



Auckland
English
Academy



ORIENTATION

STUDENT HANDBOOK

2026



The Institutions achieved a Category 1 rating
under the previous NZQA External Evaluation and Review (EER) in 2022.



Welcome to ICL Education Group!

We are committed to supporting your success, whether you are studying Business, Management, Early Childhood Education, or English.

At ICL, we foster a respectful, multicultural environment and proudly acknowledge Te Tiriti o Waitangi as the founding document of Aotearoa New Zealand, recognizing Māori as tangata whenua.

This handbook and our dedicated Student Support Team are here to guide you. Whenever you have questions, need advice, or run into challenges, please reach out to us. We are here to help you reach your full potential.

Welcome to the ICL family!

Courses and Programmes Timetables

Monday to Friday (except Public Holidays)

CE & IELTS		PTE		NZCEL	
Morning	08:30 – 12:30	Afternoon	12:30 – 16:30	Level 4	13:00 – 18:00
Afternoon	13:00 – 17:00	Evening	17:30 – 21:30	Level 5	13:00 – 17:00
Evening	17:30 – 21:30				

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.
- 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 Diplomas, Bachelors, Postgraduates, Masters Programmes in Computing, Business and ECE

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.

Progression

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.

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 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 in the common areas, 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 purchase, possess or consume alcohol, or enter or participate in activities where alcohol is being consumed;
- must not smoke or vape, or possess tobacco or vaping products;
- must not enter or remain in pubs, bars, nightclubs or other adult-oriented venues;
- must not engage in any illegal or unsafe activities;
- must follow the School's safety, wellbeing and behavioural expectations at all times;
- must comply with reasonable instructions provided by School staff, their parent/legal guardian or approved caregiver relating to their safety and wellbeing;
- must live in accommodation that has been approved by the School, with their parent/legal guardian, or with an approved/designated caregiver, as applicable to their circumstances; and
- must advise the School or their designated caregiver of any concerns relating to their safety, wellbeing or accommodation.

If you break the rules

- Your teacher/lecturer may ask you to leave the class.
- Depending on the nature of your misbehaviour, a disciplinary process may follow.
- If you are under 18 years old, your parents will be informed.
- Reports of behavioral concerns and warning letters will be kept on record.
- Subject to disciplinary proceedings, you may be withdrawn from school.
- Immigration New Zealand will be informed and your visa may be cancelled.

In addition,

- You must switch your mobile phone to silent mode in the classroom
- it is considered impolite to use phones in classes or lectures.
- No dictionaries, phones or digital devices are allowed in examination or test rooms.
- No food or drink is allowed in all classrooms and open study areas.
You may only eat and drink in the student lounge area.
- You must clean up after yourself, put trash in the rubbish bin, or recycle bin. Please dispose of your chewing gum responsibly.
- Your children may not accompany you to class, neither are they allowed to be left unsupervised in common areas. This is in the interest of child safety - our campus is not equipped with childcare facilities

The Attendance Policy applies to all students, regardless of visa status.

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

- 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 = 1hour deduction

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

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.
- A maximum of 3 certificates and 10 days of sick leave within any 12-month period may be approved.
- A formal note from a hospital stating the above conditions is also acceptable.
- Please inform the school immediately if you have any serious health conditions 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

Send your Medical Certificate to studentsupport@icl.ac.nz or share a copy with reception team once you return back to school

Medical Certificate



Overseas



Prescription (or invoice)



Backdate 1 day



Cover your attendance



Up to 3 medical certificates

Stay Well

studentsupport@icl.ac.nz

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.
- You cannot attend classes or orientation without a valid visa.

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 enrolment and cover your travel 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 visit the reception desk.

Remember:

All international students must maintain appropriate medical and travel insurance that meets New Zealand requirements for the required period.

Most international students are not entitled to publicly funded health services in New Zealand
<https://www.healthnz.govt.nz/hospitals-services/eligibility-subsidies/publicly-funded-healthcare>

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 mandatory.

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

Withdrawal, Refunds and Cancellations

We hope you will be very happy here and that no refunds will be needed. However, if you wish to withdraw, you will have to complete the 'Withdrawal/Refund' form available at the Reception. Here are the terms and conditions which you agree to when you sign our application form.

In compliance with the Education and Training Act 2020 (section 356), ICL schools provide fee protection for all student fees through Public Trust. This meets the requirements of NZQA, the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

- a. If your course is less than five weeks, you have until the end of the 2nd day of the course to withdraw and receive a refund of at least 50% of the tuition fees. If you withdraw two or more days after the same start date you are not entitled to a refund. The refund period starts on the first day on which the school requires you to attend to receive tuition as part of the course.
- b. If your course is between five and twelve weeks you have up until the end of the 5th day of the course to withdraw and receive a refund of at least 75% of the tuition fees. If you withdraw five or more days after the same date you are not entitled to a refund. The refund period starts on the first day on which the school requires you to attend to receive tuition as part of the course.
- c. If your course is more than three months you have up until the end of the 10th working day to withdraw and receive a full refund of tuition fees less any costs incurred by the Schools up to a maximum of 25%. If you withdraw on the 11th working day or more after the same date, you are not entitled to a refund. The refund period starts on the first day on which the school requires you to attend to receive tuition as part of the course.
- d. The Schools may retain up to the specified amount above (c) provided the cost is justified.
- e. The enrolment and insurance fees are non-refundable.
- f. Expenses incurred offshore on student recruitment and visa applications are non-refundable.
- g. If requested the Schools will provide you with details of the cost components for the purpose of working out the maximum deductible percentage. In the event of a dispute over the amount deducted, you can refer the matter to the Dispute Resolution Scheme (Study Complaints | Ngā Amuamu Taurā) by calling 0800 00 66 75, emailing help@studycomplaints.org, or visiting www.studycomplaints.org.nz.
- h. Conditions a-c 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 day on which the school requires you to attend to receive tuition as part of the course. The Schools will consider applications for refunds in exceptional circumstances. Any refund will be made at the discretion of the CEO or delegated authority.
- i. If the Schools are for some reason unable to offer your course, or the School ceases to be a provider or a signatory to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice you are entitled to a full refund of all fees paid. In the event that your course is cancelled after its commencement date, you will be refunded all unused fees proportional to the number of weeks not delivered. Every attempt will be made by the School to enrol you in another course suitable for your needs.
- j. Domestic students are entitled to a refund if they withdraw from a programme or course as per section 357 of the Education and Training Act 2020, and if the course is of three months' (thirteen weeks) duration or more and the withdrawal occurs up to the end of the eighth day after the first day on which the school requires you to attend to receive tuition as part of the course. The refund

amount must be equal to the sum of the amount paid, less a deduction of the lesser of 10% of the fees paid or \$500.

- k. Domestic students withdrawing from courses of less than three months duration (thirteen weeks) refer to the same refund policy of international students (paragraphs a, b)

Policy and Procedure

Protection of 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
- 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.

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 school management, 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 marketer or Agency. Considering a period of 2 weeks in advance is a requirement.

Need more help about the course and fees?

Visit our website or contact your agency

Know Your Marketer

Greater China

china@icl.ac.nz

Southeast Asia & Bhutan

sea@icl.ac.nz

Indian Subcontinent & Pacific Islands

scm@icl.ac.nz

Latin America

latinamerica@icl.ac.nz

Korea & Japan

northasia@icl.ac.nz

Europe, Middle East, Africa, Central
Asia & Mongolia

emea@icl.ac.nz

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 > 15 weeks: student ID card + AT hop sticker

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

- 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 Rate Requests

- Please contact reception or email to attendance@icl.ac.nz. Include this information,
 - Your Full Name
 - Student ID number
 - Please put 'Attendance Rate 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 or the ICL Management Team:

Director of Studies - James Fleming and Leah Winsley Assistant

Director of Studies- Olga Mazykina and Kristyn Rutherford

Administration Manager- Sumaiya Essop

COMPLAINTS PROCEDURE

ACADEMIC



NON-ACADEMIC



FINANCIAL



If your complaint is not resolved by your school, contact ENZ or NZQA.

Auckland English Academy and Bridge International are members of English New Zealand. If you have a complaint we haven't been able to resolve, you may wish to write to our professional body and ask for assistance. The address of English New Zealand: PO Box 35283, Christchurch 8640. Phone: 03 386 1222 or email: admin@englishnewzealand.co.nz

You can contact NZQA as well if you are an English student. If you are a Business Student, you must not contact English New Zealand, but NZQA instead. An NZQA staff member will consider the information you provide and advise you whether NZQA can accept it for investigation as a formal complaint. If NZQA does carry out a formal complaint investigation, both the student and the school will have the opportunity to provide information, and NZQA will advise its findings.

The complete form, along with any supporting evidence, should be submitted to:

<https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/>

If you need more information on the complaints process, contact NZQA on 0800 897 266; NZQA has produced a brochure for international students about the complaint process.

If it is a financial or contractual dispute, you can contact Study Complaints by phone on 0800 00 66 75. More information is available on the Study Complaints website: <https://www.studycomplaints.org.nz/contact-us>



Submit your request for the following

- *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 regularly send out student surveys
and would appreciate your feedback

We'd love to hear from you!

Student Email

For students enrolled for 2 weeks or longer:

Your official school Gmail account details are as follows:

Username: [Student ID number]@icl.school.nz

Temporary Password: icl123456

You may update your password upon your initial login.

Important Notice: Please note that this email account will remain active for **one month** following the completion of your enrollment, after which it will be deactivated. Kindly ensure you back up and save any important documents or personal files before this period ends.

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 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: <https://www.nzta.govt.nz/vehicles/buying-or-selling-a-vehicle>

For more information contact the NZ Transport Agency

Free phone 0800 108 809 or visit <https://www.nzta.govt.nz/>

Campus Map and Facilities

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 <https://www.healthnz.govt.nz/hospitals-services/services-support>

ACC

ACC provides no-fault cover for people who are injured in accidents in New Zealand, including international visitors. ACC may contribute towards treatment and recovery costs, but you may still need to pay part of the cost. For more information talk to your GP or visit www.acc.co.nz

Public hospital or Specialist (including Emergency Department) Free – check eligibility <https://www.healthnz.govt.nz/hospitals-services/eligibility-subsidies>

Hospital interpreter Interpreter services may be available. Ask the healthcare provider when booking your appointment. <https://www.healthnz.govt.nz/hospitals-services/eligibility-subsidies>

Prescription adults and children over 13: \$5.00 for each item; children under 13: free. Some medicines may cost more - check information <https://www.healthnz.govt.nz/hospitals-services/eligibility-subsidies>

Breast Screening (mammogram) Costs may apply - ask your GP. Free breast screening may be available through BreastScreen Aotearoa if you meet the eligibility criteria.

Dentist under 18: free - check eligibility <https://www.healthnz.govt.nz/hospitals-services/eligibility-subsidies> (Adults: costs apply).

Specialist doctors and private hospitals - Private specialists and private hospitals charge fees. Ask the provider about costs before your appointment. For further information visit <https://healthify.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.

You can visit this website <https://teara.govt.nz/en/te-tiriti-o-waitangi-the-treaty-of-waitangi/print> for a copy of the Treaty.

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 <https://www.enz.govt.nz/>.

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.

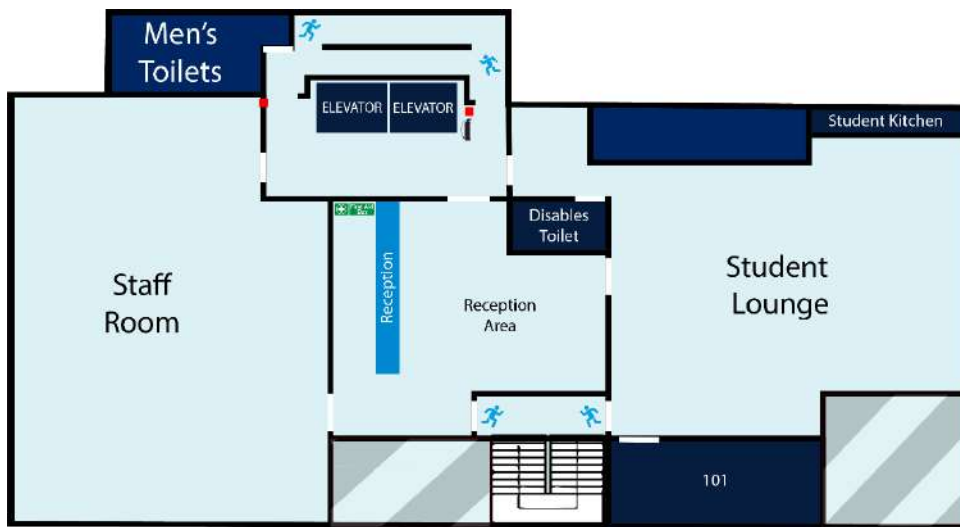
You can also visit the following websites for more ideas at www.aucklandnz.com or www.heartofthecity.co.nz.

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	2026	2027
New Year's Day	Thursday 1 January	Friday 1 January
Day after New Year's Day	Friday 2 January	Monday 4 January
Auckland Anniversary Day	Monday 26 January	Monday 1 February
Waitangi Day	Friday 6 February	Monday 8 February
Good Friday	Friday 3 April	Friday 26 March
Easter Monday	Monday 6 April	Monday 29 March
Anzac Day	Monday 27 April	Monday 26 April
King's Birthday	Monday 1 June	Monday 7 June
Matariki	Friday 10 July	Friday 25 June
Labour Day	Monday 26 October	Monday 25 October
Christmas Day	Friday 25 December	Monday 27 December
Boxing Day	Monday 28 December	Tuesday 28 December

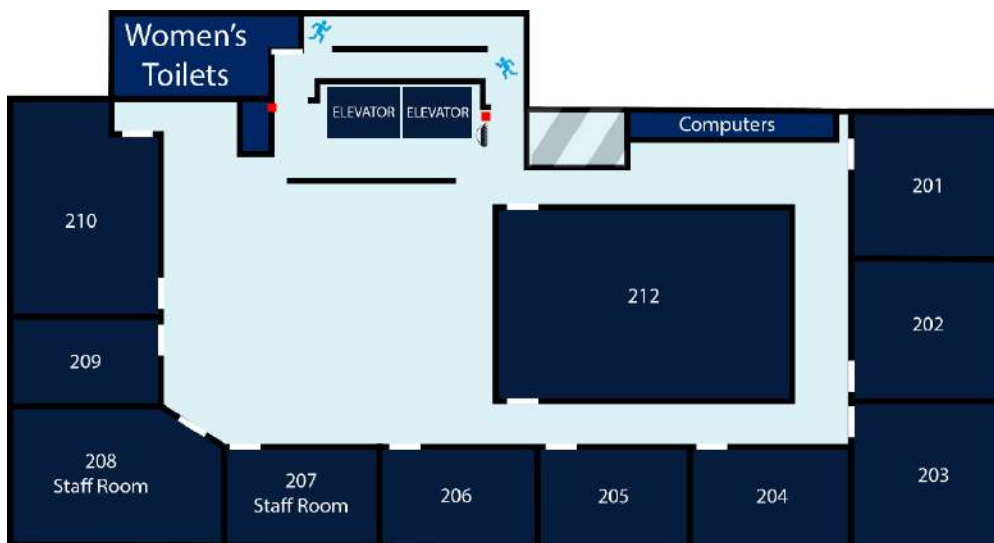
Level 1



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

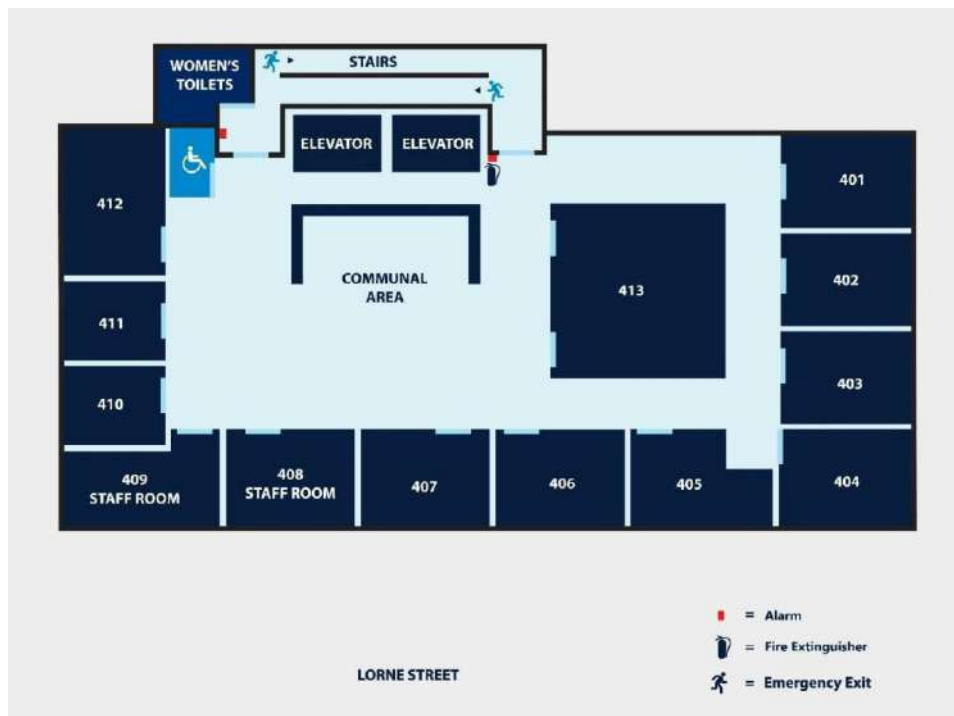
Level 3



Facilities on the floor

Prayer room
Classroom
Men's Toilets
Academic Manager's Room

Level 4

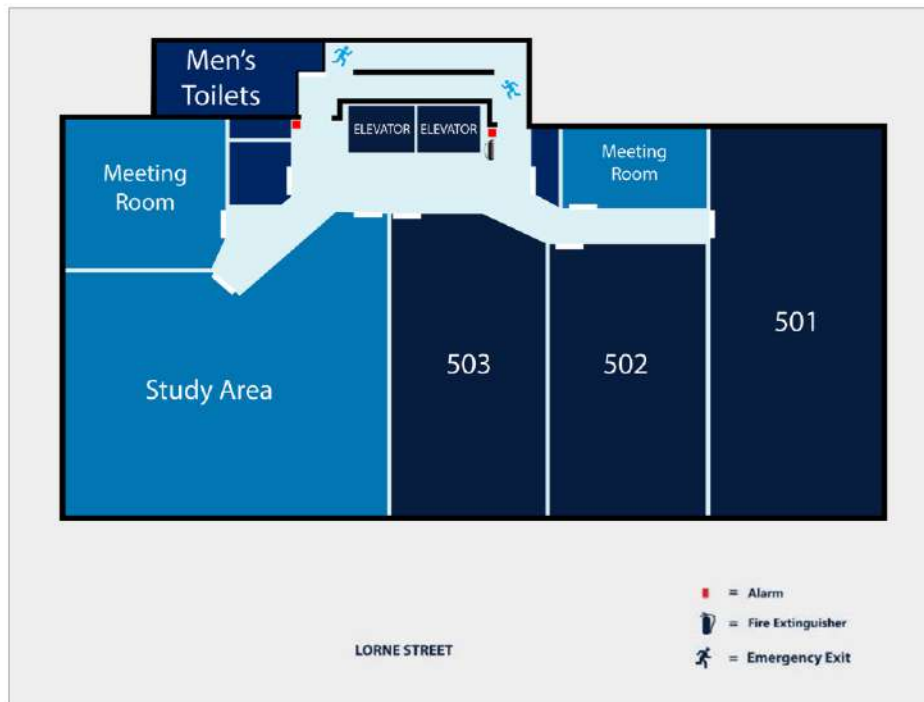


Facilities on the floor

Classroom
Women's Toilets

Campus Map and Facilities

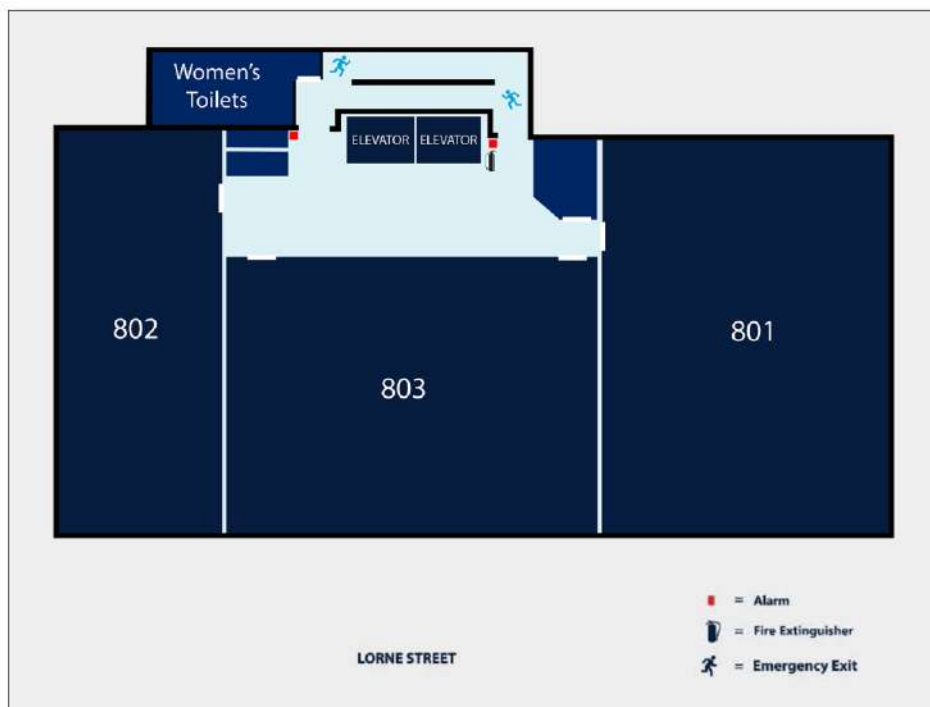
Level 5



Facilities on the floor

Classrooms
Study Area
Meeting Rooms
Men's toilets

Level 8



Facilities on the floor

Classrooms
Study Area
Meeting Rooms
Men's toilets

Campus Map and Facilities

Clubs & Activities

A great opportunity to make new friends!

Wednesday

SONGLISH

when
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 NZ LIFE

- > BESTED PHRASES
- > PRONUNCIATION
- > EXPERT GUIDANCE
- > EXTENDED PRACTICE

1-2pm Thursdays
Room 412

ALL LEVELS WELCOME

Maureen & Jo Shalinski

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.

REGISTER NOW

By scanning the QR Code to fill up the registration form

SESSION OF THE WEEK:
How to Succeed in Job Interviews

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

Classroom 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-support/i-need-help-now/
Lifeline (emotional distress, depression, financial/work/family issues, etc.)	0800 543 354	https://www.lifeline.org.nz/services
Alcohol & Drug Helpline	0800 787 797 (24 hours)	https://alcoholdrughelp.org.nz/
Problem Gambling info Hotline	0800 654 655 (24 hours)	https://gamblinghelpline.co.nz/
Auckland Sexual Abuse Helpline	0800 623 1700 (24 hours)	https://helpauckland.org.nz/
Youth Law (free legal advice)	0800 884 529	https://youthlaw.co.nz/
Crime Stoppers	0800 555 111	https://crimestoppers-nz.org/
New Zealand Qualification Authority	0800 697 296	https://www2.nzqa.govt.nz/
Immigration New Zealand	09 914 4100	https://www.immigration.govt.nz/

Organisation	Website
Auckland Transport	https://at.govt.nz/
Flatting or Boarding Help	https://www.tenancy.govt.nz/
Babysitter Hiring	https://www.babysits.nz/
Employment	https://www.employment.govt.nz/

Department	Phone number	Email
Reception	09 368 4343	reception@icl.ac.nz
Student Support	09 368 4343 021 780 793 (emergency)	studentsupport@icl.ac.nz
Enrollment/Admin	-	engadmin@icl.ac.nz

Need more help about the course and fees?

Visit our website or contact your agency

Know Your Marketer

Greater China	china@icl.ac.nz
Southeast Asia & Bhutan	sea@icl.ac.nz
Indian Subcontinent & Pacific Islands	scm@icl.ac.nz
Latin America	latinamerica@icl.ac.nz
Korea & Japan	northasia@icl.ac.nz
Europe, Middle East, Africa, Central Asia & Mongolia	emea@icl.ac.nz

**Are you
struggling?**

Financial
Contractual
Other(s)

Ngā amuamu taurira
Study complaints



HOURS

We are open between 8.30am and 5pm weekdays, excluding national holidays.



FREE PHONE

[0800 00 66 75](tel:0800006675)



OR IF YOU ARE CALLING FROM OUTSIDE NEW ZEALAND

[+64 4 918 4987](tel:+6449184987)



EMAIL

help@studycomplaints.org.nz



MAIL

PO Box 2272, Wellington 6140, New Zealand



Campus Location

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

Phone

+64 (0)9 368 4343

Reception Hours

Mon – Fri 8:00am – 8:00pm

Saturday 8:00am – 5:00pm

Sunday 8:00am – 5:00pm

The Institution achieved a Category 1 rating Under the previous NZQA External Evaluation and Review (EER) in 2022.

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

Stay connected



SCAN ME

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- Giveaways
- Student Life
- Events

