



Auckland
English
Academy



Orientation

Student Handbook

2025

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

Welcome from the Principal



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 script is cursive and fluid.

Ewen Mackenzie-Bowie

Principal

Program Timetable

Monday to Friday (except Public Holidays)

CE & IELTS

Morning	08:30 – 12:30
Afternoon	13:00 – 17:00
Evening	17:30 – 21:30

PTE

Afternoon	12:30 – 16:30
Evening	17:30 – 21:30

NZCEL

Level4	13:00 – 18:00
Level5	13:00 – 17:00

Wish to change or extend? Come talk to us at Reception

Or send us an email to reception@icl.ac.nz

Textbook/e-book will be provided to AEA's Students that paid for Material fees and enrolled more than 5 weeks.

Management



James Fleming

Director of Studies

[AEA, IELTS and Bridge 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

Test and Assignment

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.

Code of Conduct

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 way.

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 behavior 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.
 - Behavior or interactions of a sexual nature.
 - Stealing or intentionally damaging the school, student or staff property or belongings.

Computer usage

- 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.
- **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 behavior 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 by email to **attendance@icl.ac.nz** (You will still be marked absent).
- If your attendance falls below 90%, you will receive an Attendance Reminder Letter.
- If your attendance does not improve, you will receive a 1st Warning Letter, followed by a 2nd 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.

Join the class late **more than 10 minutes = Absence**

Attendance below

80%

- ✗ Certificate
- ✗ Course cancel
(no refund)
- ✗ Student Visa
Cancel

Attendance 100%

Below 90% - Reminder email

Below 85% - 1st Warning Letter

Below 80% - 2nd Warning Letter

Withdraw

Participation — Learning is doing!

In addition to attendance, all students are expected to actively participate in all their classes. That means coming to class ready to learn, doing the activities set by the class teacher, joining in group and pair work, and making a genuine effort to improve your language skills.

Refusal to participate will result in a meeting with the Director of Studies, and if ongoing, could lead to a Behavior Warning Letter and even expulsion.

Non-participation includes:

- Sleeping
- Leaving the classroom for long periods of time
- Repeat use of devices for personal activities, e.g. playing games, watching videos
- Refusing to follow the teacher's instructions, including:
 - refusing to work with classmates
 - refusing to complete classwork appropriately
 - making little or no effort to complete tasks

Requirement(s) of Study

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.
- Renewed Visa is a mandatory requirement to extend the course.

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.

- Insurance must cover the duration of your study and travelling 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, please contact your coordinator further purchasing medical insurance from our preferred provider.

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 <https://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.

For more information, Visit www.health.govt.nz

Medical 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...").
- If the doctor has issued a medical certificate for sick leave retrospectively, the attendance can **be backdated by one day** from the date of the certificate's issuance.
- **Maximum 3 Medical Certificates** per enrolment.
- A formal note from a hospital stating the above conditions is also acceptable.
- Please inform the school immediately if you have any serious health condition that we should know of.
- If you have a dependent (i.e. a young child or an elderly parent) in NZ, we can accept their medical certificate to cover your absence if you need to take care of them. It is counted as a sick leave.
- We **do not accept** a prescription or/and invoice.

Things to do If you're unwell



Inform us

Remember to let us know if you cannot come to the class



Visit GP

GP (General Practitioner) can Provide a Medical Certificate for off-school.



Drop-off

Drop your medical certificate at Reception once you return back to school or send email to studentsupport@icl.ac.nz

Medical Certificate

 Overseas

 Prescription (or invoice)

 Backdate **1 day**

 Cover your attendance

 Up to **3** medical certificates

Covid-19 Positive?

Take a photo of your Positive RAT test, send email to our Student Support at studentsupport@icl.ac.nz

Stay home, we will cover you as sick for 5 days.

Policy and Procedure

Withdrawal, Refunds 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:

Enrolled ≤ 5 weeks: no refund after 2 days of study.

Enrolled 6 – 11 weeks: no refund after 5 days of study.

Enrolled ≥ 12 weeks: no refund after 2 weeks 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
- Enrolment and insurance fees are **non-refundable**.
- Expenses incurred offshore on student recruitment and visa applications are non-refundable.
- If requested, AEA or BIC 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 at 0800 697 296 or Fairway Resolution at 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 enroll you in another course suitable to your needs.
- The homestay administration fee and the homestay placement fees are **non-refundable**.

Protection of Intuition Fees – Fee Protect Scheme

AEA and BIC protect your fees through Public Trust. Public Trust is an organization 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 BIC over the time of your study.
- If AEA or BIC 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.

Additional Services

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:

- 1-week holiday for every 14 weeks enrolled (no holiday for enrolment less than 14 weeks)
- Apply **at least 2 weeks** before your planned holiday
- Attendance Required 90% minimum
- Holiday must start from Monday to Friday, 5 days straight only.
- Students **may not** apply for a holiday until their **5th week** of enrollment.
- Application must be submitted before cut off time on Wednesday, 6 pm. (NZDT).
- **Holiday is not applicable for NZCEL.**

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 program. We will inform you within 5 working days if your request has been approved or declined. **Application must be submitted before cut off time on Wednesday, 6 pm.**

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.

Course extension

If you want to extend your course please contact your Coordinator or Agency. Considering a period of 2 week in advance is a requirement.

Know Your Coordinator

Chinese	China@icl.ac.nz
Vietnam	Vietnam@icl.ac.nz
Japanese	Japan@icl.ac.nz
Korean	Jameskim@icl.ac.nz
Thai (Other Southeast Asian)	Thailand@icl.ac.nz
Indian (Subcontinental and Pacific Islands)	Subcontinent@icl.ac.nz
Latin American (Other Middle East)	Latinamerica@icl.ac.nz

Additional Services

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.

Student ID Cards

Enrolled ≥ 16 weeks: student ID card + AT hop sticker

Enrolled 8 – 15 weeks: student ID card, no AT hop sticker

Enrolled ≤ 7 weeks: inform reception if you need to make a student ID card

- On orientation day, we will take your photo to create your student ID card.
- The processing time is a minimum of 5 working days.
- Once it is ready, we will send you an email confirming that you can pick it up at the reception.
- If you need to acquire a new ID card, there is a fee of 10 NZD.

Making Appointments to See Staff Members

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.

Attendance Requests

- Please contact reception or email to attendance@icl.ac.nz. Include this information,
 - Your Full Name
 - Student ID number
 - Please put 'Attendance Request' in the subject line (on the email)

Student and Language support

- Language Support (Mandarin, Vietnamese, Japanese, Korean, Hindi, Russian, Spanish, Portuguese, etc.)
- 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
- Other services, please send us an email to studentsupport@icl.ac.nz

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

Additional Services

Apply your request

- *Holidays
- *Change the class
- Extend the course
- etc.
- *Withdrawals and Refund

Go to Reception on Level 1

The application must be submitted
at least 2 weeks in advance, before
Wednesday @6 pm.

*Please check the conditions in student handbook



STUDENT FEEDBACK

Do you have feedback for us – good or bad?

Scan the QR-code or come and talk to us at reception.



We'd love to hear from you!

Student Email

For student enrolled for 2 weeks or longer.

- It is Gmail account.
User name: "e" + Student ID number @icl.school.nz
Password: icl123456
You can change your own password after the first Login.

It is **Gmail** account:

Email:
"e" + "Student ID" @icl.school.nz
(e10000@icl.school.nz)

Password:
icl123456

*You can change your own password
after the first Login.*

Google

Sign in
to continue to Gmail

e10000@icl.school.nz

Email or phone

[Forgot email?](#)

Not your computer? Use Guest mode to sign in privately.
[Learn more](#)

Create account

Next

Enter User name,
and then
Click 'Next' to enter the
password.

English (United States) ▾ [Help](#) [Privacy](#) [Terms](#)

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 www.nzta.govt.nz

In New Zealand you:

- Must carry your driver's license at all times when you are driving.
- Should carry an official translation of your overseas license 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 license within one year of arriving in this country or you will be considered an unlicensed driver.

If you drive without a license, 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

Buying and selling a car: www.nzta.govt.nz/vehicles/buying-and-selling-a-vehicle

For more information contact the Land Transport Safety Authority

Free phone 0800 822 422 or visit www.ltsa.govt.nz

Living in New Zealand

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 enroll with your GP. There will be a lower cost if you enroll. Tell the receptionist if you need an interpreter. For more information about enrolment, visit www.yourlocaldoctor.co.nz

ACC

Everyone in NZ is covered by the Accident Compensation act (ACC). ACC also included 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

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

Hospital interpreter (request before your appointment date) Free – check eligibility 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

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

Breast Screening (mammogram) Costs may apply – ask your GP. Breast Screen 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 (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

Opening a bank account

The five major banks in New Zealand are ANZ, ASB, BNZ, Kiwi bank, 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.

Treaty of Waitangi

The Treaty of Waitangi 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 www.treaty2u.govt.nz.

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, considering food, transportation, accommodation, mobile, Internet and activities etc. This will help you to plan financially for your stay www.enz.org.

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 if you study more than 16 weeks.

To find a bus, train or ferry to anywhere in Auckland or to recharge your AT Hop Card, visit www.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 www.nzstudywork.immigration.govt.nz

Minimum Rights

If you have a dispute with your employer, you may contact www.era.govt.nz, www.cab.org.nz. You may also contact our careers advice services at 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 at www.aucklandnz.com or www.heartofthecity.co.nz.

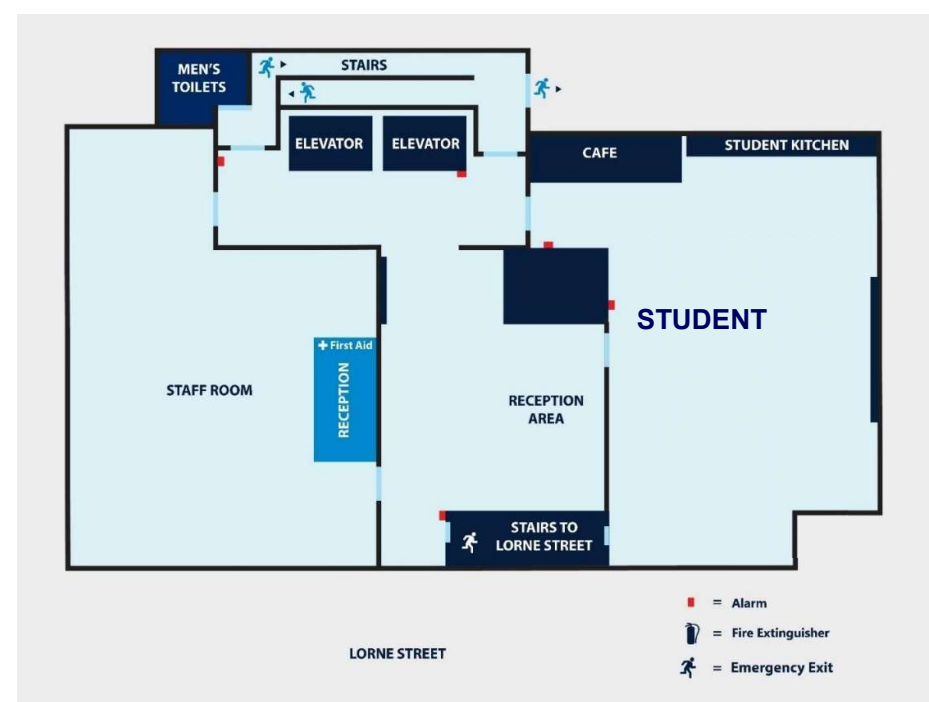
Public Holidays

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	2025	2026
New Year's Day	Wednesday 1 January	Thursday 1 January
Day after New Year's Day	Thursday 2 January	Friday 2 January
Auckland Anniversary Day	Monday 27 January	Monday 26 January
Waitangi Day	Thursday 6 February	Friday 6 February
Good Friday	Friday 18 April	Friday 3 April
Easter Monday	Monday 21 April	Monday 6 April
Anzac Day	Friday 25 April	Monday 27 April
King's Birthday	Monday 2 June	Monday 1 June
Matariki	Friday 20 June	Friday 10 July
Labour Day	Monday 27 October	Monday 26 October
Christmas Day	Thursday 25 December	Friday 25 December
Boxing Day	Friday 26 December	Monday 28 December

Campus Map and Facilities

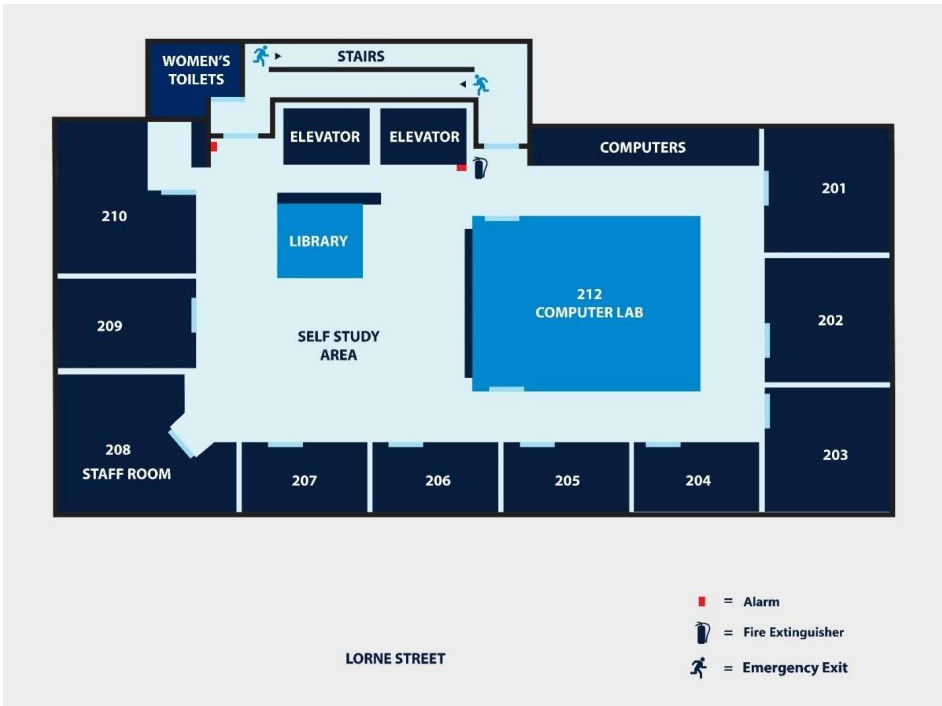
Level 1



Facilities on the floor

- Reception
- First Aid
- Staff room
- Men's Toilets
- Student Lounge
- Student Kitchen

Level 2



Facilities on the floor

- Classroom
- Self-study area
- Computer lab
- Women's Toilets

Campus Map and Facilities

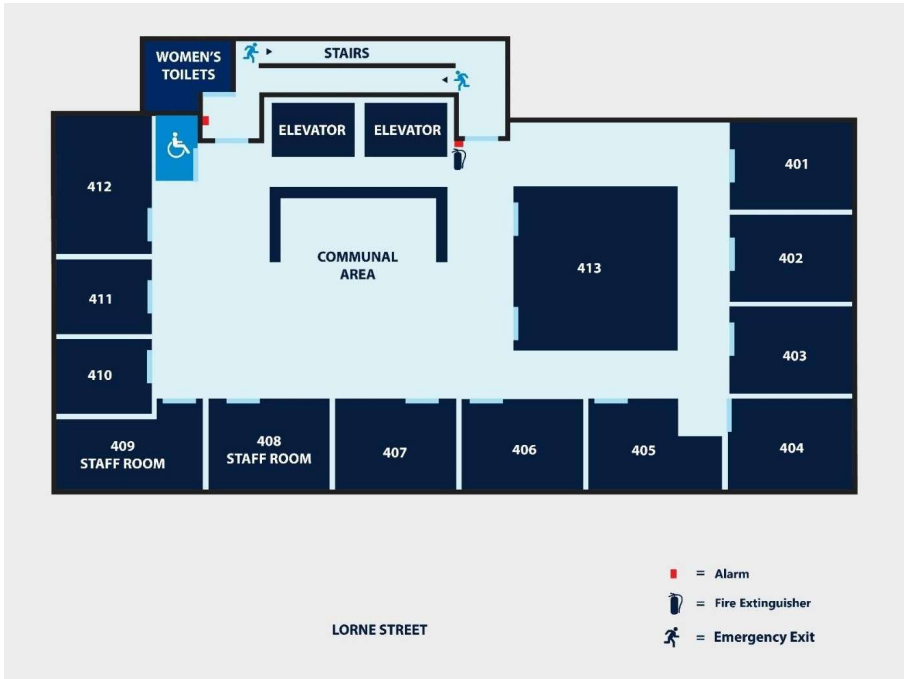
Level 3



Facilities on the floor

- Prayer room
- Classroom
- Men’s Toilets
- Academic Manager’s Room

Level 4



Facilities on the floor

- Classroom
- Women’s Toilets

Campus Map and Facilities

Clubs & Activities

A great opportunity to make new friends!

Wednesday

SONGLISH

EVERY WEDNESDAY
@1-2PM | ROOM 412

LEARN ENGLISH THROUGH SONG
LYRICS

Enjoy singing your favourite songs and
learn English at the same time—win-win!

All Welcome!

Thursday

CONVERSATION CLUB

REAL SPOKEN ENGLISH FOR REAL LIFE

- > BEST PHRASES
- > PUNCTUATION
- > EXPERT GUIDANCE
- > EXTENDED PRACTICE

1-2pm Thursdays
Room 412

ALL LEVELS WELCOME

Maximum 25 Students

**INTRODUCING THE
JOB CLUB**

THE PLACE TO LEARN HOW TO THRIVE
IN THE NEW ZEALAND WORK CONTEXT



The Job Club is a set of workshops that deliver practical knowledge to sharpen employment skills.

SESSION OF THE WEEK:
How to Succeed in Job Interviews.

Get ready to succeed in your future career with interview workshops!

REGISTER NOW

By scanning the QR Code to fill up the registration form



Classrooms confirmed by email after registration

Job Club

Targeting monthly
Register required at Reception



**Don't leave
your seat**



**DO NOT USE
Your phone**



**NO Children
at school**



**Give respect,
Get respect**

**SMOKE and VAPE
are banned**



Littering any item,
even something as
small as a cigarette
butt, is **an offence**
which **finest of \$100**
are payable.

Directory

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

Organisation	Phone number	Website
New Zealand Qualification Authority	0800 697 296	https://www.nzqa.govt.nz
Immigration New Zealand	09 914 4100	https://www.immigration.govt.nz

Organisation	Website
Auckland Transport	www.aucklandtransport.govt.nz
Flatting or Boarding Help	www.tenancy.govt.nz
Babysitter Hiring	www.jugglestreet.nz , www.babysits.nz
Employment	www.employment.govt.nz

Department	Phone number	Email
Reception	09 368 4343	reception@icl.ac.nz
Student Support	09 941 4335 021 780 793 (emergency)	studentsupport@icl.ac.nz
Document check	-	document@icl.ac.nz

Need more help about the course and fees?

Visit our website or **contact your agency**

Know Your Coordinator

Chinese
Vietnam
Japanese
Korean

Thai (Other Southeast Asian)
Indian (Subcontinental and Pacific Islands)

Latin American (Other Middle East) Latinamerica@icl.ac.nz

China@icl.ac.nz
Vietnam@icl.ac.nz
Japan@icl.ac.nz
Jameskim@icl.ac.nz
Thailand@icl.ac.nz
Subcontinent@icl.ac.nz

Are you struggling? Financial
Contractual
Other(s)

Get started by contacting us **iStudent Complaints**

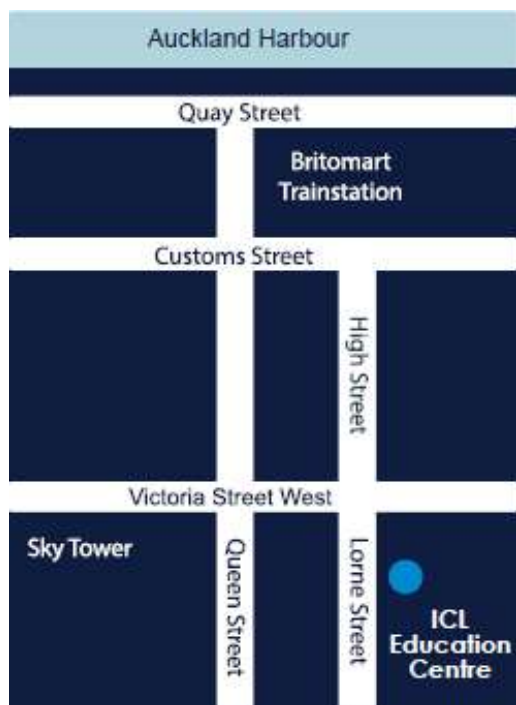
Free phone **0800 00 66 75**
Email help@studycomplaints.org.nz
Online www.studycomplaints.org.nz



iStudent Complaints



kia tau
YOUR EXPERTS
IN DISPUTE
RESOLUTION



Campus Location

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

Phone

+64 (0)9 368 4343

Reception Hours

Mon – Fri 8:00am – 9:30pm

Saturday 8:30am – 7:00pm

Sunday 8:30am – 1:00pm

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

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