



# Pre-Departure Manual for Students 2023



# Welcome to NZLC!

NZLC would like to welcome you to New Zealand. We look forward to your arrival and to making your stay enjoyable and successful.

To help you prepare for your trip we've compiled the following information to help you adapt more quickly to a new country, climate, school and lifestyle.

**If you have any further questions, please** contact us at: [info@nzlc.ac.nz](mailto:info@nzlc.ac.nz)

## **NZLC Auckland**

Level 2  
4 Hobson Street  
Auckland 1010

Phone: +64 9 303 1962 (Monday to Friday 8:00am – 4:30pm except public holiday)

Email: [info@nzlc.ac.nz](mailto:info@nzlc.ac.nz)

**NZLC's after hours contacts for urgent matters: +64 (0)21 180 6300**

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We hope this manual helps you with your trip preparation. Remember our friendly team is always happy to help you with settling in to life in New Zealand. ☺.....	19

## NZLC Auckland Campus Details

Auckland is New Zealand’s largest city with a population of nearly 1.7 million. The city is surrounded by beautiful harbours, islands, beaches, vineyards and reserves. International events, festivals, concerts and exhibitions are hosted in Auckland throughout the year.

### Average Student Number

400 - 450 students (2023)

### Hobson St Campus features

- Free Wi-Fi
- Student computers
- Common area with kitchen
- Vending machine



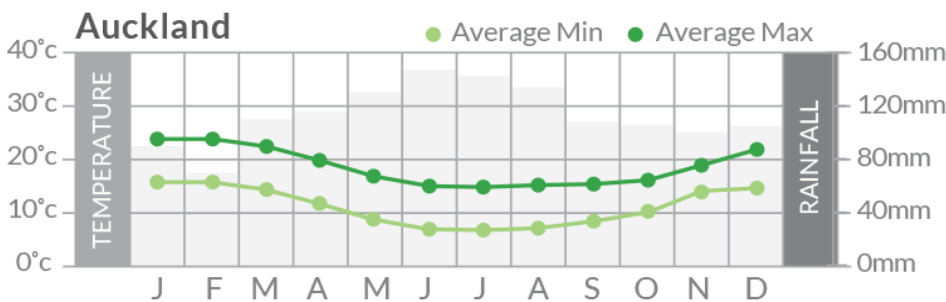
### Campus Locations

- ✔ A few steps from the beautiful Viaduct Harbour
- ✔ Next door to a swimming pool, gym and sauna
- ✔ A short walk to cafes, restaurants, shops and public transport



**Hobson St Campus**

## Auckland Weather and Climate

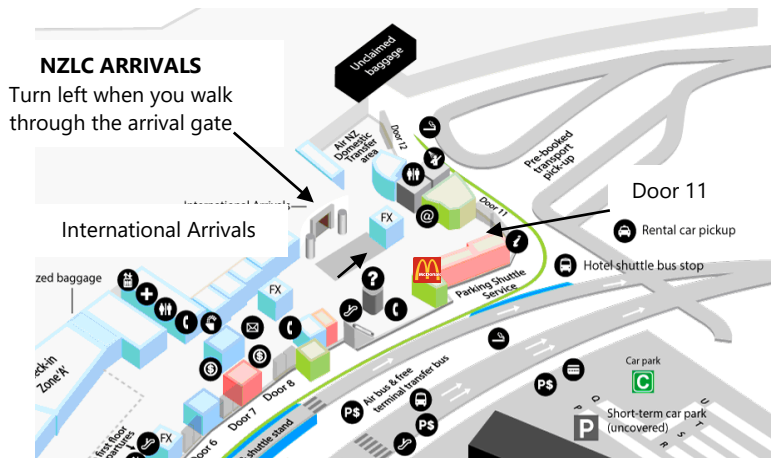


## Arrival at Auckland International Airport

### NZLC Auckland Airport Transfer Service

Flight delay	Your driver is monitoring your actual arrival time, so do not worry!
Arrival flight to Auckland changed	If your arrival flight to Auckland changed, please contact to the driver with new flight details at least 3 hours before the original arrival time. <b>Contact number: +64 (0)27 676 8703</b>
Cannot find your driver	<b>Contact number: +64 (0)27 676 8703</b>
Delay at Auckland customs	Your driver will wait maximum 2 hours from your flight landing time. If it is going to take longer, please contact your driver. <b>Contact number: +64 (0)27 676 8703</b>
Cancellation policy	<ul style="list-style-type: none"> <li>- At least 2 working days' notice prior to arrival: 100% Refund.</li> <li>- Less than 2 working days' notice prior to arrival: 50% Refund.</li> <li>- Less than 24 working hours' notice prior to arrival: No Refund</li> <li>- Student did not arrive with provided flight details (No show): No Refund.</li> <li>- To schedule a new pick-up time, re-arrangement fee will be at 50% of the original airport transfer fee.</li> </ul>
Excess luggage	Please inform NZLC of excess luggage in advance to ensure your driver can accommodate your extra luggage. Excess luggage fees: 3 or more suitcases: \$10 – 15, Bike in bike box: \$15, 1 to 3 surfboards: \$15 – 25, Golf clubs: \$15, Other excess luggage: check with NZLC
Contact	<b>Driver: +64 (0)27 676 8703</b> or NZLC Auckland: +64 (0)9 303 1962 on weekdays between 8:00am – 4:30pm or after hours contacts for urgent matters: +64 (0)21 180 6300

### Auckland Airport Arrivals Map



For more details: [www.ifly.com/airports/auckland-international-airport/terminal-map](http://www.ifly.com/airports/auckland-international-airport/terminal-map)

### Other modes of transport from Auckland airport (Prices subject to change)

*Young Learner students must not take taxis, shuttles or any type of public transport by themselves.*

**Sky Drive:** SkyDrive offers a reliable and affordable express and direct shuttle service between both the Domestic and international Terminals at Auckland Airport and SkyCity in Central Auckland. Approximately \$17 one way. <https://www.skydrive.co.nz/>

**Shuttle:** You can book an airport shuttle before arrival via this website: [www.supershuttle.co.nz](http://www.supershuttle.co.nz). Alternatively you can turn up at the terminal rank on arrival to find a shuttle. From Auckland airport to the city centre, it will cost approximately \$30.

**Uber:** You can download the Uber App on your phone and enter the address you want to be dropped off at. This option is approximately \$50 - \$70 from the airport to NZLC. Pick-up is usually outside Door 11 in the above map.

**Taxi:** There are many taxis waiting outside the airport. A trip from the airport to the city could range between \$80 and \$100 (traffic dependent), but you should also confirm the approximate price with the driver before getting in the taxi.

## Coping with a new language

Many new students find this first week a bit difficult. Be patient! It takes time and practice! By the end of the week, you will start to feel "at home" in your class.

When you talk with your host family, teachers and friends, ask them to speak clearly, slow down or repeat themselves. They will be happy to support you. If you become tired and frustrated when you do not learn as quickly as you would like, relax and slow down.

### Useful Expressions

**"I'm sorry, I don't understand. Can you say that again, please?"**

**"What does -- mean?"**

**"Can you help me please?"**

**"I would like some help with homework / English"**

## What to bring

### Clothing

- Light, comfortable clothing such as T-shirts, shorts and sandals for the warmer months (December – March)
- Wind-proof jacket, jumpers, jeans, jacket, gloves and strong shoes or boots for the colder months (May – August)
- Umbrella
- Warm jacket and raincoat (year round)

New Zealand socket

The weather in New Zealand is very changeable. You can experience 4 seasons in one day so it is a good idea to bring a warm jacket even in summer – just in case!

All types of clothing can be purchased in New Zealand at varying prices.

### Electrical Appliances

Electrical appliances operate on 240 volts and you can buy an adapter on arrival.

Remember to bring your camera so you can take pictures of your experiences in New Zealand.



**Before you leave**, check that your phone is unlocked so you can use it overseas.

### Food

Most Asian products and most European food products are available in NZ and you do not need to bring these with you. New Zealand has **VERY** strict quarantine laws:

**DO NOT** bring any plant or animal material (eggs, mushrooms, fruit, Chinese herbs, pork, noodles, spices etc.), or you may risk an instant fine of \$400 and possible fine up to \$100,000 or a prison term. Please see the New Zealand Customs website for more details: [www.customs.govt.nz](http://www.customs.govt.nz)

However, if you must bring any of these, please remember that the following items must be declared on your New Zealand Passenger Arrival Card:

- Food of any kind
- Plants or parts of plants (alive or dead) / Biological specimens
- Animals (alive or dead) or their products
- Equipment used with animals
- Equipment such as camping gear, golf clubs, and used bicycles

## Visas

It's very important that you know which type of visa you need to apply for **before** visiting NZ. There are different visa options depending on your nationality, length of stay in NZ, and whether or not you want to work in NZ. You need to hold the right visa OR an NZeTA.

What is NZeTA (New Zealand Electronic Travel Authority)?

Valid for 2 years. If you are from a visa waiver country and if you do not have a valid visa, you must hold an NZeTA before you travel to New Zealand. You can request an NZeTA online <https://nzeta.immigration.govt.nz> (\$23) or using the free NzeTA App (\$17). You pay an International Visitor Conservation and Tourism levy (IVL) (\$35) at the same time as your NZeTA. For more information on visas, see the Immigration New Zealand website: [www.immigration.govt.nz](http://www.immigration.govt.nz)

## Medical and Travel Insurance

International students must have appropriate and current medical and travel insurance for the duration of their enrolment at NZLC and for travel to and from New Zealand, regardless of the type of visa they hold. NZLC can only accept insurance policies which meet the guidelines set out in the NZQA Code of Practice for International Students. An acceptable insurance policy includes:

- Medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation; and
- Repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and
- Death of the student, including cover of: 1. travel costs of family members to and from New Zealand; and 2. costs of repatriation or expatriation of the body; and 3. funeral expenses
- A reputable and established insurer with a credit rating no lower than 'A' from Standard and Poors or B+ from A M Best.
- An insurer who is able to provide 24 hour service, seven days a week.
- Amounts for health cover should be for an unlimited sum insured.

NZLC strongly recommends arranging policy through NZLC. If the student's own insurance policy does not meet the conditions below, the student will be required to upgrade their policy or order one through NZLC, which can be requested at any time during the enrolment process or on arrival.

## Your First Day at NZLC

We will show you around the school on your first day and explain the school procedures to you. General English students will have an English test. Don't stress! We just want to make sure we place you in the best class for your level!

### First Day Orientation

If you are studying at **Auckland**, please come to school at the following times on your first day:

- Morning Class – 8.00am
- Afternoon Class – 8:00am
- Evening Class – 5:30pm

### Sample Orientation Day Timetable (Monday of your course start date)



Morning Timetable	
8:00 - 11:15	Test / Orientation
11:15 - 12:00	Lunch
12:00 - 13:15	Orientation
14:00 - 15:00	Elective/Activities (Optional)
Afternoon Timetable	
8:00 – 10:30	Orientation
10:30 – 13:45	Break
13:45 - 18:30	Lesson
Evening Class	
17:30 – 18:20	Orientation
18:20 – 18:30	Break
18:30 – 21:30	Lesson

### What to bring on your First Day

- Your **passport and valid NZ visa**
- Copy of your **medical and travel insurance certificate and policy** in English which meets the insurance guidelines set out in the **NZQA Code of Practice**. See section above for details. (If NZLC has arranged your insurance, we will give you the policy documents during your first week)
- **Auckland students** - If you are studying full-time for **16 weeks or more**, you are entitled to a student discount of up to 40% on public transport in Auckland. Bring a **passport size photo** and we will make you a student ID card with the public transport sticker on it so that you can receive the discount when purchasing bus fares.
- Your **contact address and phone number** while in New Zealand
- **Taxpayer Identification Number or National Identification Number from your country** if you are planning to open a bank account in New Zealand
- Pens, a notebook and a dictionary
- We also recommend bringing a **reusable drink bottle** to school

### Weekly Timetable for Morning class - Full Time

General English/IELTS/Business English/YL GE HSP Cambridge B2 First/C1 Advanced		Young Learners English+Activities	
8:30 – 10:00 (90 min)	Lesson A	8:30 – 10:00 (90 min)	Lesson A
10:00 – 10:15 (15 min)	Break	10:00 – 10:15 (15 min)	Break
10:15 – 11:15 (60 min)	Lesson A	10:15 – 11:15 (60 min)	Lesson A
11:15 – 12:00 (45 min)	Break	11:15 – 12:15 (60 min)	Break
12:00 – 13:30 (90 min)	Lesson B	12:15 – 15:15 (180 min)	Activities
13:30 – 13:45 (15 min)	Break		
14:00 – 15:00 (60 min)	Electives/Activities (optional)		



<b>Electives &amp; Activities Sample Schedule</b> (14:00 - 15:00 daily)				
Monday	Tuesday	Wednesday	Thursday	Friday
Electives and Workshops (e.g. IRD/Bank/Kiwi access card)	Electives (e.g. Power Speaking, Study Support, TOEIC)	Workshops (e.g. Job, CV, Course Information Session)	Electives (e.g. News Club, Pronunciation)	Activities (e.g. Parties & Events, Sports, Nature, Cultural, Sightseeing, Community)

Check [www.nzlc.ac.nz/elective](http://www.nzlc.ac.nz/elective) for the current Term's Elective and Activities Schedule

### Weekly Timetable for Afternoon class - Full Time

<b>TESOL/TECSOL (daily schedule varies)</b>	
13:45 - 18:30	Lesson/Teaching Practice

Note: Local school visit takes place once in the morning during the TECSOL course. This is optional and NZLC will inform students about the schedule at least 1 week in advance.

<b>CELTA (daily schedule varies)</b>	
10:00 - 17:45	Lesson/Teaching Practice

### Weekly Timetable for Evening class - Full Time

<b>General English/IELTS</b>	
16:15 - 17:15 (60 min)	Self Study (optional)
17:15 - 17:30 (15 min)	Break
17:30 - 19:30 (120 min)	Lesson A
19:30 - 20:00 (30 min)	Independent Task / Break
20:00 - 21:30 (90 min)	Lesson B

### Weekly Timetable for Part Time

<b>General English/IELTS</b>	
7.5 hrs/wk (Lesson B)	12:00 - 13:30 (90 min)
10 hrs/wk (Lesson A)	17:30 - 19:30 (120 min)
12.5 hrs/wk (Lesson A)	8:30 - 10:00 and 10:15 - 11:15 (150 min)

Note: Electives/Activities/Self Study options can be added

## Public Holidays in New Zealand

NZLC is closed on the following public holidays:

<b>Public Holidays</b> <small>NZLC is open all year except on weekends and the following public holidays in the year 2023:</small>			
<b>2 Jan</b>	Day after New Year's Day	<b>25 Apr</b>	ANZAC Day
<b>3 Jan</b>	New Year Holiday	<b>5 Jun</b>	Queen's Birthday
<b>30 Jan</b>	Auckland Anniversary Day	<b>14 Jul</b>	Matariki
<b>6 Feb</b>	Waitangi Day	<b>23 Oct</b>	Labour Day
<b>7 Apr</b>	Good Friday	<b>25 Dec</b>	Christmas Day
<b>10 Apr</b>	Easter Monday	<b>26 Dec</b>	Boxing Day

The usual weekly tuition rates apply for weeks where the above dates fall. No refunds or time in lieu will apply for public holidays falling within the week of tuition.

\*holiday falls on the weekend, therefore observed on Monday or Tuesday.

## Asking for help - Who to talk to at NZLC

During orientation on your first day, you will be introduced to all of the departments and relevant staff. Our reception, student services team and school principal are located on Level 2, main campus. The Academic team is located on level 1.

<b>Academic Team or Student Services</b>	<ul style="list-style-type: none"> <li>• Course options, or questions about your class</li> </ul>
<b>School Principal</b>	<ul style="list-style-type: none"> <li>• Questions related to the Code of Practice</li> </ul>
<b>Student Services Team</b>	<ul style="list-style-type: none"> <li>• Course changes, course extensions, course refunds</li> <li>• Holiday requests</li> <li>• If you are feeling unwell or unable to come to class</li> <li>• Questions related to homestay or accommodation</li> <li>• Student welfare</li> <li>• Going to university in New Zealand</li> <li>• Visas, IRD, Bank, Mobile phone</li> <li>• Activities, city information, booking air tickets</li> <li>• School facilities</li> </ul>
<b>Homestay team</b>	<ul style="list-style-type: none"> <li>• Questions related to homestay or airport transfer</li> <li>• Homestay changes, extensions, shortening</li> </ul>

## 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, Mandarin, French and Tagalog.

## Conduct & Behaviour

All students must comply with New Zealand law and regulations as well as NZLC rules and regulations.

## 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** or during class 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.

## Attendance Policy

All students are expected to attend 100% of their course. Attendance is marked per session and collated at the end of each week.

### Young Learners

Any missed classes will be followed up immediately and the NZLC Disciplinary Process will be initiated where appropriate.

### Adult Students (18+ years)

1. Please send email to [studentservices@nzlc.ac.nz](mailto:studentservices@nzlc.ac.nz) with your name, student ID number and reason before your class starts if you are going to be absent from class. Morning class: before 8.30am / Afternoon class: before 1:45pm / Evening class: before 5:30pm.
2. If your current attendance falls below 90%, you will receive a **Category 1 Attendance Letter** to your email. You will be asked to acknowledge your responsibility to improve your current attendance rate. *Current attendance* is the attendance rate from the start of the course up until the end of the current week.
3. If your current attendance falls below 85%, you will receive a **Category 2 Attendance Letter** to your email. You will be asked to explain your absences or provide medical certificates.
4. If your current attendance falls below 80%, you will receive a **Category 3 Attendance Letter** to your email. You will be asked for a meeting with NZLC team. Your attendance will continue to be monitored until we are satisfied there is improvement.
5. 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%. *Overall attendance* 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.
6. Students must meet the English New Zealand minimum attendance requirement of 80%. If a student's overall attendance falls below 80%, a **termination of enrolment** may result. If you wish to dispute the termination, you may be required to have a meeting with management to explain why your enrolment should not be terminated. NZLC management will then consider your explanation before coming to a final decision.
7. Where the English New Zealand minimum attendance of 80% has not been achieved, both the attendance % and the non-compliance statement will be clearly shown on your leaving certificate.
8. If your enrolment is terminated, you will be asked to finish your course immediately without entitlement to a refund. 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.
9. You can check your attendance while studying at NZLC. Please see NZLC Student Service staff.
10. If you require an official NZLC Attendance Certificate, please see NZLC Student Services staff.

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

## Disciplinary & Termination Process

If students fail to meet the obligations under this agreement, NZLC will either give a verbal warning or a warning letter explaining what is wrong, what needs to be done and when it must be done by. If students do not comply with the warning, this agreement may be terminated immediately. NZLC reserves the right to terminate this agreement at their sole discretion if a student's conduct, behaviour or attendance is deemed unsatisfactory. If the student's enrolment is terminated, they will be asked to leave immediately, without entitlement to a refund or deferral. In addition, NZLC will report the termination to Immigration New Zealand where applicable. NZLC will also notify the student's education consultant/parent of the decision.

## Changes, Cancellations and Withdrawals

For information about cancellations and changes to courses and/or services, please refer to the NZLC Terms and Conditions on the back of the NZLC Enrolment, Fees & Courses Form or on our website: [www.nzlc.ac.nz/enrolment-process/terms-and-conditions](http://www.nzlc.ac.nz/enrolment-process/terms-and-conditions)

Students can request a course change between the morning, afternoon and evening course with at least **1 week's** written notice (subject to course availability and meeting entry criteria).

## Extending your Course

To extend your course, you must complete the below procedure at least **2 weeks** prior to your original finishing date. If you need to extend your visa, you will need to start the process **at least 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

Young Learners: For Young Learner holiday requests, refer to the **NZLC Young Learner Handbook**.  
<https://nzlc.ac.nz/downloads/>

Adult Students (18+ years): 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 course end date **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 at least **4 weeks** before you want to take your holiday. If you do not inform NZLC minimum of 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 Department. They will contact the host family to inform them of your plans. If you are going to be away for 14 nights or longer, 50% of the usual homestay rate and 2 weeks' written notice is required to hold the homestay room.

## Textbook & Material Fee Policy

Refer to the Fees and Courses Form for details on material fees corresponding to your course:  
<https://nzlc.ac.nz/downloads/>

## 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.

## Health and Safety Procedures at NZLC

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](http://www.getthru.govt.nz)

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

**If you feel unwell:** Speak to reception or one of the Student Services staff. We have a First Aid kit that can be used for small medical incidences. For more serious injuries or illnesses, we can contact a doctor for you.

**If you feel harassed:** In New Zealand it is illegal to harass other people. If anyone harasses you, please speak to Student Services or contact any member of NZLC staff immediately.

**If there is a fire / natural disaster:** There is a staff member assigned to each floor who will direct evacuation in the unlikely event of a fire, earthquake, or other natural disaster.

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. Use the internal stairwell.
2. 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.

## **NZLC Student Services**

### **Friendly Staff**

Our multi-lingual Student Services Staff are always willing to help you with any questions regarding your course, accommodation, visa, further studies, travel in New Zealand or personal matters. During your first day, you will be introduced to the departments and relevant staff members.

### **Job Assistance Workshops & CV Checks**

We can help you with CV writing and job interview techniques to help you find a job in New Zealand. We run Job Preparation Workshops every week at both NZLC Auckland. To work in NZ, you need a visa with a work permit. You cannot work on a Visitor Visa. For more information about working in NZ and visas for work, please see the Immigration NZ website: [www.newzealandnow.govt.nz/work-in-nz](http://www.newzealandnow.govt.nz/work-in-nz)

### **Fun Activities and Weekend Trips**

Activities are available after-school on Wednesdays and Fridays at 1.45pm including opportunities to practice speaking English, sports, volunteering and sightseeing activities. From time to time we run larger events or parties, and 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 notice boards and our website ([www.nzlc.ac.nz/elective](http://www.nzlc.ac.nz/elective)). If you have any questions or need help organising a trip around New Zealand, please ask the Student Services team. You can 'Like' the NZLC Facebook page for updates on activities and events:

[www.facebook.com/NZLCNewZealandLanguageCentres](https://www.facebook.com/NZLCNewZealandLanguageCentres)

You can also check out photos & videos taken during our activities on the NZLC Instagram page: [www.instagram.com/nzlc\\_official/](https://www.instagram.com/nzlc_official/)

### **Volunteer and Community Projects**

NZLC is committed to corporate social responsibility and offers opportunities for students to participate in volunteer projects such as tree planting as part of the after-school activities calendar.

If you would like help with finding a volunteer programme to do after or alongside your course, speak to Student Services.

### Facilities

Student lounge, computers, and DVDS are FREE to use for your comfort & convenience. (Please do not eat or drink around the computers, and please do not turn the computers off).

### Internet / WIFI

We have free internet available for current student use. It is available within school hours, but please do not use it for downloading. Only use the internet during class time if it relates to your lesson. Ask at Reception for the Wi-Fi password. Remember internet in New Zealand can be slow.

### Additional Services

Upon request, we can also arrange the following services as an option:

- Accommodation Assistance
- Work Experience Placement (Au Pair, Internships, Farm stays)

### Feeling unwell / visiting doctors

If you are feeling unwell during your studies, visit the Student Services team who can help you book an appointment at the doctor. We know good doctors who can help, and some of them can speak your language. This website can also help you to find a doctors' clinic close to where you will live: [www.healthpoint.co.nz](http://www.healthpoint.co.nz)

### Mental Wellbeing and Student Support

Sometimes students may feel homesick, stressed or sad when they 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.

### Visas

If you're planning to extend your visa after you arrive in NZ, you can talk to Student Services for general information.

During orientation on your first day, you will also be given a Student Handbook which has contact details for the above services and further information.

## Accommodation

### Homestay Changes

NZLC can guarantee homestay for the paid period. If you wish to stay longer in the same homestay, you must inform NZLC Accommodation staff at least 2 weeks in advance. The extension is subject to availability.

Homestay dates/duration change request fee\* of \$100 applies

If you are away from your homestay for 14 nights or more on an approved holiday, half the usual rate applies.

For full details on homestay rules, please refer to the **NZLC Homestay Handbook for Students** which can be found on our website: <https://nzlc.ac.nz/downloads/>

### Finding a Flat / Renting in NZ (adult students 18+ only)

The following links are useful places to look when searching for a place to rent. When you arrive here in NZ, talk to the Accommodation or Student Services Department for more help, tips and advice.

- [Facebook groups: Flatmates Wanted in Auckland](#)
- [www.trademe.co.nz/flatmates-wanted](http://www.trademe.co.nz/flatmates-wanted)
- [www.nzflatmates.co.nz](http://www.nzflatmates.co.nz)

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](http://www.tenancy.govt.nz)

## Living in New Zealand: General Information

### Cost of Living in NZ

It's important that you understand the cost of living here in NZ so you can form realistic expectations before you arrive. A guide to the Cost of Living in NZ can be found on the Immigration NZ website here:



[www.newzealandnow.govt.nz/living-in-nz/money-tax/comparable-living-costs](http://www.newzealandnow.govt.nz/living-in-nz/money-tax/comparable-living-costs) and on the Study in New Zealand website: [www.studyinnewzealand.govt.nz/live-work/cost-of-living](http://www.studyinnewzealand.govt.nz/live-work/cost-of-living)

## Budgeting

This website is very useful if you want to plan a budget before you come to NZ:

**Sorted.org.nz:** [www.sorted.org.nz/life-events/studying](http://www.sorted.org.nz/life-events/studying)

## 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.

## 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.

## 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. 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 One NZ. 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](http://www.2degreesmobile.co.nz)

[www.one.nz](http://www.one.nz)

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

## Transport

NZLC Auckland host families are located 45 – 75mins away from school by public transport.

Talk to your host family or Student Services about getting a public transport card for discounted rates.

**Auckland transport:** <https://at.govt.nz/>

## Safety

New Zealand is one of the safest countries in the world but it is still important to be careful:

- Do not carry large sums of cash
- Do not leave your bag or any personal items unattended
- If you lose your wallet or any of your property, contact the police and fill out a report
- If you have to walk late at night, it is good to walk with a friend. Ask a staff member or homestay family about areas of town which are not so good to walk through at night
- Be aware of scams, ignore suspicious messages, emails and phone calls.

## 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](http://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](http://www.acc.co.nz).

### **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](http://www.familyplanning.org.nz)

### **International Student Identity Card (ISIC)**

If you're studying for more than 3 months and are a full-time student, you can apply for an ISIC card. This will give you student discounts on travel and many other services worldwide. Ask at reception for more information.

### **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](http://www.nzta.govt.nz/safety/driving-safely/visiting-drivers)

**Drive Safe:** [www.drivesafe.org.nz](http://www.drivesafe.org.nz)

### **Hitchhiking**

Hitchhiking can be dangerous and NZLC does not recommend it.

### **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 a Kiwi Access Card (formerly the "18+ card"). Applications for the Kiwi Access card are available at NZLC reception. Photocopied documents and international driver licenses are not accepted at restaurants or bars.

### **Smoking**

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

### **Immigration**

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through Immigration New Zealand: [www.immigration.govt.nz](http://www.immigration.govt.nz)

## **NZLC Grievance & Complaint Procedures (Dispute Resolution)**



New Zealand Language Centres  
NZLC Auckland

## NZLC Complaints Procedure

If you would like to make a complaint about our services, you can follow the procedure below to find a solution. You may bring a support person, (friend, family member etc) during any stage of the complaints procedure.

If your complaint is about your classes or your teacher, talk to the Academic Department.

If your complaint is about NZLC services, e.g. NZLC facilities, an after-school activity, talk to the Student Services Department.

If your complaint is about NZLC arranged homestay or airport transfers, talk to the Homestay Department.

1. An advisor from the correct department will try to help you to find a solution and discuss the matter with any other parties involved, e.g. teacher, homestay family.

*Are you satisfied with the outcome?*

YES

Problem resolved 😊

NO

2. The advisor will discuss the situation with the manager of the relevant department and they will take whatever action they consider appropriate. The advisor will meet with you to discuss the suggested solution.

*Are you satisfied with the outcome?*

YES

Problem resolved 😊

NO

3. The advisor will arrange for you to have a meeting with the NZLC Principal. NZLC management will prepare a written reply where applicable.

*Are you satisfied with the outcome?*

YES

Problem resolved 😊

NO

4. NZLC is a member of English New Zealand. If you feel that NZLC has not helped you in solving your problem, you can contact English New Zealand directly to ask for assistance.

**English New Zealand**

PO Box 35283

Email: [admin@englishnewzealand.co.nz](mailto:admin@englishnewzealand.co.nz)

Christchurch 8640

Ph.: 03 383 7153

*Are you satisfied with the outcome?*

YES

Problem resolved 😊

NO

5. If you are unsatisfied with the solution provided by English New Zealand, you can contact the below authorities:

**The Complaints Officer**

Quality Assurance Division, NZQA

PO Box 160, Wellington 6140

Ph: 0800 697 296 (free phone)

Email: [risk@nzqa.govt.nz](mailto:risk@nzqa.govt.nz)

Website: [www.nzqa.vtnz](http://www.nzqa.vtnz)

**iStudent Complaints**

(money or contracts)

PO Box 2272, Wellington 6140

Ph: 0800 00 66 75 (free phone)

Email: [complaints@istudent.org.nz](mailto:complaints@istudent.org.nz)

Website: [www.istudent.org.nz](http://www.istudent.org.nz)

**(TEDR) Tertiary Education Dispute**

Resolution (for domestic learners)

PO Box 6562, Upper Riccarton, 8442

Ph.: 0800 00 8337

Email: [contact@tedr.org.nz](mailto:contact@tedr.org.nz)

Website: [www.tedr.org.nz](http://www.tedr.org.nz)

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.

## NZQA Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

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 NZLC or from the NZQA website at [www.nzqa.govt.nz/providers-partners/education-code-of-practice](http://www.nzqa.govt.nz/providers-partners/education-code-of-practice).

### 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.

## Useful Contacts

### Auckland

<b>NZLC Auckland</b>	Level 2, 4 Hobson St, Auckland 1010 Mon-Fri: 8.30am – 4.30pm except public holidays Student Services: studentservices@nzlc.ac.nz	09 303 1962
<b>NZLC After hours (for urgent matters only)</b>	NZLC's afterhours	021 180 6300
<b>Emergency Service</b>	Police, Ambulance, Fire	<b>111</b>
<b>Police (non-emergency)</b>	To report things that have already happened and do not need urgent Police assistance. E.g., theft from a public space or car, lost property. (To file a report: <a href="https://www.police.govt.nz/use-105">https://www.police.govt.nz/use-105</a> )	<b>105</b>
<b>Doctors</b>	City Med (Corner of Albert St and Mills Lane, Auckland Central)	09 377 5525
<b>24/7 Accident &amp; Emergency</b>	Auckland Hospital (2 Park Rd, Grafton) Open 24 hours	09 367 0000
	White Cross Ascot (90 Green Lane East, Remuera) Open 24 hours	09 520 9555
<b>Dentist</b>	Lumino Dentist (Level 1, AON Centre, 29 Customs St West, Auckland Central)	09 373 4962
<b>Taxis</b>	Co-op Taxis	09 300 3000
<b>Immigration NZ</b>	<a href="http://www.immigration.govt.nz">www.immigration.govt.nz</a>	09 914 4100

**We hope this manual helps you with your trip preparation. Remember our friendly team is always happy to help you with settling in to life in New Zealand. 😊**

We look forward to welcoming you to NZLC very soon!