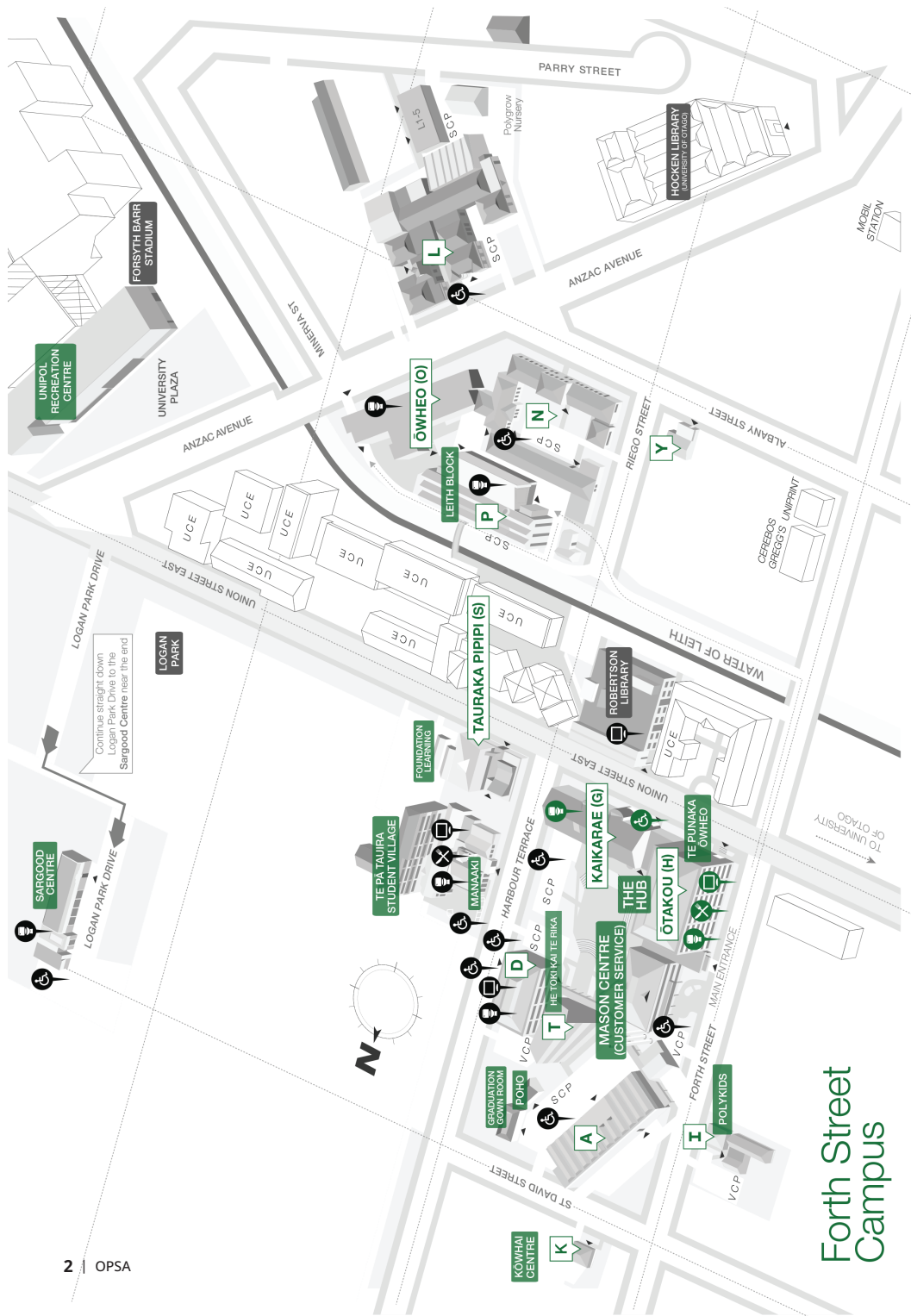


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Welcome

Kia ora and a very warm welcome to your Students' Association.

Student life is about more than just study and classes. It's about making new friends, developing your own character and finding out where you want to go in life.

Students are at the heart of our culture and it's important that you have a way for your voice and views to be heard.

How can OPSA help me?

OPSA is an independent organisation run by students, for students.

We can:

- represent and promote your thoughts
- safeguard your welfare, and
- give you access to awesome social, recreation and entertainment events during the year.

Our Advisory Board and staff have a strong partnership with Polytechnic management and we have a group of nominated student reps who are in place to represent you.

We've got an open-door policy and always welcome visitors.

Study hard, have fun and we hope you make some amazing memories while you're here!

OPSA contact details

The Hub, Dunedin Campus

☎ 0800 762 786

🔍 opsa.org.nz

📘 facebook.com/OtagoPolytechnicStudentsAssociation



Accommodation

Where you live makes a big difference to your student experience. We've got lots of great accommodation options including Te Pā Tauira (our Student Village). For more info, check out opsa.org.nz/information/accommodation.

And please come and see us if you need help to sort your budget before signing a tenancy agreement.

Problems or tenancy issues?

Contact OPSA or Dept. of Building and Housing Tenancy Services

☎ 0800 83 62 62

✉ dbh.govt.nz/tenancy-index

Accessibility Support

✉ Accessibility@op.ac.nz

This service used to be called Disability but our students chose to rename it Accessibility.

Accessibility services currently include:

- Equipment and furniture
- Classroom notetakers
- Alternative examination arrangements
- Adaptive technology
- Peer tutors
- Financial and resource assistance
- Reader-writers
- Pastoral care and coping strategies
- Campus orientation and classroom support
- Liaison with lecturing staff and community agencies.

Appointments can be made by phone, email or online at studentsupport.op.ac.nz



Academic Support

✉ AcademicSupport@op.ac.nz

Learning Advisors offer face-to-face and online appointments, study skills sessions and email support to develop the following:

- effective learning strategies (study skills, time management, interpreting instructions and marking schedules)
- research skills
- academic writing, including clarity of expression and paraphrasing
- referencing
- oral presentations
- basic numeracy.

Appointments can be made in person at Student Success in the Hub, or by email at academicsupport@op.ac.nz



B

Bicycles

These are a great way to get around. No carbon footprint or parking hassles!

Borrow a 'Poly-bike' free of charge from the Sargood Centre, Art School Reception or Customer Services in The Hub.

And check out 'Crooked Spoke' and the 'Valley Community Workspace' Facebook pages for community bike workshops/sources of second-hand bikes.

Blues Sporting Awards

OPSA recognises those individuals who have achieved sporting excellence at local, national and often international levels.

See opsa.org.nz/support/sporting-blues

Budget Advice

Get immediate confidential help with your personal budget and access to emergency funding (if applicable). Just call into OPSA to discuss your needs – OPSA is a satellite service of Financial Capability Charitable Trust (Dunedin Budget Advisory Service).



C

Campus Cop

We want to ensure our campus is a safe and secure place for everyone to enjoy. You might see members of the Campus Watch staff walking around our grounds and the Uni Campus and you can also access the following security services:

John Woodhouse (Campus Cop)

☎ 021 190 5950

Proctor's Office

Security Centre, St David Street, Dunedin

☎ +64 3 479 48

✉ campus.cop@otago.ac.nz

Career Support

✉ careers@op.ac.nz

This service is available to prospective and current students. We offer expert guidance and a friendly ear to help you make informed career decisions based on your own personal values, goals and interests. We can discuss career options, a possible programme of study, job applications or interview techniques, or any other career-related topic.

Appointments can be made by phone, email or online at studentsupport.op.ac.nz



Campus Chaplains

☎ 03 479 3743

✉ chaplain@otago.ac.nz

H106 or Student Success in The Hub

Campus Chaplains are people who can walk alongside you on life's journey. Wherever you are on that journey, highs or lows, we consider it a privilege to be part of that.

We are here to listen and walk with you through whatever issues are important to you, regardless of whether you consider yourself spiritual, religious, or neither.

Our services include:

- someone to listen
- support for those grieving, finding hope and purpose
- adjusting to student life – how do I fit in?
- spiritual and religious guidance
- prayer and blessing
- Māori Chaplaincy
- Muslim Chaplaincy.

Community Law Centre

☎ 03 474 1922

🔍 communitylaw.org.nz/centre/otago

🔍 opsa.org.nz/information/community-law-centre

The Community Law Centre offers free legal advice and information in the following areas: traffic, employment, tenancy, police, consumer/debt, criminal, ACC, neighbours, govt. departments and family matters.

Contact details

- Open by appointment only (please check website for opening hours).
- To make an appointment, ring the number above or, if calling from within the Otago province, call **0800 169 333**, or email **reception@dclc.org.nz**



Compost (Pōpopo)

Composting food scraps and growing kai with that compost is the focus of Pōpopo – The Wormporium, our campus compost project. All organic materials collected on campus are composted on-site! You can also come and learn about compost, soils, waste management, and get hands-on experience applying sustainability. Collaborators from any programme area are very welcome.

Need a compost solution for your flat? Contact **compost@op.ac.nz** or visit our Pōpopo webpage.

Counselling Services

Confidential counselling with one of our three on-campus counsellors is offered free to all students.

Counsellors are registered, experienced and professional, with a broad range of counselling experience. They will work with you, providing a safe place to talk through your worries and current concerns. The focus is on helping you find/explore different ways to manage situations that may be causing difficulty or distress.

Some of the things that counsellors help with are:

- Study related issues
- Relationship issues
- Loneliness
- Anxiety and panic
- Loss and grief
- Depression
- Substance use
- Gender identity/sexuality
- Stress
- Health issues
- Problematic eating
- Adjustment.

Bookings

Please make a booking at **studentsupport@op.ac.nz**

Choose your counsellor and preferred method of meeting (face-to-face, on Microsoft teams or over the phone).

We also offer two other external counselling services.

Pūawaitanga - a phone/video counselling option. Open seven days a week, from 9am-9pm. You can enrol online (**puawaitanga.nz** – you will be asked for your student ID) or call **0800 782 999**.

Vitae – 24/7 service available face-to-face, via phone or video (Zoom). Download the Vitae app, call **0508 664 981** or complete the online referral form at **vitae.co.nz/contact/counselling-form**

C

Customer Services

The Hub Atrium

☎ 03 474 7293 or 0800 762 786

Customer Services is your first point of contact – we can assist with application or enrolment enquiries and connect you with all areas as required.

We offer help with:

StudyLink, payments, international admissions, graduation, visitor parking and any general enquiries you might have.

D

Digital Screens

We have digital screens/TVs on lots of the walls around campus. These have info about events, food venues, campus notices and loads more.

Discounts

OPSA organises student discounts in the Otago area. Most require you to show your ID card opsa.org.nz/information/discounts
Grab your free Radio One discount card at OPSA.

Dogs On Campus

Dogs must be in a controlled environment and kept under appropriate control at all times.

Any dog that is not under control, causes a health and safety related concern or has an instance of unsatisfactory animal behaviour will no longer be allowed on any of our sites.

Dogs are only permitted in shared environments provided all staff and students in the workspace have consented. Dogs must not be allowed in shared spaces where food is prepared or eaten.

E

Eden

Our café in The Hub – with Fair Trade tea and coffee in reusable cups! We also have our student training café (AKO) on campus and Eden's sister café, Hinaki, in Ōwheo/O Block. Lots of options for your caffeine/sugar cravings!

Please just make sure you return all cups, plates and glasses that you use. Thanks!

Electronic Devices

Due to disruption and distraction, mobile phones and other electronic devices must be completely turned off while in class, on course-related activities and in changing areas i.e. texting, pixting or photographing from a mobile telephone, PDA or camera is not permitted.

Exceptions to this rule may occur only with the express permission of the lecturer and this must be obtained prior to commencement of a class or activity.

Devices must be turned off and stored in bags at the front of the room during assessments (such as tests and exams).

Email

Your student email address will be printed on your ID card. Please make sure you activate this prior to registering your card at the Robertson Library. You should check your email regularly to avoid missing out on important information.

You can add a forwarding email address to your student email account if you think that'll work better for you. Just remember to turn it off when you leave.

Events

Organising a programme or college event? OPSA can help with your budget and organisation, and if necessary, handle your ticket sales and pay your accounts!

Bookings for catering and venue hire should be directed to functions@op.ac.nz

F

Facebook

Like us on Facebook – this is where all the action is happening, and you'll receive frequent updates on trips, tours, services, events, jobs, discounts and more!

 opsa.org.nz/facebook

Fair Trade

We're a Fair Trade campus. That means every time you purchase a tea, coffee or hot chocolate from one of our campus cafés, you are supporting people in developing nations with fair wages, wage security and support with education and sustainable farming.

Financial Support

Student hardship

OPSA operates a Learner Assistance Fund which can help you if you find yourself in unforeseen financial difficulty. Each case is individually assessed by a Committee in a confidential manner – forms available at OPSA or online at opsa.org.nz/support/grants-and-hardship

Emergency funding

If you find yourself without food or need help through a rough patch – come and chat to OPSA about how we can help you out in the short term (strictly confidential service – no appointment necessary).

Food / Fridge / Freezer

Located in The Hub near the free bins – please help yourself if you need food (and donate any food you can, to help fellow students).

Free Bins / Free Clothing Rack

Located in The Hub – feel free to take anything of use – we welcome all donations of unwanted goods or clothing (no rubbish or dud electrical goods though thanks).



G

Graduation Awards


Every year, we invite you to nominate a graduating student for an award who has been an inspiration to study with. Forms are available at OPSA or online.

 opsa.org.nz/support/graduation-awards

Grants

Exhibition or study, recreation or social, travel and promotional grants.

- OPSA has a contestable fund that any programme, class or group may apply for.
- A request form will need to be filled out and signed by the current Programme Rep.

 opsa.org.nz/support/grants-and-hardship/class-grants/

Development grants

Grants may be made at the discretion of the OPSA Advisory Board for any student or group who may require some financial help with a special 'one-off' project or event.



Harassment And Bullying Prevention And Management

You have the right to study in a harassment free environment.

Harassment can be:

- verbal behaviour – saying things to or about a person, or talking within the hearing of others about subjects that may be offensive
- written or visual behaviour – writing, drawing, taking or displaying pictures (includes use of computer, PDA, other electronic devices, text pixt)
- physical behaviour – inappropriate touching, gestures or standing too close
- behaviour that is hurtful, unwelcome or offensive to the person receiving it.

Harassment may be sexual in nature or based on that person's gender, race, colour, age, disability, physical appearance, marital or family status, religion, political opinion or sexual orientation.

If you have a concern or complaint, please contact any lecturer, Head of Programme or College, Hall Supervisor or Residential Assistant, or OPSA.

Hub

The Hub is located on the ground floor of H Block, at our Dunedin Campus.

It's the main social and meeting space on campus, and this is where you'll find Eden Café.

There's comfy seating, tables, meeting rooms, computer/study stations, printers and a small kitchen for student use. You can also access Student Support Services (Student Success team), I.T. Services, our Chaplain, Customer Services and Te Punaka Ōwheo (our Māori Student Centre) here. Plus, this is where you'll find the OPSA desk and staff.



ID Cards

ID cards are processed at the OPSA desk (The Hub, Dunedin Campus).

This card will be your access to:

- Robertson Library (ID barcode will need to be activated at the Library)
- UNIPOL gym and recreation facilities (University Plaza)
- OUSA Clubs and Societies Centre (Albany Street)
- Student Health and Counselling
- discounts throughout the country
- door access to some buildings.

Please note: some programmes may not charge a Student Services fee, so an alternative 'access' card is available for library and computer services.

To get your ID card:

- Dunedin students – bring photo ID if you are a new student
- distance students – email your details (including ID number, name and return address) and attach a photo in jpg format (plain background, no sunglasses or hats) to idcards@op.ac.nz

International Student Advisor

✉ Internationalstudentsupport@op.ac.nz

Our emergency 24/7 contact number is **021 735 421**.

Studying in a different country can be a little scary and we're here to hopefully make things slightly easier.

Services we provide are:

- international orientation and student activities
- pre-graduation celebrations
- help with medical and travel insurance
- student visa renewals
- student advocacy.

We are also available to help you with any concerns you have about your studies, personal issues or adapting to life in New Zealand. We are patient and understanding and know it is sometimes difficult to communicate when English is not your first language. Please come and speak with us and let us help and support you.

Appointments can be made by phone, email or online at studentsupport.op.ac.nz

I.T. Support Service Desk

We can provide support and advice for most I.T. difficulties you may encounter on Windows or Apple computers, including the computers you might be using from home.

Location

The Hub, Room H107

Visitors most welcome – no appointment needed

Hours

Monday – Friday
8.00am – 5.00pm

Closed public holidays

Contact us

☎ 0800 765 948

✉ servicedesk@op.ac.nz

Distance students – please remember we're here to help if you should need it!

Printing and copying process

Paper Cut is used to manage all network printing. Every print job that you submit is analysed and charged according to number of pages, size, colour, duplex etc.

You can log into the photocopiers using your student details and access copying and scanning services. All copying and printing is charged from your Paper Cut account.

Scanning documents sent to your student email is free to use from these same selected copiers.

You can top up your prepaid account at these locations:

- Customer Services in The Hub for cash or EFTPOS top-ups
- top-up online at studentsupport.op.ac.nz/it-support/printing-papercut

Accepted payment methods: Visa, Mastercard, UnionPay.

Wireless access

We provided wireless access so you can use your own network connected devices (such as laptops, smart phones, and tablet computers).

For information about our EduRoam Wi-Fi network, check out: studentsupport.op.ac.nz/it-support/eduroam-wi-fi-network

Student email and free Microsoft Office

To access the Windows Office 365 service, check out 'My email' in Kāpehu (your online student intranet).

Direct link to Office 365: mail.student.op.ac.nz

You can download a full version of Microsoft Office from your Office 365 account, which will be licensed for as long as you are a student with us. Both Windows and Apple versions are available at: studentsupport.op.ac.nz/it-support/office-365

Printing from your own laptop

You can print directly to our copiers from your own laptop, provided your laptop:

- is connected to the EduRoam Wi-Fi network
- has the MPrint software installed
- has money on your Paper Cut account.

When you print using MPrint, you have 48 hours to release your print job from any of the copiers, otherwise the print job is deleted. You won't be charged until the print job is printed out.

For Windows laptops:

studentsupport.op.ac.nz/it-support/print-from-a-windows-laptop

For Apple laptops:

studentsupport.op.ac.nz/it-support/print-from-an-apple-laptop

Remote access: RDS

RDS is a service that provides remote access to our network. This means you can study off-site, such as from home, or use specific software on your own computer.

How to set up RDS: studentsupport.op.ac.nz/it-support/remote-access-rds

J

Jobs

Student Job Search (SJS) is a not-for-profit organisation, dedicated to helping students find work while studying. Thanks to OPSA, Student Job Search is 100% free for you to use.

SJS will connect tertiary students looking for work with employers who are looking for talent. We can help you find work during the semester or over the summer holidays and advertise a range of different jobs to suit your study schedule and experience.

New to SJS? Register online now to start your job hunt!

🔍 sjs.co.nz

☎ 0800 757 562



J

Justices Of The Peace (JP)

We have Justices of the Peace (JPs) on campus who can assist with witnessing signatures, certifying documents and recording declarations or affidavits.

JPs are "people of good sense, character and integrity" in the community appointed by the Governor General to work in an unpaid capacity to assist the public.

All JPs are available by appointment only.

Steve Brook

Lecturer, College of Engineering, Construction and Living Sciences

A Block, Room A120a, Anzac Avenue, Dunedin Campus

✉ steven_brook@op.ac.nz

Dr Karole Hogarth-Caulfield

Principal Lecturer, School of Nursing

H210, H Block, Cnr Forth St and Union St East, Dunedin Campus

✉ Karole.Hogarth@op.ac.nz ☎ 03 470 3902

Steve Downey

Chaplain, Student Success Team

The Hub, H Block Cnr Forth St and Union St East, Dunedin Campus

✉ Steve.Downey@op.ac.nz

Important information for your JP appointment

- Our JPs are first and foremost committed to their paid roles. Sometimes this may mean that their work commitments need to take priority.
- It is your responsibility to have your documents organised prior to your JP appointment. This means you need to bring original documents and photocopies that you would like verified. Please do not pre-sign any documents before your visit.
- When you make your appointment, please indicate the type of JP service you are seeking e.g. "affirmation" or "certification of documents". This enables the JP to prepare for your appointment appropriately and provide you with the best possible service.
- If you are unable to make an appointment with one of our JPs, you may wish to attend a 'no booking required' JP Clinic available on Wednesdays from 9.00am – 1.00pm in the University Information Services Building (near the Central Library) and Saturday mornings from 10.00am – 12.00pm at Citizens Advice Bureau, Rodgers House, Ground Floor, 155 Princes St, Dunedin.

K

Kids On Campus

Please be considerate – the presence of kids in the classroom may affect the teaching and learning environment for others. It's important to get permission from lecturers in the exceptional circumstance of needing to bring your child to class.

L

Leadership

Leadership in our student community is nourished through formal structures like OPSA, but also through a range of other initiatives.

Keep an eye out for any advertised opportunities.



L

Library Services

Robertson Library
135 Union Street, Dunedin (Opposite G Block)

The Robertson Library is home to Otago Polytechnic's Library collection, and provides the following services and facilities:

- friendly and knowledgeable staff
- study spaces for individuals and groups
- self-checkout / book borrowing (requires your current student ID)
- print / copy / scan facilities
- student computers
- Wifi access
- library services for learners studying at a distance
- interloan service
- common room area
- access to the physical collections of the University of Otago Libraries.

Contact details

✉ ask.library@otago.ac.nz ☎ 03 479 3793

🔍 studentsupport.op.ac.nz/library

Living Campus Gardens

Forage for vegetables, fruit and herbs – look out for the 'pick me now' signs or ask the friendly horticulture staff for help.

For Living Campus tours and workshops, please contact us:

✉ kim.thomas@op.ac.nz ☎ 021 735 498

✉ lisa.burton@op.ac.nz ☎ 021 735 209

Pōpopo Composting Hub

✉ liam.hoffmann@op.ac.nz ☎ 0210 842 3732

Lost Property

All lost property from campus is returned to OPSA. We operate a lost property register, so if you find any item, please hand it in to the OPSA desk. Or, check to see if we have your missing item.

Lost property from the Robertson Library will be sent to the OUSA office at the University – you can phone them to check on any items.

☎ 03 479 5332

M

Manaaki (M Block)

On the ground floor of M Block is AKO Espresso (our student training café), Manaaki (our fully-licensed, student training restaurant), Student Health, our Student Village Food Hall, a water cooler and toilets.

Our Food Design Institute and functions team manage all the catering, café and restaurant services.

Māori Students

Māori students are supported by the friendly team at Te Punaka Ōwheo (see page 34). There is also Poho, a common space dedicated to Māori (see page 27). For more information, go to studentsupport@op.ac.nz and click on Ākonga Māori.

Microwaves

Located around campus for your convenience – please keep these clean and tidy and report any faults to OPSA.

N

Noticeboards

These are located on the ground floor of most blocks. Feel free to place your own notices, but to avoid them being taken down, please add the date and put them on an appropriate board. Check out the digital screens for current events and more info.

O

OPSA

The Hub

☎ 03 477 6974 / 0800 762 786 (and ask to be put through to OPSA)

🔍 opsa.org.nz

📘 opsa.org.nz/facebook

Our main office has comfy chairs, free bins for clothing and a fridge with food. Our friendly staff are here to help you with anything you need so pop in to say hi!

Monday and Friday
9.00am – 3.00pm

Tuesday, Wednesday and Thursday
9.00am – 4.00pm

Did you know?

OPSA also organise the annual Orientation, or Ori. This is a great chance to start to learn your way around campus, meet other students, check out some live gigs, and enjoy things like BBQs, quizzes, competitions and more!

Please note: hours may be reduced over the breaks but we'll let you know!



O

OUSA Clubs And Societies Centre

84 Albany Street (opposite the Uni Library)

☎ 03 479 5960

🔍 ousa.org.nz/clubsandsocs

📘 facebook.com/ousaclubsandsocs

OPSA provides services and facilities at OUSA Clubs and Societies Centre (Otago University Students' Association). With your student ID, you'll get access to a range of services (terms and conditions apply).

Playing a core role in the student community, Clubs and Socs is more than just a place and space. It gives students an awesome opportunity to meet a diverse range of people and have loads of fun.

OUSA's core services are:

- home to 160+ affiliated clubs and societies
- an in-house recreation programme
- plenty of rooms for meeting, studying etc. including three dance studios and an activities hall
- free breakfast, \$4 lunch and a KiwiHarvest drop zone
- sauna
- Thursday's at Evison lounge events
- free showers, free sanitary products and condoms
- Freebie Fridays

Opening hours

Monday – Sunday (during academic year)
9.00am – 10.00pm

Monday – Friday (during summer break, semester and mid-semester breaks)
11.30am – 7.00pm



P

Parking

Limited street parking is available all round campus. Please make sure you are parking in the right spot as there's always parking wardens around. Don't park in any of the numbered parks or student village parks as you might get towed.

Some parking is also available in the Forsyth Barr Stadium close to campus. Please register for this via our online student intranet Kāpehu (see parking form under Tools).

Pasifika Students

✉ Pasifika@op.ac.nz

Talofa lava, Kia Orana, Malo e lelei, Fakaalofa lahi atu, Bula Vinaka, Malo ni, Halo ola keta, Mauri, Fakatalofa atu and warm Pacific greetings.

A sense of cultural wellbeing and belonging is vital to your success and we're here to help you achieve academically, spiritually and culturally.

Our Pasifika Support Advisor is based in The Hub and provides support for all our Pasifika students. We hold an array of events to help you feel at home – this also revolves around community events where you and your family are always welcome. Pasifika students also have a designated space to study, get together and meet with other Pasifika students on campus (G Block, Room G107).

For more information, go to studentsupport.op.ac.nz and click on **Pasifika learners**.

POHO

Monday to Friday: 7.30am – 5.00pm

This is a common space dedicated to Māori students.

There's always kai in the cupboard and info about what's happening in the Māori community (both on and off campus).

Come for a hot lunch on a Wednesday, and any other time to study, or have a break.

Māori students can also access Poho out of hours with their student ID.

P

Programme Representatives (Reps)

There are plenty of ways you can get involved with OPSA.

Pop along to our regular meetings and have your say, be nominated as a Programme Rep, or get elected on to our Student Advisory Board.

Programme Reps

Full-time programmes from each school will be asked to nominate at least two students to represent you during the year. These reps will be your “voice” on campus and be able to help you represent your views, concerns or suggestions.

Q

Quad

This is the area outside The Hub. With picnic tables, living campus produce for you to pick and shady spots under the trees, it's a great space for relaxing or studying. Sometimes the student-run Food Truck is available so you can buy your lunch and OPSA BBQs happen here too.

Queer Support

☎ 0800 12 10 23

✉ q.support@ousa.org.nz

🔍 ousasupporthub.org.nz/queer-support/

Queer Support is part of the OUSA Support Centre (Otago University Students' Association). This is located at 5 Ethel Benjamin Place.

The Queer-focused Student Advocate provides information and support for queer and questioning students from the Polytechnic and the University. Keep an eye out for Diversity Week, which happens in September every year!

Plus, UniQ Otago is a OUSA officiated club for queer and queer-friendly students. They run a bunch of fun and interactive social events. Search for UniQ Otago on Facebook or email otagouniq@gmail.com for more info.

R

Reduce, Reuse, Recycle

We separate compostable and recyclable items and rubbish for landfill.

Please reduce the packaging waste you bring to campus or choose glass packaging over plastic.

- It's really important for us to recycle properly. Please ensure recycled items are clean and that you take care to place the right item in the right bin.
- Glass bottles and jars can be recycled.
- If you're eating in The Hub, please pop any leftover food in the organic compost bin to help with our composting efforts.

Ridesharing

Check out the OPSA website and if you can offer or need a ride to campus, let us know – just check out the link opsa.org.nz/information/ride-share/



S

Scholarships

For info about scholarships available, please visit op.ac.nz/explore/scholarships/

You can also check with us about whether there's any scholarships available for a programme you're interested in. We also have specific scholarships for our Māori and Pasifika students so please make sure you ask our team at Te Punaka Ōwheo or our Pasifika Advisors for help and advice.

givME is an extensive online database providing info about available scholarships, awards and grants based on criteria, level of study and discipline along with closing dates, application requirements and contact details.

It's available at the Dunedin Public Library, or, if you have a Dunedin Public Library Card, you can access it online at dunedinlibraries.govt.nz/digital-library/funding

Security

There are CCTV cameras on-site around campus, but it's best to keep your valuables with you at all times. OPSA can look after items for you during office hours if needed.

If you're enrolled in a particular programme, you might be granted after hours or specialised access to some buildings – please see your school administrator to activate your ID card for this purpose.

Suggestions for after hours security:

- ensure you have your mobile phone with you
- tell your family or flatmates which building you are going to and the time you expect to be back
- ensure that doors to the building are properly closed behind you when you leave
- use well-lit entrances and walkways after dark and avoid walking home alone.

S

Smoking

Smoking (including electronic devices) is prohibited in all areas including all buildings, balconies, outdoor areas on-site and the PolyKids Childcare Centre.

Other spaces

We encourage smokers to be considerate of others in open spaces not controlled by us (such as public footpaths). We also encourage smokers to consider the effects on the environment when disposing of cigarette butts and to be aware that there is a risk of fire if cigarettes/butts are placed in rubbish bins.

Support

Student Health supports smokers who wish to quit (see Student Health contact details on page 32). Alternatively, you can contact Quitline (0800 778 778). This is a free service which includes after hours support (there is a nominal fee for nicotine patches if desired).

Student Advisors (Dunedin)

✉ studentsuccessdn@op.ac.nz

The Student Advisors work to provide opportunities for learners to have the best chance to succeed at tertiary study. They work with learners and staff to discuss concerns, explore the situation, look at options and find a way forward.

We also have a Student Advisor for students from a refugee background. Coming to a new country, learning a new language and trying to integrate into a new culture are big challenges and we want to help you understand, navigate and adapt to a different system so that you get the best possible outcome at Otago Polytechnic.

Appointments can be made by phone, email or online at studentsupport.op.ac.nz



Student Health (Dunedin)

Ground floor, M Block (Manaaki)
Harbour Terrace, Dunedin

☎ 03 479 6082 / 0800 338 248 (and ask for Student Health)

Appointments are available between 9.00am – 4.30pm (Monday – Friday). Student Health is not a drop-in clinic so you will need to phone ahead for an appointment time. Please also ensure you let us know if you can no longer make your appointment so we can give the time to someone else.

The Student Health Centre provides the same services offered by your family doctor. It also promotes health education, and offers health screening tests, nutrition advice, vaccinations and some minor surgery options.

- If you've paid the Student Health Levy (as part of your fees), the cost for a consultation is \$15, or is free if you have a current Community Services Card.
- If you've not been charged the Student Health Levy (for example, distance students) the service is still available but at a higher rate – please enquire directly with Student Health for further details.
- International students will need to check with the Student Health Centre about costs and insurance cover prior to making an appointment (our International Student Support Advisor can help you with this).

Prompt payment of accounts helps keep our service going. Please pay your account within 14 days (or we'll need to add a \$5 admin fee to the total owed).

Please let us know as soon as possible if your contact details change.

Student Intranet – Kāpehu

Your one-stop, online shop for student-related info including a link to your timetable, email and courses, student support details and learning tools. There are also links to other key pages / contact info and it's also where you can find out all the latest news and events.

Keep an eye on this space to keep yourself in the loop.

And please remember to update your details if you change your address, phone number or personal email address while studying with us. You can do that in the My profile section.

This online platform also has a link to Your Voice @ OP. This is a place where you can fill in an anonymous feedback form with compliments, complaints or comments in general.

Did you know?

Kāpehu means 'compass' in Māori. The name was chosen by a student!



Student Support

We have a dedicated team of staff to support you throughout your studies.

Student Success Team

The big green desk in The Hub

☎ 0800 762 786

✉ studentsuccessdn@op.ac.nz

Life on campus can be exciting and challenging and the Student Success Team are here to support you and help you through any issues that might arise.

Making an appointment

Check out the online resources and book an appointment for support at studentsupport@op.ac.nz

Or use the contact details above to call or email to book a time.

Our services include:

- academic support (see page 7)
- access to counselling (see page 11)
- adjustment to student life
- advocacy
- balancing workload and family commitments
- career guidance (see page 9)
- Chaplain (see page 10)
- distance student support
- health concerns and referrals
- international student support (see page 17)
- isolation and relocation issues
- learning support
- Māori student support (see page 24)
- Pasifika support and scholarships (see page 27)
- pastoral care
- peer tutors
- referral to community and government agencies
- removing barriers for students with accessibility issues (see page 6)
- student visa renewals for international students
- wellbeing (see page 36).

S

Studylink

🔍 studylink.govt.nz

A student loan can help to finance your study. It's made up of three parts – compulsory fees, course-related costs (e.g. books, laptops etc.) and/or day-to-day living costs. When you apply for a loan, you choose what parts you need.

A student allowance can help with your living expenses while you study.

Domestic students can apply for student loans and allowances via StudyLink. It's important that you apply at the same time as you apply for your programme due to the length of time StudyLink takes to process applications.

If you need support with applying for your student loan/allowance, please contact Amanda.McAra@op.ac.nz

Sustainability

This is one of our core values. We're keen to minimise our environmental footprint and encourage all our staff and students to embrace sustainable practices.

There's always sustainability projects happening that you can get involved in. Ask at OPSA or ask your lecturers.

T

Te Punaka Ōwheo

The Hub, Dunedin Campus

☎ 0800 762 786

✉ tepunakaowheo@op.ac.nz

Whether you're in need of advice, study support or a warm and inviting space to relax, you'll find it at Te Punaka Ōwheo, our Māori Support Centre. It's our role to support our taurua to flourish. We do this by offering a range of services and respond to individual student needs. Our approach is holistic and underpinned by Māori values and best practice.

Our services include:

- wāhi Māori
- whānaukataka

T

- iwi registration
- Tuakana-Teina Peer mentoring
- scholarship advice
- hardship support and advice
- financial support and advice from qualified budget advisors
- StudyLink support
- counselling
- computers and Wifi
- kai
- academic support and advocacy

We also have our dedicated space for Māori students – Poho (see page 27 for more info).

U

Unipol Recreation

University Plaza, 130 Anzac Avenue, Dunedin
(the building in front of the stadium)

☎ 03 479 5888

✉ recreation@otago.ac.nz

🔍 otago.ac.nz/recreation

📘 Unipol Recreation

📷 [unipol_recreation](https://www.instagram.com/unipol_recreation)

There's something for everyone at Unipol – group fitness, cardio, weights and functional training zones, fitness programmes, social sport, table tennis, pool, foosball, drop-in court spaces.

Plus, there's a large range of outdoor equipment available for rent. From camp and tramp to surf and ski gear, there's everything you need to get you out and about.

Or make a booking and visit Trotters Gorge Hut for a quiet weekend of exploration and relaxation.

Entry is free with your ID card so drop in anytime we're open!

Opening hours

Monday – Friday: 6.00am – 10.00pm

Saturday: 8.00am – 9.00pm

Sunday: 9.00am – 10.00pm

V

Vote

You'll be given several opportunities throughout the year to vote for OPSA positions such as President, Advisory Board members and Programme Representatives.

W

Waste

Waste is a key area of focus for our sustainability goals. You'll find a lot of waste minimisation initiatives around campus such as no takeaway coffee cups at Eden Café. If you have questions about waste systems on campus reach out to Campus Services. Contact compost@op.ac.nz for all organic waste questions.

Water Coolers

These are located in most blocks around campus – drinking fountain and bottle filling available.

Wellbeing Support

✉ wellbeing@op.ac.nz

Our Wellbeing Advisors provide support that can be accessed on an ongoing basis while you study. They can help you identify what's impacting on your study/life and what you need to stay on track. Down-to-earth, practical, emotional support. Check out the wellbeing toolbox at studentservices.op.ac.nz/wellbeing-toolbox/

Appointments can be made by phone, email or online at studentsupport.op.ac.nz

X

X-Change

We can help you exchange your unwanted goods, textbooks or personal items. Check out the free bins in The Hub.

Y

Year Planner

Pick up your free planner and fill up your welcome pack from OPSA. Public and primary school holidays are listed. Make sure you check your timetable for term breaks and holidays as some programmes may differ.

Z

Zero

Tolerance of bullying, harassment, illegal drugs or smoking on campus!



Central Otago Campus

11 Bannockburn Road, PO BOX 16, Cromwell

☎ 0800 765 9276 / 03 445 9900

✉ central@op.ac.nz

At Central, we encourage you to study at your pace – in our space. Common rooms on campus are a great social hub to catch up with friends over a coffee, or to just take some time out of a busy day of classes. There is free Wifi available across campus and I.T. support for all our students.

OPSA at Central Otago

Our Central Otago students need to nominate a student who will act as a Programme Rep for each full-time programme. OPSA will then keep in touch with them via phone/email. Feedback from these reps will help administer your campus funds which provide student services, amenities and activities. So, make sure you nominate and vote!

Campus office hours

Monday – Friday, 8.00am – 5.00pm

Drop in for any queries or questions you have, or to do some photocopying.

Facilities on campus

- *Kitchen/common room* – microwaves, fridge, stereo, and filtered, chilled water. Please bring your own cup. No smoking on campus.
- *Library*: campus collection of books and journals for Central Otago programmes. Requests from the Robertson Library delivered in two days. Internet and database searching available. Relevant collections based in Wanaka classroom for duration of programme.
- *Computer suite*: open Monday – Friday, 8.00am – 9.00pm, and Saturday – Sunday, 8.00am – 5.00pm.
- *Outdoor furniture*
- *Ample car and cycle parking*

Student Support

Central Otago's Student Success team will give you the support and guidance you need to make the most of your time as a student. We offer support to all students, as well as career guidance and work placement opportunities.

Our Chaplain, Steve Downey, is located in Dunedin but is happy to visit the Central Otago campus on request. Steve offers a service that is inclusive, non-judgemental and free to all students.

Contact Steve on 03 972 7124 or email chaplain@op.ac.nz

We also offer free counselling via the online services, Pūawaitanga (puawaitanga.nz) and Vitae (vitae.co.nz)

Student Health

Cromwell: Cromwell Medical Centre, 182 Waenga Drive, Cromwell 03 445 1119

Wanaka: Aspiring Medical Centre, 23 Cardrona Valley Road, Wanaka 03 443 1226

Queenstown: Queenstown Medical Centre, 9 Isle Street, Queenstown 03 441 0500

If you live in Central Otago and your medical centre is not one of the above, please talk to Central Student Support at the start of your programme so that we can give you a form to register with one of the medical centres above. Once your records are transferred from your existing GP, you won't have to pay visitor charges.

Sporting facilities

Cromwell boasts a range of excellent facilities, including:

- heated pool (subsidised tickets available at both Cromwell and Wanaka pools on production of your Student ID card)
- squash courts
- golf course
- sports clubs
- central to five ski fields.

Preschool Centre

☎ 03 445 0632

Hours: 8.00am – 5.30pm

Suitable for 6 month – 7 years old, Molyneux Educare, 17 Molyneux Avenue, Cromwell.

Important Dates

This page on our website lists semester start and end dates, public holidays, and graduation dates: op.ac.nz/about/important-dates/

Some programmes may have different start and end dates so be sure to check with your lecturer if you need to arrange flights etc.

Orientation happens in late February/early March and events are held on our campus, the University of Otago Campus and around town.

OPSA also has a range of meetings, including an Annual General Meeting, throughout the year and nominations open/close for the Advisory Board positions in March. Job descriptions for all the positions can be found on the OPSA website. Get involved to have your say!

Quick Access Phone Numbers

A-Z

Anglican Methodist Family Centre	03 477 0801
Campus Cop	03 479 4883
Central Otago Campus office	0800 765 9276 / 03 445 9900
Chaplain (Steve Downey)	03 972 7124
Citizens Advice Bureau	03 471 6166
Dunedin Community Law Centre	03 474 1922
Healthline	0800 611 116
Family Planning Association	03 477 5850
Lifeline Otago	03 474 9111
Need to talk	1737 (call or text)
OUSA	03 479 5332
OUSA Clubs and Socs	03 479 5960
Otago Polytechnic / Te Pūkenga	0800 762 786 / 03 477 3014
OPSA	03 477 6974
Presbyterian Support Services	03 477 7115
Problem Gambling	03 471 6172
Rape Crisis	03 474 1592
Robertson Library	03 479 3793
Student Health	03 479 6082 (or 0800 762 786 and ask for Student Health)
Student Job Search	0800 757 562
Student Support/Success	0800 762 786
StudyLink	0800 88 99 00
Te Punaka Ōwheo	0800 762 786 / 027 201 9614
UNIPOL	03 479 5888
University Print	03 479 9143
Urgent Doctors (Dunedin)	03 479 2900