



Student Handbook

NZLC Auckland 2019

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KIA ORA! Welcome to NZLC Auckland!

Thank you for choosing to study at NZLC Auckland. We are excited to have you here and hope you have a wonderful and unforgettable experience! This Student Handbook will help you learn about the facilities and services offered here at NZLC and around the city. If you need help at any time, just talk to one of our friendly staff members and we will help you!

Your Friendly NZLC Auckland Team

NZLC Directors

Mr Justin Mastoyo	Director
Mr Miles Stewart	Director
Ms Makiko Kunitate	Director / Head of Marketing

Management

Mr Stuart Binnie	Principal
Mr Nelson Almazar	Financial Accountant
Mr Pete Jones	Academic Director
Ms Alana Gervan	Office Manager

Accounts

Ms Yusnita Edwards	Assistant Accountant
Ms Gloria Song	Accounts / Administration Officer

Academic

Mr Bruno Balducci	Head Teacher Trainer (CELTA / TESOL)
Ms Carissa Hwang	Exam Manager
Ms Rhian Owen	Academic Manager
Ms Helen Ritchie	Academic Coordinator
Ms Tenille Sanio	Academic Officer
Ms Carolynne Gray	Senior Teacher
Ms Kaitanya Santos	Senior Teacher
Mr Joel Archer	Senior Teacher
Ms Helen Ritchie	Senior Teacher / Young Learners
Ms Natasha Askew	Senior Teacher

Student Services

Ms Hazel Hwang	Course Advice / Korean Marketing Manager
Mr Mauricio Penagos	Marketing Coordinator
Ms Anita Lam-Stevoska	Marketing & Pathways Coordinator
Ms Janaina Wanderley	Marketing Officer
Ms Mai Fujita	Marketing Officer
Mr Ben Zhong	Marketing & Student Services Assistant
Ms Rie Tagawa	Student Services Coordinator
Mr Alistair Stafford	Student Services / Activities Coordinator
Ms Ben Pudner	Reception / Student Services Officer
Ms Iana Pecheeva	Student Services Officer / Hobson St Receptionist
Ms Lili Posada	Student Services / Administration Officer
Ms Jasmine Choi	Group Study Tours Officer
Ms Catherine Page	Group Study Tours Officer
Ms Ayumi Shino	Group Study Tours Assistant

Enrolments

Ms Melizza Luzardo	Enrolments Coordinator
Ms Claudia Kikuchi-Joyes	Enrolments Officer
Ms Anna Carruthers	Enrolments & Student Services Assistant

Accommodation

Ms Jenny Burger	Accommodation Coordinator
Ms Takako Dean	Accommodation Assistant
Ms Anneke Kraal	Accommodation Assistant

Asking for help - Who to talk to at NZLC

Our reception, student services team, accommodation team and school principal are located on Level 2, main campus. The Academic team is located on level 1.

Academic Team or Student Services	Course options, or questions about your class
Accommodation Team	Questions related to homestay or accommodation
School Principal	Questions related to the Code of Practice
Student Services Team	<ul style="list-style-type: none"> • Course extensions, course refunds, holiday requests • If you are feeling unwell or unable to come to class • Student welfare • Going to university in New Zealand • Visas • Activities, city information, booking air tickets • School facilities

First-language support

If you really need to talk to someone in your own language, we can arrange this. Please ask Student Services, and we will contact one of our First Language Advisors. We also have multi-lingual staff on campus who speak Spanish, Portuguese, Korean, Japanese, Russian, Thai, Mandarin, Czech, and German.

Campus Facilities

Main Campus Levels 1 - 3, 104 Customs St West

LEVEL 1	<ul style="list-style-type: none"> • Classrooms 103 – 108 • Teachers' Room • Academic Department • Bathrooms 	<ul style="list-style-type: none"> • Water cooler • Microwaves 	
LEVEL 2	<ul style="list-style-type: none"> • Classrooms 202 – 217 and O/R • Reception • Principal's Office / Director's Office • Student Services • Accommodation Department 	<ul style="list-style-type: none"> • Group Tours Department • Accounts Department • Student Lounge / Microwaves / Vending machine • Computer Room • Water Cooler 	<ul style="list-style-type: none"> • Student Computers • Student Sick Bay • Bathrooms • Job Board • Student Board
LEVEL 3	<ul style="list-style-type: none"> • Classrooms 301 – 307 • Microwave • Student Computers • Water Cooler 		

Hobson Street Campus Levels 1 - 2, 4 Hobson Street

LEVEL 1	<ul style="list-style-type: none"> • Classrooms H 101 – H 106 • Teacher / staff room • Bathrooms • Student kitchen / lunch area 	<ul style="list-style-type: none"> • Microwaves • Water cooler • Fridge
LEVEL 2	<ul style="list-style-type: none"> • Classrooms H 201 – H 207 • Reception • Bathrooms • Study room with 8 computers 	<ul style="list-style-type: none"> • Microwaves • Water cooler • Fridge

Buying lunch

On the ground floor, you can buy a range of hot drinks, pies, sweets and salads at Celia’s Café. There are also a range of cafes and restaurants nearby. Sushi is available to purchase in the Student Lounge at Main Campus Monday – Thursday, 12.15pm, and in the Lunch Area at Hobson Street Campus Monday – Friday, 10.30am.

Internet / WIFI

We have free internet available for student use. It is available within school opening hours, but please do not use it for downloading. Only use the internet during class time if it relates to your lesson. Please do not eat or drink around the computers, and do not turn the computers off. Remember, internet in New Zealand can be slow, please be patient!

Activities and Weekend Trips

We have a variety of FREE and paid weekday activities. There are also weekend trips available so you can explore New Zealand. Information about after-school activities and weekend trips is posted on the school activities board. (Remember to check the meeting time and place for the weekend trips.) If you have any questions or need help organising a trip around New Zealand, please ask the Student Services team. If you have any suggestions for activities, please talk to the Student Services team.

NZLC 2019 & 2020 Course Calendar

TERM	2019 START DATE	2019 FINISH DATE	2020 START DATE	2020 FINISH DATE	DURATION
Term 1	7 January	15 March	6 January	13 March	10 weeks
Term 2	18 March	24 May	16 March	22 May	10 weeks
Term 3	27 May	2 August	25 May	31 July	10 weeks
Term 4	5 August	11 October	3 August	9 October	10 weeks
Term 5	14 October	20 December	12 October	18 December	10 weeks
Term 5*	14 October	3 January 2020	12 October	31 December	12 weeks

*During week 11 and 12 of Term 5, GE and IELTS courses follow a special stand-alone curriculum

Public Holidays in New Zealand

NZLC is closed on the following public holidays:

Public Holiday	2019 Date	2020 Date
New Year’s Day	Tue 1 Jan	Wed 1 Jan
Day After New Year’s	Wed 2 Jan	Thurs 2 Jan
Wellington Day	Mon 21 Jan	Mon 20 Jan
Auckland Day	Mon 28 Jan	Mon 27 Jan
Waitangi Day	Wed 6 Feb	Thurs 6 Feb
Easter Friday	Fri 19 Apr	Fri 10 Apr
Easter Monday	Mon 22 Apr	Mon 13 Apr
ANZAC Day	Thurs 25 Apr	Mon 27 Apr*
Queen’s Birthday	Mon 3 Jun	Mon 1 Jun
Labour Day	Mon 28 Oct	Mon 26 Oct
Christmas Day	Wed 25 Dec	Fri 25 Dec
Boxing Day	Thurs 26 Dec	Mon 28 Dec*

*holiday falls on the weekend, therefore observed on Monday

Weekly Timetable for General English / IELTS / Business English / Cambridge B2 First (FCE) or C1 Advanced (CAE) (16 years-old +):

TIME	MON	TUE	WED	THU	FRI	SAT/SUN/HOL
09:00 - 10:30	LESSON					FREE TIME a variety of trips are available
10:30 - 10:45	BREAK					
10:45 - 12:15	LESSON					
12:15 - 13:15	LUNCH				TOEIC Activities Weekend trips	
13:15 - 15:15	LESSON					
After School	Study Support / Activities / Student Services					

Weekly Timetable for Young Learner Courses (13 – 17 years-old)

TIME	MON	TUE	WED	THU	FRI	SAT/SUN/HOL
09:00 - 10:30	LESSON					FREE TIME a variety of trips are available
10:30 - 10:45	BREAK					
10:45 - 12:15	LESSON					
12:15 - 13:15	LUNCH					
13:15 - 15:15	LESSON (YL GE/HSP) or ACTIVITES (English + Activities)					
After School	Study Support / Activities / Student Services					

Weekly Timetable for TESOL / TECSOL Courses

TIME	MON	TUE	WED	THU	FRI	SAT/SUN/HOL
09:00 - 09:30	Supported Self Study					FREE TIME a variety of trips are available
09:30 - 10:30	LESSON					
10:30 - 10:45	BREAK					
10:45 - 12:15	LESSON					
12:15 - 13:15	LUNCH					
13:15 - 15:15	LESSON					
15:30 - 16:30	Teaching Practice / Feedback / Lesson Preparation					

Sample Weekly Timetable for CELTA Courses

TIME	MON	TUE	WED	THU
09:30 - 11:30	Introduction to course	Introduction to language awareness	Receptive Skills	Phonology
11:30 - 12:45	Classroom Management & learner styles	Vocabulary teaching	Presenting Language: Text-based presentations	Foreign language lesson
12:45 - 13:15	Preparation	Teaching Practice Feedback		
13:15 - 14:15	LUNCH			
14:15 - 15:00	Teaching Practice Guidance / Prep			
15:30 - 17:30	Lesson observation & getting to know the learners	Teaching Practice		

English Level and Course Chart

General English Level	CEFR Level (Common European Framework)	Cambridge Scale	Cambridge Exam	IELTS	Business English	English Teacher Training	TOEIC
	C2					CELTA	
Advanced	C1	180 - 200	CAE	IELTS 3 Band 6.0 - 7.5	Business English	TESOL / TECSOL with TKT Prep	880
Upper - Intermediate	B2	160 - 180	FCE	IELTS 2 Band 5.0 - 6.0			730
Intermediate	B1	140 - 160		IELTS 1 Band 4.0 - 5.0			550
Pre - Intermediate	A2	120 - 140					
Elementary	A1						
Beginner	Pre CEF						

Level	Description
Advanced	Can understand almost everything heard and read, and express ideas and information clearly, precisely and fluently on a full range of complex topics.
Upper-Intermediate	Can understand the main idea of complex language on a range of concrete and abstract topics, and participate in conversations with native speakers without communication breaking down.
Intermediate	Can understand and use language related to familiar topics such as education, work, travel and socialising, as well as discuss more abstract topics such as experiences, hopes and plans for the future.
Pre-Intermediate	Can understand and use very basic language on some personal topics.
Elementary	Can understand and use very basic language on some personal topics.
Beginners	Can understand simple statements and request within very familiar situations and can respond in short, learnt phrases and words.

School Rules

At NZLC we want you, your classmates and your teachers to have an enjoyable and productive learning experience. This is why we have a few simple rules for you to follow in the classroom and around the school:

1. **Attend** all your classes
2. Speak **English** as much as possible
3. Come to your classes **on time**. Students who are more than 15 minutes late must wait until the next break before entering the class
4. Do not leave any **valuable items** around the school
5. Put your **rubbish** into the bins provided and help keep the school **clean**
6. **No smoking** or **drinking alcohol** in the building (including toilets, fire exits, lifts, and foyer)
7. Be **polite** and respectful at all times to your classmates, teacher and other NZLC students and staff
8. Do not **sleep** during your lesson
9. Do not use **your phone** in class, unless it relates to the lesson
10. Do not eat near **computer areas** and keep caps on bottles
11. **Inform** the school when you have a new address, phone number, visa or insurance cover
12. Do not **transfer** or **sell** your course weeks to another student / person

In your classroom, you will also find a copy of the above class rules that we expect you to follow in the class and around the school. If you have any doubts, or the behaviour of a classmate is upsetting you, please talk to your teacher.

If there is some reason why you cannot follow the above outlined school rules, please talk to your teacher or the Student Services team. It is important to note that NZLC staff will do their best to support you and avoid the above steps escalating where possible. However, in very extreme cases, the above steps may be escalated more quickly.

Attendance Policy for Adult Students*

**All Young Learner students must attend 100% of their course and the below procedures do not apply for Young Learner students. Any missed classes will be followed up immediately and escalated where appropriate.*

All students are expected to attend 100% of their course. Please call NZLC reception or email the school before 9am if you are going to be absent from class.

1. Attendance is marked per session and collated/recorded at the end of each week.
2. If you are going to be absent from a class or session, please inform NZLC by calling before class starts or leaving a message on the school answer phone.
3. If you are frequently absent or late to class, you may be asked to write a letter to the NZLC Principal to explain why your enrolment should not be terminated.
4. If your current attendance falls below 90%, your teacher will give you a **Category 1 Attendance Letter**, which will also be sent to your email. You will be asked to acknowledge your responsibility to improve your current attendance.
5. If your current attendance falls below 85%, your teacher will give you a **Category 2 Attendance Letter**, which will also be sent to your email. You will be asked to explain your absences or provide medical certificates.
6. If your current attendance falls below 80%, you will receive a **Category 3 Attendance Letter**. You will be reminded about your previous acknowledgement of your responsibility to improve your current attendance. You may be monitored by NZLC staff regarding your attendance until we are satisfied there is improvement.
7. If there is still no improvement, you will be sent a final warning letter explaining what will happen if your *overall attendance* drops below 80%. This is the final rate of attendance that will be reached if you have no further absences from the previous Friday until the end of your course. If you have an education consultant, they will be notified about the final warning.
8. Once your attendance drops below 80% after receiving the final warning letter, you may be required to have a meeting with the school principal explaining why your enrolment should not be terminated. The NZLC Principal will consider your explanation before coming to a final decision. Students must meet the **English New Zealand**

minimum attendance requirement of 80%. Where this has not been achieved, both the % attendance and the non-compliance statement will be clearly shown on your leaving certificate.

9. If your enrolment is terminated, you will be asked to finish your course immediately without entitlement to a refund. In addition, NZLC is obliged to report all student visa holders to Immigration New Zealand about the course withdrawal and your visa may be cancelled. Similarly, NZLC will notify your education consultant of the decision.
10. You can check your attendance while you are studying at NZLC. Please see NZLC Student Service staff.
11. If you require an official NZLC Attendance Certificate, please see NZLC Student Services staff.

If there is a reason why you cannot follow the above outlined attendance rules, please talk to the Student Services Team.

Extending your Course

To extend your course, you must complete the below procedure **2 weeks** prior to your original finishing date. If you need to extend your visa, you will need to start the process **6-8 weeks** prior to your original finishing date. Please note, the course extension will be subject to availability.

Extension procedure:

1. Talk to one of our Student Services staff
2. Complete the NZLC Enrolment form with full payment
3. Please apply for a visa/permit according to your course extension if necessary.
4. Please arrange insurance to cover your course extension if necessary. If you need any assistance, please do not hesitate to speak to one of our Student Services staff for help.

Holiday Requests during your course (adult students)

You can take 2 weeks of holiday per every 12 weeks of full-time study. When you take a holiday and it has been approved by NZLC, the weeks will be added on to your finishing dates **if your visa and insurance covers the extended weeks**. Holidays must be taken in complete weeks and approved in advance by NZLC.

To request a holiday, complete a **Holiday Application Form** and hand it to Student Services **4 weeks** before you want to take your holiday. If you do not inform NZLC 4 weeks in advance, you may not be given credit towards your course. If you are going to be away from your homestay, please talk to the Accommodation team about this or refer to the homestay rules. The Accommodation Department will need to contact the host family to inform them that you are going to be away.

For **Young Learner Holiday Requests**, refer to the *NZLC Young Learner Handbook*.

Transferring to another NZLC Campus

NZLC has two schools in New Zealand: Auckland and Wellington. Students may transfer between the schools with **4 weeks' notice** and a \$50 transfer fee. If you want to transfer, please talk to Student Services. Tuition and homestay fees outstanding will be transferred to the next school and vice versa. You also need to have more than 80% attendance.

Procedure

1. Ask for a school transfer form at Student Services. Complete the form and return to Student Services.
2. The form will be sent to the next school. Once confirmation is received, you will be advised to make payment of \$50.
3. If a position is not available at the time requested, you will be told immediately and given the chance to re-schedule.
4. If you make changes to your transfer after it has been arranged, there will be a \$50 fee per change.

NZLC School Transfer Policy

School transfers are possible within NZ as above. Please note the NZLC Change of Enrolments Policy above. The following conditions also apply:

The first school will contact the second school to request the transfer and to verify that the student who is to transfer meets the normal published terms and conditions of the second school; the number of course weeks to be credited to the second school may differ and depend on the tuition rates of the second school. Any bonus or free weeks may not be transferable. Students who have a student visa and wish to transfer more than 12 weeks will need to apply for a Variation of Conditions. NZLC Terms and Conditions are recognised as on the original signed enrolment form.

CITYLINK

If you are a City Link student, please talk to the Student Services team and complete an NZLC **CITYLINK form** during your first week. If you do not yet know your flight date preference, you need to let the NZLC team know at least 4 weeks before your departure date.

The CityLink option must be nominated at the time of the initial enrolment. Minimum of four week's prior booking is required to arrange air tickets. You will be given a **City Link Form** during your first week to complete and hand in to Student Services at least 4 weeks before your planned departure date to the other city. If you make any changes to your City Link schedule after completing this form, there will be a fee of \$50. If you make any changes to your schedule after the flight has been booked, there will be a \$50 fee per change and additional charges from the airline company. If you want to take extra luggage (over the 20kg allowance), this will be at your own cost. NZLC Terms and Conditions are recognised as on the original signed enrolment form.

Textbook & Material Fee Policy

General English/IELTS/Business English

A \$100 fee is required for the textbook and other materials during enrolment. \$50 of this deposit will be refunded upon returning the textbook on the last day of your course in an acceptable condition. Please return your book at reception.

'City Link' or 'School Transfer' students

Only **one** Textbook/Material fee applies and this will appear on the first school's invoice/booking confirmation. Please remember to return your book at reception before transferring to the next school. \$50 will be refunded by the second school.

Young Learners Courses/TOEIC/CELTA

No textbook deposit or material fees are required as these are included in the tuition fee

B2 First (FCE) / C1 Advanced (CAE) / TESOL / TECSOL

A non-refundable \$100 fee is required for the textbook for these courses during enrolment. Students keep their textbook.

Graduation Certificate

All students get a certificate of achievement and a written report from their teacher on their last day of study. Students must meet the English New Zealand minimum attendance requirement of 80%. Where this has not been achieved, both the % attendance and the non-compliance statement will be clearly shown on the leaving certificate.

Changes to Enrolments

1. NZLC Change of Enrolments Policy:

All requests for changes to enrolments (e.g. postponements/deferrals, shortening, withdrawals, transfers, holiday requests) should be submitted in writing to the Student Services team for approval.

2. **Changes to enrolments before course commencement:**
Students who request changes to their course/s before arrival and before the course commencement date will be refunded the excess fees less any incurred equivalent full published arrangement fees.
3. **Changes to enrolments after course commencement (e.g. early course completion):**
For students who request changes to their course/s after arrival and/or after the course commencement date, the “NZLC Cancellation, Withdrawal Policy and Procedure” and “NZLC Refund Policy” will be applied.

Course Cancellations / Withdrawals

NZLC Cancellation, Withdrawal Policy and Procedure:

An NZLC Withdrawal Form must be completed and submitted to Student Services. Cancellations outside the refund policy period (as per below) will not be considered for a refund, but may be considered by the NZLC Principal for a ‘deferral’ where the course must be fully completed within 12 months from the date of your initial original course completion date. Any adjustment of fees for a following year crossover will need to be provided by the student. The Principal will respond with their decision to the student within 2 weeks of receiving the cancellation notification. In the event a ‘deferral is approved’, the NZLC Enrolment Department will provide a credit note to the student.

NZLC Refund Policy:

1. **Courses less than five weeks:** students who withdraw within the first 2 days of the course will be entitled to a refund of 50% on the tuition fee.
 2. **Courses of five weeks or more but less than three months:** students who withdraw within the first five days of the course will be entitled to a refund of 75% on the tuition fee.
 3. **Courses of three months or more (INTERNATIONAL STUDENTS ONLY):** students who withdraw within the first 10 working days of the course (the course/s listed in each NZLC Enrolment Form) will be entitled to a full refund of the total tuition fee, less a deduction of costs incurred by NZLC up to a maximum of 25% of the fees paid.
 4. **Courses of three months or more (DOMESTIC STUDENTS ONLY):** students who withdraw within the first 8 days of the course (the course/s listed in each NZLC Enrolment Form) will be entitled to the sum of the amount paid less a deduction of the lesser of 10% of the fees paid or \$500.
- Any approved refunds will be paid to you or your education consultant unless written permission is directed by yourself and your education consultant, (where applicable), to pay to another party.
 - Enrolment Fees and Accommodation Placement fees are not refundable.
 - If your visa application is rejected, your tuition fees will be refunded to you in full within 4 weeks from the date of receipt of notice (proof needs to be provided). If your visa is cancelled after your arrival in New Zealand due to non-compliance with the visa conditions, and you are forced to cancel all or part of your course due to this non-compliance, no refund is available for unused study weeks.
 - Courses cancelled before course commencement: students who cancel their course before arrival and before the course commencement date will be refunded the course fee less all applicable arrangement fees.
 - If you arrive after your commencement date, these “missed days” will not be reinstated, and no refund will be given. There are no refunds for public holidays, or time “missed” during the period of your enrolled course. In the event the school must close due to an unpreventable event or natural disaster (e.g. city power blackout, storm), then there will be no refund for any “missed days”.
 - If the course you have enrolled in does not commence, or if you do not meet the entrance requirements (e.g. level of language proficiency) of a specific course you have been provisionally enrolled in, your tuition fee can be transferred to another more suitable course within an NZLC school, or a full refund will apply. Please refer to the NZLC website www.nzlc.ac.nz. For more details of the cancellation process, refer to the NZ Qualifications Authority website at www.nzqa.govt.nz.

Health and Safety Procedures at NZLC

The school always tries to guarantee your safety while in the school. Here are some practical guidelines:

If there is a fire/emergency evacuation: There is a staff member assigned to each floor who will direct evacuation in the unlikely event of a fire or other natural disaster. In your classroom, you will also find information on emergency exits and how to react in the case of an earthquake.

To ensure quick evacuations, the school holds “practice” evacuations. During these evacuations, please follow the staff member’s instructions quickly and calmly:

In your classroom, you can find a copy of the school map with the fire exits mapped out. When you hear the alarm siren, make your way to the nearest emergency exit.

1. DO NOT use the elevators in an evacuation.
2. Use the internal stairwell. DO NOT bring your belongings with you.
3. DO NOT stand in front of the entrance– move onto the footpaths in front of the buildings.
4. DO NOT carry drinks and large items with you down the stairs.

School Hazards

If you notice any kind of hazard around the school, (e.g. a broken window, loose door etc), please let your teacher or another staff member know immediately.

Health and Wellbeing

Please remember you can talk to Student Services about any of the below or any other issues and we will be happy to help.

Pharmacy

For minor health problems, you can visit the pharmacy and ask the pharmacist to recommend some medicine for you. Visit Student Services if you are not sure where the closest pharmacy is.

Doctor

If you need a doctor and you don’t know one, please come to Student Services. We know good doctors who can help, and some of them can speak your language. If it is outside school hours and you would like to see a doctor, you can find your closest doctor on this website and book an appointment: www.healthpoint.co.nz

ASCOT

ASCOT is a 24hr Accident & Urgent Medical Service. Phone: 09 520 9555

Relationships and Family Planning

Many students start relationships in New Zealand. If you need advice about family planning or want to avoid pregnancy, contact the Family Planning Association. They are very helpful and have contacts with overseas communities who can help with translation if you need it. www.familyplanning.org.nz

Emergency

The emergency phone number for the ambulance and the police in NZ is 111.

Free Counselling and Support

It is common to feel homesick when you are away from home. If you are feeling unwell in anyway, talk to Student Services and we will help you find the support you need. If you are worried about a classmate, please talk to Student Services.

- **Lifeline** is NZ’s phone counselling service, providing free support 24 hours a day, 7 days a week.

Phone: 0800 543 354. www.lifeline.org.nz

- **Youthline** offers free support over the phone if you want to talk to someone about any personal problem in your life.
Phone: 0800 376 633. www.youthline.co.nz
- **Anxiety Helpline:** If you are feeling anxious and would like to talk to someone about it, you can call this helpline.
Phone: 0800 ANXIETY (0800 269 4389). www.anxiety.org.nz

Gambling

NZLC does not support gambling. Many kinds of gambling are illegal, but even legal gambling can cause you problems. If you think you have a gambling addiction, speak to Student Services and we can help. You can also use the below helpline:

- **Gambling Helpline** Phone: 0800654655 or text 8006
www.gamblinghelpline.co.nz

Drugs and Alcohol

You must be at least 18 years old to buy alcohol. You must also be able to prove your age with an acceptable photo I.D (Passport, New Zealand Driver's License, or 18+ card) to purchase alcohol or enter bars and nightclubs. Photocopies are not acceptable.

Buying and selling drugs is illegal at any age and is considered a serious crime. For information about alcohol and drug laws including penalties, you can see the NZ Police website: www.police.govt.nz/advice/drugs-and-alcohol

If you think you have an alcohol or drug addiction, speak to Student Services and we can help, or use the below helplines:

- **Alcohol Drug Helpline** Phone: 0800 787 797
www.alcoholdrughelp.org.nz

Smoking

Smoking in most public places is prohibited (including the school building). Smoking in all restaurants and bars is prohibited. If you need help overcoming an addiction, the below helplines are available 24 hours a day, 7 days a week.

- **Quitline** (Smoking Addiction) Phone: 0800 778 778
www.quit.org.nz

Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly-funded health services are available through the Ministry of Health, and can be viewed on their website at www.moh.govt.nz

Accident Insurance (ACC)

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand. If you go to the doctor for an accident-related injury, you must let the doctor or reception know and this way, it may cost less. Please note that coverage is not guaranteed and if you have an accident, you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz.

International Student Travel and Medical Insurance

All international students studying in New Zealand must have current medical & travel insurance for the duration of their stay that meet the requirements set out in the NZQA Code of Practice for International Students.

If you want to make an insurance claim on your NZLC-arranged insurance, talk to Student Services and we will help you complete the process. If you arranged your own insurance, contact your insurance company directly to find out how to make a claim.

Safety in New Zealand

Road Safety

Cars drive on the left hand side of the road - be careful when you cross roads! Do not step out suddenly onto busy roads and look for traffic lights or pedestrian crossings ("zebra crossings") where you can cross safely.

Sun Safety

New Zealand's sun is very strong. When you're outside, remember to use sunscreen and wear a hat. This is even true for sunny days during winter.

Water Safety

New Zealand is an island surrounded by beautiful beaches, but the currents can be very strong. Be very careful in the water. If you are swimming at the beach, swim between the red and yellow flags and do not go past your head. Always listen to safety instructions when you are on a boat, kayak etc.

Personal Belongings

Don't carry a lot of cash around with you as there is a danger of it being taken from you. Look after your bag and personal belongings at all times. Don't leave them behind in the classrooms.

Bullying / Discrimination / Harassment

In New Zealand, it is illegal to harass other people. If anyone harasses or bullies you, please contact one of NZLC's Student Service staff or any member of NZLC staff immediately.

Stranger Danger

A stranger is a person that you do not know. Be careful around strangers and stay aware of your surroundings. NEVER GET INTO A CAR OR GO SOMEWHERE ALONE WITH A STRANGER even if the person looks friendly. If you have to walk late at night, walk with a friend. Ask a staff member or your homestay family about areas of the city that are not so good to walk through at night.

Earthquakes and Natural Disasters

Due to New Zealand's location and environment, earthquakes and other natural disasters are possible. This website has some good tips on how to prepare and react during the unfortunate event of a natural disaster: www.getthru.govt.nz

Living in New Zealand: General Information

Banking

If you're staying in New Zealand for 6 months or more, you can open a bank account. Most savings accounts come with a plastic "cash card" which you can use to access automatic teller machines (ATMs) 24 hours a day to withdraw and deposit money. All the major banks are located close to NZLC: ANZ, ASB and BNZ. To open a bank account you will need your passport, proof of address in NZ (NZLC can help you with this) and your Taxpayer Identification Number (TIN) from your country. A TIN can have a different name in other countries, e.g. social security number, national ID number.

Drinking

You must be 18 years old to buy alcohol in New Zealand. You must also be able to prove your age with acceptable photo I.D. This means your passport, New Zealand Driver's License, or an 18+ card (applications available at NZLC reception). Photocopies and international driver licenses are not accepted at restaurants or bars.

Driving

Driving in New Zealand might be very different from driving in your country. If you're going to get a driving license in New Zealand, please ask the staff for advice and books to help you. You can also have a look at the useful websites below. You must not drive without a valid driver's license.

Information for Visiting Drivers: www.nzta.govt.nz/safety/driving-safely/visiting-drivers

Drive Safe: www.drivesafe.org.nz

Hitchhiking can be dangerous and NZLC does not recommend it.

Immigration and Visas

When you arrive in New Zealand, you should already have your Visitor/Student/Working Holiday visa. If you don't already have a visa when you arrive and you're from a visa waiver country, you'll be issued with a Visitor Visa at the airport. If you need help to extend your visa/permit while you're in NZ, please ask our Student Services team. It can take 8 weeks to process a visa, so make sure you start the application ahead of time.

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at www.immigration.govt.nz

Phone Calls and Sim Cards

Public telephones around the city can be used with pre-paid phone cards or credit cards. They can also be used for emergency and free phone call numbers such as those starting with 0800 or 0508. NZLC has a 24/7 student line which can be called from anywhere in New Zealand toll free: 0508 156 156. If you want to make overseas calls, you can buy overseas discount cards from magazine shops, supermarkets or petrol stations.

You can purchase a sim card from 2 Degrees, Spark or Vodafone. Travel sim cards from these companies are available at the airport. It's a good idea to purchase a sim card on arrival so that you can have internet access right away. Prices range from \$30 to \$99 for 1 - 2 months depending on how much data you need.



www.2degreesmobile.co.nz

www.vodafone.co.nz

www.spark.co.nz

Posting Mail

Posting mail in NZ is an easy process. You will be shown where the post office is on your first day during orientation. Talk to student services for more information. Note: we strongly advise that you DO NOT use the school address as your postal address for valuable documents or postage since NZLC do not take any responsibility for looking after your mail.

Smoking

In New Zealand smoking in most public places is prohibited (including the school building). Smoking in all restaurants and bars is prohibited.

Working in New Zealand

If you have a Working Holiday Visa or a Student Visa with a work permit and you are planning to find a part-time job in NZ, we recommend that you come to our FREE weekly job workshops for tips on finding jobs, writing CVs going to interviews and employee rights. You will also need to apply an IRD number, (tax number), before you start work. You can find IRD forms at reception. You can see more information about working in NZ on these websites: www.newzealandnow.govt.nz/work-in-nz and www.employment.govt.nz

Your Rights

The New Zealand Citizen's Advice Bureau provides information and advocacy in different languages on a wide range of issues including employment and housing:

<http://www.cab.org.nz/languageconnect/Pages/home.aspx>

Living in a Flat / Renting an Apartment

It's very common to live in a shared house with other students here in NZ. This is called a flat and the people you live with are flatmates.

There are advantages, (good things) and disadvantages, (bad things) about living in a flat:

Advantages:

- Independence
- Freedom
- Cheaper Rent – approximately \$200 per week if you share/have flatmates and stay more than 6 months
- You can cook your own food
- You can meet and live with other people the same age and with the same interests

Disadvantages:

- It can be expensive to set up your own flat if you have to buy furniture, a fridge, washing machine and connecting electricity. (However, many flats are already furnished).
- If you go into an established/furnished flat, you may still need to buy a bed, drawers for your bedroom, pay a bond and rent in advance.
- When you move out of the flat, you should leave it in the same condition as you found it. The Landlord may keep some/all of your bond to cover costs if there are any damages made to the house.

Tenancy

Before signing or agreeing to anything, it's important that you understand your rights and responsibilities as a tenant. You can find some useful information here: www.tenancy.govt.nz as well as on the Citizen's Advice Bureau website: <http://www.cab.org.nz/vat/hle/rt/Pages/home.aspx>

Landlord:

- He or she must tell you 24 hours before he/she wants to visit. Visits should be rare (normally every 3 months).
- The Landlord must fix any problems with the house e.g. a problem with the shower.
- The Landlord must give your bond to the Housing Corporation.
- If you want to leave, you must put this in writing (giving the date you will leave) and give this to your Landlord at least 3 weeks in advance.
- There is a special agency called Tenants Protection Association. It is free. It is their job to help you with any problems with your Landlord.

Useful Vocabulary:

Flat: a shared house or rented apartment

Flatmate: a person who shares the house with you

Rent: the money you pay to live in the house (usually paid weekly)

Tenant: People who live in a rented house

Bond: Money paid as a deposit and returned when you leave the flat if nothing is broken

Landlord / landlady: The man or woman who owns the house

Where can I find a flat?

1. Talk to your classmates! You never know who might be looking for a flatmate
2. Check the NZLC Student noticeboards
3. Check the following website and Facebook groups
 - Flatmates Wanted – Auckland
 - www.trademe.co.nz/flatmates-wanted
 - www.nzflatmates.co.nz

Visiting the flat:

- If you are interested in a flat that you've seen advertised, contact the person to arrange a time to visit the flat.
- It's important that you **see the house and meet the other tenants** before agreeing to move in. It's not recommended to move in without having done a viewing.
- Questions you should ask before agreeing to move in:
 - How much is the rent per week? Does this include bills (e.g. water, electricity, internet)? If bills are not included, how much extra per week?
 - Is the room furnished?
 - Is there a bond? How much is it?
 - Who else lives in the house? What are their ages, genders etc.?
 - How long can I stay for? Is there a minimum stay?

For more information, visit the **Accommodation Department**.

New Zealand/Aotearoa and the Treaty of Waitangi

To understand the history of New Zealand or "Aotearoa", you need to know about the Treaty of Waitangi.

The Treaty of Waitangi:

- was signed between the Maori inhabitants and the British government in 1840
- agrees that Maori and other New Zealanders should work together as partners
- protects Maori property, customs, and culture
- encourages Maori to find Maori solutions to serious problems

That means, at school we all must:

- respect each other's cultures
- never make racist remarks
- recognise the special place of Maori and the Maori heritage (Maoritanga) in New Zealand / Aotearoa today
- learn in the classroom about the Treaty of Waitangi

And it means that, outside the classroom, we must:

- accept the "two cultures" policy of modern New Zealand life
- tolerate and try to understand different cultures
- respect the law and life-styles of New Zealand / Aotearoa

You must also be careful of New Zealand's natural resources. This is very important. Many plants, animals, fish, and shellfish are strictly protected. You cannot remove them. For example, you cannot take any plants, animals or minerals from a National Park. Also, some fish and shellfish can only be caught in small amounts at certain times of the year. So be very careful! If you break these laws, you may be heavily fined. You may be deported from New Zealand.

On a more positive note, it means that you will enjoy the benefits of two very different cultures during your stay. From time to time, NZLC will include information about Maori culture into our lessons. We will also offer off-site activities that allow you to explore Maori life and customs at first hand!

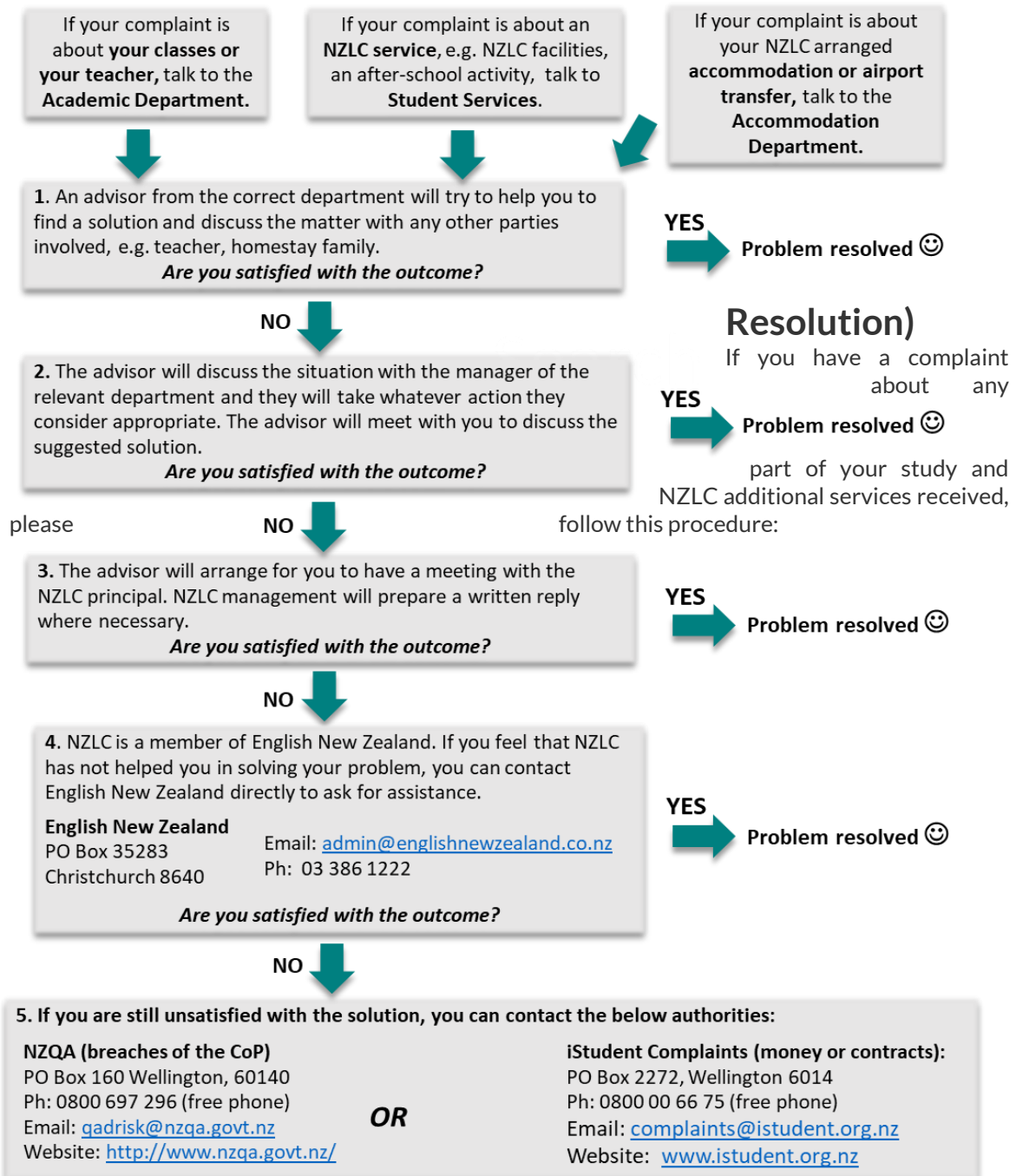
COP - The Education (Pastoral Care of International Students) Code of Practice

NZLC has agreed to observe and be bound by the NZQA Code of Practice. Copies of the most recent Code are available on request from this institution or from the NZQA website at www.nzqa.govt.nz.

NZLC Fee Protection

NZLC operates the following arrangement to protect student fees: all student fees are transferred directly to an independent Trust Account (as specified on the student's invoice). Fees are released to the school by the Trustee on a draw down basis as the student's course is provided by the school.

NZLC Grievance & Complaint Procedures (Dispute



Resolution)

If you have a complaint about any part of your study and NZLC additional services received, please follow this procedure:

please

follow this procedure:

A signed NZLC Enrolment Form constitutes a contract between the student and NZLC Ltd. Therefore, all Grievance & Complaint matters need to be directed in the first place to NZLC as per the above procedures.

Useful Contacts

NZLC Auckland	Level 2, 104 Customs St West, Auckland 1010 Mon-Fri: 8.30am - 5pm except public holidays	09 3031962
NZLC After hours (for urgent matters only)	24/7 Student Phone Number can be called toll free from anywhere in New Zealand. NZLC Auckland 24/7 Mobile NZLC-arranged airport transfers and homestays	0508 156156 021 780 509 021 180 6300
Emergency Service	Police, Ambulance, Fire	111
Doctors	City Med (Corner of Albert St and Mills Lane, Auckland Central)	09-377 5525
24/7 Accident & Emergency	ASCOT Hospital, 90 Greenlane Road East	09 520 9555
Dentist	Lumino Dentist (85 Albert Street, Auckland Central)	09 373 4962
Taxis	Co-op Taxis	09 300 3000
Police	Corner of Cook Street & Vincent Street	09-302 6400
Immigration NZ	Level 4, 280 Queen St, Auckland	09 914 4100

Academic Calendar

ACADEMIC CALENDAR

May - June

	INFO SESSION	Sign up	COURSE
BUSINESS ENGLISH	8 th May Room 201 3:30 pm	At Reception by 13 th May	27 th May → 28 th Jun
IELTS	9 th May Room 201 3:30 pm	At Reception by 13 th May	27 rd May → 28 th Jun
TESOL		To be arranged by Hazel	27 rd May → 28 th Jun
TOEIC*			Every Friday 1:15 pm – 3:15 pm
* TOEIC Free for current NZLC students.			



TEST OF ENGLISH FOR INTERNATIONAL COMMUNICATION

Interested in the TOEIC test?

We offer a FREE
TOEIC preparation course

5 WEEKS
Fridays 1.15pm – 3.15pm

2019 Course Dates:

May/June Course:	31 May – 28 June
July Course:	5 July – 2 August
August Course:	9 August – 6 September
September Course:	13 September – 11 October
October Course:	18 October – 15 November
November Course:	22 November – 20 December

Want to join?
Book at Reception

Limited spaces available.

Sign up at least 1 week before the course start date.