



## English Programme Student Handbook

2021

All ICL Education Group members are **NZQA Category 1** schools

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## Welcome from the Chairman



Welcome to ICL Education Group.

At ICL, we understand that success in learning English comes from understanding your needs and providing classes that are motivating, supportive and enjoyable. And, of course, by providing excellent teachers!

This is what we have been doing for over 30 years. But we don't rest on our past success; we continue to improve what we do and how well we do it. One of the ways we do that is by listening to you. For the period of your study, ICL will be your second home. We want you to have an excellent experience here. That's why we say "English for you!" A course at one of ICL member schools is an opportunity for you to make new friends, experience New Zealand, improve your English, and achieve your goals. We are here to help you do that.

I am pleased to welcome you to ICL and Auckland City!

A handwritten signature in black ink that reads "Ewen Mackenzie-Bowie". The signature is written in a cursive, flowing style.

**Ewen Mackenzie-Bowie**  
Chairman

# Getting Started

Here are some tips to make your stay at Auckland easier, safer and more enjoyable.

## **01 Remember your Timetable**

Remember what time your class starts and where your class is!

## **02 Know your Contacts**

Remember all your contacts: homestay number, Student Service Staff number, Emergencies etc.

## **03 Confused? Worried? Upset?**

Talk to us! We are here to help. Talk to your 1st language support person or talk to the General Manager

## **04 Find Your Transport**

Understand public transport and how to get to school and how to get home from school. Buy yourself an AT HOP card!

## **05 Get Student ID**

If you want a student discount for transport, bring a passport sized photo to reception. We will provide an AEA student ID

## **06 Know the School Rules**

You must remember the School rules (page 11). Failing to follow the rules will result in consequences.

## **07 Keep your Receipt!**

When you pay for anything, especially medical services or expensive goods, ask for a receipt and hold on to it!

## **08 Get to know your school**

Get to know the school campus (Page 5 - 8) and the staff (page 9)

## **09 Stay Connected**

Follow us on Facebook and Instagram! We regularly update upcoming events and breaking news on our social media pages. Don't miss out!

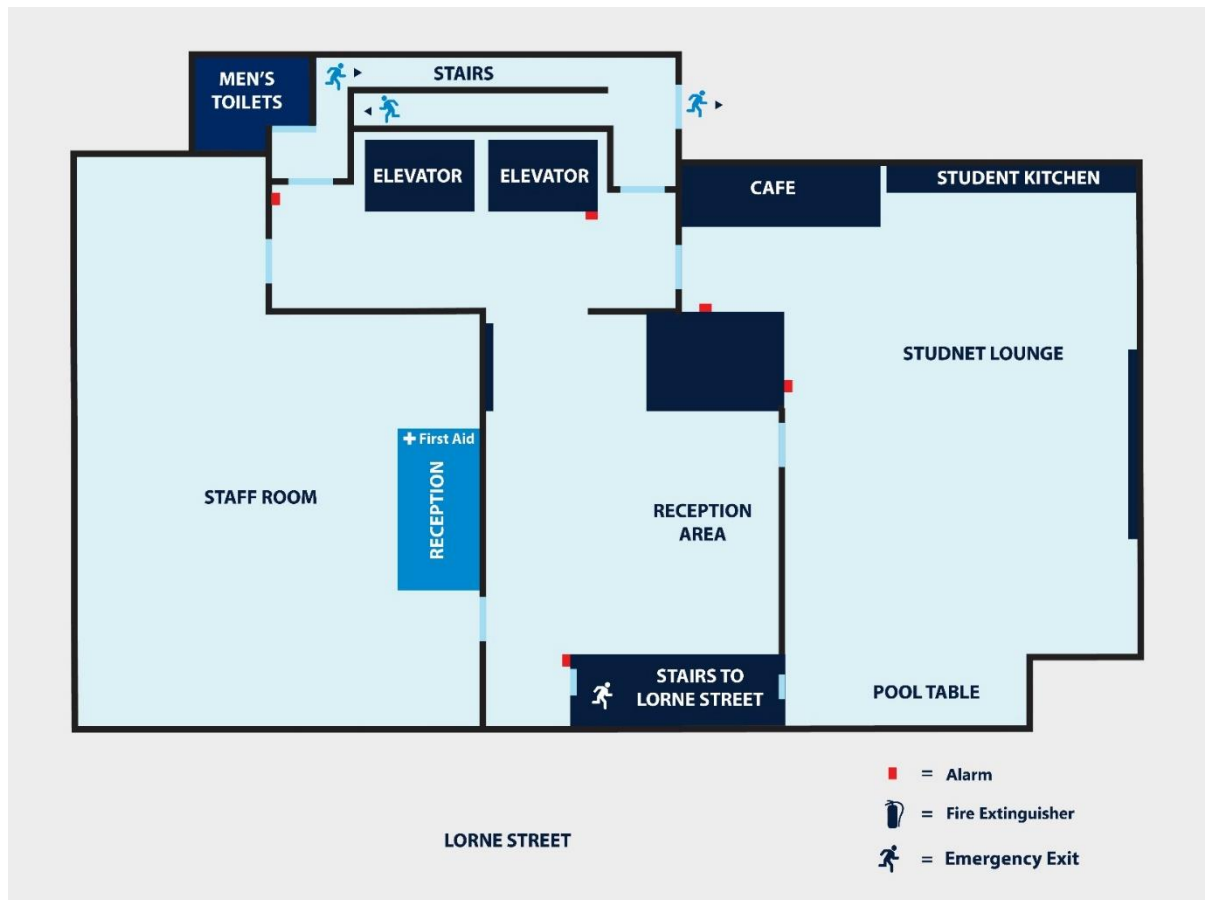
## Class Timetable

<b>Standard 1</b>	08:30 - 12:30 (20h/w)	Every Monday
<b>Standard 2</b>	13:00 - 17:00 (20h/w)	
<b>Standard 3</b>	17:30 - 21:30 (20h/w)	

Workshops and part-time courses are available, please contact your marketer for further information.

# Campus Map and Facilities

## Level 1

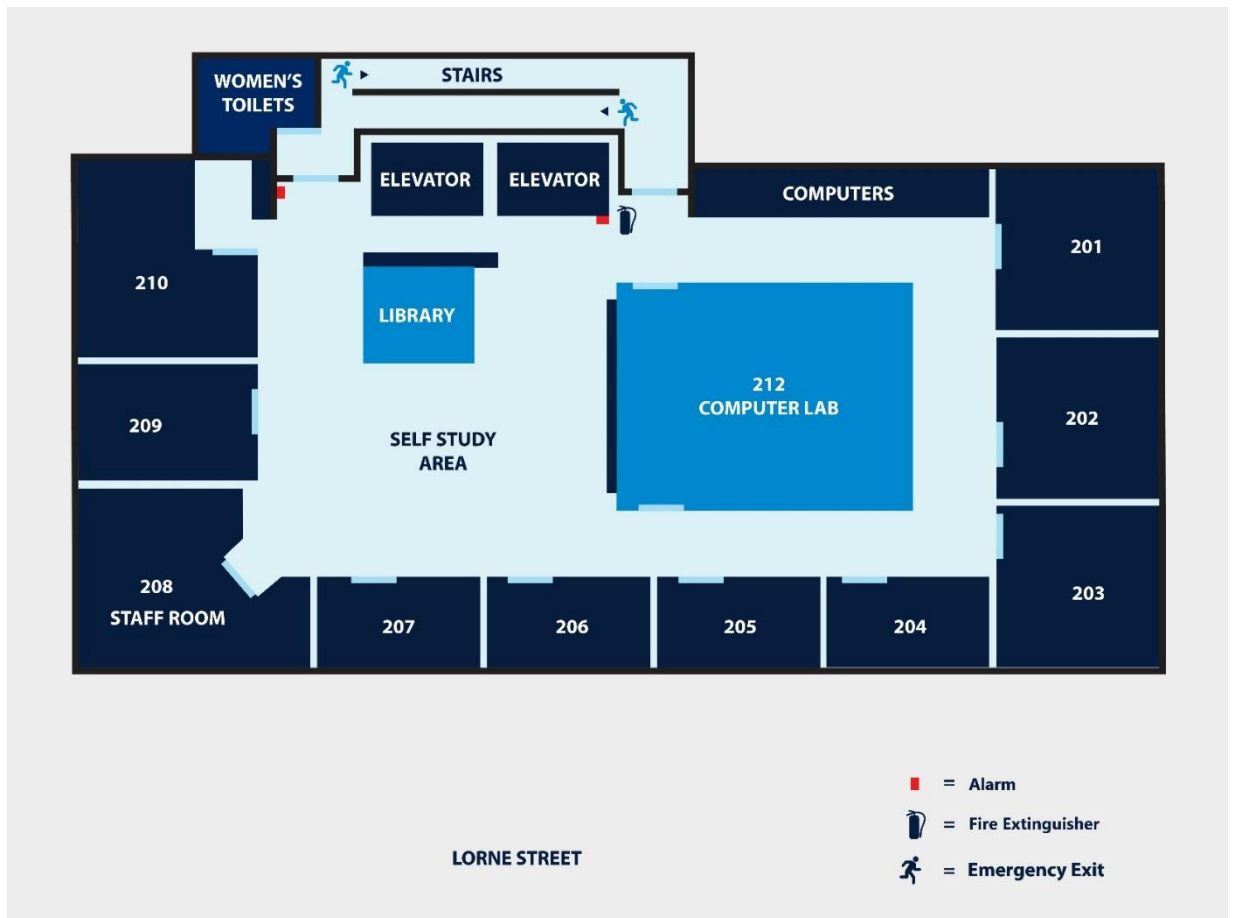


Reception  
First Aid  
Staff Room  
Men's Toilets

Student Lounge  
Student Kitchen

# Campus Map and Facilities

## Level 2



Classrooms  
Self-study area

Computer Lab  
Women's Toilets

# Campus Map and Facilities

## Level 3



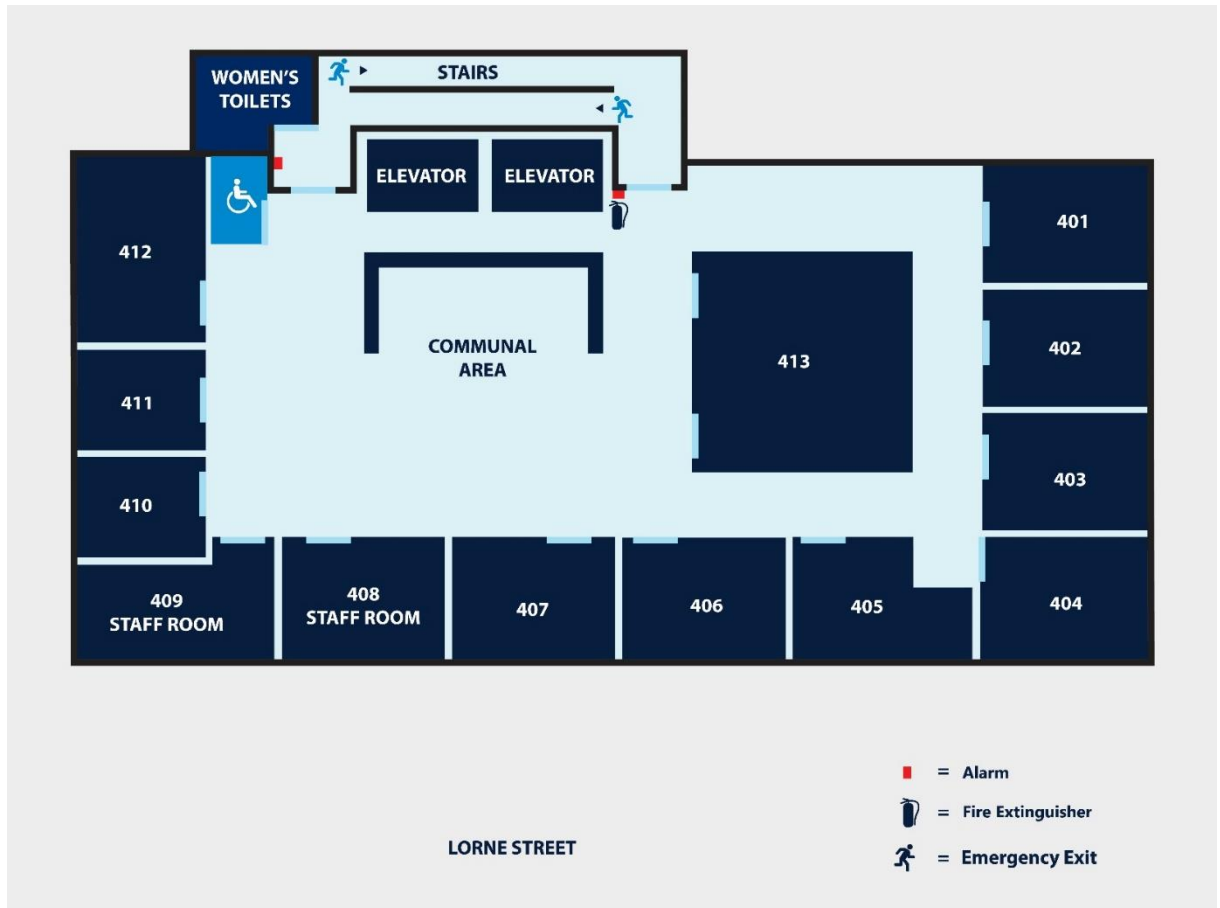
Prayer Room  
Classrooms

Men's Toilets  
Academic Managers



# Campus Map and Facilities

## Level 4



Classrooms

Women's Toilets

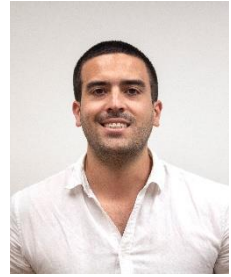
## First Language support



**James Kim**  
Korean



**Megumi Kato**  
Japanese



**Gustavo Garcia**  
Portuguese & Spanish



**Lei Feng**  
Mandarin



**Franklin Wang**  
Mandarin



**Anish Rana**  
Hindi & Punjabi

## Assessment

Your teacher will arrange scheduled assessments to help you review your progress and give feedback throughout your English course no matter how many weeks you are enrolled for. These regular assessments are compulsory, you have to be present during assessment weeks. It is part of your attendance. Following the assessments, your teacher will talk to you individually to discuss your scores and your progress in general.

## Promotion

Most students remain at the same level for approximately twelve weeks. Some students spend less than 12 weeks at a level and some longer, it all depends on how each student performs in class and in the formal assessments.

## Feedback

An anonymous survey on courses, teachers, facilities and activities will be given to you at the end of your enrolment. Of course, your suggestions are also welcome at any time during your programme!

# Management



**James Fleming**

Director of Studies

**AEA, Bridge and IELTS courses**

## Benefits of Studying English and Pathways

There are many benefits to studying English. Our English language courses will help you to:

- Experience life in an English speaking country.
- Learn daily English for study, travel and employment.
- Gain the opportunity to advance to the next level in your study.
- Have opportunities to study at our sister school, New Horizon.
- Advance to other courses within the ICL Education Group.
- Upon completion of your course, you will receive a Certificate. You will need to maintain (80%) attendance to be awarded your certificate.

## Study Pathways

By studying English with us you will be able to gain further study opportunities within the ICL Group of schools. These include:

- ICL Diploma Programmes in Computing, Business and ECE
- Study English at New Horizon

# School Rules

The School has rules for both students and teachers. As a student you are expected to follow the rules and behave at all times in a responsible ways.

## Behaviour

- You must abide by the laws of New Zealand. Make sure that you are familiar with the laws regarding alcohol, tobacco, and drugs.
- Respect your teachers and your fellow students and behave in a responsible way at all times.
- Violence or harassment of any person on or off campus is unacceptable. Some examples of unacceptable behaviour and harassment are provided below.
- Use of foul, obscene or abusive language.
- Use of any weapons.
- Smoking on campus.
- Use of alcohol or illegal drugs.
- Behaviour or interactions of a sexual nature.
- Stealing or intentionally damaging the school, student or staff property or belongings.

## Computer Use

- No food or drinks are allowed in the computer areas.
- No downloading of movies, music or large files of any kind.
- Do not remove any computer gear from the classroom.
- Do not shut down any computers after use. Just log off.
- You must not intentionally damage or vandalize computers or computer equipment.

## School Rules

- DO NOT unplug any power plugs or cables.
- Do not save files on school computers (you may save your data to a USB disk).
- Report any damage or broken equipment to your teacher or reception immediately.
- You must not download pornography or any other material(s) of an offensive nature.

### **Rules for Students Under the Age of Eighteen (U18)**

- Must not smoke or drink.
- Must not enter pubs, bars or nightclubs.
- You must stay at school approved accommodation, with your parents or a designated care giver.

### **If you break the rules**

- Your teacher may ask you to leave the class.
- You will receive a Report of Issue of Concern (RIC).
- If the behaviour continues, you will receive warning letters.
- If you are under 18 years old, your parents will be informed.
- Reports of Issue of Concern and Warning Letters will be kept in your student file.
- You may be withdrawn from the school and you will no longer be allowed to study at ICL.
- Immigration New Zealand will be informed and your visa may be cancelled.
- Refunds of fees in this event will be at the discretion of the CEO.

## Attendance

All international students on a student visa issued by Immigration New Zealand are required to attend 100% of their classes.

- Students on a student visa must attend 100%.
- You must arrive on time for all sessions including returning from breaks and you must stay until the end of class. If you leave class early or without informing the teacher, you will be marked as absent.
- If you are more than 10 minutes late, you will be marked absent for the past hour.
- Absent students must notify the school on 09-368-4343. (You will still be marked as absent).
- If your attendance falls below 90%, you will receive an Attendance Reminder Letter.
- If your attendance does not improve, you will receive a First Warning Letter, followed by a Second Warning Letter.
- If your attendance continues to fall, you will receive a Withdrawal Letter. If this happens, you will be withdrawn from your course and Immigration NZ will be notified. Your visa may be cancelled.

If your course is less than 12 weeks and you have a visitor visa, you are still expected to attend all your classes. If you do not, you will still receive Warning Letters and be withdrawn from your course.

# Attendance

## Medical/Doctors Certificate

If you miss classes due to illness, you will be marked absent unless you get a signed medical certificate from a NZ registered GP.

Medical/Doctor's certificates must:

- Be received by the office no later than three days after the period of absence.
- State the doctor's recommendations for you to not attend class.
- Cover the days of absence.
- Include the words "was examined by me and in my opinion is..." (not the wording... "reported to me that they were sick...").

A formal note from a hospital stating the above conditions is also acceptable.



# Requirements to Study at ICL

## Visas

As an international student, you are required by law to hold a valid visa for the duration of your study at ICL Education. You must show a copy of your Visa to ICL before the first day of your class. You will need a valid visa to complete your enrolment. If your visa expires while you are studying at ICL or you choose to extend your course, then you must ensure that you have also renewed your visa before it expires. Visa application forms are available at reception.

## Insurance

As part of the student visa conditions, a valid insurance policy is compulsory. Anything can happen while you are travelling away from home. Therefore you must also have appropriate medical and travel insurance-it is required by law. Your insurance should cover the time that you are studying, and the travel time to and from New Zealand. If your insurance expires while you are studying at ICL, then you must renew it before the expiry date. If you don't have appropriate medical insurance, our Marketing team will be able to assist you with purchasing medical insurance from our preferred provider, Southern Cross. You can also phone **Southern Cross on 0800 800 571**. This is an English speaking line, but speakers of other languages are also available or you can visit:

**[www.scti.co.nz/our-products/international-student/insurance/](http://www.scti.co.nz/our-products/international-student/insurance/)** to view pages in Chinese, Spanish, Korean, Japanese and English.

### Remember

- All international students must have appropriate medical and travel insurance.
- Most international students are not entitled to publicly funded health services in New Zealand **[www.moh.govt.nz](http://www.moh.govt.nz)**.
- If you require medical treatment while here in New Zealand, you will be liable for all the costs of that treatment.
- Accident Insurance.

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Medical insurance is strongly recommended.

**[www.health.govt.nz/new-zealand-health-system/eligibility-publicly-funded-health-services/eligibility-questions-and-answers-service-providers](http://www.health.govt.nz/new-zealand-health-system/eligibility-publicly-funded-health-services/eligibility-questions-and-answers-service-providers)**.

## Policy & Warning Letter Procedure

If you are absent from class and your attendance falls below 85%, you will be issued with Warning Letters. At AEA and Bridge there are two Warning Letters, followed by a Withdrawal Letter. If you are withdrawn from AEA or Bridge, Immigration New Zealand will be informed and your visa may be cancelled.

**The AEA & Bridge warning letter procedure is outlined below:**

**If your attendance rate falls below 90%, you will receive an Attendance Reminder notice.**

**If your attendance rate falls below 85%, you will receive a First Warning Letter.**

- Reception will make an appointment for you to meet with a Student Service staff member to explain your absences. You must attend this meeting.

**If your attendance rate falls below 80%, you will receive a Second Warning Letter.**

- Reception will make an appointment for you to meet with a Student Service staff member or the Director of Studies to explain your absences. You must attend this meeting.
- You will be asked to sign an agreement that you will come to 100% of your classes going forward and you will be helped to formulate a plan to achieve this.
- The second warning letter is your Final Warning.

**If your attendance rate falls below 75%, you will be issued with a Withdrawal Letter. If you are withdrawn from your course, your enrolment at AEA will be terminated. This means:**

- You will no longer have the right to study at AEA
- Immigration New Zealand will be informed of your withdrawal
- Your visa may be cancelled.

# Complaints

## To make an Academic Complaint - Academic Only.

If you are unhappy with your class or the school, we have a complaints procedure to help solve your problems. You should follow the school process for making a complaint below.

If it is a class problem, then you should first talk to your teacher. He/she will do their best to help you and hopefully solve the problem. However, if you are not satisfied with the answer from your teacher or if he/she cannot solve the problem for you, you may want to continue with your complaint by following the steps in the Complaints Procedure below.

### Step 1

Talk to your teacher.

### Step 2

(If you are still unhappy)

Talk to the Director of Studies.

### Step 3

(If you are still unhappy)

Put your complaints in writing using the Complaint form at reception and address it to the CEO

### Step 4

(If you are still unhappy)

External Contact English

New Zealand

[admin@englishnewzealand.co.nz](mailto:admin@englishnewzealand.co.nz) or 03 386 1222

NZQA

[qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz) or 0800-697-296

## Remember

You must use the School Complaints Procedure before you contact NZQA or English New Zealand

## To make a Homestay Complaint - non-academic.

If you have a problem with your homestay and you wish to make a complaint you may follow the Homestay Complaint Procedure below.

### Step 1

Talk to your Marketer or first language  
Support

### Step 2

(If you are still  
unhappy)

Talk to the Pastoral Care Coordinator

### Step 3

(If you are  
still  
unhappy)

Put your complaints in writing using the Complaint form at  
reception and address it to the CEO

### Step 4

(If you are still  
unhappy)

**External Contact English New  
Zealand**  
**admin@englishnewzealand.co.nz or 03 386 1222**  
**NZQA**  
**qadrisk@nzqa.govt.nz or 0800-697-296**

You have the right to an advocate or you may bring a support person at any stage of the process.

For more information on making a complaint with NZQA:  
[www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/](http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/)

### Remember

You must use the School Complaints Procedure before you contact NZQA or English New Zealand

## To make a Financial Complaint

If you have a problem with your refund and you wish to make a complaint you may follow the Financial Complaint Procedure below.

### Step 1

Talk to Student Support staff.

### Step 2 (If you are still unhappy)

Talk to the Sales Manager, James KIM

### Step 3 (If you are still unhappy)

Put your complaints in writing using the Complaint form at reception and address it to the CEO

### Step 4 (If you are still unhappy)

**External Contact English New  
Zealand**  
**admin@englishnewzealand.co.nz or 03 386 1222**  
**NZQA**  
**qadrisk@nzqa.govt.nz or 0800-697-296**

You have the right to an advocate or you may bring a support person at any stage of the process.

For more information on making a complaint with NZQA:  
[www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/](http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/)

### Remember

You must use the School Complaints Procedure before you contact NZQA or English New Zealand

## Financial Disputes

If you have a financial dispute over tuition fees or homestay payments with AEA or Bridge, you may contact FairWay Resolution.

- They will help you resolve financial or contractual disputes with your school through iStudent Complaints.
- There is no cost to you for this service.
- They are an independent service with experience in helping people to resolve disputes.

You can contact iStudent Complaints on 0800 00 66 75 Or at:  
[www.fairwayresolution.com/got-a-dispute/istudent-complaints](http://www.fairwayresolution.com/got-a-dispute/istudent-complaints).

## Withdrawal and Cancellations

We hope you will be very happy here and that no refunds will be needed.

If you wish to withdraw from your programme of study:

- You will have to fill out the '*Withdrawal and Refund*' form which is available at reception.
- You should state the reason for your refund request in your application.

If you shorten your course and apply for a refund outside the time frame of the refund policy, you will not normally be given a refund. Approval of refund requests outside the policy is at the discretion of the CEO.

**For more details, please refer to application form**

For additional information on withdrawals and refunds, visit the NZQA Government website:

[www.nzqa.govt.nz/providers-partners/approval-accreditation-and-registration/student-fee-protection/student-withdrawals-refunds/](http://www.nzqa.govt.nz/providers-partners/approval-accreditation-and-registration/student-fee-protection/student-withdrawals-refunds/)

- Enrolment and insurance fees are non-refundable.
- Expenses incurred offshore on student recruitment and visa applications are non-refundable.
- If requested, AEA or Bridge will provide you with details of working out the maximum deductible percentage.
- In the event of a dispute over the amount deducted, you can refer the matter to the Disputes Resolution Scheme by contacting NZQA on 0800-697-296 or Fairway Resolution on 0800-774-422.
- Refund conditions also apply if you are unable to get a visa, or if you cancel your application before you arrive in NZ or before the first date of the course.
- The school will consider applications for refunds in exceptional circumstances. Any refund will be made at the discretion of the CEO.
- If your course is cancelled after its start date, you will be refunded all unused fees proportional to the number of weeks of your course remaining. Every attempt will be made by the School to enrol you in another course suitable to your needs.
- The homestay administration fee and the homestay placement fees are non-refundable.

## Protection of Student Fees -Fee Protect Scheme

AEA and Bridge protect your fees through Public Trust. Public Trust is an organisation established by the Government to protect your student fees.

This includes:

- Tuition costs
- Accommodation costs
- Travel and health insurance, if arranged by the School
- Living expenses

To ensure that your fees are protected by Public Trust, you will be asked to sign the Public Trust Form (PT Form) by our Student Support Staff on enrolment.

By signing this form, you agree to Public Trust protecting your fees by putting your fees into a trust account which are then released slowly to AEA or Bridge over the time of your study.

If AEA or Bridge is unable to provide your course, (for example, due to school closure or loss of registration with NZQA), then Public Trust would be able to refund your remaining fees.

More information about Public Trust is available for students at:

[www.publictrust.co.nz/fee-protect/information-for-students](http://www.publictrust.co.nz/fee-protect/information-for-students)



# Administration Matters

## Services at Reception

The following services are offered at reception.

### 1. Holiday Application.

Holidays will only be approved if you meet the holiday conditions for your school. All holidays must be applied for in advance and approved by the Director of Studies. If you take a 'Holiday' without the approval of the Director of Studies, you will be marked as absent.

- Holiday Conditions:
  - ✓ One week holiday for every 24 weeks enrolled
  - ✓ Attendance Required: 90%

### 2. Change of Course

Fill out the 'Change of Course' form at reception. This will have to be approved by the Director of Studies before you can change your class or programme. We will inform you within 5 working days if your request has been approved or declined.

### 3. Proof of Address Letter

To open a bank account you will need a letter from the school to confirm your home address in Auckland. You may apply for 'Proof of Address' at reception.

#### **4. Academic Progress and Attendance Letters**

If you require attendance and academic letters from the school, you may do so by filling out an 'Application for Records and Certifying Letters' form. We will aim to have the requested documents ready for you within ten working days. If you require these documents to apply for a visa extension, make sure that you request the documents well in advance

to allow time for them to be processed by administration before your submission date.

#### **5. Student ID Cards (up to 12 weeks)**

To get your student ID card, please report to Reception. Your ID card usually takes at least 5 working days to make.

#### **6. Making Appointments to See Staff Members or Career Service**

If you need to see the Director of Studies or a Student Support staff member, you may do so by making a booking at reception. You can also book career services appointments at reception as well.

#### **7. Attendance Requests**

If you want to check your attendance, please email reception at [attendance@icl.ac.nz](mailto:attendance@icl.ac.nz).

Include your name, ID number and course in your email. Please put 'Attendance' in the subject line. Attendance will only be given out via email.

## Pastoral Care and Language Support



Fiona

**Pastoral Care Coordinator**

Located at Level 1



Hinal

**Student Support**

Located at Level 1

We can help you with:

- Language Support (Hindi and Mandarin)
- Personal safety and well-being issues
- Mental and physical health
- Accommodation
- Student support for Under 18 year old students and students at risk and special needs

You can email her at: [studentsupport@icl.ac.nz](mailto:studentsupport@icl.ac.nz)

### **24/7 Emergency contact**

Fiona and Hinal are also the emergency contact person. They are available anytime including after hours or during weekends. They are available **24 hours a day on 021 780 793.**

The school wishes to create a safe and enjoyable environment for all students. In addition to Fiona, please feel free to discuss any matters of concern with your 1st language support staff, your teacher, the Director of Studies or the CEO.

## Welfare programmes at ICL



-Depressed ?  
-Harassed ?  
-Anxious ?  
-Suicidal ?  
-Bullied ?



Please contact immediately:  
Fiona Anderson - Pastoral Care Coordinator

Tel: 021-780-793 (24/7 Emergency contact number)  
Email: fionaanderson@icl.ac.nz

- Mental Health Awareness Week
- Stress Management and Gambling issues seminar
- Matariki Festival



Including Cyber bullying!

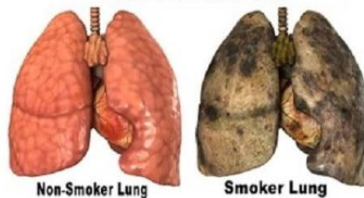
24/7 021-780-793

This is a FREE programme support by Comprehensivecare  
(funded by the NZ Government)

Please contact Fiona, Pastoral Care Coordinator  
Email - fionaanderson@icl.ac.nz



**HOW TO QUIT SMOKING  
NATURALLY AND CLEAN  
YOUR LUNGS**



**Please suggest any  
activities you like!**

# Homestay

We do our best to find a suitable homestay family for each of our students. The advantages of a homestay are the cultural benefits, the support and comfort of family life and the additional language support. A homestay is an excellent way to learn about New Zealand culture, make friends and practice your English while living in New Zealand. New Zealand families are typically kind, honest and friendly, and they enjoy meeting people from other cultures.

All our homestay families are regularly inspected. The inspector visits the family homes, interviews the family members, and ensures that they are suitable for our students. Students who require accommodation should request their homestay accommodation at least two weeks prior to starting their programme.

The average time for students to commute from homestay to school is around 30 to 45 minutes.

## **Homestay means that you will get the following:**

The chance to speak English every day

Two meals a day: breakfast and dinner, with lunch in the weekends

Your washing will be done

Homestay families will do their best to give you a 'home away from home'

## **You are expected to:**

Obey the "house rules" set by your homestay parents

Discuss these rules with your homestay family and be sure you understand them

NOT smoke or drink alcohol unless permission is given

Call your homestay family if you are going to be late home

Be home by 7.30 pm on weeknights unless your homestay family have agreed to other arrangements

Sleep at home on weeknights

NOT have visitors to sleep over during the week

Check with and get the agreement of your homestay parents if you want to ask your friends to sleepover on a weekend

NEVER have friends of the opposite sex sleeping in your room

Be home by 10.00 pm at weekends if you do not have another prior agreement with your homestay

NOT sleep over at a friend's place until you have informed your homestay family of your whereabouts and provided a phone number.

## **When leaving:**

You should give two weeks' notice before leaving your host family.

If you need to leave your homestay family because of an emergency, you must contact the Student Service Staff member immediately.

## Sharing an apartment or flatting

- After a few weeks or months of homestay, you may decide that you can manage on your own or you may decide to share a flat or house with others. You should try and share with people who do NOT speak your language so that you can practice English! Check the cost of rent, food and transport and make sure you can afford to change your living arrangements. The advantage of an apartment is that it can be much closer to school and gives you independence.
- <https://www.tenancy.govt.nz/> and <https://www.trademe.co.nz/property>
- If you are a student looking for a rental, it is worth discussing upfront with your prospective landlord where you stand on the topic of a shorter term lease or ending a fixed-term lease early.
- Fixed-term tenancy agreements are usually for 6 or 12 months. However, many students only want to rent for the academic year (usually February to November) which can cause issues when they want to end the tenancy early to avoid paying rent over summer when they are not there.
- It is important to remember that student tenancies are covered by all the same rules as other tenancies and that all tenants are legally obliged to fulfill the full length of their fixed-term agreement. You can reference the 'ending a fixed-term early' page on Tenancy Services for more information.
- All new tenancies must have a written tenancy agreement – signed by both landlord and tenants – setting out important details including:
  - Full names and contact address
  - Address of the rental property
  - Date tenancy begins – and ends, if it's for a fixed term
  - Bond to be paid, if any
  - Rent amount and frequency of payments
  - Any chattels provided by the landlord, eg. Furniture or appliances
  - Information about insulation in the ceilings, floors and/or walls.
  - Any conditions added by the landlord must not be in conflict with the Residential Tenancies Act.

## External Accommodation Options

Short-term accommodation:

- Please contact the accommodation provider directly for information on booking, availability and tenancy costs.
- (These accommodation options have not been inspected by ICL Education Group to endorse them.)
- YWCA: 103 Vincent Street, CBD TEL: 64-09-377-8763
- YMCA: Corner Pitt Street & Vincent Street, CBD 09-303-2069
- YHA: Auckland City: 18 Liverpool Street, CBD TEL: 09-309-2802
- City Lodge: 150 Vincent Street, CBD
- The website for finding a flatmate: Trade Me, Flatmate wanted: [trademe.co.nz](http://trademe.co.nz)
- Useful website: Citizens Advice Bureau – Language connect

When you rent an apartment or go flatting you may be required by the landlord to sign a rental agreement and pay a bond. Your tenancy agreement helps to protect you, and your bond is refundable. For tenancy advice and disputes resolution, see the Government Tenancy Services website: <https://tenancy.govt.nz/disputes/tribunal/>

## **The Education (Pastoral Care of International Students) Code of Practice 2016**

The Code of Practice is a government document that provides a framework that sets out the minimum standards of advice and care that are expected of educational providers for international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

The Code of Practice applies to all New Zealand education providers with international students enrolled. The Code is mandatory to these providers and must be signed by them.

AEA and Bridge is a signatory to The Education (Pastoral Care of International Students) Code of Practice. The Code ensures that:

- High professional standards are maintained.
- The recruitment of international students is undertaken in an ethical and responsible manner.
- Information supplied to international students is comprehensive, accurate, and up-to-date.
- Students are provided with information prior to entering into any commitments.
- Contractual dealings with international students are conducted in an ethical and responsible manner.
- The particular needs of international students are recognised.
- International students are in safe accommodation.

All providers have fair and equitable internal procedures for the resolution of international student grievances.

Full details of what is covered can be found in the code itself:

[www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/2016-Code-pdfs/2016-Code-of-Practice-English.pdf](http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/2016-Code-pdfs/2016-Code-of-Practice-English.pdf)

To check that your provider is a signatory to the Code:

[www.nzqa.govt.nz/providers-partners/education-code-of-practice/signatories-to-the-code-of-practice/](http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/signatories-to-the-code-of-practice/)



## Health and Safety

We aim to provide students with a healthy and safe environment to study in. This includes both your personal wellbeing and physical safety. If students are healthy and feel safe, they are more likely to be successful in their studies.

### **Reporting Dangers or Hazards**

If you feel unsafe or see something that is unsafe, or something that needs to be fixed at the school or in your homestay, you may talk to reception, your first language support staff or the Pastoral Care Coordinator.

### **First Aid and Mental Health First Aid**

We have a First Aid kit located at reception and staff who are trained in First Aid. Hinal is our Mental Health First Aider. If there is a medical emergency, then report to reception immediately. Our trained First Aid Staff will know what to do.

### **Useful Contacts**

For full list of health and safety resources please refer to the directory at the end of this handbook. Make sure that you read and familiarize yourself with them.

If you require additional help, you may ask one of our Student Support Staff members.

For mental and physical health, as well as cyber-bullying, talk to Student Service staff member, Fiona or Ru Located at Level 1 .

# Emergency Procedures

## Fire alarms and fire drills

When the fire alarm rings you must leave the building immediately by the stairs and go to the Assembly Point, in front of the ICL Building. Leave immediately and do not pack up or take anything with you. Your teachers and the Fire Wardens will direct you.

Nobody is allowed to return to the building until the Fire Warden gives permission. Treat all alarms as a genuine emergency.

## If You Discover a Fire:

- Activate the nearest fire alarm.
- Phone the Fire Service. Dial "111"
- Evacuate the building using the nearest safe fire exit.
- Use fire-fighting equipment only if no danger is involved.
- Do not use water extinguishers or fire hoses on fires involving electrical equipment.

## If the Alarm Sounds or You are Instructed to Evacuate

- If it is safe to do so, turn off appliances that if left unattended would likely cause a fire.
- Evacuate the building immediately using the nearest safe fire exit.
- Make sure that all other occupants evacuate with you.
- Do not linger to collect personal belongings.
- Do not carry food, drinks or bulky items when evacuating.
- Close all doors as you leave. Leave lights on.
- Assist any persons with disabilities.

- Do not use the lifts to evacuate.
- Proceed to your assembly areas outside adjacent buildings on Lorne Street.
- Do not cross the street.
- Ensure that all other occupants also move to your assembly area.
- Do not re-enter the building until the Fire Service has given the “All Clear”.

### Earthquakes

If the building starts to shake because of an earthquake, follow the guidelines below.

- Move away from windows.
- Take shelter under doorway or solid furniture.
- Follow evacuation procedures.
- Follow instructions given by Civil Defence Officers or fire wardens.
- Fire alarms may be activated during an earthquake.

These instructions apply at all times including during classes and examinations.



## New Zealand Laws

Understanding the laws of the country that you are living in is important. If you break the law then it may create a difficult situation for yourself. You could be convicted of a crime, imprisoned or you could even be injured or harmed.

### Here are some important New Zealand laws:

- You must not drive a vehicle with:
    - 0% micro-grams of alcohol per litre of breath if under 20 years of age or
    - 250 micro-grams of alcohol per litre of breath if 20 years or older.
  - You must not drink or carry opened alcohol in public areas of the city.
  - The speed limit on open roads is 100km.
  - Under-18 year olds cannot buy cigarettes or alcohol.
  - You must not buy or give cigarettes or alcohol for anyone under the age 18.
  - Students under the age of 18 are not allowed to enter bars or nightclubs.
  - It is illegal to download copyrighted material such as movies or music.
  - You must have an International Driver's Licence or official translation of your own licence before you can drive a vehicle.
  - A child is anyone under the age of 16.
  - You must not take a photo of any child or children.
  - Class A, B, C drugs are illegal (for example methamphetamines and marijuana).
- [www.police.govt.nz/advice/drugs-and-alcohol/illicit-drugs-offences-and-penalties](http://www.police.govt.nz/advice/drugs-and-alcohol/illicit-drugs-offences-and-penalties)
- Children must not take part in any gambling activity.
  - You must not touch another person without their consent.
  - It is illegal to have sexual relations with anyone 16 years or under.

## Harassment

New Zealand is a country where all people are well protected by the Human Rights Act of 1993. There is a Human Rights Commission based in Auckland and you can easily access the website at:

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

Racial and sexual harassment is not allowed under the Act and support for people who feel they are being harassed is freely available. Harassment can mean a number of things like:

- Following, accosting or stopping someone, or interfering with their property.
- Contacting a person by phone, correspondence or any other way, when they have asked you not to.
- Giving offensive material to someone.
- Acting in a way that causes someone to fear for personal safety.

AEA has a clear responsibility to uphold this law and protect its staff and students. For any more information, talk to a your first language support staff or the Pastoral Care Coordinator at any time.

## **Personal Safety**

Generally New Zealand is one of the safest countries in the world to live in. However, you should still be careful.

Do not:

- Walk alone at night.
- Carry a lot of money.
- Wear expensive jewellery or leather clothing.
- Leave your belongings (phones, devices, wallets etc.) unattended in public places, this includes the school.

Do:

- Keep your ID card with you.
- Take a map and homestay phone number when you are away from your homestay.
- Ring your homestay if you are going to be late.
- Tell someone where you are going and when you will be back.

## **Reporting a Crime**

If you have information on any crime or illegal activities, or if you or someone you know who is a victim of crime, you can report it to the NZ Police by:

- Calling 111.
- Calling Crimestoppers: call 0800 555 111- you don't have to reveal your identity when you call.

Or:

- Report it online: **[www.crimestoppers-nz.org](http://www.crimestoppers-nz.org)**

When you report crime online, you can write in your own language and it will be translated and handed to the NZ Police.

More information on safety is available in 12 languages from the NZ Police website at:

**[www.police.govt.nz](http://www.police.govt.nz)**

### **Sexual Health**

You must have reached New Zealand's legal age of consent – which is 16 – before you can have sexual relations.

It is recommended that any student who is of this age that intends to be sexually active should practice safe sex to avoid an unwanted pregnancy and/or any sexually transmitted infections (STI's).

You will also find useful information on this website about sexual health:

**[www.familyplanning.org.nz/clinics/services](http://www.familyplanning.org.nz/clinics/services)**

## Water Safety

Going to the beach is a great social activity. If you are going to a new beach, look for signs that may warn you of any dangers, check out what the local people are doing, and ask for advice. Some beaches have warning signs.

### Swimming

If you are swimming at a beach where there are surf patrols:

- Look for the yellow and red flags and swim between these flags
- Listen to advice from the lifeguards.
- Never swim alone.
- If in doubt stay out of the water.
- Read and obey the safety signs.
- Learn to recognise currents (rips).
- Never swim or surf when tired, cold or intoxicated.
- Be aware of other people in the water

For more information, check: [www.watersafety.org.nz/](http://www.watersafety.org.nz/)

### Sun Safety

The sun in New Zealand is very strong and you need to protect your skin and eyes from the sun during daylight hours.

You should:

- Put on sunscreen- at least SPF30. Apply it every 2 hours and especially after being in the water.
- Wear a shirt with long sleeves
- Wear a wide-brimmed hat
- Wear sunglasses.

[www.sunsmart.org.nz](http://www.sunsmart.org.nz)



# Driving in New Zealand

## If you decide to drive in New Zealand

We strongly recommend that you talk to our Student Support staff before you decided to start driving in New Zealand.

## Road Rules

All drivers must know the road rules, what the road signs mean and how to drive safely.

Learning the road rules is particularly important. You can find out more about the rules when you study the Road Code.

You can get a copy of the Road Code from bookstores, driver licensing agents, a public library or online at:

<https://www.nzta.govt.nz/resources/roadcode/about-driving/>

## In New Zealand you:

- Must carry your driver's licence at all times when you are driving.
- Should carry an official translation of your overseas licence with you if you have one (a translation from an official source, e.g. a translation service or language centre).
- Apply for a New Zealand driver's licence within one year of arriving in this country or you will be considered an unlicensed driver.

**If you drive without a licence, break the road rules or cause an accident, the Police could:**

- Give you a fine
- Charge you with a driving offense
- Stop you from driving in New Zealand
- Have your car impounded (seized).

**Guidelines for driving in New Zealand:**

**[www.nzta.govt.nz/driver-licences/new-residents-and-visitors/ driving-on-nz-roads/](http://www.nzta.govt.nz/driver-licences/new-residents-and-visitors/driving-on-nz-roads/)**

**Buying and selling a car**

**[www.nzta.govt.nz/vehicles/buying-and-selling-a-vehicle/](http://www.nzta.govt.nz/vehicles/buying-and-selling-a-vehicle/)**

For more information contact the Land Transport Safety Authority  
(Freephone 0800 822 422) or visit their website ([www.ltsa.govt.nz](http://www.ltsa.govt.nz)).

# Living in Auckland

## Health system in New Zealand

A family doctor or general practitioner (GP) is a doctor who looks after the health of all the family. Your GP is the first person you should visit if you are worried about your health or the health of your family. GPs are found at Medical Centres. Practice Nurses and other health professionals also work there. GPs will help you find specialist services at hospitals and other health services in the community. It is important to enrol with your GP. There will be a lower cost if you enrol. Tell the receptionist if you need an interpreter. For more information about enrolment, visit: [www.yourlocaldoctor.co.nz](http://www.yourlocaldoctor.co.nz)

**ACC-** Everyone in NZ is covered by the Accident Compensation act (ACC). ACC also includes visitors to NZ. ACC helps pay for the costs of your recovery if you are injured in an accident. For more information talk to your GP or visit: [www.acc.co.nz/about-us/](http://www.acc.co.nz/about-us/)

Public hospital or Specialist (including Emergency Department) Free – check eligibility: [www.health.govt.nz/eligibility](http://www.health.govt.nz/eligibility).

Hospital interpreter (request before your appointment date) Free – check eligibility: [www.health.govt.nz/eligibility](http://www.health.govt.nz/eligibility).

Prescription Adults and children over 13: \$5.00 for each item Children under 13: free  
Some medicines may cost more – check eligibility: [www.health.govt.nz/eligibility](http://www.health.govt.nz/eligibility).

Maternity care (midwife, public hospital) Free – check eligibility: [www.health.govt.nz/eligibility](http://www.health.govt.nz/eligibility).

Breast Screening (mammogram) Costs may apply – ask your GP. BreastScreen Aotearoa is a free national breast screening programme for women aged between 45 and 69 years.

Dentist Under 18: free – check eligibility: [www.health.govt.nz/eligibility](http://www.health.govt.nz/eligibility) - Adults: costs apply  
Specialist doctors and private hospitals - Costs apply. Specialists start from \$150 for a first consultation.

For further information visit:  
[www.healthnavigator.org.nz/healthcare-in-nz](http://www.healthnavigator.org.nz/healthcare-in-nz)

## **Opening a bank account**

The five major banks in New Zealand are ANZ, ASB, BNZ, Kiwibank, and Westpac. Opening a bank account is fast, easy and free, just go to the bank of your choice with the required documents:

- Your passport
- Your visa
- A proof of your address in Auckland (rental contract, invoice or proof of address provided by the school)

Remember to close your bank account before you go back to your home country!

## **Daily Expenses**

The cost of living is difficult to estimate and depends on your lifestyle. However there are some websites available that will give you an idea of the expected costs of living in New Zealand, taking into account food, transportation, accommodation, mobile, Internet and activities etc. This will help you to plan financially for your stay:

**[www.enz.org/cost-of-living-in-new-zealand.html](http://www.enz.org/cost-of-living-in-new-zealand.html)**

## **Public Transportation**

Using Auckland public transportation (buses, ferries and trains) is highly recommended. You will need to purchase an AT Hop Card from Britomart Station. Remember to tag on and off every time you use public transport. You can get special discounted fares for students by adding a tertiary ID Sticker.

To find a bus, train or ferry to anywhere in Auckland or to recharge your AT Hop Card, go to: **<https://at.govt.nz/>**

## **Work Rights**

If you intend to work in New Zealand on a student visa, you should be aware of the student visa rules and your minimum work rights as an employee before you start working. Below are some useful links: Working on a student visa:

<http://nzstudywork.immigration.govt.nz/work-rules-for-students/student-visa-rules/>

## **Minimum Rights:**

<https://employment.govt.nz/starting-employment/rights-and-responsibilities/minimum-rights-of-employees/>

If you have a dispute with your employer, you may also contact:

[www.era.govt.nz](http://www.era.govt.nz)

[www.cab.org.nz/vat/eb/paw/pages/wheretogethelp.aspx](http://www.cab.org.nz/vat/eb/paw/pages/wheretogethelp.aspx)

You may also contact our careers advice services at [pathways@icl.ac.nz](mailto:pathways@icl.ac.nz) for more information.

## **Activities**

Make sure you check the school noticeboards as we display information about upcoming events and activity ideas in Auckland.

We also run weekend and holiday tours with our partner, Action Tours. Please see the school notice boards or ask at reception for information on available tours.

You can also visit the following websites for more ideas:

[www.aucklandnz.com](http://www.aucklandnz.com)

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

## Treaty of Waitangi

The Treaty is New Zealand's founding document and is an agreement between Maori and the Crown (the government). This established New Zealand as a bicultural country between two people. Now, with more recent migrants from all over the world New Zealand- and especially Auckland- is very multicultural.

To get the most out of your stay in New Zealand you should understand some of the implications of the Treaty. People who honour the Treaty of Waitangi show respect for others, and also strive to understand and respect Maori culture (Maoritanga). It also means to be aware of its legacy and what that means for present-day New Zealand.

A copy of the Treaty is displayed at Reception or you can visit this website to learn about it:

**[www.treaty2u.govt.nz](http://www.treaty2u.govt.nz)**

## New Zealand Public Holidays

Below is a list of observed public holidays for New Zealand. There will be no classes on these days and many shops and services will be closed as well.

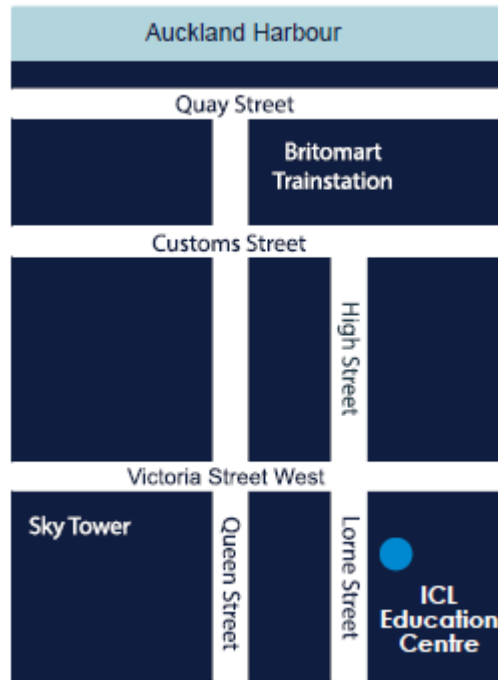
Holiday	2021	2022
New Year's Day	Friday 1 <sup>st</sup> January	Monday 3 <sup>rd</sup> January
Day After New Year's Day	Saturday 2 <sup>nd</sup> or Monday 4 <sup>th</sup> January	Tuesday 4 <sup>th</sup> January
Auckland Anniversary Day	Monday 1 <sup>st</sup> February	Monday 31 <sup>st</sup> January
Waitangi Day	Saturday 6 <sup>th</sup> February or Monday 8 <sup>th</sup> February	Sunday 6 <sup>th</sup> February or Monday 7 <sup>th</sup> February
Good Friday	Friday 2 <sup>nd</sup> April	Friday 15 <sup>th</sup> April
Easter Monday	Monday 5 <sup>th</sup> April	Monday 18 <sup>th</sup> April
ANZAC Day	Sunday 25 <sup>th</sup> April or Monday 26 <sup>th</sup> April	Monday 25 <sup>th</sup> April
Queen's Birthday	Monday 7 <sup>th</sup> June	Monday 6 <sup>th</sup> June
Labour Day	Monday 25 <sup>th</sup> October	Monday 24 <sup>th</sup> October
Christmas Day	Saturday 25 <sup>th</sup> December or Monday 27 <sup>th</sup> December	Sunday 25 <sup>th</sup> December or Tuesday 27 <sup>th</sup> December
Boxing Day	Sunday 26 <sup>th</sup> December or Tuesday 28 <sup>th</sup> December	Monday 26 <sup>th</sup> December

## Directory

Organisation	Phone number	Website
Emergency, Police, Fire, Ambulance	111	
Emergency for mental Health	1737	<a href="https://mentalhealth.org.nz/get-help/in-crisis">https://mentalhealth.org.nz/get-help/in-crisis</a>
Lifeline (emotional distress, depression, financial/ work/family issues)	09 5222 999 0800 543 354 (24 hours)	<a href="http://www.lifeline.org.nz">www.lifeline.org.nz</a>
Lifeline provides Translation services, including Chinese lifeline	09 533 3088 0800 888 880 (24 hours)	
Alcohol Drug Helpline	0800 787 797 (24 hours)	<a href="http://www.alcoholdrughelp.org.nz">www.alcoholdrughelp.org.nz</a>
Problem Gambling info Hotline	0800 862 342	<a href="http://www.pgfnz/">www.pgfnz/</a>
Auckland Sexual Abuse Help	09 623 1700 (24 hours)	<a href="http://www.safetotalk.nz">www.safetotalk.nz</a>
Youth Law (Free legal advice)	0800 884 529 09 309 6967	<a href="http://www.youthlaw.org.nz">www.youthlaw.org.nz</a>
Crime Stoppers	0800 555 111	<a href="http://www.Crimestoppers-nz.org">www.Crimestoppers-nz.org</a>

Organisation	Phone number	Website
New Zealand Qualification Authority	0800 697 296	<a href="http://www.nzqa.govt.nz">www.nzqa.govt.nz</a>
Immigration New Zealand	09 914 4100	<a href="http://www.Immigration.govt.nz">www.Immigration.govt.nz</a>





### Campus Location

10 - 14 Lorne Street, CBD, Auckland, New Zealand

### Phone

+64 (0)9 368 4343

### Reception Hours

Monday – Friday 8:00am – 9:30pm

Weekends – 8:30am – 5:30pm

### 24 hour Emergency phone

021 780 793

ICL Graduate Business School, Auckland English Academy and Bridge International College are **NZQA Category 1** schools

Auckland English Academy and Bridge International College are proud members of  
**English New Zealand**