



**CCEL**  
**CHRISTCHURCH**  
**COLLEGE OF ENGLISH**  
in partnership with the University of Canterbury



# Pre-departure & Arrival Information For Students

# Welcome to CCEL

We know you might feel a little nervous as you get ready to travel to New Zealand. Before you leave, there are some important things to remember that will help make your arrival and stay easier.

Use this checklist to help you get ready for your exciting new adventure, and to make sure you don't forget anything.



**CCEL Website**

[www.ccel.co.nz](http://www.ccel.co.nz)



**Study with New Zealand – Naumai NZ**

[www.naumainz.studywithnewzealand.govt.nz/](http://www.naumainz.studywithnewzealand.govt.nz/)

## 1.0 Before you arrive in New Zealand



### Things to bring with you:

- **Money:** Small amount of cash and a credit card
- **Documents:** Passport, ID card, visa, NZeTA (for Visitor and Working Holiday Visa), your Offer of Place, accommodation and airport pickup confirmation letter (if you have requested CCEL to arrange these)
- **Personal Items:**
  - Toothpaste, toothbrush, shampoo, conditioner, sunscreen
  - Travel medical pack + prescription document from your country
  - Dictionary and some stationery
  - Spare pair of glasses + sunglasses
  - Clothes for four seasons and special occasions
  - Convertible adaptor, power cord



### Things NOT to bring with you:

- Fresh flowers, seeds, meat, seafood, fruit, honey, dairy and egg products
- Chinese medicines and herbs

For more information, visit:

[www.mpi.govt.nz/bring-send-to-nz/bringing-and-posting-items-to-nz/how-to-declare-items-when-arriving-in-nz/](http://www.mpi.govt.nz/bring-send-to-nz/bringing-and-posting-items-to-nz/how-to-declare-items-when-arriving-in-nz/)



### Things NOT to be posted by your family to New Zealand:

If you are a student studying in New Zealand, it's important to tell your family and friends overseas about New Zealand's biosecurity laws and ask them not to send food, plant and animal products.

Refer to:

[www.mpi.govt.nz/bring-send-to-nz/bringing-and-posting-items-to-nz/check-if-you-can-bring-or-send-an-item-to-nz/](http://www.mpi.govt.nz/bring-send-to-nz/bringing-and-posting-items-to-nz/check-if-you-can-bring-or-send-an-item-to-nz/)

## 2.0 Arrival in New Zealand



### Customs and Immigration:

- Get your passport ready. Please note: your passport needs to be valid for at least 6 months after the date you plan to leave. If you have a passport that expires within 3 months of your planned departure, you should renew it before you travel to New Zealand
- Prepare your incoming passenger card or complete the **New Zealand Traveller Declaration (NZTD)** online. For more information, visit: [www.travellerdeclaration.govt.nz/](http://www.travellerdeclaration.govt.nz/)
- Do you have anything to declare? If you are NOT SURE – PLEASE DECLARE and say YES! It's better to be safe.
- Keep all your travel documents in a safe place
- Contact your family and let them know you have arrived safely

### Getting From The Airport

After you leave the airport, you can:

- Take a bus
- Use a taxi/Uber
- If you have booked accommodation with CCEL, you can use the CCEL airport pick up service. This must be booked with CCEL **at least one week before your arrival.**

If you have booked CCEL's pick up service, either your host family or a shuttle driver will meet you at the airport. They will wait in the arrivals area and hold a sign with your name written in English on it. We will email you before you arrive with:

- The pickup point in the arrivals area
- The name, phone number and email address of the person collecting you

Please keep these details with you.

If you are delayed or experience a problem, please call the **CCEL emergency phone (+64 (0) 27 226 4409)** as soon as possible.

### 3.0 Living in New Zealand



#### Currency

**Notes:** \$100, \$50, \$20, \$10, \$5

**Coins:** \$2, \$1, 50c, 20c, 10c



#### Shopping

Usual shopping malls opening hours:

- Weekdays: 9am – 5pm, (some malls stay open until 6pm)
- Saturday & Sunday: 10am – 5pm. (Some malls have late night shopping on Thursday or Friday until 9pm)

Food shopping – supermarkets

- Open every day, Monday to Sunday, from 7am – 9pm

Please note that opening hours can change and may be different at the shops near where you live.



#### Mobile service providers:

You can choose a monthly or prepay plan. You can arrange these before you leave your country.

- Spark [www.spark.co.nz](http://www.spark.co.nz)
- One NZ [www.one.nz](http://www.one.nz)
- 2 Degrees [www.2degrees.nz](http://www.2degrees.nz)
- Skinny [www.skinny.co.nz](http://www.skinny.co.nz)



Spark<sup>nz</sup>



#### Banking services providers:

- Office hours: Monday to Friday 9:30am – 4pm
- ATMs are available 24/7



To find out about opening a bank account before arriving in the country have a look at the following links:

- ANZ [Moving to New Zealand | Personal banking | ANZ](#)
- ASB [Moving to New Zealand? How to set up a new bank account | ASB](#)
- BNZ [Open an account from overseas - BNZ](#)
- Kiwibank [International & travel | Accounts](#)
- Westpac [Open a New Zealand bank account from overseas | Westpac NZ](#)

Ask for a bank letter at reception if required.



#### Electrical Appliances:

New Zealand = 240 Voltage



#### Emergency phone numbers:

For life-threatening emergencies **call 111** for assistance.

For non life-threatening emergencies **call CCEL 24/7 on 027 226-4409**

## 4.0 Homestay Experience



Staying with a homestay is a great way of experiencing life in New Zealand and improving your English. Good communication is very important to make your stay happy and enjoyable. Don't be shy - try to start conversations anytime you can. It's a great way to practise your English!

Here are some hints to help you in your homestay:

- Tell your Homestay "mother" or "father" if you will be late coming home, staying with a friend or are going to miss dinner. This is polite and will stop them worrying about where you are.
- Ask your family's permission before inviting people to visit you. It is polite to check first.
- If you have booked a homestay through CCEL, you will receive a document with helpful information about internet/WiFi, meals/food (including dietary requirements), public transport (including how to get to CCEL), bathroom use plus laundry.

If you haven't asked us to arrange your homestay yet, please send your homestay preference form to us **at least 5 weeks before you arrive**.

- It is important to book your accommodation well before you arrive in New Zealand. Booking early means you will have the best options available.

**Note:** If you are **under 18 years of age**, you will receive specific guidelines about your homestay and the rules you need to follow.

### Contacting Your Homestay

Before you arrive in New Zealand, we will send you a **profile** with details about your homestay family. This profile will include:

- Who lives in the family
- If there are any pets or animals in the house
- Your host's contact details

Please **contact your host** before you arrive to **introduce yourself** and say hello.

### If You Don't Have a CCEL Transfer

If you have **not arranged a CCEL transfer** (transport from the airport), please tell your host the **time you plan to arrive at their house**. This helps them be ready and at home to welcome you.



### Keys

Your homestay family will give you a house key, so that you can come and go as you like. Please ensure that this is kept safe, and that you return it when you leave your homestay.



### Food

You will get breakfast and dinner every day, and lunch on the weekends. On school days you are responsible for arranging your own lunch. We will tell you of some places to buy lunch in your orientation session.



### Changing or Cancelling Homestay

You must talk with us at least **two weeks** before extending, changing or leaving your Homestay. If you do not, or cannot, you may have to pay a fee.

If you take a holiday during your course and want to return to the same homestay, you need to pay a holiday retainer of \$25 per night so that we can keep your room for you.

For students under 18 years old and staying with a CCEL-organised homestay family, the student should follow the rules provided in the Under 18 documentation we will send to you.



## 5.0 Student Residence - SONODA



Some of our students choose to stay in a Student Residence on the University campus. The residence is called Sonoda. There are limited places available in the residence and we cannot guarantee your booking until after payment has been made. If you would like to enquire about Sonoda, please email us as soon as possible.

If you have booked a room, before you arrive we will send you information about your check-in time and Sonoda's contact details and address.

You will need to **contact the residence directly** to let them know how you will get there and your expected arrival time.

If you are staying for more than 6 weeks, \$300 bond will be required. This is also the case if you extend your stay.

## 6.0 Medical & Travel Insurance Information



It is a New Zealand Qualifications Authority (NZQA) requirement and compulsory for all CCEL students to hold current travel and medical insurance while studying with us.

Insurance cover can be purchased through CCEL. The policy and conditions can be viewed at: [orbitprotect.com/insurance-products/international-student-insurance/summary/](https://orbitprotect.com/insurance-products/international-student-insurance/summary/)

You can arrange your own insurance cover but must provide CCEL with a copy of the policy **in English prior to your arrival**.

If you arrange your own insurance policy, it must meet the requirements set out in the ***NZQA Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*** as below:

- **Medical care** in New Zealand, including diagnosis, prescription, surgery, and hospitalisation; and
- **Repatriation or expatriation** of the international tertiary learner as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and
- **Death** of the international tertiary learner, including cover of –
  1. travel costs of family members to and from New Zealand; and
  2. costs of repatriation or expatriation of the body; and
  3. funeral expenses

## 7.0 Transport Information (Metro Christchurch)



International students cannot get concession (discounted tickets) on our public bus system. But if you are 13 to 25 years old, you can get a youth concession fare, which is a cheaper ticket price.

It is best to use a MetroCard when travelling. A MetroCard is a smart, fast, and cheaper way to pay for the bus. You can buy a MetroCard online or pick one up in person.

For more information and to find out where to buy a MetroCard, visit: [www.metroinfo.co.nz/metrocard/where-to-buy/](https://www.metroinfo.co.nz/metrocard/where-to-buy/)

## 8.0 Information about working in New Zealand if you are an international student



As an international student in New Zealand, you may be allowed to work while you study.

To check if you have **work rights**, look at your eVisa, your visa label in your passport, or the letter from Immigration New Zealand. Work rights on a Student Visa allows students to work up to 20 hours per week during study periods.

**Important:** If you work more than the allowed hours, you may be deported (asked to leave New Zealand).

For more information, visit: [www.immigration.govt.nz/study/once-you-have-a-student-visa/working-on-a-student-visa/](http://www.immigration.govt.nz/study/once-you-have-a-student-visa/working-on-a-student-visa/)

Work Rights and Protections

All workers in New Zealand – including international students and young people from overseas – have **legal rights and protections** at work. This includes things like:

- Minimum wage
- Paid breaks
- Safe working conditions

Learn more here: [www.employment.govt.nz/starting-employment/rights-and-responsibilities/minimum-rights-of-employees-language-translations](http://www.employment.govt.nz/starting-employment/rights-and-responsibilities/minimum-rights-of-employees-language-translations)

CCEL runs a Job Club at the school twice a month. In these classes, we help you:

- Write a **CV (resume)**
- Get ready to find a job
- Help you to **prepare for an interview**

## 9.0 What happens on Your First Day at CCEL



We can't wait to meet you. Your first day at school will be Orientation Day. This is a special day where you will meet the friendly staff at our school, get important information to help make your time at CCEL easy and enjoyable, and meet other new students who are starting on the same day as you

### What Happens on Orientation Day?

Here are some of the activities you can expect on your first day:

- **Placement Test and Interview:** You will do a placement test and have a short interview to help us understand your English level. This helps us place you in the best class for you. Please don't worry about the test – it is not a pass or fail test, just a way to help you learn better.
- **School Tour:** You will take a tour of the school and see all the important places, such as classrooms, student areas, and noticeboards.
- **Emergency Procedures:** We will explain what to do in case of an emergency, such as a fire or earthquake.
- **Complete Paperwork:** We will help you fill in any important forms and documents.
- **Student Handbook:** You will get a **CCEL Student Handbook**, which has important information about:
  - School rules
  - Your timetable
  - What to expect while studying
  - Living in Christchurch
  - Attendance rules and visa information

### You're Not Alone – We're Here to Help!

We know you might feel a little nervous on your first day. That's completely normal! Just remember:

- Every student at CCEL had a first day too
- You are not alone – we are all here to help you
- Try to relax, smile, and enjoy the day 😊



### School Arrival time for Orientation:

- General English students – 9:45am
- Academic English (EAP) students – 1:00pm

You will be finished between 2.30pm and 3.00pm

Please bring the following with you:

- Your passport
- Boarding pass
- Insurance Policy – if you arranged this yourself (English version).

## 10.0 Student Card



Student cards can be issued at reception during your first week.

## 11.0 English Only Policy



At CCEL, we have an **English Only Policy**. This means you must speak English at all times while you are at school – in class and around the school. Your teacher will expect you to speak only English during lessons.

### Why is this important?

Speaking English as much as possible helps you improve faster. The more you use English – in class, at lunch, and with friends – the better your results will be!

## 12.0 Smoking and Vaping



CCEL is located on the University of Canterbury (UC) campus. UC has a **non-smoking and non-vaping policy**. This means the **entire university**, including all buildings and outdoor areas, is **smoke-free and vape-free**.

Smoking or vaping is NOT allowed:

- Inside any university buildings, including entrance areas and foyers
- On the steps or paths near buildings
- Near windows, doors, or air vents
- Anywhere on the university grounds (unless a special exception is made)

### Where Can You Smoke?

If you want to smoke, you must go to the path near Solway Avenue (outside the UC campus). Please remember to throw cigarette butts in a rubbish bin – help us keep the campus clean and safe.

## CCEL Christchurch

University of Canterbury Campus  
Solway Avenue, Ilam, Christchurch  
PO Box 31212, Christchurch 8444,  
New Zealand

**Ph** +64 3 343 3790  
**Fax** +64 3 343 3791  
**Email** [study@ccel.co.nz](mailto:study@ccel.co.nz)

