



Orientation

Student Handbook

2026



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

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Telephone: 64 9 368 4343 | Fax: 64 9 368 4949 | Email: info@icl.ac.nz | Website: www.icl.ac.nz

ICL Graduate Business School is part of ICL Education Group. MoE No. 7548.

Welcome from the Principal



Welcome to ICL Education Group.

We are thrilled that you will be joining the ICL family.

We want you to be a successful student whether you are studying Business, Computing, Early Childhood Education or English, we are committed to supporting you through your journey as a student at ICL and helping you to achieve your goals.

As a student of ICL, you should be aware that te tiriti o Waitangi (The Treaty of Waitangi) is the founding document of Aotearoa New Zealand. The treaty commitment requires you to be respectful to all cultures with the acknowledgement of Māori as tangata whenua (people of the land).

Our Student Support Team provides you with the highest level of support and care. We aim to create a supportive, safe and caring learning environment for you, which in turn will enable you to achieve your full potential. Your success is our success too!

As a new student, you are bound to have a lot of questions. We have a dedicated Student Support Team and this manual to help you take your first steps, and we will continue to help throughout your student life here at ICL. So, if you have any questions, need advice or have problems to sort out, then please feel free to talk to any member of our Student Support Team. They are more than happy to help you on your road to success

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

Ewen Mackenzie-Bowie

Principal



OUR VISION

An excellent environment to realize everyone's full potential.

OUR MISSION

To help learners achieve their educational goals and develop learner autonomy by providing high-quality educational programmes within a motivating, guided and healthy learning environment.

OUR MOTTO

Our Latin motto *Praesens Praecello* means "Through determination I excel". ICL has a commitment to academic excellence which we expect our students to share.

VALUES STATEMENT

ICL will:

- deliver **quality** programmes through a commitment to academic excellence;
- with **integrity** of moral principle and professional standards;
- acting with **collegiality**, respecting staff, students and other stakeholders;
- reacting with **versatility** and accommodation to stakeholders' service requests; and
- engaging in **sustainability** through business practices that respect the environment and Te Tiriti o Waitangi.

Quality

ICL will commit itself to academic excellence in all its programmes. The school will aim to deliver quality education, focused on the pursuit of learner autonomy, through the selection of highly-trained, motivating professionals and first-class learning resources.

Integrity

ICL will ensure that all College staff operate with integrity of moral principle and the highest standards of professional ethics with respect to programme delivery, assessment and appeal.

Collegiality

ICL will ensure that students, staff and other stakeholders are treated with respect, honour and equality, within the principles of natural and social justice and within the context of Te Tiriti o Waitangi.

Versatility

ICL will ensure that requests and enquiries from stakeholders are dealt with promptly, pleasantly and flexibly, according to best practice service standards, in order to render a high level of customer satisfaction.

Sustainability

ICL will engage in sustainable business practices that respect the preservation of the environment within the context of Te Tiriti o Waitangi.

Getting Started

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

01 First point of contact

Stay connect to the right one to get your job done

02 Have a look around!

See the campus map and facilities in the building

03 Confused? Worried? Upset?

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

04 Find Your Transport

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

05 Get Student Card

If you want a student discount for transport, Come take a photo at school reception. We will provide a Student Card

06 Code of Conduction

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

07 Keep it tight!

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

08 Get to know your school

Get to know your school campus information and team

09 Stay Connected

Follow us on Facebook and Instagram! We regularly update upcoming events and breaking news on our social media pages. DO NOT MISS OUT!

First point of contact

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
Programme Admin	-	busadmin@icl.ac.nz
Attendance Monitoring Team	-	attendance@icl.ac.nz
Academic Learning Advisor	-	Lourdes lourdesbuenbrazo@icl.ac.nz

Need more help about the course and fees?

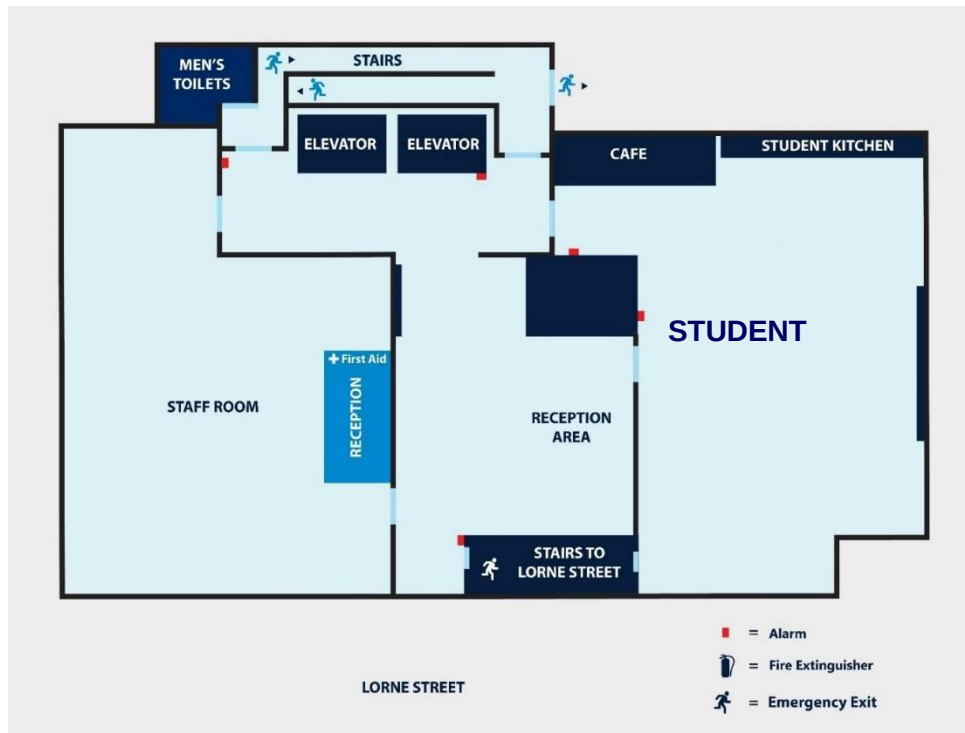
Visit our website or **contact your agency**

Know Your Coordinator

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

Campus Map and Facilities

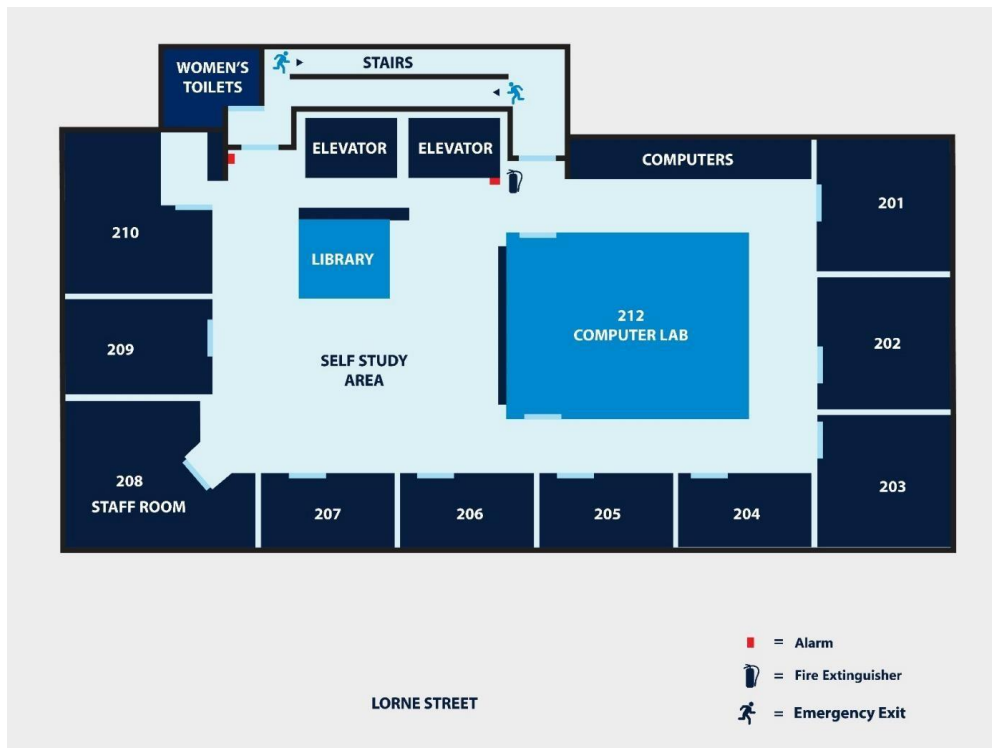
Level 1



Facilities on the floor

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

Level 2

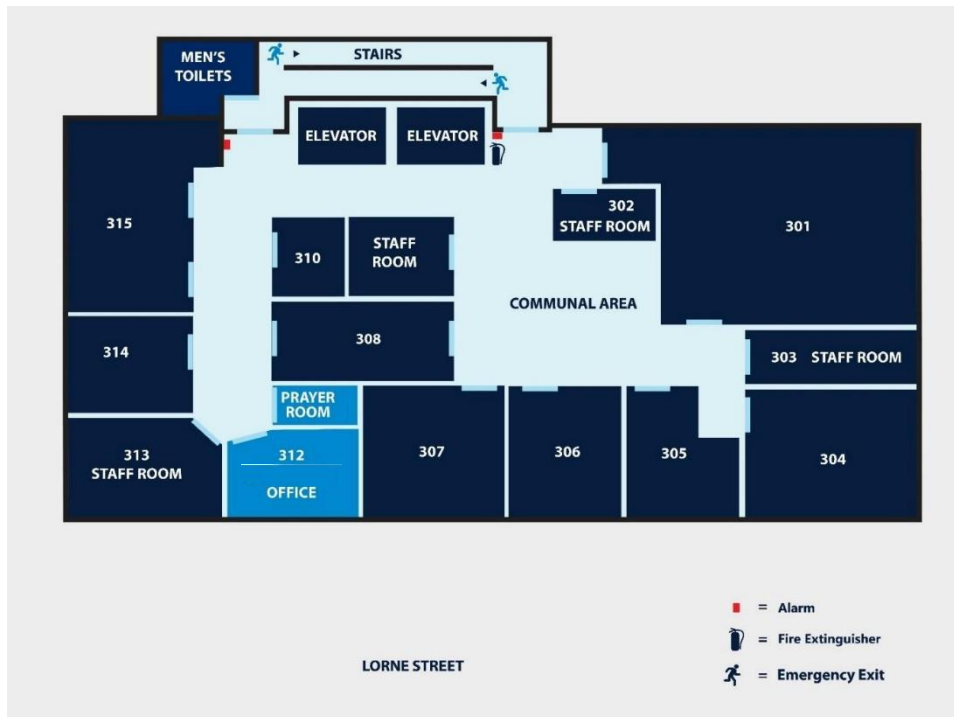


Facilities on the floor

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

Campus Map and Facilities

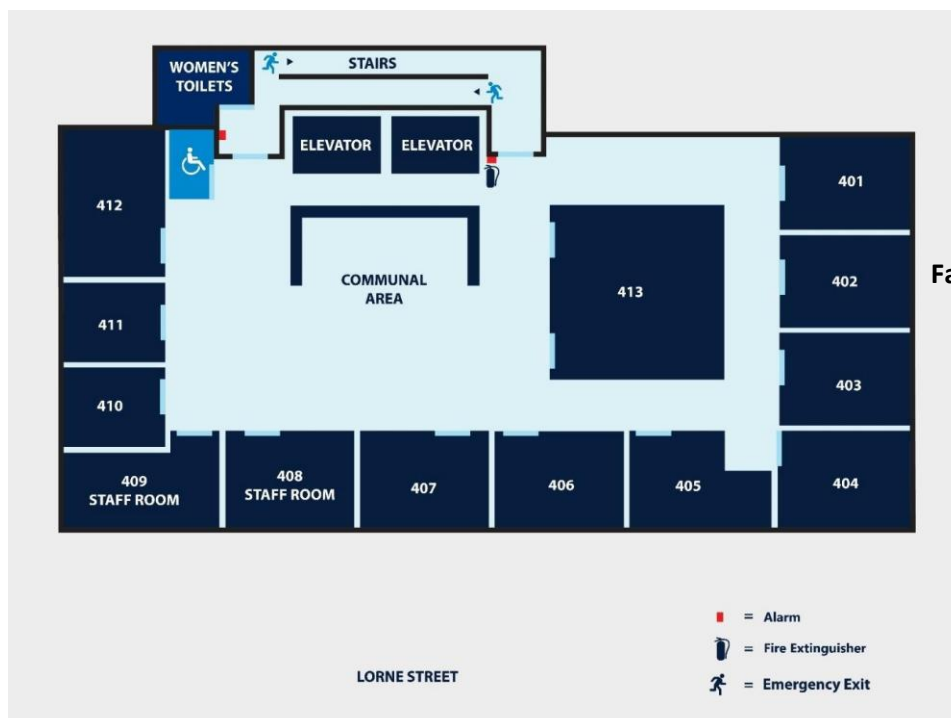
Level 3



Facilities on the floor

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

Level 4



Facilities on the floor

- Classroom
- Women's Toilets

Enrolment

Pre-Enrolment

Early registration will guarantee you a place. If you do not pre-enroll, you may miss out on the subjects you need to study. Enrolments are made on a first-come, first-served basis. Pre-enrolments can be made by contacting one of our Marketing Team members.

Enrolment

Enrolment is your first step to becoming a successful student. To enroll in ICL Graduate Business Programmes, both domestic and international are required to:

- Have a valid visa to study in New Zealand (international students)
- Have suitable travel/medical insurance
- Have enough funds for onward travel or to sustain you while studying in New Zealand

Furthermore, to complete enrolment you must also:

- Complete Application form
- Have received an Offer of Place
- Demonstrated English proficiency to match the course requirements
- Provided a copy of your valid visa
- Provided copies of your passport
- Have medical insurance which covers you for the duration of your study
- Provided transcripts of your academic background
- Paid your fees
- Signed the Public Trust form
- Attend the scheduled ICL Orientation

Requirements 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 valid visa to ICL before the first day of your class.**

- You will need a valid visa to complete your enrolment.
- Renewed Visa is a mandatory requirement to extend the course.

INSURANCE

As part of the student visa conditions, **a valid insurance policy is compulsory**. Anything can happen while you are travelling away from home.

Therefore, you must also have appropriate medical and travel insurance-it is required by law.

- Insurance **must cover the duration of your visa and travelling to and from New Zealand**.
- If your insurance expires while you are studying at ICL, then you must renew it before the expiry date. If you don't have appropriate medical insurance, please contact your coordinator further purchasing medical insurance from our preferred provider.

Remember

- All international students must have appropriate medical and travel insurance.
- Most international students are not entitled to publicly funded health services in New Zealand **<https://www.moh.govt.nz>**

- If you require medical treatment while here in New Zealand, you will be liable for all the costs of that treatment.

- Accident Insurance.

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

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

Attendance

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

- Students on a student visa must attend 100%.
- You must arrive on time for all sessions including returning from breaks and you must stay until the end of class. If you leave class early or without informing the teacher, you will be marked as absent.
- If you are more than 10 minutes late, you will be marked absent for the past hour.
- Absent students must notify the school by email to **attendance@icl.ac.nz** (You will still be marked absent).
- If your attendance falls below 90%, you will receive an Attendance Reminder Letter.
- If your attendance does not improve, you will receive a 1st Warning Letter, followed by a 2nd Warning Letter.
- If your attendance continues to fall, you will receive a Withdrawal Letter. If this happens, you will be withdrawn from your course and Immigration NZ will be notified. Your visa may be cancelled.

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

Attendance below

80%

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



Attendance 100%

Below 90% - Reminder email

Below 85% - 1st Warning Letter

Below 80% - 2nd Warning Letter

Withdraw

Attendance

Self-Study Hours

All students enrolled in a level 5 or 6 programme, must complete at least 20 hours of class time that you are enrolled each week. Otherwise you are required to have extra self-study hours at ICL to make up 20 hours study hours per week.

If you are required to have self-study hours registered by school, you should sign in to the Fingerprint Machine to record your self-study hours for a minimum of 60 minutes each time.

The self-study hours do not include the time spent in class. Class time is recorded separately by your lecturer. You must ensure that you have signed in on the fingerprint scanner to record all your self-study hours weekly

Remember

Your class time hours + self-study hours = 20 hours each week.

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

If you want to check your attendance, please ask the reception or email attendance@icl.ac.nz. Include your name, ID number and course in your email. Please put 'Attendance' in the subject line.

Code of Conduct

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/es.
- Include the days of absence.
- Include the words "was examined by me and in my medical opinion is..." (not acceptable wording: "reported to me that they were sick...").
- If the doctor has issued a medical certificate for sick leave which **includes dates before the actual visit**, the attendance can only be **backdated by one day** from the date of the certificate's issuance.
- **Maximum 3 Medical Certificates** per enrolment period, and a **maximum of 10 days of sick leave** 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 condition that we should know of.
- If you have a dependent (i.e. a young child or an elderly parent) in NZ, we can accept their medical certificate to cover your absence if you need to take care of them. It is counted as a sick leave.
- We **do not accept** a prescription or/and invoice.

Things to do If you're unwell



Inform us

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



Visit GP

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



Drop-off

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

Medical Certificate



Overseas



Prescription (or invoice)



Backdate **1 day**



Cover your attendance



Up to **3** medical certificates

Covid-19 Positive?

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

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

Special Leave Policy

For students enrolling in Graduate Business School, holidays are not normally given outside of the scheduled trimester breaks. If you have an urgent matter e.g. loss of a family member, please contact the Student Support team as soon as possible for assistance.

To process special leave requests, please fill out this form (<https://forms.gle/BaSqa CVrUK 8Yfy K6>) and attach all necessary documents to support your request.

Once we receive these details, your leave request will be reviewed by our program manager. Please note that you will be marked as **absent** for any unapproved leave.

Note that as part of your program, please see the additional responsibilities:

- **Academic Responsibilities;** The student must contact all lecturers about any assessments in order to meet the learning outcomes for each of the papers the student is studying at the moment in our Programme.
- **Immigration Requirements;** All immigration requirements are the student's responsibility during the time of absence, not ICL's.

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

Behaviour

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

Computer usage

- No food or drinks are allowed in the computer areas.
- No downloading of movies, music or large files of any kind.
- Do not remove any computer gear from the classroom.
- Do not shut down any computers after use. Just log off.
- You must not intentionally damage or vandalize computers or computer equipment.
- **Do not** unplug any power plugs or cables.
- **Do not** save files on school computers (you may save your data to a USB disk).
- Report any damage or broken equipment to your teacher or reception immediately.
- You must not download pornography or any other material(s) of an offensive nature.

Rules for Students under the Age of Eighteen (U18)

- Must not smoke or drink.

Special Leave Policy

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

If you break the rules

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

Code of Conduct

In addition,

- You must switch off your mobile phone 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 on level two to four, you may only eat and drink in the student lounge area.
- You must not chew gum on campus.
- You must clean up after yourself, put trash in the rubbish bin or recycling bin.

Administration Rules

- You must provide ICL with your current address, e-mail address and contact phone number(s) in Auckland.
- If you change your address or your phone number, you must immediately advise ICL.
- If you are studying in NZ on a student visa, ICL is required by Immigration New Zealand to keep your contact details up-to-date while you are staying in New Zealand.



Academic Support

English

- You have come to ICL to obtain your qualification in English. The best way to be successful is to use English constantly in classes and on the campus.
- If you can use English at home it is even better. Many students share accommodation with other friends from the same country. This is bad for learning English. You should always try to read at least one major newspaper each week.
- You should try to watch the news every night on TV and listen to the radio in English as much as possible. For example, you could listen to Radio NZ or read the New Zealand Herald. This will help you improve your English.
- The more you speak, write and read in English, the better you become. The better you become, the better the result of learning will be. Keep your first language for explaining a meaning to another student.

Dictionaries

You will have a huge number of new words to learn, many with special meanings, you should use dictionaries – either paper or electronic. You must have your own dictionary and do not expect to share books during classes. However, it is very sensible for you to create your own dictionaries or glossaries as well and keep them with your subject notes.

For more detailed information on the academic programmes and learning services, please refer to the Academic Handbook.

Learning Advisor

Sometimes it is hard for you to know how to write your assignments, or what is the correct "academic English" to use in essays and reports. Therefore, we have the following academic support in place:

ICL has a Learning Advisor, **Lourdes Buenbrazo**, who offers learning support for all students. She is here to help you outside of your class time. Lourdes can meet you individually, and he also runs workshops on many study-related topics, such as how to give a good presentation. For an appointment to see Lourdes, please email lourdesbuenbrazo@icl.ac.nz.

We offer a variety of learning support workshops to support your learning at ICL. These will be announced on the display screens on each level at ICL, through your lecturers, and via email.

Academic Support

Administration Matters

Reception is the first point of contact with the Administration Team and it is the place to come to request or submit documents, change your address or phone number and book appointments to meet staff.

Requesting Documents

If you require attendance, academic and confirmation letters from the school, you may do so by filling in out 'Official Document Application' form at reception. We will aim to have the requested documents ready for you within seven 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.

Requesting 'Leave of Absence or Holiday'

For students enrolling in Graduate Business School, holidays are **not** normally given outside of the scheduled trimester breaks. If you have an urgent matter e.g. loss of a family member, please contact the Student Support team as soon as possible for assistance.

Making Appointments to see Staff Members

If you require to see an academic or a Student Support staff member, you may do so by making a booking at reception. You may also book for our Employment Workshop at reception as well.

Remember

If you take a leave of absence or defer your course without the written approval of the CEO, you will be marked absent.

Academic Support

Student Evaluation Survey: Feedback

At ICL, we would like to hear from our students on areas we could be improving upon. Student evaluation surveys are provided to students at several points within their programme and we encourage you to give your honest feedback on your experience at ICL.

The surveys are anonymous and voluntary and we appreciate all feedback given.

- An Arrival Evaluation Survey (AES) is provided when you first start your programme and asks you about
- the process leading up to you starting your programme e.g. agents, orientation etc.
- A Final Evaluation Survey (FES) is administered as you are about to finish a semester. It asks you to give your feedback on each paper.
- Your opinion counts!
- A Graduate Survey is administered if you are a student graduating. It asks you to give your overall feedback on your overall experience studying at ICL.
- An Alumni Survey is administered if you are an alumnus of ICL. It asks you to give your opinion on how well ICL prepares you on your further study and/or career. Your opinion counts!

Student Feedback

There are posters on our bulletin board in the building for collecting feedback from students. You're welcome to provide feedback to us at any time.



Do you have feedback for us – good or bad?

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



We'd love to hear from you!

Withdrawals and Refunds

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 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 International Students) Code of Practice, and the Education (Pastoral Care of Domestic Tertiary Students) Interim Code of Practice 2019.

1. Full fees are payable in advance for the course/programme. The enrolment and insurance fees are non-refundable.
2. If students are enrolled in a course of less than five weeks and withdraw within two days after the first date of the course for which attendance of students at the establishment is required, students are entitled to a minimum refund of 50%. If students withdraw two or more days after the same start date students are not entitled to a refund.
3. If students are enrolled for a course of five weeks or more, but less than thirteen weeks, and withdraw within five days after the first date of the course for which attendance of students at the establishment is required, students are entitled to a minimum refund of 75%. If they withdraw five or more days after the same date students are not entitled to a refund.
4. If students are enrolled for a course of study of thirteen weeks or longer, and withdraw within the first ten working days of the first date of the course for which attendance of students at the establishment is required, they will be refunded in full less a deduction for costs incurred by ICL or AEA up to a maximum of 25% of the fee total paid. If students withdraw eleven or more working days after the first date of the course for which attendance of students at the establishment is required they are not entitled to a refund. *(If requested, school will provide details of the cost components for working out the maximum deductible percentage. In the event of a dispute over the amount deducted, students can refer the matter to the FairWay Resolution.)*
5. Paragraphs 2, 3, 4 also apply if students are unable to get a visa, or if they cancel the application before students arrive in NZ or before the first date of the course for which attendance of students at the establishment is required. Refund will be made to the account from where the payment was originated. The Schools will consider applications for refunds in exceptional circumstances. Any refund will be made at the discretion of the CEO or Sales Manager.
6. If the Schools arrange homestay accommodation, the minimum period will be four weeks or the full course if shorter. The homestay fee for this period and the placement fee are non-refundable.
7. Expenses incurred offshore on student recruitment and visa application are non-refundable.
8. If students move out of the homestay, both the host family and school must receive two weeks' notice of the student's intention to leave. The balance of the pre-paid homestay fee which remains will be refunded, minus any costs recoverable by the schools, schools will charge a cancellation or change fee of one week's fees. For airport transfer cancellations, more than 48 hours' notice is needed to receive a refund. If a student goes on holiday and wishes to return to the homestay, 50% of the weekly fee will be charged.
9. If the Schools are for some reasons unable to offer the course, students are entitled to a full refund of all fees paid. If the course is cancelled after its commencement date, students will be refunded all unused fees proportional to the number of weeks not delivered. Every attempt will be made by the Schools to enroll the students in another course suitable to their needs.
10. As a preference, refunds should be sent back to the bank account from where the deposit was received.

Special Leave Policy

11. If the student is transferring to another school, the preference is to transfer the funds directly to the student's new Trustee (school). A copy of the Offer of Place showing the new Trustee's bank account is required in such cases.
12. For living expenses refunds, the refund must be placed in the student's New Zealand bank account (which must be in the student's name), and the refund form must be supported with a copy of a bank account statement showing the account number and the holder's name

Domestic students

1. Domestic students are entitled to a refund if they withdraw from a programme or training scheme as per section 357 of the Education and Training Act 2020, and if:
 - the course is of three months (thirteen weeks) duration or more
 - the withdrawal occurs up to the end of the eighth day after the start of a course.
2. The refund amount must equal to the sum of the amount paid less a deduction of the lesser of 10% of the fees paid or \$500.
3. Domestic students withdrawing from courses of less than three months duration (thirteen weeks) refer to below:
 - For courses less than 5 weeks, and up to the end of 2 calendar days of the course commencing, a minimum of 50% of the amount the student paid in respect of the course;
 - For courses of 5 weeks or more but less than 3 months, and up to the end of 5 Calendar days of the course commencing, a minimum of 75% of the amount the student paid in respect of the course.

Withdrawal and Refund Procedure

If you wish to withdraw from your programme of study, you will be requested to fill in the "Withdrawal/Refund Form" which is available at ICL reception. Please contact with marketing team for more assistance. Approval of refund requests is at the discretion of the CEO.

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

Student Services

Sharing an apartment or Flatting

After a few weeks or months of homestay, you may decide that you can manage on your own or you may decide to share a flat or house with others. You should try and share with people who do NOT speak your language so that you can practice English! Check the cost of rent, food and transport and make sure you can afford to change your living arrangements. The advantage of an apartment is that it can be much closer to school and gives you independence.

For more information, visit <https://www.tenancy.govt.nz> and <https://www.trademe.co.nz/property>.

If you are a student looking for a rental, it is worth discussing upfront with your prospective landlord where you stand on the topic of a shorter-term lease or ending a fixed-term lease early.

Fixed-term tenancy agreements are usually for 6 or 12 months. However, many students only want to rent for the academic year (usually February to November) which can cause issues when they want to end the tenancy early to avoid paying rent over summer when they are not there.

It is important to remember that student tenancies are covered by all the same rules as other tenancies and that all tenants are legally obliged to fulfill the full length of their fixed-term agreement. You can reference the Ending a fixed-term early page on Tenancy Services for more information.

All new tenancies must have a written tenancy agreement – signed by both landlord and tenants – setting out important details including:

- Full names and contact address
- Address of the rental property
- Date tenancy begins – and ends, if it's for a fixed term
- Bond to be paid, if any
- Rent amount and frequency of payments
- Any chattels provided by the landlord, e.g. Furniture or appliances
- Information about insulation in the ceilings, floors and/or walls.
- Any conditions added by the landlord must not conflict with the Residential Tenancies Act.

External Accommodation options

Short-term accommodation, please contact the accommodation provider directly for information on booking, availability and tenancy costs. (These accommodation options have not been inspected by ICL Education Group to endorse them.)

- YWCA: 103 Vincent Street, CBD **09 377 8763**
- YMCA: Corner Pitt Street & Vincent Street, CBD **09 303 2069**
- YHA: Auckland City: 18 Liverpool Street, CBD **09 309 2802**
- City Lodge: 150 Vincent Street, CBD

For finding a flat mate: <https://www.trademe.co.nz>

Useful website: **Citizens Advice Bureau** – Language connect

Living in New Zealand

Health system in New Zealand

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

ACC

Everyone in NZ is covered by the Accident Compensation act (ACC). ACC also included visitors to NZ. ACC helps pay for the costs of your recovery if you are injured in an accident. For more information talk to your GP or visit www.acc.co.nz

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

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

Prescription adults and children over 13: \$5.00 for each item; children under 13: free. Some medicines may cost more – check eligibility www.health.govt.nz/eligibility

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

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

Dentist under 18: free – check eligibility www.health.govt.nz/eligibility (Adults: costs apply).

Specialist doctors and private hospitals - costs apply. Specialists start from \$150 for a first consultation. For further information visit www.healthnavigator.org.nz/healthcare-in-nz

Opening a bank account

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

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

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

Living in New Zealand

Treaty of Waitangi

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

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

A copy of the Treaty is displayed at Reception or you can visit this website www.treaty2u.govt.nz.

Daily Expenses

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

Public Transportation

Using Auckland public transportation (buses, ferries and trains) is highly recommended. You will need to purchase an AT Hop Card from Britomart Station. Remember to tag on and off every time you use public transport. You can get special discounted fares for students by adding a tertiary ID Sticker if you study more than 16 weeks.

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

Work Rights

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

Minimum Rights

If you have a dispute with your employer, you may contact www.era.govt.nz, www.cab.org.nz.

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.

Visit the following websites for more ideas at www.aucklandnz.com or www.heartofthecity.co.nz.

Additional Services

Academic Progress and Attendance Letters

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

Student ID Cards

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

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

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

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

Making Appointments to See Staff Members

If you need to see the Director of Studies or a Student Support staff member, you may do so by making a booking at reception.

Attendance Requests

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

Student and Language support

- Language Support (Mandarin, Vietnamese, Japanese, Korean, Hindi, Russian, Spanish, Portuguese, etc.)
- Personal safety and well-being issues
- Mental and physical health
- Accommodation
- Student support for Under 18-year-old students and students at risk and special needs
- Other services, please send us an email to studentsupport@icl.ac.nz

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

Student Email

For student enrolled for 2 weeks or longer.

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



Student E-mail address

It is **Gmail** account:

Email:
"Student ID" @ icl.school.nz
(100000@icl.school.nz)

Password:
icl123456

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

*For those who are enrolled for 2 weeks or longer.

A screenshot of the Google Sign-in page. At the top is the Google logo, followed by 'Sign in to continue to Gmail'. Below this is a text input field containing '100000@icl.school.nz'. An arrow points from a red box containing the text 'Enter User name, and then Click \'Next\' to enter the password.' to the 'Next' button. Other elements include 'Forgot email?', 'Not your computer? Use Guest mode to sign in privately. Learn more', and 'Create account'. At the bottom are links for 'English (United States)', 'Help', 'Privacy', and 'Terms'.

www.icl.ac.nz

Please note that this email account will be active for one month after you complete your enrollment. After this period, the account will be deactivated. Kindly ensure that you save any important documents during this time.

Directory

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

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

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

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	Saturday 2 January
Auckland Anniversary Day	Monday 26 January	Monday 1 February
Waitangi Day	Friday 6 February	Saturday 6 February
Good Friday	Friday 3 April	Friday 26 March
Easter Monday	Monday 6 April	Monday 29 March
Anzac Day	Monday 27 April	Sunday 25 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	Saturday 25 December
Boxing Day	Monday 28 December	Sunday 26 December

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

Need more help about the course and fees?

Visit our website or **contact your agency**

Know Your Coordinator

Chinese
Vietnam
Japanese
Korean

Thai (Other Southeast Asian)

Indian (Subcontinental and Pacific Islands)

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

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

Are you struggling? Financial
Contractual
Other(s)

Get started by contacting us **iStudent Complaints**

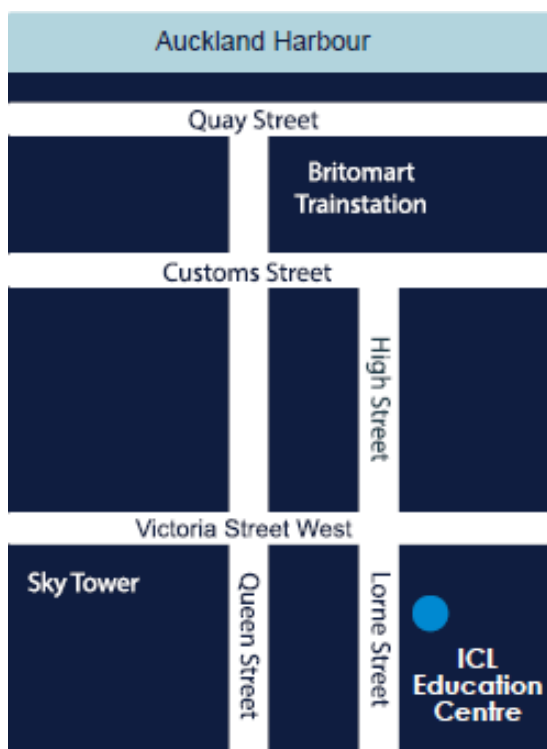
Free phone **0800 00 66 75**

Email help@studycomplaints.org.nz

Online www.studycomplaints.org.nz



kia tau
YOUR EXPERTS
IN DISPUTE
RESOLUTION



Campus Location

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

Phone

+64 (0)9 368 4343

Reception Hours

Mon – Fri 8:00am – 8:00pm

Saturday 8:00am – 5:00pm

Sunday 8:00am – 5:00pm

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

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

Stay connected



FOLLOW US ON OUR SOCIALS!

- News and Updates
- Giveaways
- Student Life
- Events



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