

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

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

Emergency procedure

If the alarm sounds:

- Follow your teacher's instructions
- Leave your bag and other belongings
- Leave the building from the nearest exit
- Go and wait on the grass area in front of and between the 2 school buildings (see the red circle on the photo above)

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">• Arrive at Reception
9.00 — 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<ul style="list-style-type: none">◦ Information about the school◦ Advice about your stay in Auckland◦ Answers to any questions• Tour of the school and surroundings
12.00	<ul style="list-style-type: none">• End of the testing and orientation• You are welcome to stay and use the Learning Centre• Remember to check your timetable in the Student Portal

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/.

- 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
- 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. www.health.govt.nz/your-health/services-and-support/health-care-services/healthline
- 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/: 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/: 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.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

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

www.languages.ac.nz