



TE KUNENGA | MASSEY
KI PŪREHUROA | UNIVERSITY
UNIVERSITY OF NEW ZEALAND

MASSEY

COMING TO NEW ZEALAND

A GUIDE TO DISCOVERING WHAT YOU NEED
TO KNOW ABOUT COMING TO AOTEAROA
NEW ZEALAND AS AN INTERNATIONAL
STUDENT AT MASSEY UNIVERSITY
AND ORIENTATION.





Aotearoa New Zealand

Coming To New Zealand

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A portrait of Professor Jan Thomas, Vice-Chancellor of Massey University. She is a woman with short, dark, curly hair, smiling at the camera. She is wearing a bright blue blazer with decorative floral embroidery on the shoulders over a black top. The background is a blurred interior with wooden paneling and a dark metal structure.

Haere mai Welcome

It is my pleasure to welcome new and returning international students to Massey University. We start each academic year with enthusiasm, in anticipation of the energy, talents and diverse influence you each contribute to the campus, making it a richer place. We look forward to celebrating your successes throughout your study at Massey.

Te Kunenga ki Pūrehuroa Massey University has a long, proud tradition of teaching and research excellence. Our heritage, geographic spread over three major cities, range of qualifications and the flexibility of our distance teaching allows students from around the world the ability to tailor their study to meet their needs.

Massey is a diverse university with international students from many countries choosing to study with us each year. We deliver academic qualifications in other countries and have international teaching partnerships with tertiary institutions in other nations.

We recognise that choosing to leave your own country to study elsewhere is a life-changing decision and I warmly invite you to be part of our diverse student community.

By joining Massey you are making a decision to carry on a tradition that has shaped Aotearoa New Zealand and made significant contributions around the world.

Whatever you choose to study, and wherever you chose to do it, our exceptional staff are committed to helping you every step of the way.

Professor Jan Thomas
Vice-Chancellor, Massey University



Campus guide

Massey has three city campuses: Auckland, Palmerston North, and Wellington. You can also study with us by distance.



AUCKLAND

- A beautiful campus with state-of-the-art teaching and learning facilities
- Based in a diverse, multi-cultural city of 1.5 million people
- Study at Massey's Auckland campus and explore your big ideas in New Zealand's biggest city.
- With nearby beaches, and being only 20 minutes from the centre of New Zealand's busiest city, you'll find plenty to do either out in nature or attending year-round events.
- Auckland is the 24th best student city globally by Quacquarelli Symonds (QS) for 2025.

PALMERSTON NORTH

- An international campus with staff and students from over 80 countries
- World-class academic qualifications, teachers and researchers
- Great sporting facilities, a state-of-the-art food plant and farms
- Affordable accommodation and living
- A safe, friendly, young person's city – a third of its population are aged 15 to 30 years.

WELLINGTON

- A friendly, vibrant and creative place
- Home to Toi Rauwhāangi College of Creative Arts
- World-class research centres for public health, sleep, Māori health, disaster research, and tertiary teaching excellence
- Wellington regularly ranks as one of the most liveable cities in the world (Deutsche Bank Quality of Life Survey)
- Compact and set between a magnificent harbour and green hills.





Preparing for your trip

PASSPORT AND VISA

International students need a valid passport and visa to enter and study in New Zealand. Most international students need a fee paying student visa to study full-time in New Zealand.

It is recommended that you apply for your student visa as early as possible, at least three months before your expected arrival in New Zealand. Contact us early as we may be able to refer you to a licensed immigration adviser.

- 1 Apply to study with Massey University.
- 2 Accept your Offer of Place - you will get an email letting you know an Offer of Place message is in your student portal if your application is successful.
- 3 Pay your fees noted on your Offer of Place. Choose how to pay your fees. Once you have paid your fees you will be issued with a Receipt of Payment. You will need both your Admission Offer and your Receipt of Payment for your visa.

Some students choose to apply for their visa by Approval in Principle (AIP). For these students, fees are paid once you have received your AIP.

- 4 Apply to New Zealand Immigration for a student visa. View their student visa information for more detail. You can also watch this video on applying for a student visa.

If you are working with an agent in your country they can help you with your visa application. If you applied direct to us without an agent our team can provide advice and assistance with your visa application. Email admission@massey.ac.nz to get connected to our licensed immigration advisor.

- 5 As soon as you receive your student visa from Immigration:
 - Book your flights and confirm your accommodation
 - Enrol in your Massey courses for the year through your student portal as early as possible as some courses have limited numbers.



BOOKING YOUR FLIGHT

Plan to arrive in New Zealand one week before your classes start so you can attend orientation. Orientation week is compulsory for all international students – this means you must attend. Our international student welcome programme is designed to make sure you have everything you need to stay happy and safe as a student in New Zealand. [Check the dates of all our important events.](#)

TRAVELLING TO NEW ZEALAND

There are many [rules and regulations](#) about what you can and cannot bring into New Zealand, so before you start packing your bags, you need to know what is OK to bring with you. It is very important that you know what is in your bags. For this reason, you should pack your suitcases or bags yourself. Do not let someone else pack your bags for you as they may put something in there that you are not allowed to bring into New Zealand. There are many common food items which you cannot bring into New Zealand. Do you know what you can and cannot bring?

You will also need to complete a [New Zealand Traveller Declaration](#) 24 hours before you start your trip.

MEDICAL AND TRAVEL INSURANCE

Massey has worked with Studentsafe Insurance to design a special insurance policy for international students. This policy meets the New Zealand Government's legal requirements for international student visas.

You don't need to do anything to get Studentsafe Insurance. You are automatically covered by Studentsafe Insurance when you accept your Offer of Place at Massey. Your insurance premium is added to the cost of your tuition fees. Pre-existing conditions (eg asthma, diabetes etc) are not automatically covered and you need to declare these conditions to the insurance provider.

ACCOMMODATION - WHERE ARE YOU GOING TO LIVE?

If it is your first time living away from home, or your first time living in a foreign country, we recommend you start your journey in [Massey accommodation](#). If you feel comfortable, you can arrange your own accommodation. However, there are many things to consider such as bond money, furniture, rent, flatmates, location, transport to university and the tenancy agreement.

At first, private accommodation might seem cheaper than the accommodation provided by Massey, but sometimes it ends up being more expensive when you add up all the costs.

It's wise to apply for your accommodation on-campus or in a Massey approved homestay as soon as you can as some accommodation options are very popular and fill up fast.

If you are under 18 years of age you need to live in accommodation that has been approved by Massey.

NEW ZEALAND LIFESTYLE

Part of preparing for life in another country is [getting to know about the lifestyle](#) and culture of the place. What do people do in their spare time? What are some words you need to know? What do people usually eat? What's appropriate Māori culture? Is there anything else you need to know?

ACADEMIC EXPECTATIONS

As a student, you are expected to make a genuine effort in your studies. This includes attending classes regularly, actively participating in the learning environment, and completing and submitting all assessments on time. Massey monitors your results and as part of our Academic Progress regulations you will receive a status at the end of each semester.

Maintaining good academic progress is also a requirement for your visa, and if you are not meeting these expectations, we may need to inform Immigration New Zealand.

We offer a variety of [services](#) to support you while you study.



LIVING COSTS

As well as tuition fees, you will need to pay for textbooks, non-tuition fees and your personal expenses. Initial fees payment is an estimate and you may have an outstanding balance after enrolling that you have not anticipated.

If you enter New Zealand on a student visa, New Zealand Immigration requires you to have NZ\$20,000 available in addition to your course fees for each year you'll be studying in New Zealand, plus money for return airfares. Living costs can vary considerably depending upon accommodation option, location and personal spending habits, so you may require more money than this.

It's a good idea to bring everything you might need from home, like clothes, electronics, medicine, and personal care items. These things can be a lot more expensive in New Zealand compared to other places.

HEALTH, DISABILITY AND NEURODIVERGENCE SUPPORT REQUIRED?

It is important that you check the university is able to meet your specific requirements, as the type and level of support for international students may differ from those at your home. For example, is your medication available in New Zealand?

You will be required to complete a health, disability and inclusion declaration. We would like to support your smooth transition – tell us what you need so we can partner with you and make a plan.

We recommend you get in touch with us before you book your flights so we can discuss your requirements.

Email international@massey.ac.nz

MONEY AND BANKING

Some banks let you open a bank account before you arrive in New Zealand. When you open a New Zealand bank account, you need to give your overseas tax status and overseas tax identification number (TIN). If you open an account before you arrive, you will need to visit the bank once you get to New Zealand to activate your account.

It's wise to bring about NZD\$500 in cash with you for transport from the airport, food and other things you need to buy when you arrive. It's also a good idea to have an eftpos card.

LIVING IN NEW ZEALAND

Smoking/vaping - Smoking and vaping are not allowed in most public places. All Massey University campuses are smoking and vaping free except for the temporary designated smoking/vaping areas.

Drugs and alcohol - International students should know the rules about drugs and alcohol in New Zealand. Misusing these substances can lead to serious trouble, including legal penalties.

Driving in New Zealand - New Zealand roads might be different from what you're used to. They can be narrow, go through hilly areas, and range from motorways to unsealed gravel roads. It is illegal to use a phone while driving. We drive on the left hand side of the road and you must wear a seatbelt. You are recommended to buy third party car insurance - check this out with your NZ bank or insurance companies.

Working in New Zealand on a student visa - Your visa conditions may include work rights, and if so that will be recorded on your eVisa or the visa label in your passport.



TE ARA HIHIKO

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Arriving In New Zealand

AIRPORT ARRIVALS PATHWAY

Top tips for a smooth arrival

- Book transport to your accommodation before you leave home.
- Have your passport and all entry requirement documents ready.
- Complete a [New Zealand Traveller Declaration](#).
- To avoid delays and any possible fines, it is recommended that you don't bring food with you into New Zealand.

Immigration / Customs - after disembarking your flight, follow the signs to Customs. You will need to go through an [eGate](#) or see a Customs officer to clear you for entry into New Zealand.

Baggage collection - once you have been cleared by Customs, make your way to the baggage hall to collect your checked luggage.

Biosecurity / Bag screening - the last step before exiting the airport is a biosecurity check. You will need to show your documents and your bags will go through a security check to make sure you do not have any [prohibited items](#).

To avoid fines, you should declare any risk items like medication, food, plants, wooden products, soil, water, outdoor equipment, and animal products. Declared risk goods may then be inspected.

Arrivals hall - after you have left the biosecurity area, you will enter the arrivals hall. Here you will find some food and currency exchange. Book your transport to your accommodation in advance, and follow the instructions given to find your ride - this could be someone waiting inside the arrivals hall to pick you up, or you may have to exit the hall to find your bus, shuttle, or taxi.

TRAVELLING TO PALMERSTON NORTH AND WELLINGTON FROM AUCKLAND

Most travellers arrive in Auckland. We have three campuses and if you are studying in Palmerston North (Manawatū campus) or in Wellington (Pukeahu campus), you will need to arrange a further domestic flight and can book this while you are in your home country. When booking your domestic flight, allow at least 3 hours after you plan to arrive in New Zealand in case there are any delays. Both cities are in the North Island.

At Auckland, the Domestic and International airport terminals are in different places. You arrive at the International terminal and will need to clear Customs and Immigration before making your way to the Domestic terminal.

There is a [free terminal transfer bus](#) every 15 minutes between 5am and 10.30pm. The bus stops just outside the terminal doors. You can also take the inter-terminal walk, which takes around 10 minutes, by following the green line on the footpath outside each terminal.



YOU HAVE ARRIVED IN NEW ZEALAND. NOW WHAT?

Getting connected by phone and Wi-Fi

- the first thing you will probably want to do when you arrive is get connected to a mobile network and the internet. Auckland Airport has free unlimited Wi-Fi in both the international and domestic terminals. Just choose Auckland Airport as your wireless network and click "Get online" on the login page.

Buying a SIM card - if your phone does not have an auto roaming facility you will need to get a New Zealand mobile phone number. To do this you will need to buy a SIM card so that you can connect to a New Zealand mobile network. There are a number of different mobile network providers in New Zealand. You can buy a SIM card from an [airport store](#).

GETTING TO YOUR ACCOMMODATION FROM THE AIRPORT

You must arrange your own transport from the airport to your accommodation in advance. Depending on where you are staying, your first stop should be to your accommodation to drop off your luggage and rest before visiting Campus Information Service.

If you are staying in Massey Halls Auckland or Manawātū [we can help you](#) organise a shuttle and recommend you book this service at least three days in advance.





University Life

We are here to help you with visa renewals, insurance, accommodation, transport and general campus information. We also connect students to other support services. We run an International Registration and Welcome programme to help you settle in, and a number of events and activities throughout the semester.

SUPPORTING YOU WHILE YOU STUDY

There are a number of support services available to you while you are studying with us. This may be in the form of academic support (help with your studies), or support with your health and wellbeing.

We understand the challenges tertiary study can bring and the importance of a holistic approach to keeping well through your study journey. Our teams can guide and support you through every stage of your learning journey.

We follow New Zealand's Education (Pastoral Care of Tertiary and International Learners) [Code of Practice](#).

ENROL IN YOUR COURSES

As soon as you have paid your fees you will be able to [enrol in your courses](#) (papers). You will need to log in to [Massey's student portal](#). Use your username (your student ID) and the password you used when you first applied to Massey.

We offer [Academic Advice](#) to guide you on course enrolment. If you need help choosing your courses contact us.

GET SET UP ON MASSEY SYSTEMS

- Sign in to your [student portal](#)
- Learn your way around [Stream](#) – our online learning platform
- Download the Massey Uni app from [Google Play](#) or the [App Store](#)
- Log into student life intranet [MyHub](#) – discover software available, and info on Careers, Development, Wellbeing, Student Voice and more
- Sort out your [timetable](#)
- Connect with us on [social media](#).

VISIT YOUR CAMPUS INFORMATION SERVICE

It is important when you get to New Zealand that you visit your closest [Campus Information Service](#). We are open Monday to Friday 8.30am

to 4.30pm. Have your student ID ready so we can:

- Confirm your enrolment status
- Verify your documents
- Check you are set up on Massey systems
- View your timetable
- Help you apply for a [Student ID Card](#)
- Provide letters for setting up a New Zealand bank account
- Show you where to register with your campus health centre.

ORIENTATION - THE WEEK BEFORE CLASSES START

[Orientation](#) is the time we welcome you to Massey and help you prepare for your first semester. Orientation happens in the week before classes start for the semester and the first week of the semester. It is compulsory for international students to attend week one. During that week we will tell you about services you can access as a student and share information about student life. There will be lots of opportunities to meet other new students at the social events in week two, and our Massey Guides will be there to answer any questions you might have. You will also receive an orientation to the College and qualification you will be part of.

Academic Support



ACADEMIC ADVICE

Academic Advisors can help you to choose and plan your qualification and courses, and help you stay on track with your study. They can also help with changing to a different programme of study and creating a balanced workload. You can make an appointment with an advisor.

STUDY AND ASSIGNMENT SUPPORT

We provide a range of free services to help you develop your academic writing and study skills.

Our consultants can see you one-on-one, or in a small group. We can help you with:

- written assignments, giving feedback on structure, focus, flow, style, presentation, use of sources, and referencing
- assignment question interpretation
- note-taking techniques
- reading techniques and more.

You can book an appointment to see a consultant online or on campus.

ACADEMIC INTEGRITY, AI AND PLAGIARISM

It is important to understand our expectations to ensure you meet our standards for honest, careful, ethical and responsible academic work at Massey.

STUDENT ACHIEVEMENT SUPPORT

We understand that navigating tertiary education in a new country can be challenging. That is why we are committed to helping you thrive in your studies. We recognise that seeking support and guidance can be daunting, especially when you are unsure where to turn. It is important to know if you are on the right path and if there are additional steps you can take to succeed. Our coaching team includes professionals experienced in assisting international students like yourself. During coaching sessions, we use the GROW model to focus on goal setting, assessing your current reality, exploring options, and planning the way forward.

NEED ACADEMIC HELP?

I'm not sure what courses I should choose. Who can I ask about this?

You can set up an appointment with an academic advisor. An advisor will help you with a yearly study plan, showing you what courses you must take (core courses), and show you what courses you can choose (electives).

I don't understand my assignment instructions. What should I do?

The first person to ask is your lecturer. If you are still not sure you can book an Individual support consultation with the Centre for Learner Success.

I'm not sure if my writing makes sense. Who can I ask to check it?

Usually your lecturer is the first person to ask. You can book an appointment with a writing consultant or learning advisor and discuss your assignment together. You can submit your assignment draft to the Assignment Pre-reading Service, along with your assessment questions. You will receive written feedback on your draft, allow three working days for this service.



Student Life Support



MEDICAL SERVICES IN OUR STUDENT HEALTH CENTRES

Our student health centres provide a wide range of medical services from skilled doctors and nurses. For international students, visiting one of these centres is free if it is covered by your Studentsafe Insurance policy.

It is important to declare medications and existing health conditions to ensure they are covered or there will be a cost and difficulty in getting treatment and medication. It is also important to read the insurance policy as cover changes, and conditions like pregnancy are not covered.

Our campus medical centres are open from Monday to Friday and if there is a cost it is less than other health centres. As soon as you arrive in New Zealand we recommend that you register with your campus health centre.

COUNSELLING SERVICES

You can get [counselling support](#) if you need to work through and understand your problems.

We offer free counselling services on our three campuses. You can make a confidential appointment with a professional counsellor.

DISABILITY SERVICES

[Support services and resources](#) for students with disability, impairments and health issues may be available to help you succeed in your studies. Impairments our students have include ADHD, Autism Spectrum Disorder including Asperger Syndrome, blind or low vision, chronic medical conditions, deaf or hard of hearing, head injuries, mental health, physical or mobility impairments, specific learning disability such as dyslexia.

STUDENT CARE

The Student Care team can help students with their wellbeing. Wellbeing can be understood as feeling, overall, that you:

- are satisfied or comfortable with yourself, including your mental and physical health
- can control a lot of what happens in your life
- have good relationships with other people
- can cope with bad experiences and tough times.

Email studentcare@massey.ac.nz

NEED SOMEONE TO TALK TO?

If you ever need someone to talk to, try the TalkCampus app. It's a global mental health support service for students that's available 24/7. People from all over the world use it, so you can find someone who speaks your language and understands what it's like to be in a different country.

You can also book an appointment with a counsellor at Massey's Student Health and Counselling Centre. Some counsellors speak other languages and you might be able to talk to someone in your own language. If you are too shy to talk to a counsellor at the university, give the TalkCampus app a try.

You can also call or text 1737 at any time. 1737 is a free service in New Zealand with counsellors from many different cultural backgrounds.



Scan to sign up for
TalkCampus



CLUBS AND INTEREST GROUPS

Joining a club or even starting a new one is a great way to meet new people, try new things and feel more at home at university. Whether you want to play board games or football, sing, conserve wildlife or rock climb, there's bound to be [a club for you](#).

CHAPLAINCY SERVICES

You can find opportunities for learning, dialogue and celebration through Massey's Chaplaincy Service, as well as links to faith communities. [Chaplains](#) are available on each of our three campuses and are available to help you to:

- Connect – being away from home and studying can sometimes be a challenge. Campus chaplains are here to connect with you and help you connect with others
- Reflect – student life gets busy with deadlines, exams and projects. Sometimes it is really good to be able to take time out and take life in
- Support – sometimes stuff happens that you may not have bargained for. The campus chaplains are here for you.

GYM AND SPORT

Massey is committed to ensuring an active, enriching campus life and has excellent sport and gym facilities on each of our campuses. [Sign up](#) for a free 7-day trial at your campus gym.

CODE OF STUDENT CONDUCT

This code of [student conduct](#) is here to help everyone at the university act in ways that make our campus safe, welcoming, fair, and respectful for all.

MAKING A COMPLAINT

While we hope you never need to [complain](#) about your experience with us, if you do, we want that process to be straightforward and transparent.

PLUS MORE ...

Discover [lots more](#) support services available to you.



IMPORTANT CONTACTS

We are available Monday to Friday between 8.30am and 4.30pm

General information

international@massey.ac.nz

Visa and insurance

visa@massey.ac.nz

Emergency contacts

On campus security after hours phone 0800 627 750

Police, ambulance and fire fighters phone 111



USEFUL LINKS

[Student Portal](#)

[Stream](#)

[Massey Uni App](#)

[My Hub](#)

[Accommodation](#)

[Facebook](#)

[X](#)

[Instagram](#)

[LinkedIn](#)

[TalkCampus](#)

[Health](#)

[The How To guides](#)

