

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](mailto: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<br>271<br>272<br>273<br>Director of Studies | 231<br>233<br>236<br>Student lounge<br>Toilets  |
| <i>Basement</i>     | Teachers  | 237<br>238<br>239<br>2310                       |
| <i>Upper floor</i>  | 274<br>275<br>276<br>Toilets                          | 2311<br>2312<br>2313<br>2314<br>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

|               |  |
|---------------|--|
| 8.30 — 9.00   | <ul style="list-style-type: none"><li>• Arrive at Reception</li></ul>  |
| 9.00 — 10.45  | <ul style="list-style-type: none"><li>• Welcome</li><li>• Level testing:<ul style="list-style-type: none"><li>◦ Grammar and vocabulary test</li><li>◦ Self-assessment</li><li>◦ Speaking test</li></ul></li><li>• Coffee break</li></ul> |
| 10.45 — 12.00 | <ul style="list-style-type: none"><li>• Introduction to Student Advisors</li><li>• Tour of the school and surroundings</li></ul>   |
| 12.45 — 2.00  | <ul style="list-style-type: none"><li>• End of the day</li></ul>   |

**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

*Korean:* Nam Sook Park

*Chinese:* Amy Luo-Oliver

*Thai:* Kany Chaweewan

*Japanese:* Aya Putt

## 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/](http://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.newzealandnow.govt.nz/work-in-nz/employment-rights](http://www.newzealandnow.govt.nz/work-in-nz/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](http://www.languages.ac.nz/compliance)) on our website.



## Important links

- 🔗 [www.languages.ac.nz/courses/enrol-now/conditions-of-enrolment/](http://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. [www.health.govt.nz/your-health/services-and-support/health-care-services/healthline](http://www.health.govt.nz/your-health/services-and-support/health-care-services/healthline)
- 🔗 [www.nzqa.govt.nz/providers-partners/education-code-of-practice/](http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/): 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/](http://www.immigration.govt.nz/): For details about visas and other immigration matters, please visit Immigration New Zealand's website.
- 🔗 <https://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/](http://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/](http://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/](http://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/](http://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](http://www.nzta.govt.nz/resources/driving-in-nz) and [www.aa.co.nz/travel/visitors-to-new-zealand/visiting-driver-training-programme/](http://www.aa.co.nz/travel/visitors-to-new-zealand/visiting-driver-training-programme/): If you would like to drive while you're in New Zealand, you should look at these pages.
- 🔗 <https://naumainz.studyinnewzealand.govt.nz/help-and-advice/housing>: Look here for information about finding your own accommodation in New Zealand.

## Your notes



**LANGUAGES**  
INTERNATIONAL

**P.O. Box 5293  
Auckland 1141  
New Zealand**

27 Princes St  
Auckland 1010  
New Zealand

**T** +64 9 309 0615  
**F** +64 9 377 2806  
**E** [info@languages.ac.nz](mailto:info@languages.ac.nz)

[www.languages.ac.nz](http://www.languages.ac.nz)