnow.govt.nz/)
<https://www.newzealandnow.govt.nz/>
- [New Zealand Tourism - Things to do in NZ](https://www.newzealand.com/int/things-to-do/)
<https://www.newzealand.com/int/things-to-do/>
- [Tips for international students in NZ \(NauMai NZ website\)](https://naumainz.studyinnewzealand.govt.nz/)
<https://naumainz.studyinnewzealand.govt.nz/>