



ICL

GRADUATE **BUSINESS** SCHOOL

Student Support Services Handbook



24 Hour Emergency Contact

021 780 793

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ICL Graduate Business School is part of ICL Education Group. MoE No. 7548.

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Welcome to ICL Graduate Business School



We are thrilled that you will be joining the ICL family.

We want you to be a successful student whether you are studying Business, Computing, Early Childhood Education or English, we are committed to supporting you through your journey as a student at ICL and helping you to achieve your goals.

As a student of ICL, you should be aware that the Treaty of Waitangi (The Treaty of Waitangi) is the founding document of Aotearoa New Zealand. The treaty commitment requires you to be respectful to all cultures with the acknowledgement of Māori as tangata whenua (people of the land).

Our Student Support Team provides you with the highest level of support and care. We aim to create a supportive, safe and caring learning environment for you, which in turn will enable you to achieve your full potential. Your success is our success too!

As a new student, you are bound to have a lot of questions. We have a dedicated Student Support Team and this manual to help you take your first steps, and we will continue to help throughout your student life here at ICL. So, if you have any questions, need advice or have problems to sort out, then please feel free to talk to any member of our Student Support Team. They are more than happy to help you on your road to success.

Welcome to the ICL family!

ICL Student Support Team



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 College 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.

ICL Student Support Team

Student Support and Administration Team

Contact Person	Position	Email/TEL
Reception team	Reception	09 368 4343
Elva Li and Chris Nguyen	Student Services Officer 24-hour Emergency Contact	studentsupport@icl.ac.nz 021 780 793 (<i>Emergency matters ONLY</i>)
Carolyn Zhu	Administration team	busadmin@icl.ac.nz
Paula Ray	Learning Advisor	paularay@icl.ac.nz
Attendance Monitoring Team	Attendance rate check	attendance@icl.ac.nz

Marketing Team

Contact Person	Market	Email
Franklin Wang	Director of Marketing and Sales	
Imon Cho	China, Japan	china@icl.ac.nz
Anna An	South Korea	northasia@icl.ac.nz
Scarlett Li	Greater China, Latin America, Middle East & Europe	latinamerica@icl.ac.nz
Anish Rana	Subcontinent & Pacific Islands	subcontinent@icl.ac.nz
Jasmine Nguyen	Southeast Asia	vietnam@icl.ac.nz thailand@icl.ac.nz

First Language Support

Contact Person	Position	Language
Catherine Chen	Front Office Administrator	Mandarin
Carolyn Zhu	Front Office Administrator	Mandarin
Elva Li	Customer Services Officer	Mandarin
Chris Nguyen	Customer Services Officer	Vietnamese & Japanese

*Other languages such as Hindi, Russian, Portuguese, etc. are also welcomed on the 1st Floor.

Enrolment

Pre-Enrolment

Early registration will guarantee you a place. If you do not pre-enroll, you may miss out on the subjects you need to study. Enrolments are made on a first-come, first-served basis. Pre-enrolments can be made by contacting one of our Marketing Team members.

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 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 to Study at ICL (International Students)

Visas

As an international student, you are required by law to hold a valid visa for the duration of your study at ICL Graduate Business School. 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.

If your visa expires while you are studying at ICL or you choose to extend your course, then you must ensure that you have also renewed your visa before it expires.

Visa application forms are available at reception.

Insurance

As part of the student visa conditions, 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 also required by law. Your insurance should cover the time that you are

studying in, and the travel time 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, our Marketing team will be able to assist you with purchasing medical insurance from our preferred provider, Southern Cross.

You can also phone Southern Cross on **0800 800 571**. This is an English speaking line, but speakers of other languages are also available or you can visit: <https://www.scti.co.nz/our-policies/international-student/insurance> to view pages in Chinese.

Remember

- All international students must have appropriate medical and travel insurance.
- Most international students are not entitled to publicly funded health services in New Zealand
<http://www.moh.govt.nz>.
- 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 strongly recommended.
<https://www.health.govt.nz/new-zealand-health-system/eligibility-publicly-funded-health-services/eligibility-questions-and-answers-service-providers>

It is also a good idea to have personal insurance of possessions, in case you are robbed – and to have car insurance if you buy a car.

Orientation

Before you start your classes, you will be required to attend Orientation. Orientation is delivered before the start of your course. At Orientation you will be given important academic information on your programme of study and Student Services information. This information will prepare you both for your academic life at ICL and your life in New Zealand.

Orientation is also a good chance to meet your new classmates as well as the academic, administrative and Student Support Staff.

The orientation programme is as follows:

- Registration and Enrolment
- Welcome
- About ICL
- General Orientation Student Services & Affairs
- Academic Student Orientation
- Final Documentation Check/Mix and Mingle

At Orientation we will also:

- Check that you have submitted all the required documents that the information is correct and that documents that require your signature are signed by you.
- Confirm your appropriate starting level and course details.
- Set up your user access and passwords so you can use the Internet, computers and printers.
- Give you advice on health and safety and life in New Zealand.
- You will also meet the Student Support Staff who will be able to help you with your life in New Zealand.

Remember

Attendance at orientation is compulsory for all new students and it is where your enrolment is completed. If you do not attend Orientation, you will not be fully enrolled. It is also your responsibility to ensure you attend Orientation and to make sure that you are aware of all the important information regarding your programme.

If you have any questions, just ask our staff. The staff are here to help you and there will be people who speak your language.

Once you have completed your enrolment and attended Orientation, you are ready to start your classes.

Attendance

As required by your student visa, you must study at ICL for a total of 20 hours per week. You must attend all your classes. If you always come to class, you have a much greater chance of success!

If you know in advance that you must be absent from class, you must inform your lecturer in writing or if you are delayed in getting to class, you should phone the college on 09-368-4343 and tell the receptionist what your problem is. The receptionist can then notify your lecturer.

The ICL attendance policy is set out below. It is your responsibility to read it carefully and to make sure that you understand it.

Attendance Policy

- If you are on a student visa, you must attend 100%.
- If you are absent, you must tell the school.
- If you are off sick, you will be marked absent unless you bring a signed medical certificate from a registered GP (doctor). This must be received by the office no later than three days after the period you are sick.
- Lecturers will mark attendance for the hour's students are present.
- Your attendance record will be written on your leaving report.
- Your attendance record may be given to Immigration New Zealand at any time.
- If your attendance falls below 90%, you will receive an Attendance Reminder.
- If your attendance does not improve, you will receive a First Warning Letter, followed by a Second Warning Letter.
- If your attendance continues to fall, you will receive a Withdrawal letter. If this happens, you will be withdrawn from your course and Immigration New Zealand will be notified. Your visa may be cancelled.

Self-Study Hours

All students enrolled in a level 5 or 6 programme, must complete at least 20 hours of class time that you are enrolled each week. Otherwise you are required to have extra self-study hours at ICL to make up 20 hours study hours per week.

If you are required to have self-study hours registered by school, you should sign in to the Fingerprint Machine to record your self-study hours for a minimum of 60 minutes each time.

The self-study hours do not include the time spent in class. Class time is recorded separately by your lecturer. You must ensure that you have signed in on the fingerprint scanner to record all your self-study hours weekly.

Remember

Your class time hours + self-study hours = 20 hours each week.

Medical/Doctor's Certificate Policy

If you miss classes due to illness, you will be marked absent unless you get a signed medical certificate. You must inform the college of your absence on the first day and produce the original medical certificate within 3 days of the absence.

Medical certificates must:

- Be a signed certificate from a NZ registered GP (doctor).
- Be received by the office no later than three days after the period of sick absence.
- State the doctor's recommendation for you to not attend class.
- Cover the days of absence.
- Include the words "was examined by me and in my opinion is..." (not the wording "... reported to me that they were sick...").
- A formal note from a hospital stating the above conditions is also acceptable.

We do not accept backdated medical certificates.

We accept three medical certificates maximum for your enrolment period. Please inform us immediately if you have any serious health condition that we should know of.

In addition to the attendance rules mentioned above, the School has rules for students and teachers. As a student you are always expected to abide by the rules of the School and behave in a responsible way.

Failure to comply with these rules may result in your dismissal from the School.

Behavioral Rules

- You must abide by the laws of New Zealand. You must familiarize yourself with the laws regarding the sale and consumption of alcohol and tobacco, and sale and use of drugs.
- We expect students to respect ICL, your teachers and your fellow students and always behave in a responsible way, and not to act in any way which might bring yourself or ICL into disrepute.
- We expect you to interact appropriately with every person on this campus.
- 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 at ICL.
- You are not allowed to bring any weapons to ICL.
- You must not smoke on campus.
- You are not allowed to have alcohol or illegal drugs while at ICL.
- You must not exhibit any behavior or interaction of a sexual nature
- You must not steal or intentionally damage school, student or staff property or belongings.

In addition,

- You must switch off your mobile phone 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 on level two and three, you may only eat and drink in the student lounge area.
- You must not chew gum on campus.
- You must clean up after yourself, put trash in the rubbish bin or recycling bin.

Administration Rules

- You must provide ICL with your current address, e-mail address and contact phone number(s) in Auckland.
- If you change your address or your phone number, you must immediately advise ICL.
- 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 while you are staying in New Zealand.

Computers & Computer Lab Rules

- No food or drinks (other than a capped bottle) allowed in the labs or around the computer areas.
- No downloading of movies, music, etc. or large files of any kind.
- Peripheral computer equipment such as the keyboard, mouse and cables must not be removed from the computer or computer areas.
- Do not shut down any computers after use.
- You must not intentionally damage or vandalize computers or computer equipment.
- DO NOT UNPLUG any power plugs or cables under any circumstances.
- Avoid saving any files on school computers as they refresh and you will lose your data (you may save your data to a USB disk).
- Report any damaged or faulty equipment to your lecturer or reception immediately.
- You must not download pornography or any other material(s) of an offensive nature.

Academic Support

English

- You have come to ICL to obtain your qualification in English. The best way to be successful is to use English constantly in classes and on the campus.
- If you can use English at home it is even better. Many students share accommodation with other friends from the same country. This is bad for learning English. You should always try to read at least one major newspaper

each week.

- You should try to watch the news every night on TV and listen to the radio in English as much as possible. For example, you could listen to Radio NZ or read the New Zealand Herald. This will help you improve your English.
- The more you speak, write and read in English, the better you become. The better you become, the better the result of learning will be. Keep your first language for explaining a meaning to another student.

Dictionaries

Because you have a huge number of new words to learn, many with special meanings, you should use dictionaries – either paper or electronic. You must have your own dictionary and do not expect to share books during classes. However, it is very sensible for you to create your own dictionaries or glossaries as well and keep them with your subject notes.

For more detailed information on the academic programmes and learning services, please refer to the Academic Handbook.

Learning Advisor

Sometimes it is hard for you to know how to write your assignments, or what is the correct "academic English" to use in essays and reports. Therefore, we have the following academic support in place:

ICL has a Learning Advisor, Paula Ray, who offers learning support for all students. She is there to help you outside of your class time. She can meet you individually, and she also runs workshops on many study-related topics, like how to give a good presentation. For an appointment to see Paula, email paularay@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, through your lecturers, and via email.

Administration Matters

Reception is the first point of contact with the Administration Team and it is the place to come to request or submit documents, change your address or phone number, submit assessments 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.

Attendance Requirements

If you want to check your attendance, please email: attendance@icl.ac.nz

Include your name, ID number and course in your email. Please put 'Attendance' in the subject line. Attendance will only be given out via email.

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 family member, please contact the Student Support team as soon as possible for assistance.

Requesting 'Change of Course'

You may apply to change your programme of study by filling out the 'Change of Course' form available at reception. You can only change your programme of study with the approval of the CEO.

Making Appointments to see Staff Members

If you require to see an academic or a Student Support staff member, you may do so by making a booking at reception. You may also book for our Employment Workshop at reception as well.

Remember

If you take a leave of absence or defer your course without the written approval of the CEO, you will be marked absent.

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 provided to students at several points within their programme and we encourage you to give your honest feedback on your experience 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 Final Evaluation Survey (FES) is administered as you are about to finish a semester. It asks you to give your feedback on each paper.

Your opinion counts!

- A Graduate Survey is administered if you are a student graduating. It asks you to give your overall feedback on your overall experience studying at ICL.
- An Alumni Survey is administered if you are an alumni of ICL. It asks you to give your opinion on how well ICL prepares you on your further study and/or career.

Your opinion counts!

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.

Complaints

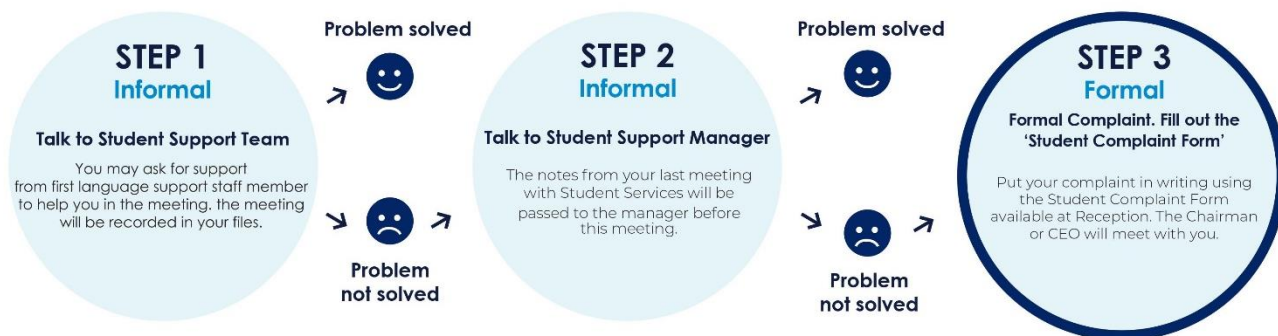
ICL Graduate Business School complaint procedure follows ICL Education Group Complaint Procedure, which is the follows:

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 35283, Christchurch 8640. 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 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 sent to: The Complaints Officer, Quality Assurance Division PO Box: 160, Wellington 6140.
 Or email a scan of the completed form, along with any supporting evidence to qadrisk@nzqa.govt.nz
 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 complaints process
 If it is a financial or contractual dispute - you can contact iStudent Complaints by phone on 0800 00 66 75. More information is available on the iStudent Complaints website: <http://www.fairwayresolution.com/istudent-complaints>.

Contact NZQA

If your complaint is not resolved by your school - Contact NZQA

If you have a complaint we haven't been able to resolve, you may wish to contact NZQA. 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 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 sent to: The Complaints Officer, Quality Assurance Division PO Box: 160, Wellington 6140.

Or email a scan of the completed form, along with any supporting evidence to gadrisk@nzqa.govt.nz

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 complaints process

If it is a financial or contractual dispute - you can contact iStudent Complaints by phone on **0800 006 675**. More information is available on the iStudent Complaints website: <https://www.fairwayresolution.com/istudent-complaints>.

Remember

You must use the ICL Complaints Procedure before you contact NZQA.

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

Withdrawal and Refund Policy

In compliance with the Education Amendment Act 2011 (section 234E) ICL schools provide fee protection for all student fees through Public Trust. This meets the requirements of NZQA, the Education (Pastoral Care of International Students) Code of Practice, and the Education (Pastoral Care of Domestic Tertiary Students) Interim Code of Practice 2019.

1. Full fees are payable in advance for the course/programme. The enrolment and insurance fees are non-refundable.
2. If students are enrolled in a course of less than five weeks and withdraw within two days after the first date of the course for which attendance of students at the establishment is required, students are entitled to a minimum refund of 50%. If students withdraw two or more days after the same start date students are not entitled to a refund.
3. If students are enrolled for a course of five weeks or more, but less than thirteen weeks, and withdraw within five days after the first date of the course for which attendance of students at the establishment is required, students are entitled to a minimum refund of 75%. If they withdraw five or more days after the same date students are not entitled to a refund.
4. If students are enrolled for a course of study of thirteen weeks or longer, and withdraw within the first ten working days of the first date of the course for which attendance of students at the establishment is required, they will be refunded in full less a deduction for costs incurred by ICL or AEA up to a maximum of 25% of the fee total paid. If students withdraw eleven or more working days after the first date of the course for which attendance of students at the establishment is required they are not entitled to a refund.

(If requested, school will provide details of the cost components for working out the maximum deductible percentage. In the event of a dispute over the amount deducted, students can refer the matter to the FairWay Resolution.)

5. Paragraphs 2, 3, 4 also apply if students are unable to get a visa, or if they cancel the application before students arrive in NZ or before the first date of the course for which attendance of students at the establishment is required. Refund will be made to the account from where the payment was originated. The Schools will consider applications for refunds in exceptional circumstances. Any refund will be made at the discretion of the CEO or Sales Manager.
6. If the Schools arrange homestay accommodation, the minimum period will be four weeks or the full course if shorter. The homestay fee for this period and the placement fee are non-refundable.
7. Expenses incurred offshore on student recruitment and visa application are non-refundable.
8. If students move out of the homestay, both the host family and school must receive two weeks' notice of the student's intention to leave. The balance of the pre-paid homestay fee which remains will be refunded, minus any costs recoverable by the schools, schools will charge a cancellation or change fee of one week's fees. For airport transfer cancellations, more than 48 hours' notice is needed to receive a refund. If a student goes on holiday and wishes to return to the homestay, 50% of the weekly fee will be charged.
9. If the Schools are for some reasons unable to offer the course, students are entitled to a full refund of all fees paid. If the course is cancelled after its commencement date, students will be refunded all unused fees proportional to the number of weeks not delivered. Every attempt will be made by the Schools to enroll the students in another course suitable to their needs.
10. As a preference, refunds should be sent back to the bank account from where the deposit was received.
11. If the student is transferring to another school, the preference is to transfer the funds directly to the student's new Trustee (school). A copy of the Offer of Place showing the new Trustee's bank account is required in such cases.
12. For living expenses refunds, the refund must be placed in the student's New Zealand bank account (which must be in the student's name), and the refund form must be supported with a copy of a bank account statement showing the account number and the holder's name.

Domestic students:

13. Domestic students are entitled to a refund if they withdraw from a programme or training scheme as per section 235 of the Education Act 1989, and if:
 - the course is of three months (thirteen weeks) duration or more
 - the withdrawal occurs up to the end of the eighth day after the start of a course.
14. The refund amount must equal to the sum of the amount paid less a deduction of the lesser of 10% of the fees paid or \$500.
15. Domestic students withdrawing from courses of less than three months duration (thirteen weeks) refer to below:

For courses less than 5 weeks, and up to the end of 2 calendar days of the course commencing, a minimum of 50% of the amount the student paid in respect of the course;

For courses of 5 weeks or more but less than 3 months, and up to the end of 5 calendar days of the course commencing, a minimum of 75% of the amount the student paid in respect of the course.

Withdrawal and Refund Procedure

If you wish to withdraw from your programme of study, you will be requested to fill in the “Withdrawal/Refund Form” which is available at ICL reception. Please contact with marketing team for more assistance. Approval of refund requests is at the discretion of the CEO.

For additional information on withdrawals and refunds, visit the NZQA Government website.

Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

The Codes of Practice apply to all New Zealand education providers with international and domestic students enrolled. The Codes are mandatory to these providers and must be signed by them.

The Codes are a government documents that provide a framework that sets out the minimum standards of advice and care that are expected of educational providers for international and domestic students. The Codes apply to pastoral care and provision of information only, and not to academic standards.

ICL Graduate Business School is a signatory to the Codes. The Codes ensure that:

- a. High professional standards are maintained.
- b. The recruitment of international and domestic students is undertaken in an ethical and responsible manner.
- c. Information supplied to international and domestic students is comprehensive, accurate, and up-to-date.
- d. Students are provided with information prior to entering into any commitments.
- e. Contractual dealings with international and domestic students are conducted in an ethical and responsible manner.
- f. The needs of international and domestic students are recognized.
- g. Students are in safe accommodation.
- h. All providers have fair and equitable internal procedures for the resolution of international and domestic student grievances.

Full details of what is covered can be found in the Code itself

International Students and Domestic Students Code:

<https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/>

Pastoral Care and Wellbeing

If you need help, we are committed to providing guidance and support services to assist all our students. Our staff will respect your right to privacy and confidentiality.

If you have a problem, you may ask Student Support Staff for help. Student Support Staff are skilled in the following areas:

- Dealing with homestay problems
- Providing guidance for personal and health problems
- Making referrals to the appropriate outside agency if a problem cannot be solved
- Providing you with a list of resident doctors and dentists fluent in your first language
- Visas and insurance
- Arrangements for further study

Safety in Auckland

ICL Education Group has safeguards to protect International and Domestic students' welfare. We have policies and procedures for students at risk and with special needs. We work with external organizations and community networks.

- Lifeline Auckland (Suicide Prevention)
- Problem Gambling Foundation of NZ
- Mental Health Foundation NZ
- Epilepsy NZ
- ADHD Association Inc
- Raeburn House
- Asian Family Services
- Chinese Lifeline
- Latin American Association

We have partnership with Comprehensive Care and promote "Quit Smoking Programme".

Student Activities:

We celebrate:

- Chinese New Year
- Matariki Day
- Mid-Autumn Festival and more

We organize the workshop regarding:

- Mental Health Awareness Week
- Stress Management and Gambling Issues

Under 18 Students

We have special procedures for our younger students here at ICL. We take extra care to make sure that the students are happy, safe and enjoying their time both inside and outside of the classroom.

Under 18 students have 3 options:

1. Parents/Legal guardians
2. ICL approved homestay
3. Designated caregivers

NOTE: Designated caregivers are family or close family friends chosen by the legal guardians of the under 18-year-old student. Not chosen by their agents.

They must be approved before they arrive in NZ. If the caregivers do not meet the ICL standards, the school will place all U18 students with ICL registered homestays.

Detailed procedures, please refer to the ICL website.

Parents of U18 students can contact our Student Support team by email studentstupport@icl.ac.nz, or by calling **021 780 793**.

Student Services

Email

Email addresses are given out at Orientation to all new students. It is the medium for correspondence at ICL and the primary means for your administration or your lecturer to contact you. Your personal email will not be used by the school to communicate with you.

Warning letters and notification of disciplinary issues are sent via your ICL email address, in the case of warning letters on attendance or other disciplinary issues, not opening the emails is not a defense against disciplinary procedures.

Remember

Check your ICL email regularly!

Student ID Cards

ICL Student ID cards are issued to all new students. We will take a picture of you, after that, it will take at least 5 working days to make. Please contact reception to pick it up. Your Student ID Card will enable you to receive student discounts at some restaurants, movie theaters and bars.

Tertiary Stickers

If your programme of study is 16 weeks or longer, you will be able to receive an AT Tertiary ID Sticker. This sticker is placed on your Student ID Card and it will give you a student discount on buses, trains and ferries when used with your AT HOP Card. Stickers are available at reception. For more information, visit <https://at.govt.nz/bus-train-ferry/at-hop-card/at-hop-card-concessions/tertiary-student-concession/>

Careers Service

Careers advice is provided to help you prepare for the job market. Regular workshops are offered for free on several areas including writing a CV and cover letter as well as preparing for a job interview. Please see the ICL website first for further information under Pathways – employment staff member for a one on one meeting by emailing reception@icl.ac.nz or asking at reception.

Digital Notice Board

Display screens are located on the campus providing students with important information such as timetables, policies, procedures, events etc.

It is your responsibility to regularly check the display screens for any news or updates.

IT and Wi-Fi

ICL offers a free Internet facility and computers are available for student use. You have immediate access to the Internet whenever computers are available and while the campus is open. You can log in using your username and password (passwords are provided at Orientation) to keep in touch with your family and friends or get your assessments done. Information on this service is provided at Orientation, on the display screens and at Reception.

Printing

Printing services are available to all students. The student printer is located on level 2. If you wish to print out materials, you will need to purchase a 'Papercut voucher' from reception.

Student Lounge

The student lounge and kitchen are available to all students on level 1. The kitchen has microwaves, hot water and a fridge. The student lounge has places to sit and eat your lunch, is great place to hang out with your friends.

ICL Library

The library is located on level two. The Level 2 lounge is also a designated study area for students. You can use this space at any time for self-directed study.

Prayer Room

A prayer room is available on the third floor (room 311) if you need a place to pray or meditate. It is available to people of all faiths.

Events

ICL has regular student events. Please check the school notice boards for upcoming events.

Accommodation

ICL recommends two types of accommodation:

- Homestay
- Sharing an apartment

Homestay

We do our best to find a suitable homestay family for each of our students. The advantages of a homestay are the cultural benefits, the support and comfort of family life and the additional language support. A homestay is an excellent way to learn about New Zealand culture, make friends and practice your English while living in New Zealand. New Zealand families are typically kind, honest and friendly, and they enjoy meeting people from other cultures.

All our homestay families are regularly inspected. The inspector visits the family homes, interviews the family members, and ensures that they are suitable for our students. Students who require accommodation should request their homestay accommodation at least two weeks prior to starting their programme.

The average time for students to commute from homestay to school is around 30 to 45 minutes.

If the school arranges homestay accommodation for you, the minimum period will be four weeks or the full course if shorter. The homestay fee for this period and the placement fee are non-refundable. The School will only book your homestay after receiving your flight details.

Homestay means that you will get the following:

- The chance to speak English every day
- Two meals a day: breakfast and dinner, with lunch in the weekends
- Your washing will be done
- Homestay families will do their best to give you a 'home away from home'

You are expected to:

- Obey the "house rules" set by your homestay parents
- Discuss these rules with your homestay family and be sure you understand them
- NOT smoke or drink alcohol unless permission is given
- Call your homestay family if you are going to be late home
- Be home by 7.30 pm on weeknights unless your homestay family have agreed to other arrangements
- Sleep at home on weeknights
- NOT have visitors to sleep over during the week
- Check with and get the agreement of your homestay parents if you want to ask your friends to sleepover on a weekend
- NEVER have friends of the opposite sex sleeping in your room
- Be home by 10.00 pm at weekends if you do not have another prior agreement with your homestay
- NOT sleep over at a friend's place, until you have informed your homestay family of your whereabouts and provided a phone number.

When leaving:

You should give two weeks' notice, before leaving your host family.

If you need to leave your homestay family because of an emergency, you must contact Student Services Manager immediately.

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. You should try and share with people who do NOT speak your language so that you can practice English! 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

Short-term accommodation:

Please contact the accommodation provider directly for information on booking, availability and tenancy costs.

(These accommodation options have not been inspected by ICL Education Group to endorse them.)

YWCA: 103 Vincent Street, CBD TEL: [09 377 8763](tel:093778763)

YMCA: Corner Pitt Street & Vincent Street, CBD TEL: [09 303 2069](tel:093032069)

YHA: Auckland City: 18 Liverpool Street, CBD TEL: [09 309 2802](tel:093092802)

City Lodge: 150 Vincent Street, CBD

For finding a flat mate: <https://www.trademe.co.nz>

Useful website: Citizens Advice Bureau – Language connect

Health and Safety

At ICL we aim to provide students with a healthy and safe environment to study in. This includes both your personal wellbeing and physical safety. If students are healthy and feel safe, then they are more likely to be successful in their studies.

The ICL Health and safety Committee is responsible for overseeing Health and Safety at ICL. If you would like to report a hazard or danger, then you may email studentsupport@icl.ac.nz.

If you require additional help, you may ask one of our Student Support Staff members.

First Aid

We have a First Aid kit located at reception and staff who are trained in First Aid. If there is a medical emergency, then report to reception immediately. Our trained First Aid Staff will know what to do.

Emergency Procedures

Fire alarms and fire drills

When the fire alarm rings you must leave the building immediately by the stairs and go to the Assembly Point, in front of the ICL Building. Leave immediately and do not pack up or take anything with you. Your teachers and the Fire Wardens will direct you.

Nobody can return to the building until the Fire Warden gives permission. The building will be secure and staff only will be permitted to enter first once the emergency or the drill is over. Treat all alarms as a genuine emergency.

IF YOU DISCOVER A FIRE:

- Activate the nearest fire alarm.
- Phone the Fire Service. Dial **111** from a safe phone, either: a mobile phone; from a neighbouring building; or if necessary from within the building.
- Evacuate the building using the nearest safe fire exit.
- Use fire-fighting equipment only if no danger is involved.
- Do not use water extinguishers or fire hoses on fires involving electrical equipment.

IF THE ALARM SOUNDS OR YOU ARE INSTRUCTED TO EVACUATE:

- If it is safe to do so, turn off appliances that if left unattended would likely cause a fire.
- Evacuate the building immediately using the nearest safe fire exit.
- Make sure that all other occupants evacuate with you.
- Do not linger to collect personal belongings.
- Do not carry food, drinks or bulky items when evacuating.
- Close all doors as you leave. Leave lights on.
- Assist any persons with disabilities.
- Do not use the lifts to evacuate.
- Proceed to your assembly areas outside adjacent buildings on Lorne Street.
- Ensure that all other occupants also move to your assembly area.
- Do not re-enter the building until the Fire Service has given the "All Clear".

Earthquakes

If the building starts to shake because of an earthquake, follow the guidelines below.

1. Move away from windows
2. Take shelter under doorway or solid furniture
3. Follow evacuation procedures
4. Follow instructions given by civil defense officers or fire wardens
5. Fire alarms may be activated during an earthquake
6. Await instructions from fire wardens prior to vacating building.

These instructions always apply including during classes and examinations.



Remember

If in doubt, ask!

Harassment

New Zealand is a country where all people are well protected by the Human Rights Act of 1993. There is a Human Rights Commission based in Auckland and you can easily access the website <https://www.hrc.co.nz>.

Racial and sexual harassment are expressly forbidden under the Act and support for people who feel they are being harassed is freely available. Harassment can mean several things like:

Following, accosting or stopping someone, or interfering with their property.

Contacting a person by phone, correspondence or any other way.

Giving offensive material to someone.

Acting in a way that causes someone to fear for personal safety.

ICL has a clear responsibility to uphold this law and protect its staff and students. For any more information talk to your first language support Staff or Student Support anytime.

New Zealand Laws

Understanding the laws of the country that you are living in is important. If you break the law then it may create a difficult situation for yourself, you could be convicted of a crime, imprisoned or you could even be injured or harmed.

Here are some important New Zealand laws:

- Legal alcohol limits for drivers: Drivers under 20 years – zero; drivers 20 years and over – 250 mcg breath or 50mg blood.
- You must not drink or carry alcohol in public areas of the city.
- The speed limit on open roads is 100km.
- Under-18-year old's cannot buy cigarettes or alcohol.

- It is illegal to download copyrighted material such as movies or music.
- You must have an International Driver's License or official translation of your own license before you can drive a vehicle.
- You must not take a photo of any child or children.
- Class A, B, C drugs are illegal (for example methamphetamines and marijuana).
- Children must not take part in any gambling activity.
- You must not touch another person without their consent.
- It is illegal for any child to have sexual relations.

Personal Safety

Generally New Zealand is one of the safest countries in the world to live in. However, you should still be careful. Do not:

- Walk alone at night.
- Talk to strangers.
- Carry a lot of money.
- Wear expensive jewelry or leather clothing.
- Leave your belongings (phones, devices, wallets etc.) unattended in public places, this includes the school.

Do:

- Keep your ID card with you.
- Take a map and Student/Homestay phone list when you are away from your Homestay.
- Ring your Homestay if you are going to be late.
- Tell someone where you are going and when you will be back.

Reporting a Crime

If you have information on any crime or illegal activities, or if you or someone you know who is a victim of crime, you can report it to the NZ Police by:

- Calling **111**
- Calling Crimestoppers - you don't have to reveal your identity when you call **0800 555 111**

or

Report it online: <https://www.crimestoppers-nz.org>

When you report crime online, you can write in your own language and it will be translated and handed to the NZ Police.

More information on safety is available in 12 languages from the NZ Police website at <https://www.police.govt.nz>

Cop Chat

If you would like to talk to the Police, you can meet them at the Auckland Central Library. Police officers are available to meet international students and discuss any problems that you may have in confidence. These officers may be able to speak different languages.

Please talk to Student Support team for more information on the Cop Chat schedule.

Sexual Health

You must have reached New Zealand's legal age of consent – 16 years old – before you can have sexual relations. It is recommended that any student who is of this age that intends to be sexually active should practice safe sex to avoid an unwanted pregnancy and/or any sexually transmitted infections (STI's).

You will also find useful information on this website about sexual health:

<https://www.fpanz.org.nz>

Water Safety

Guidelines for safety on New Zealand beaches.

Going to the beach is an important and great social activity which many students will want to enjoy. You can do many activities including swimming, fishing, and boating. If you are going to a new beach, look for signs that may warn you of any dangers, check out what the local people are doing, and ask for advice. Some beaches have warning signs. <https://www.watersafety.org.nz/>

Swimming

If you are swimming at a beach where there are surf patrols:

- Look for the yellow and red flags
- Swim between the flags
- Listen to advice from the lifeguards
- Never swim alone
- If in doubt stay out of the water
- Read and obey the safety signs
- Learn to recognize rip currents
- Always use safety equipment
- Never swim or surf when tired or cold
- Consider other surf users

Fishing

If you are fishing from a beach or off rocks where there are warning signs, read them carefully. If you are unsure, seek advice from local fishermen who know the area. In some tidal areas like harbors and estuaries it is important to watch that you do not get caught in a strongly moving tide. If you are fishing or shell fishing, you need to check the rules on what size of fish you may take and how many fish or shellfish you may take. Minimum catch sizes and limits are protected by law. Some beaches will have signs saying No fishing or No collecting of shellfish. https://www.fish.govt.nz/recreational/rec_fishing_rules.pdf

Useful Contacts

Name of Organization	Phone Contact	Website
Emergency Police, Fire, Ambulance	111	
Alcohol Drug Line	0800 787 797	www.alcoholdrughelp.org.nz
Auckland Migrant Resource Centre Info Service	09 625 3090	www.belong.org.nz
Auckland Sexual Abuse Help	09 6231700 (24 hours)	www.sexualabuse.org.nz
Auckland Sexual Health	09 307 2885	www.ashs.org.nz
Asian Problem Gambling Service/ Problem Gambling Info Hotline	0800 862 342	www.asianfamilyservices.nz
Child, Youth & Family Services (all enquiries call free)	0508 326 459	www.orangatamariki.govt.nz
Chinese Lifeline	09 533 3088 0800 888 880 (24 hours)	www.lifeline.org.nz
Domestic Violence Centre	09 3033938	www.lifeline.org.nz
Drughelp		www.drughelp.org.nz
Family Planning Association	09 522 0120 0800 3725463	www.fpanz.org.nz
Human Rights Complaints	09 309 0874	www.hrc.co.nz
Lifeline	09 522 2999 (24 hours)	
Netsafe (information and advice about cyberbullying)		www.cyberbullying.org.nz
NZQA Complaints	0800 697 296	www.nzqa.govt.nz
Regional Alcohol & Drug Youth Service	09 4418979	
Shakti Asian Women's Safe House	09 8203507	www.shaktiinternational.org
Smokefree Complaints	09 2621855	www.smokefree.org.nz
Waitemata Asian Health Service	09 486 8314	www.asianhealthservices.co.nz
Youth Law (free confidential legal advice)	09 309 6967	www.youthlaw.co.nz
Youth line	0800 376 633	www.youthline.co.nz
Pregnancy Help	09 373 2599	www.pregnancyhelp.org.nz

Living in New Zealand

Below are links to dedicated websites which provide guides to life in New Zealand. They are full of advice, tips and helpful information on living, working and studying in New Zealand. <https://www.newzealandnow.govt.nz/> (official NZ Government website) <https://www.newzealand.com/travel> (official New Zealand Government travel website)

Cost of Living

The cost of living in 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. This will help you to plan financially for your stay.

In New Zealand:

<https://www.newzealandnow.govt.nz/living-in-nz/money-tax/comparable-living-costs>

In Auckland:

<https://www.expatistan.com/cost-of-living/auckland>

Working in New Zealand

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:

<https://nzstudywork.immigration.govt.nz/work-rules-for-students/student-visa-rules/>

Minimum Rights:

<https://employment.govt.nz/starting-employment/rights-and-responsibilities/minimum-rights-of-employees/> If

you have a dispute with your employer, you may also contact: [https://www.era.govt.nz/](https://www.era.govt.nz/http://www.cab.org.nz/vat/eb/paw/pages/wheretogothelp.aspx)
<http://www.cab.org.nz/vat/eb/paw/pages/wheretogothelp.aspx>

You may also contact our careers advice services at studentsupport@icl.ac.nz for more information.

Getting Around

Public Transport

This is recommended. Buses, ferries and trains are available. There are special low-priced fares for students. You will need to purchase a Hop Card from Britomart Station to tag on and off public transport and a tertiary ID Sticker to receive discounted fares.

To find a bus, train or ferry to anywhere in Auckland or to recharge your AT Hop Card, go to: <https://www.at.govt.nz/>

Buying a Car

Many students decide to buy a car when they are in New Zealand. You will also need to have a License, a Warrant of Fitness, Car Registration and Car Insurance. If you are planning to buy a car, please talk to the first language support Staff first.

<https://www.nzta.govt.nz/vehicles/buying-and-selling-a-vehicle/>

Guidelines for driving in New Zealand:

<https://www.nzta.govt.nz/driver-licences/new-residents-and-visitors/driving-on-nz-roads/>

Road Rules

All drivers must know the road rules, what the road signs mean and how to drive safely. Learning the road rules is particularly important. You can find out more about the rules when you study the Road Code. You can get a copy of the Road Code from bookstores, driver licensing agents, a public library or online at <https://www.nzta.govt.nz/resources/roadcode/>

Carry your License with you when driving

In New Zealand you must always carry your driver license or permit when you are driving. If your overseas license or permit is not in English, we suggest you carry an official translation with you (a translation from an official source, e.g. a translation service or language centre).

If you do not apply for a New Zealand driver license within one year of arriving in this country you will be considered an unlicensed driver. You could be charged by the Police if you are caught driving and your car seized, impounded, and you may not be able to get car insurance.

We strongly recommend that you obtain a New Zealand Driver's License. Talk to our Support Staff to find out how to obtain a New Zealand License.

Finding out more:

For more information contact the Land Transport Safety Authority (Free phone [0800 822 422](tel:0800822422)) or visit their website (<https://www.ltsa.govt.nz>).

Additional information can be found at: <https://at.govt.nz/driving-parking/safer-communities-roads-schools/road-safety/> and <https://www.nzta.govt.nz/resources/roadcode/about-limits/alcohol-and-drugs-limits/>

Leisure Activities

ICL students are encouraged to use this free service. There are 17 locations, including the Central City Library, plus a roaming Mobile library. The Central City Library is located at 44-46 Lorne Street, Auckland City, less than five minutes' walk from our Queen Street campus.

The city library is opened during the following hours: Monday to Friday: 9am to 8pm Saturday: 10am to 4pm Sunday: 10am to 4pm.

Membership is free and is available to all international students.

The websites below give information about things to do in Auckland. These sites give information about events, places to go, parks, beaches, walkways and arts in the city. They are updated regularly and you can find out about free entertainment, especially in the summer.

<https://www.aucklandcity.govt.nz/whatson/default.asp>

<https://www.aucklandnz.com/things-to-do>

<https://www.heartofthecity.co.nz/activities>

<https://www.aucklandnz.com>

Treaty of Waitangi and its Implications

The Treaty is New Zealand's founding document and is an agreement between Maori and the Crown i.e. the government. This established New Zealand as a bicultural country between two peoples. Now, with more recent migrants from all over the world New Zealand has a truly multicultural society.

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 understand the important impact of Maori life that makes New Zealand different from any other country.

A copy of the Treaty is displayed at Reception or you can visit this website to learn about it.

<https://www.treaty2u.govt.nz/>