

LANGUAGES
INTERNATIONAL

Student Guide



Auckland Central & Languages International

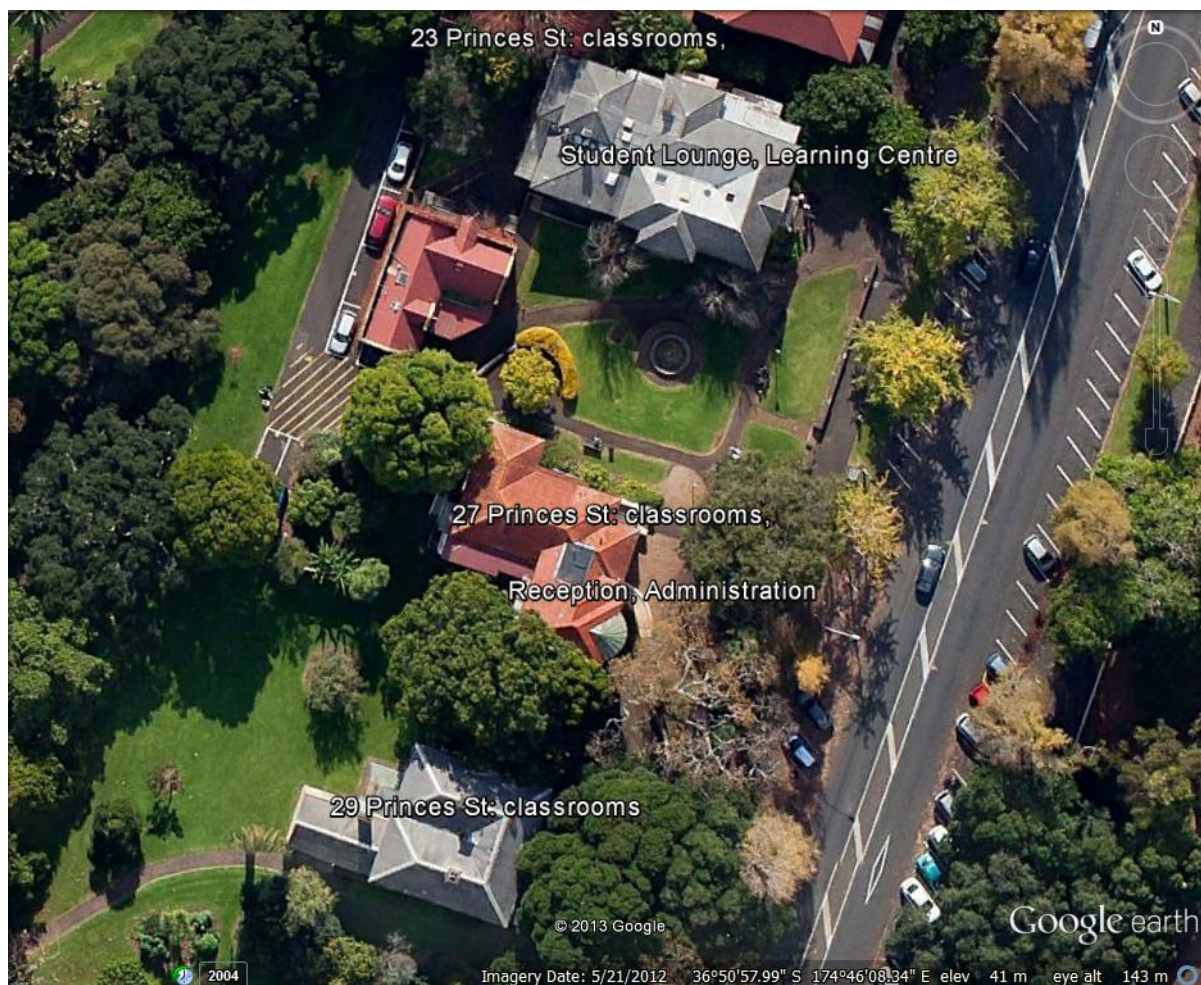


Welcome to New Zealand, to Auckland and to Languages International. We hope that you'll have a fantastic time with us.

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

	23 Princes St	27 Princes St	29 Princes St
Ground floor	231 233 236 Student lounge Kiwiana Tours Toilets	275 276 277 Reception	291 292 293 294 295 Toilets
Basement	237 238 239 2310	2710 2711	
Upper floor	2311 2312 2313 Learning Centre	271 Director of Studies Teachers Toilets	296 297 298

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

9.00 — 10.45	• Welcome • Level testing: ◦ Grammar and vocabulary test ◦ Self-assessment ◦ Speaking test • Coffee break
10.45 — 12.00	• Introduction to Student Advisors, assistance in your first language • Tour of the school and surroundings
12.00 — 12.45	<i>Lunch break</i>
12.45 — 2.00	• Introduction to the Learning Centre • Learning Centre needs analysis • Introduction to the Social Programme
2.00 — 2.15	• Get your personal timetable and book • 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 or Michael	upstairs in 27 Princes St
your accommodation	Séverine	at Reception
your enrolment, insurance or payments	Kate	at Reception
meeting your Student Advisor again	Séverine	at Reception
changing or extending your visa	Kate	at Reception
the Learning Centre	Peter	in the Learning Centre
Social Programme activities	Kiwiana Tours	in Student Lounge, 23 Princes St



Our Student Advisors

Arabic: Abid Ali

Chinese: Amy Luo-Oliver

French and German: Séverine Badel

Japanese: Makiko Taylor

Korean: Nam Sook Park

Spanish and Portuguese: Hannah Robinson

Russian: Larissa Merz

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?

➔ If your course is 16 weeks or longer, yes. Please go to Reception at 27 Princes St at least 2 weeks before you want to start your break.



Can I scan, copy and print documents?

➔ Yes: you can use the machine in the Learning Centre. You can scan to email for free; if you want to photocopy or print, please go to Reception in 27 Princes St to buy a key card.



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 at 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 Code of Practice for the Pastoral Care of International Students. 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