



VICTORIA UNIVERSITY OF
WELLINGTON
TE HERENGA WAKA


2023

SERVICES FOR STUDENTS








OUR SERVICES

Te Herenga Waka—Victoria University of Wellington has a range of services to support your student experience.

 www.wgtn.ac.nz/student-support



TĪTOKO—STUDENT SERVICE CENTRES

The Student Service Centre is a phone, online, and in-person service that provides support to you throughout your journey. We can answer questions about university services, support you through the admission and enrolment process, and connect you to other support services within the University. If you are unsure where to go, the service centre is often the best place to start.

-  Level 1, Hunter Building, Kelburn Campus
-  Level 4, Murphy Building, Kelburn Campus
-  CO144, Cotton Building, Kelburn Campus
-  Ground Floor, Rutherford House, Pipitea Campus
-  Ground Floor, 139 Vivian Street, Te Aro Campus

Auckland premises and Miramar Creative Centre

You can also get help at these locations at our Auckland premises and at Te Iho ki Motukairangi—the Miramar Creative Centre:

-  Level 4, 50 Kitchener Street, Auckland premises
-  Level 1, Te Iho ki Motukairangi—Miramar Creative Centre.

 www.wgtn.ac.nz/student-help

Cover: The patiki (flounder) is a symbol of hospitality.

SUPPORTING YOUR STUDIES

DIGITAL SOLUTIONS

Get help with computers, printing, and access to your digital tools, as well as basic support and diagnosis for personal laptop issues.

📞 04 463 5050

✉️ servicedesk@vuw.ac.nz

🌐 www.wgtn.ac.nz/digital-solutions

DISABILITY SERVICES

Te Amaru—Disability Services works in partnership with students and staff to ensure students can fully participate and achieve their aspirations, and to strengthen the University's culture of inclusion. If you have a temporary or ongoing disability, impairment, condition, or injury, you can get advice and support such as individual coaching, academic liaison, adaptive technology, inclusive learning software, sign-language interpreting, lecture information capture, assessment assistance, mobility transport, and quiet places to rest and study.

📍 Level 1, Robert Stout Building, Kelburn Campus

📞 04 463 6070

✉️ disability@vuw.ac.nz

🌐 www.wgtn.ac.nz/disability

LANGUAGE LEARNING CENTRE

Access language learning resources, including audio, DVDs, print, software, and online resources for more than 80 languages. A noticeboard to find a language exchange buddy is also available.

📍 Level 0, von Zedlitz Building, Kelburn Campus

📞 04 463 5315

✉️ llc@vuw.ac.nz

🌐 www.wgtn.ac.nz/llc

LIBRARY

The University's Library team is here to help you with your study and research so you can make best use of our resources and facilities.

- ☎ 04 463 6186 (Kelburn Library, Kelburn Campus)
- ☎ 04 463 6241 (Architecture and Design Library, Te Aro Campus)
- ☎ 04 463 7495 (Commerce Library, Pipitea Campus)
- ☎ 04 463 6372 (Law Library, Pipitea Campus)
- ✉ library@vuw.ac.nz
- 🌐 www.wgtn.ac.nz/library

Māori and Pasifika library support

Specialist support is available to help you with your research and improve your search skills.

- 🌐 www.wgtn.ac.nz/maori-subject-librarian
- 🌐 www.wgtn.ac.nz/pasifika-subject-librarian

STUDENT LEARNING

The learning advisers at Te Taiako—Student Learning specialise in helping you achieve academic success. Staff work with all students, from first-year to postgraduate level, on academic writing, study skills, and mathematics.

- 📍 Hunter Courtyard, Level 0, Kirk Building, Kelburn Campus
- 📍 Mezzanine Floor, Rutherford House, Pipitea Campus
- ☎ 04 463 5999
- ✉ student-learning@vuw.ac.nz
- 🌐 www.wgtn.ac.nz/student-learning

TĪTOKO—CENTRE FOR STUDENT SUCCESS

The centre for student success will provide you with support for your studies, student administration, access to services, and student life in general.

- ☎ 0800 04 04 04
- ✉ info@vuw.ac.nz
- 🌐 www.wgtn.ac.nz/titoko

HEALTH AND WELLBEING

STUDENT HEALTH AND COUNSELLING

Access a full range of healthcare services from our team of friendly professional nurses and doctors. Consultations are available at the Kelburn and Pipitea campuses and are free or low cost for domestic students. The cost of healthcare for international students will usually be covered by insurance—check with your provider for details. Make an appointment for professional and confidential counselling for any issue affecting personal or academic success. Available at all campuses.

- 📍 Mauri Ora—Student Health and Counselling, Level 1, Student Union Building, Kelburn Campus
- 📍 Te Taunaki, Mezzanine Floor, Rutherford House, Pipitea Campus
- 📍 Library, 139 Vivian Street, Te Aro Campus (counselling only, by appointment)
- ☎ 04 463 5308
- ✉ mauriora@vuw.ac.nz
- 🌐 www.wgtn.ac.nz/mauri-ora

STUDENT WELLBEING

Maintaining a good level of wellbeing can be a challenge while you are studying. Access our dedicated wellbeing space, the Bubble, along with student-led peer support, groups, events, and self-help resources that fuel your mind and body for success at university.

- 📍 Manawa Ora—Student Wellbeing, Room SU213, Level 2, Student Union Building, Kelburn Campus
- ☎ 04 463 6832
- ✉ student-wellbeing@vuw.ac.nz
- 🌐 www.wgtn.ac.nz/wellbeing

UNIVERSITY RECREATION WELLINGTON

Get access to recreation, fitness, clubs, and sports to stay healthy and happy during your studies.

- ☎ 04 463 6614 (Kelburn)
- ☎ 04 463 6994 (Pipitea)
- ✉ university-recreation@vuw.ac.nz
- 🌐 www.wgtn.ac.nz/recreation

STUDENT LIFE

ACCOMMODATION

Apply for a hall of residence, find a flat, or learn more about other accommodation options.

- 📍 Te Kopanga—University Accommodation
Wellington,
2 Waiteata Road, Kelburn Campus
- 📞 04 463 5896
- ✉ accommodation@vuw.ac.nz
- 🌐 www.wgtn.ac.nz/accommodation

EARLY CHILDHOOD SERVICES

There are two early childhood services for students' children at the Kelburn campus. They are located at Fairlie and Clermont Terraces. Places are available throughout the year.

- 📞 04 463 5151
- ✉ victoriakids@vuw.ac.nz
- 🌐 www.wgtn.ac.nz/university-kids

ENROLMENT OFFICE

Prospective and current students can contact the Enrolment Office to get enrolment information, advice, and support.

- 📍 Level 1, Hunter Building, Kelburn Campus
- 📞 0800 04 04 04
- ✉ info@vuw.ac.nz
- 🌐 www.wgtn.ac.nz/apply

FEES AND PAYMENTS

Get information about fees (including fees-free study), payments, and student levies, as well as advice on dealing with StudyLink for loans and allowances.

- 📞 0800 04 04 04
- ✉ student-finance@vuw.ac.nz
- ✉ freefees-victoria@vuw.ac.nz
- 🌐 www.wgtn.ac.nz/fees

FINANCIAL ADVICE

Get information and advice on managing your money as well as how to apply for support from the Pūtea Āwhina—Hardship Fund.

☎ 0800 04 04 04

✉ student-hardship@vuw.ac.nz

🌐 www.wgtn.ac.nz/financial-advice

JUSTICES OF THE PEACE

Justices of the Peace are available at the Kelburn campus (Thursdays, noon to 1 pm) to certify copies of documents and take statutory declarations.

☎ 0800 04 04 04

SCHOLARSHIPS OFFICE

Contact us for information on what scholarships are available and how to apply.

📍 10 Kelburn Parade, Kelburn Campus

☎ 04 463 5113

✉ scholarships-office@vuw.ac.nz

🌐 www.wgtn.ac.nz/scholarships

GET INVOLVED

CLUBS

Make friends and learn new skills by joining any of our more than 160 clubs and societies, including cultural, performing arts, political, religious, social, and sporting groups.

☎ 04 463 5538

✉ university-clubs@vuw.ac.nz

🌐 www.wgtn.ac.nz/clubs

LEADERSHIP PROGRAMMES

Te Puāo—Wellington International Leadership Programme

This free interdisciplinary programme offers you the opportunity to learn alongside globally minded students, strengthen your professional networks, and make a difference. Choose from a range of seminars and activities to complete the programme at your own pace.

📍 Room EA210, Easterfield Building,
Kelburn Campus

☎ 04 463 7459

✉ international-leadership@vuw.ac.nz

🌐 www.wgtn.ac.nz/international-leadership

Te Tohu Rauhi—Wellington Plus Programme

This programme connects you with your community through volunteer, service, and leadership opportunities. Develop your employability skills, participate in self-development, and meet lots of like-minded people.

📍 Room HU120, Hunter Building, Kelburn Campus

☎ 04 463 5390

✉ wellington-plus@vuw.ac.nz

🌐 www.wgtn.ac.nz/wellington-plus

Rereao—Wellington Global Exchange

Our student exchange programme offers you the opportunity to broaden your horizons while studying towards your degree at one of more than 140 partner universities in more than 30 countries.

📍 Room EA210, Level 2, Easterfield Building,
Kelburn Campus

☎ 04 463 5667

✉ student-exchange@vuw.ac.nz

🌐 www.wgtn.ac.nz/student-exchange

COMMUNITIES

CHAPLAINCIES

The University's chaplains offer pastoral and practical support for all, regardless of belief. They're available if you need someone to talk to in confidence about spirituality, God, study, or life.

✉ chaplaincy@vuw.ac.nz

📍 www.chaplaincyvuw.org.nz

Anglican/Ecumenical

📍 Ramsey House, 8 Kelburn Parade,
Kelburn Campus

📍 Room RH112, Level 1, Rutherford House,
Pipitea Campus

☎ 04 463 5499

Catholic

📍 Berrigan House, 4 Kelburn Parade,
Kelburn Campus

☎ 022 094 6548

☎ 022 595 5868

Māori chaplain

✉ maorichaplain@vuw.ac.nz

INTERNATIONAL STUDENTS

Te Haumiri—International Student Experience provides specialist support and services to enable you to make your time at university a positive and rewarding experience. International student advisers can provide personal, academic, insurance, visa, or cultural support, information, and advice during your time at the University.

📍 Level 2, Easterfield Building, Kelburn Campus

☎ 04 463 5350

✉ international-support@vuw.ac.nz

📍 www.wgtn.ac.nz/international-student-support

MĀORI STUDENTS' SUPPORT

Āwhina

Āwhina is the on-campus whānau for Māori students. We can help you achieve your study goals and make the most of your university experience through workshops, mentoring sessions, and whanaungatanga events. Āwhina takes a culturally inclusive approach to help you feel connected and has bases on all campuses and in all academic programmes.

✉ awhina@vuw.ac.nz

📍 www.wgtn.ac.nz/awhina

Te Herenga Waka marae

The marae is a teaching, learning, engagement, and research hub. The marae has been put to sleep and will be reawakened at the opening of the Living Pā.

📍 Marae staff are located at 14 Kelburn Parade, Kelburn Campus

📍 www.wgtn.ac.nz/marae

PASIFIKA STUDENTS' SUPPORT

The Pasifika Student Success team works alongside Pasifika students to navigate the journey into tertiary study and success. We provide a pastoral, holistic, and academic mentoring service, with advisers in most faculties, and a central hub (Pasifika Haos) with dedicated Pasifika support staff. We also run an outreach programme in Wellington secondary schools.

✉ pasifika-student-success@vuw.ac.nz

📍 www.wgtn.ac.nz/pasifika

Pasifika Haos

The Pasifika Student Success team is based in Pasifika Haos. Come and visit and use the study and social spaces, including computer rooms, meeting rooms, and a kitchenette.

📍 15 Mount Street, Kelburn Campus

📞 04 463 6242

📍 www.wgtn.ac.nz/pasifika-haos

POSTGRADUATE STUDENTS' ASSOCIATION

The Postgraduate Students' Association (PGSA) ensures postgraduate representation on university boards and committees, advocates on issues that affect postgraduate students, and runs events to build the postgraduate community and support professional development.

📞 04 463 6973

✉️ pgsa@vuw.ac.nz

🌐 www.vuwpgsa.ac.nz

RAINBOW AND INCLUSION

We offer one-to-one support with the rainbow and inclusion adviser, who specialises in supporting students who identify as lesbian, gay, bisexual, transgender, queer, intersex, asexual/agender (LGBTQIA+), and takatāpui. Kahukura—Rainbow and Inclusion also provides opportunities to build community and connection through events, in collaboration with other rainbow staff and student groups within the University and Te Whanganui-a-Tara Wellington. Contact our adviser for advice or guidance, or if you have any questions.

📍 SU201, Level 2, Student Union Building,
Kelburn Campus

📞 04 887 3831

✉️ rainbow@vuw.ac.nz

🌐 www.wgtn.ac.nz/rainbow

REFUGEE-BACKGROUND STUDENTS

The University has more than 200 students from diverse refugee backgrounds, who are supported by an adviser and a network of academic and professional staff. Students can contact the adviser for advice and guidance.

📍 SU201, Level 2, Student Union Building,
Kelburn Campus

✉️ refugeebackgroundstudents@vuw.ac.nz

🌐 www.wgtn.ac.nz/refugee-background-students

VICTORIA UNIVERSITY OF WELLINGTON STUDENTS' ASSOCIATION—TE AKA TAUIRA

Independent from the University and free for all to join, the Victoria University of Wellington Students' Association—Te Aka Tauria (VUWSA) is a student-led organisation that provides support services, events, and representation for students, making sure their university experience is the best it can be.

📍 Level 4, Student Union Building, Kelburn Campus

☎ 04 463 6716

✉ kelburn@vuwsa.org.nz

🌐 www.vuwsa.org.nz

STAYING SAFE

CAMPUS SAFETY

Get help in emergencies.

☎ 8888 (if calling from a university phone)

☎ 0800 842 8888

POLICE

📍 Metro Neighbourhood Policing team,
Wellington Central Police Station,
41 Victoria Street, Wellington

☎ 04 381 2000

STUDENT INTEREST AND CONFLICT RESOLUTION

The team at Tauria—Student Interest and Conflict Resolution is available to support students who have experienced sexually harmful behaviour, bullying, racism, or discrimination, or who have a complaint or conflict with anyone in our university community.

✉ student-interest@vuw.ac.nz

🌐 www.wgtn.ac.nz/student-interest

EMPLOYABILITY AND YOUR FUTURE

CAREERS AND EMPLOYMENT

Launch your career with confidence. Make an appointment, take part in workshops, and use online resources for career guidance or support with job and internship applications, and ensure your study plans reflect your career goals.

📍 Te Ratonga Rapu Mahi—Wellington Careers and Employment, Room HU120, Hunter Building, Kelburn Campus

☎ 04 463 5393

✉ careers-service@vuw.ac.nz

🌐 www.wgtn.ac.nz/careers

Career expos and graduate recruitment

Choose from a range of events and get connected to employers, network with alumni, and broaden your understanding of future career options.

🌐 www.wgtn.ac.nz/careerhub

Jobs

Search your NZUni Talent jobs board for internships and graduate jobs, part-time positions, and work experience opportunities.

🌐 www.wgtn.careercentre.me/members

GRADUATION OFFICE

Get information about graduation—how to apply to graduate, hire academic dress, or graduate *in absentia*.

📍 Hunter Building, Kelburn Campus

☎ 04 463 5389

✉ graduation@vuw.ac.nz

🌐 www.wgtn.ac.nz/graduation

TĪTOKO—CENTRE FOR STUDENT SUCCESS

The Student Success team members can answer questions about your studies, admin tasks, and student life in general. You can find them at the following Student Success Offices.

ARCHITECTURE AND DESIGN INNOVATION

Te Wāhanga Waihanga-Hoahoa
Wellington Faculty of Architecture and
Design Innovation

📍 Room VS127, 139 Vivian Street, Te Aro Campus

☎ 0800 04 04 04

✉ info@vuw.ac.nz

🌐 www.wgtn.ac.nz/wfadi

BUSINESS AND GOVERNMENT

Ōrauāriki
Wellington School of Business and Government

📍 Room RHG19, Rutherford House, Pipitea Campus

📍 Room MY209, Murphy Building, Kelburn Campus

☎ 0800 04 04 04

✉ info@vuw.ac.nz

🌐 www.wgtn.ac.nz/business

EDUCATION

Te Whānau o Ako Pai
Wellington Faculty of Education

📍 Level 8, Murphy Building, Kelburn Campus

☎ 0800 04 04 04

✉ info@vuw.ac.nz

🌐 www.wgtn.ac.nz/education

ENGINEERING

Te Wāhanga Ahunui Pūkaha
Wellington Faculty of Engineering

📍 Room CO144, Cotton Building, Kelburn Campus

☎ 0800 04 04 04

✉ info@vuw.ac.nz

🌐 www.wgtn.ac.nz/engineering

HEALTH

Te Wāhanga Tātai Hauora
Wellington Faculty of Health

📍 Room CO144, Cotton Building, Kelburn Campus

📞 0800 04 04 04

✉ info@vuw.ac.nz

🌐 www.wgtn.ac.nz/health

HUMANITIES AND SOCIAL SCIENCES

Te Wāhanga Aronui
Wellington Faculty of Humanities and Social Sciences

📍 Room MY411, Murphy Building, Kelburn Campus

📞 0800 04 04 04

✉ info@vuw.ac.nz

🌐 www.wgtn.ac.nz/fhss

LAW

Te Kauhanganui Tātai Ture
Faculty of Law

📍 Room GB31, Government Buildings,
Pipitea Campus

📞 0800 04 04 04

✉ info@vuw.ac.nz

🌐 www.wgtn.ac.nz/law

SCIENCE

Te Wāhanga Pūtaiao
Wellington Faculty of Science

📍 Room CO144, Cotton Building, Kelburn Campus

📞 0800 04 04 04

✉ info@vuw.ac.nz

🌐 www.wgtn.ac.nz/science

GRADUATE RESEARCH

Te Here Tāura Rangahau
Wellington Faculty of Graduate Research

📍 Room 104, 10 Kelburn Parade, Kelburn Campus

📞 0800 04 04 04

✉ fgr-postgrads@vuw.ac.nz

🌐 www.wgtn.ac.nz/fgr



VICTORIA UNIVERSITY OF
WELLINGTON
TE HERENGA WAKA