



ICL

GRADUATE **BUSINESS** SCHOOL

ORIENTATION STUDENT HANDBOOK 2026



ICL

EDUCATION GROUP

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



Welcome to ICL Education Group!

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

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

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

Welcome to the ICL family!



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 academic 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.

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

01 First point of contact

Connect with Student Support to help with anything you need!

02 Have a look around!

Familiarise yourself with the campus and its facilities - we have attached some floor plans to help

03 Confused? Worried? Upset?

Talk to us! We are here to help. Come visit the support staff at reception

04 Find Your Transport

Learn how Auckland Transport (AT) works. Buy yourself an AT HOP Card! Visit the AT website:
<https://at.govt.nz/>

Get Student Card

Share your photo with us and we will have your student card ready for you. This may also include a travel discount

06 Code of Conduct

Please follow all school rules - there is more detail in this handbook

07 Keep it tight!

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

Get to know your school

Get to know your school campus information and team

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 021780793 (emergency)	studentsupport@icl.ac.nz
Programme Admin	-	busadmin@icl.ac.nz
Attendance Monitoring Team	-	attendance@icl.ac.nz
Academic Advisor	-	Lourdes lourdesbuenbrazo@icl.ac.nz Kanchana Nanayakkara kanchanananayakkara@icl.ac.nz Til Chhetri tilchhetri@icl.ac.nz

Need more help about the course and fees?

Visit our website or contact your agency

Know Your Marketer

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

Campus Map and Facilities

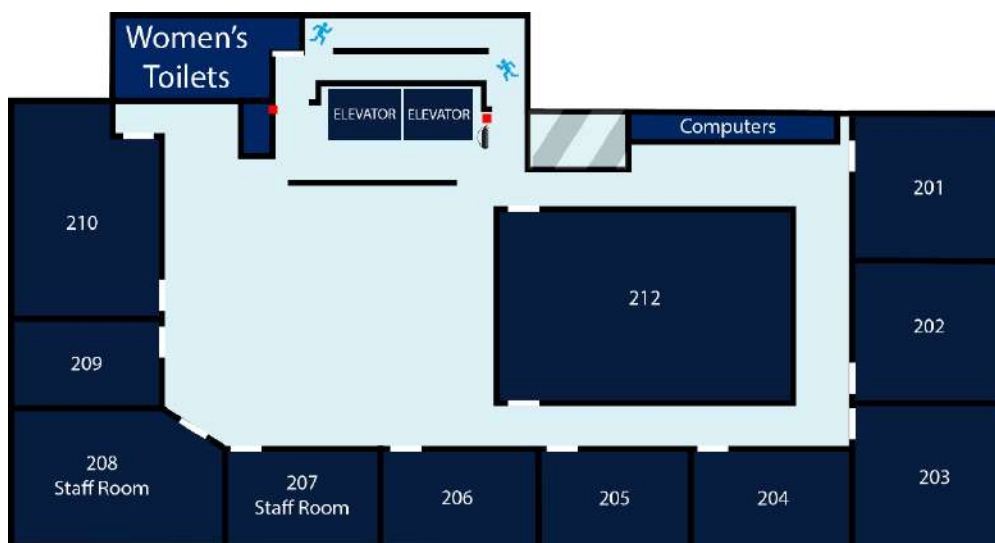
Level 1



Facilities on the floor

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

Level 2



Facilities on the floor

Classrooms
Self-study area
Computer lab
Women's Toilets

Campus Map and Facilities

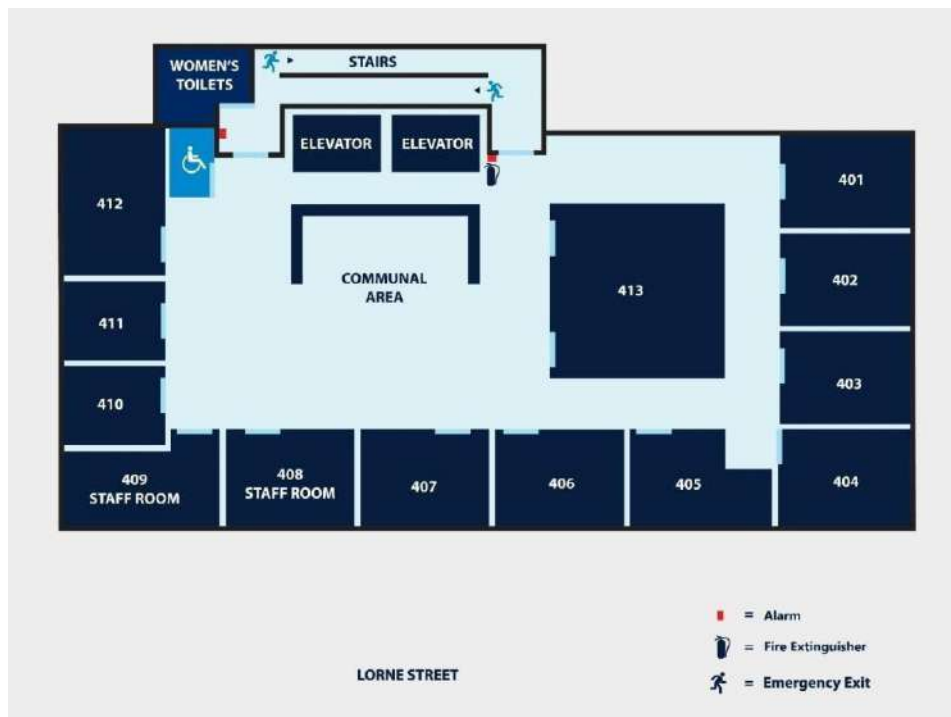
Level 3



Facilities on the floor

Prayer room
Classrooms
Men's Toilets

Level 4

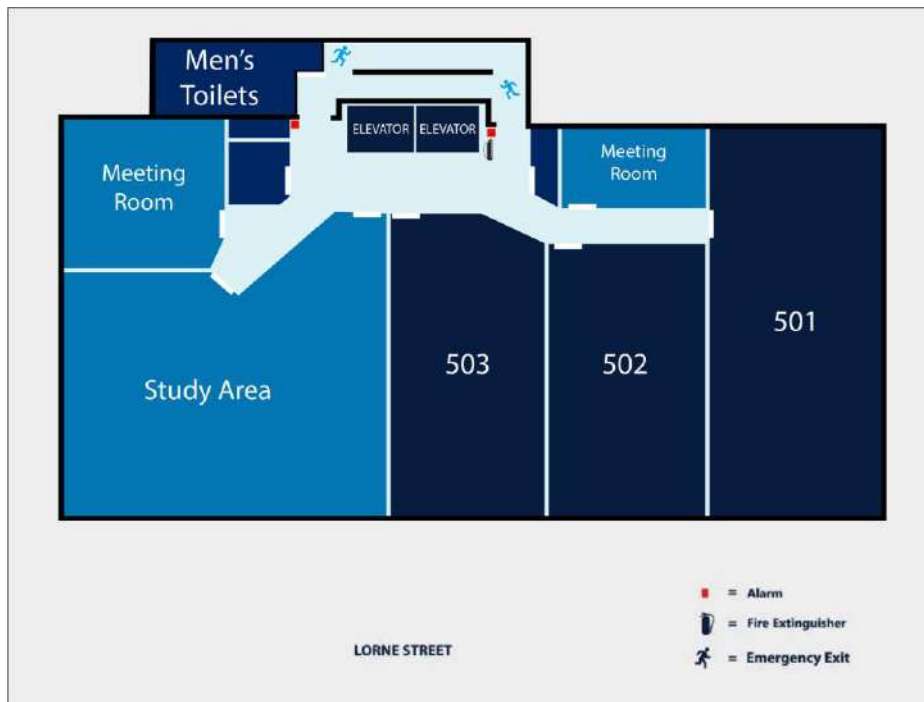


Facilities on the floor

Classroom
Women's Toilets

Campus Map and Facilities

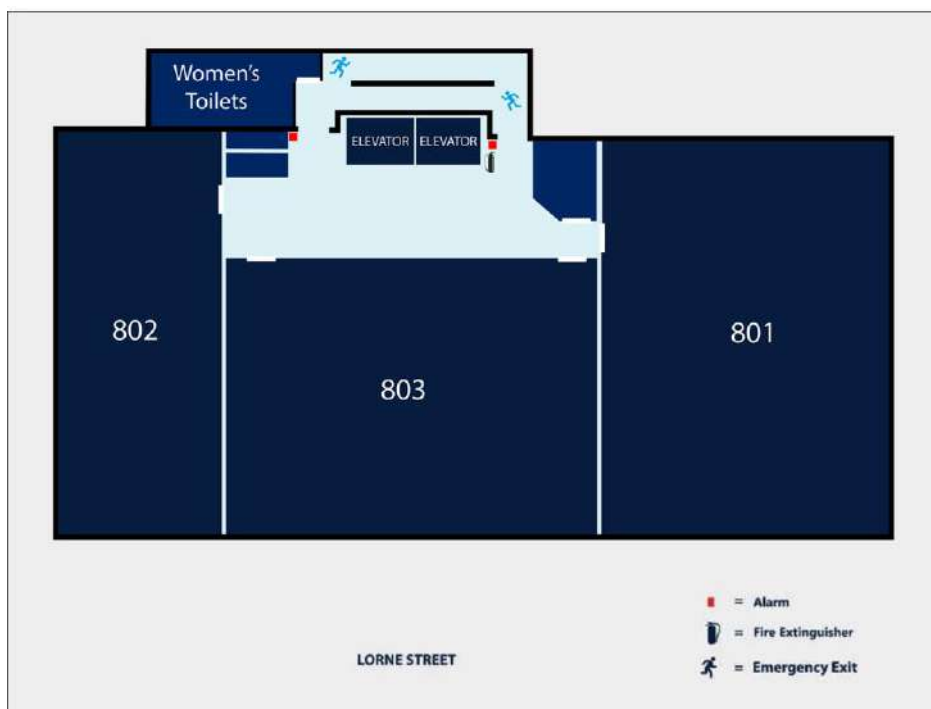
Level 5



Facilities on the floor

Classrooms
Study Area
Meeting Rooms
Men's toilets

Level 8



Facilities on the floor

Classrooms
Study Area
Meeting Rooms
Men's toilets

Enrolment

Applications

We encourage prospective students to apply early to ensure sufficient time to complete the admissions process and meet all programme entry requirements. Places are subject to availability and are allocated on a first-come, first-served basis. Early application also helps ensure you have the best opportunity to enrol in your preferred subjects.

To discuss your application or begin the pre-enrolment process, please contact a member of our Marketing Team.

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 the 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

VISA

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

Insurance

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

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

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

Remember:

- All international students must maintain appropriate medical and travel insurance that meets New Zealand requirements for the required period.
- Most international students are not entitled to publicly funded health services in New Zealand <https://www.healthnz.govt.nz/hospitals-services/eligibility-subsidies/publicly-funded-healthcare>
- If you require medical treatment while here in New Zealand, you will be liable for all the costs of that treatment.

Accident Insurance

- The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Medical insurance is mandatory.
- For more information, Visit: www.health.govt.nz

Attendance

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

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

Join the class late **more than 10 minutes = 1hour deduction**

Attendance below

80%



Certificate



Course cancel
(no refund)



Student Visa
Cancel



Attendance 100%



Below 90% - Reminder email



Below 85% - 1st Warning Letter



Below 80% - 2nd Warning Letter



Withdraw

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 Programme Manager, 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 lecturer'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 rate, please ask the reception or email attendance@icl.ac.nz. Include your name, student ID number and the name of your programme in the email. Please mention 'Attendance rate' 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.
- A maximum of 3 certificates and 10 days of sick leave within any 12-month period may be approved.
- A formal note from a hospital stating the above conditions is also acceptable.
- Please inform the school immediately if you have any serious health 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 as evidence of sick leave being required.

Things to do If you're unwell



Inform us

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



Visit GP

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



Drop-off

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

Medical Certificate

- ✗ Overseas
- ✗ Prescription (or invoice)
- ✓ Backdate **1 day**
- ✓ Cover your attendance
- ✓ Up to **3** medical certificates

Stay Well
studentsupport@icl.ac.nz

For the Graduate Business School students, 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 your Programme Manager. Please note that you will be marked as **absent** for any unapproved leave.

Note that as part of your programme, 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 they are studying at the time.
- **Immigration Requirements;** All immigration requirements are the student's responsibility during the time of their absence; and not ICL's responsibility.

The School has established clear expectations and guidelines for both students and teachers. All students are expected to follow these rules and conduct themselves responsibly, respectfully and appropriately at all times.

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, fellow students, and behave in a responsible way at all times.
- Violence or harassment of any person, on or off campus, is unacceptable. Some examples of unacceptable behavior and harassment are provided below:
 - Use of foul, obscene or abusive language.
 - Use of any weapons.
 - Smoking on campus.
 - Use of alcohol or illegal drugs.
 - Behavior or interactions of a sexual nature.
 - Stealing or intentionally damaging the school, student, or staff property or belongings.

Computer usage

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

Rules for Students under the Age of Eighteen (U18)

- must not purchase, possess or consume alcohol, or enter or participate in activities where alcohol is being consumed;
- must not smoke or vape, or possess tobacco or vaping products;
- must not enter or remain in pubs, bars, nightclubs or other adult-oriented venues;

- must not engage in any illegal or unsafe activities;
- must follow the School's safety, wellbeing and behavioural expectations at all times;
- must comply with reasonable instructions provided by School staff, their parent/legal guardian or approved caregiver relating to their safety and wellbeing;
- must live in accommodation that has been approved by the School, with their parent/legal guardian, or with an approved/designated caregiver, as applicable to their circumstances; and
- must advise the School or their designated caregiver of any concerns relating to their safety, wellbeing or accommodation.

If you break the rules

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

In addition,

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

Administration Rules

- You must provide ICL with your current address, e-mail address and contact phone number(s) in Auckland.
- You must also ensure that we have up to date contact details for an emergency contact.
- If you change your address or your phone number, you must advise ICL immediately.
- 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 during your stay in New Zealand.

Academic Advisors

We understand that academic writing can sometimes be challenging, particularly when preparing assignments, essays and reports or when you are unsure about the appropriate academic writing style.

To support your learning and help you develop confidence in your academic work, the School provides academic support to assist you with understanding assignment requirements, developing effective writing skills, structuring your work, and using appropriate academic conventions.

ICL has three Academic Advisors, Lourdes Buenbrazo, Kanchana Nanayakkara and Til Chhetri who

offer learning support for all students. They help you outside of your class time. They can meet you individually, and they also run workshops on many topics related to academic writing, such as how to do referencing, or give a good presentation. For an appointment, contact the Academic Advisors at these email ids: lourdesbuenbrazo@icl.ac.nz, kanchanananayakkara@icl.ac.nz, tilchhetri@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, by your lecturers, as Canvas announcements, and via email.

Administration Matters

Reception is the first point of contact for any administrative need. 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 close family member, please contact the Student Support team as soon as possible for assistance. They can be reached on studentsupport@icl.ac.nz or at the reception desk.

Making Appointments to see Staff Members

If you need to see an academic staff member or a Student Support staff member, you may do so by booking an appointment at the Reception.

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 offered at several points during your study and we encourage you to give your honest feedback on your experiences 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 Paper Evaluation Survey (PES) is administered as you are about to finish a semester. It asks you to give your feedback on each paper. Your opinion counts!
- A Final Evaluation Survey is administered when you are graduating. It asks you to give overall feedback on your experience of studying at ICL.
- An Alumni Survey is administered when you are an alumnus of ICL. It asks you to provide opinion on how well ICL prepares you for further studies and/or your future career.

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.



GBS STUDENT FEEDBACK

WE'D LOVE TO HEAR YOUR FEEDBACK

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

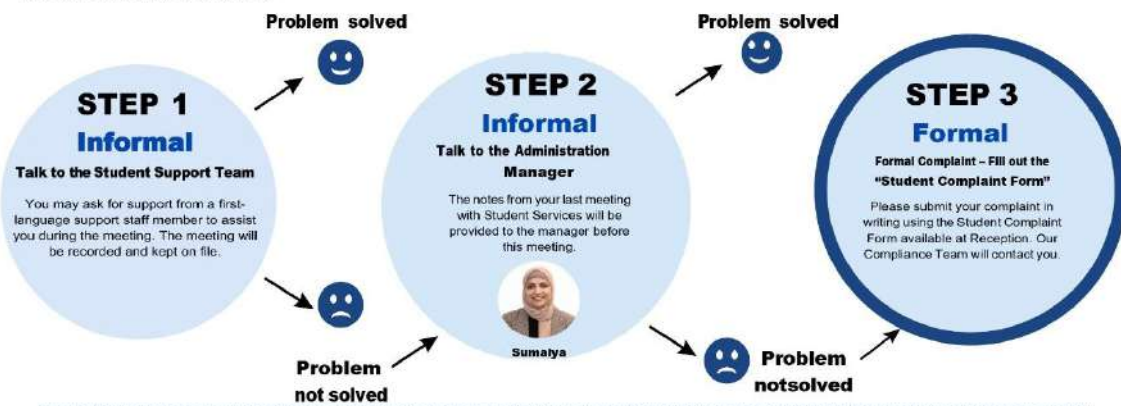


COMPLAINTS PROCEDURE

ACADEMIC



NON-ACADEMIC



FINANCIAL



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

Auckland English Academy and Bridge International are members of English New Zealand. If you have a complaint we haven't been able to resolve, you may wish to write to our professional body and ask for assistance. The address of English New Zealand: PO Box 35263, Christchurch 8940. Phone: 03 386 1222 or email: admin@englishnewzealand.co.nz

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

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

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

If you need more information on the complaints process, contact NZQA on 0800 697 296; NZQA has produced a brochure for international students about the complaint process.

If it is a financial or contractual dispute, you can contact Study Complaints by phone on 0800

00 65 75. More information is available on the Study Complaints

website: <https://www.studycomplaints.org.nz/contact-us>



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 the Reception. Here are the terms and conditions which you agree to when you sign our application form.

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

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

lesser of 10% of the fees paid or \$500.

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

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. 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

Students seeking short-term accommodation can search online accommodation platforms, hostel and temporary accommodation websites, or contact accommodation providers directly to enquire about availability, booking requirements, costs and tenancy conditions.

Students looking for a flatmate or shared accommodation can also use reputable online property and accommodation listing platforms.

When arranging accommodation independently, students should carefully consider the location, cost, tenancy terms and suitability of the accommodation, and take appropriate steps to verify the property and accommodation provider before making any payments or commitments.

ICL Education Group does not inspect, assess or endorse accommodation providers or listings found through external websites or services. Students are responsible for making their own enquiries and decisions regarding any accommodation arrangement.

For independent information and advice about tenancy and accommodation matters, students can contact the **Citizens Advice Bureau (CAB)**, which also provides access to language assistance through **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 <https://www.healthnz.govt.nz/hospitals-services/services-support>

ACC

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

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

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

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

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

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

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

Opening a bank account

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

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

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

Treaty of Waitangi

The Treaty 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 Māori culture (Maoritanga). It also means to be aware of its legacy and what that means for present-day New Zealand.

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

Daily Expenses

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

Public Transportation

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

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

Work Rights

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

Minimum Rights

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

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 > 15 weeks: student ID card + AT hop sticker

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

- 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

Additional Services

The school wishes to create a safe and enjoyable environment for all students. Please feel free to discuss any matters of concern with our support staff, your lecturer, Programme manager or ICL Management.

Postgraduate Programme Manager - Dr. Faisal Qureshi

Undergraduate Programme Manager - Premalatha Sampath

Research Director - Dr. Jay Hays

Academic Manager - Dr. Syed Jamali

Academic Director - Paula Ray

Administration Manager - Sumaiya Essop

Student Email

Your official school Gmail account details are as follows:

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

Temporary Password: icl123456

You may update your password upon your initial login.



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.*

A screenshot of the Google Sign-in page. At the top is the Google logo. Below it, the text 'Sign in to continue to Gmail' is displayed. A text input field labeled 'Email or phone' contains the email address '100000@icl.school.nz', which is highlighted with a red box. Below the input field is a link for 'Forgot email?'. Further down, there is a section for 'Create account' with a 'Next' button. A red box highlights the 'Create account' section with the text 'Enter User name, and then Click \'Next\' to enter the password.' At the bottom of the page, there 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-support/i-need-help-now/
Lifeline (emotional distress, depression, financial/work/family issues, etc.)	0800 543 354	https://www.lifeline.org.nz/services
Alcohol & Drug Helpline	0800 787 797 (24 hours)	https://alcoholdrughelp.org.nz/
Problem Gambling info Hotline	0800 654 655 (24 hours)	https://gamblinghelpline.co.nz/
Auckland Sexual Abuse Helpline	0800 623 1700 (24 hours)	https://helpauckland.org.nz/
Youth Law (free legal advice)	0800 884 529	https://youthlaw.co.nz/
Crime Stoppers	0800 555 111	https://crimestoppers-nz.org/
New Zealand Qualification Authority	0800 697 296	https://www2.nzqa.govt.nz/
Immigration New Zealand	09 914 4100	https://www.immigration.govt.nz/

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

Public Holidays

Below is a list of observed public holidays for New Zealand. There will be no classes on these days and many shops and services will be closed as well.

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

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 Marketer

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

Are you struggling? Financial
Contractual
Other(s)

Ngā amuamu tauira
Study complaints



HOURS

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



FREE PHONE

[0800 00 66 75](tel:0800 00 66 75)



OR IF YOU ARE CALLING FROM OUTSIDE NEW ZEALAND

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



EMAIL

help@studycomplaints.org.nz



MAIL

PO Box 2272, Wellington 6140, New Zealand



Campus Location

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

Phone

+64 (0)9 368 4343

Reception Hours

Mon – Fri 8:00am – 8:00pm

Saturday 8:00am – 5:00pm

Sunday 8:00am – 5:00pm

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

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

Stay connected



FOLLOW US ON OUR SOCIALS!

- News and Updates
- Giveaways
- Student Life
- Events

