

LANGUAGES
INTERNATIONAL

Student Guide



Auckland Central & Languages International



Welcome to New Zealand, to Auckland and to Languages International. We hope that you'll have a fantastic time with us.

Languages International's contact details

- Street address: 27 Princes St
(for parcels) Auckland 1010
New Zealand
- Postal address: PO Box 5293
(for letters) Wellesley St
Auckland 1141
New Zealand
- Phone (business hours): +64 9 309 0615
- 24-hour / 7-day emergency phone: +64 27 475 6226
- Wi-Fi network: 'Languages Student'
 - Please ask a staff member for the password
- Student Portal: <https://ebecas.equatorit.net/studentportal/li>
- Website: <https://www.languages.ac.nz/>
- Email: info@languages.ac.nz

Languages International's campus



School plan

| | <i>27 Princes St</i> | <i>23 Princes St</i> |
|---------------------|---|---|
| <i>Ground floor</i> | Reception 271 272 273 Director of Studies | 231 233 236 Student lounge Toilets |
| <i>Basement</i> | Teachers | 237 238 239 2310 |
| <i>Upper floor</i> | 274 275 276 Toilets | 2311 2312 2313 2314 Learning Centre |

Your first day

Please come to Reception, 27 Princes St, at 08.30. Please bring with you:

- your passport (original, not a photocopy)
- a passport-sized photo (for your student ID card)
- a pen
- your Wi-Fi enabled device (smartphone, tablet or laptop)
- your insurance information

Timetable for the day

| | |
|---------------|--|
| 8.00 — 8.30 | <ul style="list-style-type: none">• Arrive at Reception |
| 8.30 — 10.45 | <ul style="list-style-type: none">• Welcome• Level testing:<ul style="list-style-type: none">○ Grammar and vocabulary test○ Self-assessment○ Speaking test• Coffee break |
| 10.45 — 12.00 | <ul style="list-style-type: none">• Introduction to Student Advisors• Tour of the school and surroundings |
| 12.00 — 2.00 | <ul style="list-style-type: none">• Lunch break |
| 2.00 — 3.00 | <ul style="list-style-type: none">• Introduction to the Learning Centre |
| 3.00 | <ul style="list-style-type: none">• End of the day |

Your regular classes start on Tuesday morning.

Our staff

| <i>If you have a question about...</i> | <i>please talk to...</i> | <i>You can find him, her or them...</i> |
|--|--------------------------|---|
| your classes and teachers | Nick | office in 27 Princes St |
| your accommodation | Charlene | at Reception |
| your enrolment, insurance or payments | Brett or Charlene | at Reception |
| meeting your Student Advisor again | Charlene | at Reception |



Our Student Advisors

Arabic: Abid Ali

Chinese: Amy Luo-Oliver

French & German: Séverine Badel

Japanese: Aya Putt

Korean: Nam Sook Park

Thai: Kany Chaweewan

School Rules

- * Speak English as much as possible

This helps you and other students to improve your English as fast as possible.

- * Come to your classes on time

This is polite to your teacher and classmates, and makes your classes run as smoothly as possible.

- * Don't make phone calls, send emails or text messages (SMS) or check Facebook etc. in class

This helps everyone in your class to concentrate on the lesson

- * Don't smoke in or around our school

Our school is in Albert Park, a smoke-free zone. It's also not acceptable to drop your cigarette butts on the ground.

- * Treat all staff and students at our school with respect



Frequently Asked Questions



I'm staying in homestay – can you give me some more information about that?

➔ Please go to the [Guide to staying in homestay](#) on our website.



I'm staying in a student residence – can you give me some more information about that?

➔ Please go to the [Student Residence](#) pages on our website.



Can you help me to get travel and medical insurance or to extend my insurance?

➔ Yes, you can buy insurance from Languages International. Please go to Reception in 27 Princes St.



Can you tell me about changing or extending my visa?

➔ Yes, we can. Please go to Reception in 27 Princes St.



What are the rules about attending classes?

➔ Please look at the [Attendance and Behaviour Policy](#) (section 5) in the Conditions of Enrolment on our website.



What happens if a student behaves badly at school or breaks a law in New Zealand?

➔ Please look at the [Attendance and Behaviour Policy](#) (section 5) in the Conditions of Enrolment on our website.



Can I take a break in my course?

➔ In most cases, yes. Please go to Reception at 27 Princes St to discuss your situation at least 2 weeks before you want to start your break.



Can I scan, copy and print documents?

➔ Yes: we can scan copy or print a small number of documents for you; please go to Reception in 27 Princes St.



Can I get a student discount on Auckland's public transport?

➔ Yes, if you are studying at Languages International for 16 weeks or longer. You can find instructions for setting up your student discount at www.at.govt.nz/bus-train-ferry/at-hop-card/at-hop-card-concessions/tertiary-student-concession/.



Can I work in New Zealand?

- ➔ If you have a Student visa with work rights, you are allowed to work for up to 20 hours per week during your course at Languages International.
- ➔ If you have a Working Holiday visa, you are allowed to work before, during and after your course at Languages International.
- ➔ Check your employment rights under New Zealand law at www.live-work.immigration.govt.nz/work-in-new-zealand/employment-rights



Can I open a bank account in New Zealand?

- ➔ If you are staying in New Zealand on a Student visa for more than 6 months, yes.



Are my tuition and accommodation fees protected?

- ➔ Yes, they are. Please look at [Fees and Accommodation Payments](#) on our website.



Can I get a refund of my tuition or accommodation fees?

- ➔ In some cases, yes. Please look at the [Cancellations and Refunds Policy](#) (section 2) in the Conditions of Enrolment on our website or go to Reception in 27 Princes St to discuss your situation.



What should I do if I have a complaint about the care, advice or services I have received from Languages International?

- ➔ Talk to a staff member (see page 5). If you're still unhappy after that, please look at the [Complaints Procedure](#) (www.languages.ac.nz/compliance) on our website.



Important links

- 🔗 www.languages.ac.nz/courses/enrol-now/conditions-of-enrolment/: You can find all the conditions of your course and accommodation booking here.
- 🔗 [0800 611 116](tel:0800611116): Healthline. This free-phone service is for free health advice and information. When you call, say that you'd like an interpreter and say the language you'd like to speak in. info.health.nz/services-support/healthline
- 🔗 www2.nzqa.govt.nz/tertiary/quality-assurance/the-code/: Languages International has agreed to follow the rules of the New Zealand Government's Tertiary and International Learners Code of Practice. You can read the Code at this site.
- 🔗 www.immigration.govt.nz/: For details about visas and other immigration matters, please visit Immigration New Zealand's website.
- 🔗 www.uni-care.org/: You must have travel and medical insurance while you are in New Zealand. You can find out about the insurance policy that we sell at this link.
- 🔗 www.yourlocaldoctor.co.nz/where-should-i-go/: If you need to consult a doctor, this web page tells you which kind of facility you should go to.
- 🔗 www.citymed.co.nz/: This general medical clinic is very close to Languages International. We can suggest other medical clinics instead, if you wish.
- 🔗 www.lumino.co.nz/Dentists/: If you need to consult a dentist, this clinic is very close to Languages International. We can suggest other dental clinics instead, if you wish.
- 🔗 www.at.govt.nz/bus-train-ferry/: You can find information about Auckland's public transport network here.
- 🔗 www.nzta.govt.nz/resources/driving-in-nz and www.naumainz.studywithnewzealand.govt.nz/health-and-wellbeing/staying-safe/road-safety: If you would like to drive while you're in New Zealand, you should look at these pages.
- 🔗 www.naumainz.studywithnewzealand.govt.nz/discover-new-zealand/living-in-nz/accommodation: Look here for information about finding your own accommodation in New Zealand.

Your notes



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