English Language Academy
Student Handbook
Your guide to student life
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The University of Auckland English Language Academy welcomes you

Each year more than 2,000 students from over 35 countries around the world choose to learn English at the University of Auckland’s English Language Academy (ELA).

You will find the ELA has excellent facilities available to support you in developing your English during and after class. The ELA prides itself in its team of experienced and qualified teaching professionals who are committed to developing your individual language learning needs and your understanding of learning in a New Zealand tertiary setting. The ELA has an academic team and a dedicated student services team available to help you plan your studies, get involved in the social activities and support your welfare.

During your studies, you will experience many different classes and activities, and I encourage you to participate fully in your learning programme. You will have opportunities to engage in a range of activities, experience new cultures and develop lifelong friendships. I would like to warmly welcome you to be a part of the University of Auckland community and wish you a memorable and successful programme at the ELA.

STUART MCCUTCHEON
Vice-Chancellor
The University of Auckland
### Programme Dates 2019

#### General English
- 7 January – 25 January 2019 (3 weeks)
- 29 January – 15 February 2019 (3 weeks)
- 18 February – 15 March 2019 (4 weeks)
- 18 March – 12 April 2019 (4 weeks)
- 15 April – 3 May 2019 (3 weeks)
- 6 May – 31 May 2019 (4 weeks)
- 4 June – 28 June 2019 (4 weeks)
- 1 July – 19 July 2019 (3 weeks)
- 22 July – 16 August 2019 (4 weeks)
- 19 August – 13 September 2019 (4 weeks)
- 16 September – 27 September 2019 (2 weeks)
- 30 September – 25 October 2019 (4 weeks)
- 29 October – 22 November 2019 (4 weeks)
- 25 November – 20 December 2019 (4 weeks)

#### Academic English
- 29 January – 5 April 2019 (10 weeks)
- 15 April – 21 June 2019 (10 weeks)
- 1 July – 6 September 2019 (10 weeks)
- 16 September – 22 November 2019 (10 weeks)
- 25 November – 24 January 2020 (7 weeks)

#### English Pathway for Postgraduate Studies (EPPS) and English Pathway for Undergraduate Studies (EPUS)
- 29 January – 5 April 2019 (10 weeks)
- 15 April – 21 June 2019 (10 weeks)
- 1 July – 6 September 2019 (10 weeks)
- 16 September – 22 November 2019 (10 weeks)
- 25 November – 24 January 2020 (7 weeks)

#### Foundation Certificate in English for Academic Purposes (FCertEAP)
- 29 January – 21 June 2019 (20 weeks)
- 15 April – 6 September 2019 (20 weeks)
- 1 July – 22 November 2019 (20 weeks)
- 16 September 2019 – 24 January 2020 (17 weeks)

#### English for Teaching TESOL - (TKT)
- 16 September 2019 – 22 November 2019 (10 weeks)

#### Certificate in Teaching English to Speakers of Other Languages (CELTA)
- 10 January 2019 – 8 February 2019 (Full time)
- 2 February 2019 – 11 April 2019 (Part time)
- 6 May 2019 – 31 May 2019 (Full time)
- 6 July 2019 – 12 September 2019 (Part time)
- 18 November 2019 – 13 December 2019 (Full time)

#### IELTS Tests and Preparation Programmes
- IELTS tests and preparation courses run throughout the year – please refer to the ELA website

### New Zealand Public Holidays 2019
- **1 Jan**: New Year’s Day
- **2 Jan**: Day after New Year’s Day
- **28 Jan**: Auckland Anniversary
- **6 Feb**: Waitangi Day
- **19 Apr**: Good Friday
- **22 Apr**: Easter Monday
- **25 Apr**: ANZAC Day
- **3 Jun**: Queen’s Birthday
- **28 Oct**: Labour Day
- **21 Dec 2019 – 5 Jan 2020**: Christmas Break

The ELA will reopen on Monday 6 January 2020

### University of Auckland Key Dates 2019
- **4 Mar - 1 July**: Semester 1
- **22 Jul - 18 Nov**: Semester 2
Programme Dates 2020

General English

6 January – 24 January 2020 (3 weeks)
28 January – 14 February 2020 (3 weeks)
17 February – 13 March 2020 (4 weeks)
16 March – 9 April 2020 (4 weeks)
15 April - 3 May 2019 (3 weeks)
14 April - 1 May 2020 (3 weeks)
4 May – 29 May 2020 (4 weeks)
2 June – 26 June 2020 (4 weeks)
29 June – 17 July 2020 (3 weeks)
20 July – 14 August 2020 (4 weeks)
17 August – 11 September 2020 (4 weeks)
14 September – 25 September 2020 (2 weeks)
28 September – 23 October 2020 (4 weeks)
27 October – 20 November 2020 (4 weeks)
23 November – 18 December 2020 (4 weeks)

Academic English

28 January – 3 April 2020 (10 weeks)
14 April – 19 June 2020 (10 weeks)
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Foundation Certificate in English for Academic Purposes (FCertEAP)

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29 June – 20 November 2020 (20 weeks)
14 September 2020 – 22 January 2021 (17 weeks)
23 November 2020 – 1 April 2021

English for Teaching TESOL - (TKT)

Please refer to the ELA website

Certificate in Teaching English to Speakers of Other Languages (CELTA)

Please refer to the ELA website

IELTS Tests and Preparation Programmes

IELTS tests and preparation courses run throughout the year – please refer to the ELA website

New Zealand Public Holidays 2020

1 Jan: New Year’s Day
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The ELA will reopen on Monday 5 January 2021

University of Auckland Key Dates 2020

2 Mar - 29 Jun: Semester 1
20 Jul - 16 Nov: Semester 2
ELA Study Centre
Located on level 5, the ELA Study Centre provides a place to study and practise your English. It has high quality resources and services to assist you in reaching your English language goals. The Study Centre is open Monday-Friday 10am-6pm and Saturday & Sunday 12pm-5pm, (these hours are subject to change).

Resources include:
- Fully-equipped computers with internet and printing
- Fiction and non-fiction books (graded for your level)
- DVDs (with English subtitles)
- Reference books
- Newspapers and magazines
- IELTS books and practice tests
- English language learning software programs
- Lecture listening material
- Audio and video library

Services include:
- A full-time, highly-qualified teacher available to assist you with your learning
- Guidance on how to improve your English independently outside the classroom
- Feedback on your speaking and writing
- IELTS advice

Reception Hours
The ELA is open from 8.00am to 5.30pm Monday to Friday. During this time our receptionist will be able to assist you with any queries.
Student Support Team

Our Student Support team are available to help and support you with any issues concerning studying and living in Auckland. We are located on the level 5 of the ELA Building. We recognise the pressures students face when studying overseas and our friendly student support team can help you with enrolments, homestay, accommodation, insurance, study and pastoral care.

We encourage you to come to reception if you have any problems. We are always happy to help.

Reception hours are
Monday to Friday - 8.00am - 6.00pm

Health and Counselling
Auckland University services

Student Health and Counselling is here to help you look after your health and wellbeing. The primary care team is a skilled and experienced group of doctors and nurses committed to providing a quality health care service. We also offer a confidential service providing a wide range of support staffed by counsellors and clinical psychologists. We encourage you to register with Student Health and counselling at the beginning of your study.

City Campus
Level 3, Student Commons
2 Alfred street
Phone: +64 9 923 7681
Open: Monday to Thursday 8am-6pm, Friday 8am-6pm

After Hours
A registered nurse is available after hours by phone to advise you throughout the night, weekends, public holidays and at anytime the centre is closed.

www.auckland.ac.nz/healthservices
www.auckland.ac.nz/counsellingservices

The Education (Pastoral Care of International Students) Code of Practice 2016

When students come to study in New Zealand, education providers have an important responsibility to ensure that those students are well informed, safe and properly cared for. To support this, the New Zealand government has developed the Education (Pastoral Care of International Students) Code of Practice 2016.

ELA is a signatory to this Code of Practice.

What is the Code of Practice?

The Code of Practice prescribes the required outcomes education providers and their agents need to deliver for their international students.

The Code of Practice does not apply to concerns about academic standards.

Summaries of the Code can be found on student notice boards and full information is available online from http://www.education.govt.nz/ministry-of-education/legislation/regulations-to-support-international-students/

Student ID Card

This is your personal card issued by ELA. This entitles you to free access to the ELA Study Centre.
Courses

**Academic English (AE)**
This programme is designed for students planning to study at tertiary level in English. The courses teach you the skills you need to be successful in an academic environment. The programme runs in 10-week blocks of study. The dates are written on your Certificate of Enrolment and receipt.

There are four courses of 10 weeks each which can be taken individually. Summer School is 7 weeks.

To enter the Academic English programme you take a test to assess your language ability. Based on the results of this test you will be placed into a class most suited to your ability for the next 10 weeks.

You will have a variety of assessments each block. After successful completion of each block you move to the next level. Once the academic block has started, no students in Academic English can change their class.

**Academic English - Second Electives**
You will be given the option to choose University Preparation or “IELTS” preparation as your second class option dependent on student demand.

**Foundation Certificate in English for Academic Purposes (FCertEAP)**
The Foundation Certificate in English for Academic Purposes (FCertEAP) is an English pathway programme into the University of Auckland or to some other New Zealand tertiary institutions. The FCertEAP prepares students for academic studies in all aspects of English language including note-taking, academic report and essay writing, reading strategies, critical thinking, presentation skills and communication techniques. The FCertEAP runs in 20 week blocks and there are five intakes a year. It runs over Summer School for 17 weeks.

See Academic Calendar

You must have an offer of place from the University of Auckland or another New Zealand tertiary institution, conditional on English language; and meet the required English level in the ELA Placement test, or have the appropriate IELTS score.

If you are interested in the FCertEAP programme please make an appointment to see the Academic English Manager at reception.

**English Pathway for Postgraduate Studies (EPPS)**
This is a 10-week direct entry English language preparation pathway to the University of Auckland for postgraduate studies. The pathway combines Advanced Academic English with English for Specific Academic Purposes. Students who successfully complete the pathway with the required grade are not required to take IELTS or any other similar test. This pathway is suitable for students who have a conditional offer of place from the University of Auckland for postgraduate studies and the required IELTS score for entry. Summer School is an accelerated 7 week programme.
English Pathway for Undergraduate Studies (EPUS)
This is a 10-week direct entry English language preparation pathway to the University of Auckland for Undergraduate studies. The pathway combines Advanced Academic English with English for Specific Academic Purposes. Students who successfully complete the pathway with the required grade are not required to take IELTS or any other similar test. This pathway is suitable for students who have a conditional offer of place from the University of Auckland for undergraduate studies and the required IELTS score for entry.

General English (GE)
This programme is designed for students who want to improve their English for everyday communication. You will be tested on your first day and placed in a class according to your level.

There are five levels of classes in General English: Elementary, Pre-intermediate, Intermediate, Upper-Intermediate and Advanced. There are two tests per block and this information is used to decide whether you are ready to go up to the next level. Students move up a level after passing a proficiency test.

General English - Electives
Once you reach Intermediate level, you will be given electives options such as Communication Skills, IELTS Preparation and Business. Please note electives are subject to availability.

Workshops
Workshops are an opportunity for students to have focused attention on particular areas of language learning. Workshops are scheduled throughout the day depending upon whether you study in the morning or afternoon. Students can choose workshops to meet their specific needs and learning goals. Workshop themes will change from time to time and typically include:

- Lecture Listening
- IELTS Skills
- Business English
- Current Events

Changing Your Course of Study
If you are enrolled in General English but want to study at a tertiary level in English, you should change to Academic English. Please see reception to make an appointment to see the Academic English Manager at least 10 working days prior to the beginning of a new 10-week block. You will be given a test to determine your level. If you are successful you will be asked to pay the difference in course fees.

Academic English students wanting to move into General English can move at the beginning of each new block. If you are in Academic English and want to go into General English, you will be placed accordingly and you will not be refunded the difference.

If you wish to extend your study, please complete the "Request to Extend Course" form at Reception and go to see the Enrolments staff who will give you further direction. You will be asked to pay the tuition fees before your place will be confirmed.

The University of Auckland Information
If you would like information about degrees, study at the University of Auckland, please contact Auckland International. They are able to give you information or direct you to someone who will be able to help you with your enquiry:

International Office
Auckland International
Old Choral Hall
7 Symonds Street
Ph: 373 7599 ext. 81315
or Freephone: 0800 61 62 63
Email int-questions@auckland.ac.nz
www.auckland.ac.nz

*Please note that attendance is voluntary for the workshops and not included in the overall attendance for students.
## Timetable

### This timetable is for:
- General English (GE)
- Academic English (AE)
- Foundation Certificate in English for Academic Purposes (FCertEAP)
- English Pathway for Postgraduate Studies (EPPS)
- English Pathway for Undergraduate Studies (EPUS)

Each student will be given their personalised timetable during arrival orientation. Students will either study in the morning session or in the afternoon session. This is determined based on programme and level.

You must attend all classes of your course, as per your visa requirement. This means that all classes, except workshops are compulsory.

### Morning Session 8.15-12.30

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<td>Class 10.30am-12.30pm</td>
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### Lunch

Workshops 1.30 – 2.30
Choose 4 one hour workshops a week

### Afternoon Session 1.00-5.15

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<td>Workshops 11.00 – 12.00</td>
<td>Choose 4 one hour workshops a week</td>
<td>Workshops 11.00 – 12.00</td>
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### Lunch

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Attendance Policy

**Attendance**
Students must attend all of their classes in their study programme. The ELA expects 100% attendance.

**First Written Warning**
If a student’s attendance is lower than 100% they will receive a First Written Warning from the Student Support Advisor to give them an opportunity to improve attendance. The student’s agent/home university where applicable, will be advised.

**Second Written Warning**
If attendance continues to fall, Second Written Warning is issued by email. A copy of the Second Written Warning is also emailed to the Marketing Manager so the students’ agent/home university can be kept informed, if applicable.

**Final Written Warning**
If attendance continues to fall, a Final Written Warning is issued and the student must meet again with the Student Support Advisor and the Academic Manager.

**Termination**
If attendance continues to fall, the next step is Termination of English Study Programme. The Termination can only be issued with the approval of the Director of the ELA.

The ELA Enrolment Manager will be notified by email of students’ termination by Student Support Advisor and the ELA Enrolment Manager will then notify Immigration New Zealand.

The students’s agent/home university will be notified of the termination.

**Absence due to sickness**
If a student does not come to class for more than ten class days, without notification to the ELA in writing and approval from the ELA for the absence, the absence will be considered abandonment of the student’s Study Programme. The student’s enrolment will be cancelled and tuition fees will not be refunded.

If a student is absent due to illness, the school must be notified at least 30 minutes prior to class commencing (Phone: 09 919 7695 or Email: reception@ela.auckland.ac.nz) on the day of illness. Absence for two (2) days or more will require a medical certificate from a New Zealand-registered doctor.

**Late Arrivals**
Any student arriving after 5 minutes and up to 30 minutes of class commencing will be marked, ‘Late’

Any student arriving more than 30 minutes late to class will not be permitted to enter class and will be marked, ‘Absent’

If there is no improvement, the student may be issued with a Written Warning.

Please note: Immigration New Zealand will be advised of any student who does not meet the Study Programme attendance requirements.

100%
- Congratulations! You attend every class and always arrive on time.
- You are likely to make excellent progress in English and achieve your goals.

1st Warning
- If you miss several classes, you will receive a 1st warning about your attendance.
- You can still make good progress in English if your attendance improves.

2nd Warning
- If you continue to miss classes, you will receive a 2nd warning letter.
- You may still make satisfactory progress in English; however, you must attend every class.

Final Warning
- If you continue to miss classes, you will receive a Final Attendance Warning.
- You may still make some progress in English if you attend every class.

Expulsion
- If your attendance continues to fall, the next step may be the termination of your English Study Programme.
- In this case, Immigration New Zealand and your agent/university will be notified.
ELA Code of conduct

For the safety and comfort of all students at the ELA, all students must agree to the following Code of Conduct, as well as the Terms and Conditions of Enrolment that students sign at the time of application.

A copy of the Terms and Conditions of Enrolment can also be found here:

https://www.ela.auckland.ac.nz/dates-and-fees

Sickness

If a student is going to be absent for medical or personal reasons, the student must call the ELA Receptionist by 9.00am (tel. 09 919 7695) on the day and tell the receptionist. A doctor’s certificate will be requested by the Student Support Advisor or Student Services Manager if the student is absent for two(2) school days or more. *NB A student who has an extended excused absence due to health issues will have their attendance issue assessed individually.*

Please note:

It is not acceptable for the doctor’s certificate to be written in any other language except English. The certificate must come from a New Zealand registered Doctor. Certificate must be current and presented immediately on return to the school.

Behaviour

- Students must be prepared for class and arrive on time.
- Students who arrive 30 minutes late will not be allowed to attend the session. Continued lateness to class will affect a student’s attendance record, and may result in them failing the class. If there is no improvement, the student may be issued with a Written Warning.
- Sleeping in class is not acceptable.
- Students must complete any work set by the teacher on the due date. Completion of classroom task and homework will be part of the assessment for the course. Students are expected to participate actively in class.
- No food or drink is to be consumed in class and no chewing gum. Water in bottles is acceptable.
- The school has a smoke free policy. Smoking in the school and near the school buildings is strictly forbidden.
- Students are expected to treat teachers with respect and follow teachers’ instructions. Students are expected to treat other members of their class with respect. Mobile phones must be switched OFF during class time. Students who disobey this rule may be asked to leave class and not return until the next day – they will be marked absent.
Please note:
Teachers will speak to any student who behaves inappropriately in class. The teacher will record any incidents and a behaviour warning may be given to the student as a result. If the student’s behaviour does not improve an Academic Manager will speak to the student and a final warning will be issued. A letter will also be sent to the student’s agent/parent if applicable. If there is no improvement after this time the student’s enrolment at the ELA will be cancelled, with no refund of fees.

• Familiarise yourself and comply with building evacuation procedures. In the event of an evacuation, whether real or practice, follow the instructions of wardens and ELA staff.

• Attend the school in a coherent and sober state; neither alcohol nor drugs (other than for medical purposes) are permitted on the school premises.

• Be courteous and considerate to all members of the school community. Ensure members of the school are not harassed directly or indirectly on grounds of their gender, race, sexual orientation, or religion, or by the use of threatening, offensive or abusive language.

• Maintain professional standards of dress, personal hygiene and behaviour at all times.

• Obey the laws of NZ

• Observe all health and safety regulations of NZ and the school.

• Protect members of the school community and report potential or actual hazards, breakages or loss to a member of staff.

• Provide the school with up-to-date contact information.

• Respond to all formal communications from the school.

• Infractions against this code or any failure to follow lawful, reasonable instructions by members of staff may result in expulsion from ELA.

Harassment
The ELA is committed to providing a work and study environment that is free from any form of harassment, including sexual harassment. The school finds any form of harassment (whether verbal, physical or emotional is unacceptable) and recognises the adverse effect such behaviour has on people.

All staff and students have a right to be treated with equal regard, dignity, concern and decency. Any action or inaction, communication or behaviour that could be interpreted as harassment will not be tolerated. Harassment of any kind that denies the worth, integrity and dignity of human beings, and failing to respect human rights, may constitute unlawful discrimination.

Harassment of any kind, if proven, constitutes unacceptable behaviour. The school may enforce disciplinary action if a student or staff member is found to have harassed another student or staff member.

The ELA will provide impartial processes for dealing with harassment and will assist in the resolution of complaints. These processes are available to everyone in the school environment including students, staff, contractors or clients of the school.

Disciplinary Procedures
Students must abide by all school rules as detailed in the Student Code of Conduct.

The following procedure will be used if a student breaks this code:

• Any student breaking this code or in breach of general acceptable behaviour will, in the first instance, be spoken to by their teacher.

• Continuation of the breach or breaking of the code will result in a meeting between the Student Services Manager and the student concerned.

• The student will receive a maximum of two written warnings before appropriate action is taken. The action could vary according to the severity of the behaviour and whether the behaviour places other people or property in danger.
Immediate Student Expulsion
The ELA reserves the right to expel and deregister a student in the case of ongoing unacceptable behaviour. In any serious case of misconduct by a student, no warning process is necessarily utilised.

Immediate student expulsion would be considered in (but is not limited to) the following circumstances:

• The student is abusive, threatening, or generally considered to be a safety risk to a member of the school staff, another student, and a visitor or to themselves.

• The student downloads pornographic or offensive material and/or reproduces and distributes such material.

• The student harasses another person in the school on the grounds of race, gender, religion or sexuality.

• Using illegal drugs at the school.

• The student continuously refuses to abide by the Student Code of Conduct while on Campus.

Students who are expelled from the school are not eligible for any refund of any fees. In the case where the expelled student has outstanding fees owing to the school, they will be required to meet payment obligations as per their full invoice. Immigration New Zealand will be notified of the termination, and no qualification will be awarded. The students’ agent/home university will be notified of the termination.

Speaking English
Students must use English in the classroom. This is especially important when there are students in your class who do not understand your language. Your time in the classroom is your English practice time and you should use it to improve your English speaking and listening skills. Teachers may ask you to stop speaking your own language if this is disruptive to the class or other students cannot understand what you are saying.

Computers
Computers are provided in the Study Centre on Level 5, 67 Symonds Street. They are available for use from 10.00am until 6.00pm. Monday - Friday 12.00pm - 5.00pm Saturday and Sunday

The following rules apply:

• No food or drink near the computers – sealed drink bottles are acceptable.

• Please have your ELA ID card available for inspection when using the computers, if you do not have it you may be asked to stop using the computers.

• Maximum of 15 minutes on the computers if other students are waiting.

• Students are forbidden to visit inappropriate internet sites with content that is pornographic and/ or violent. The ELA server will usually prevent such offensive pages being downloaded. Students found visiting such sites will be given a written warning. If they offend again, they will be expelled with no refund of tuition fees.

• Friends and students who are not studying at the ELA are NOT allowed to use the computers.

• Students should not use the computers during their class time.
**Student Lounge**

The student lounges are provided for rest and relaxation, and as a place to eat lunch. Drinks and cold filtered water are available for students, as well as microwaves. The following rules apply:

- Please clean up after yourself – put rubbish in the bins provided and return used cups to the kitchen sink.
- Be respectful towards our house keepers. They are not there to clean up your personal mess, you must do this yourself.
- Do not take any of the cups, cutlery or furniture out of the Student Lounges

**Toilets**

Please leave the toilets in a clean state after use – be respectful towards other people who must use them after you. In New Zealand we do not stand on the toilet seat. Female students please use the sanitary bins provided and do not put sanitary material down the toilet.

**Keep Us Informed**

As required by New Zealand Law you must keep ELA informed of your current address details and phone number. If you move, please come to Reception and complete a change of address form.
ELA Dispute Resolution Process

ELA is committed to providing a safe and fair study environment. If you have any concerns about your treatment by a staff member, another student or your homestay family the first thing you should do is try and resolve the problem directly with the person concerned. Wherever possible complaints should be resolved by a process of discussion, cooperation and conciliation.

If you cannot reach an agreement about your grievance, or you do not want to approach the person directly, please contact any of the following:

- Senior Academic Manager
- Student Support Advisor
- Student Support Manager

If you still do not believe your issue has been addressed fairly and within the Terms & Conditions of Enrolment you may contact NZQA.

Contact details
New Zealand Qualifications Authority (NZQA)
Website: www.nzqa.govt.nz
Phone: 0800 697 296
Email: qadrisk@nzqa.govt.nz
Refunds

Please see Enrolments office regarding the procedures and policies. Also consult the Terms and Conditions of Enrolment as a guide to how refunds are calculated and if you are eligible for a refund. Please bring your passport and bank account details when requesting a refund. Cost of Living Refunds will take approximately 2 weeks and Homestay Refunds will take approximately 4 weeks.

Travel and Health Insurance

It is compulsory for students to have Travel and Health Insurance. International Students who need medical attention while in New Zealand are required to pay the full cost as they are not subsidized by the New Zealand government. For hospital admission this can be up to $2500 per night.

The ELA can arrange insurance – come to the Enrolments Office, and see the Enrolment Officer. They will process your Insurance form and answer any questions.

Visas

ELA is a registered online partner of INZ and can process student visa applications for existing students on campus.

Please see the Enrolments staff who will provide you with more information. If you have further queries you should contact INZ (Immigration New Zealand).

Immigration New Zealand
Level 4, 280 Queen St
Ph: 09 914 4100
www.immigration.govt.nz
Helpful Things To Know

Mail
You may use the school’s contact details for any mail that you wish to be delivered to the ELA. If your family, friends or bank want to send you letters, documents or parcels, they can address them to the ELA and we will make sure you receive them. This is useful if you move around a lot or if you intend to move out of homestay.

Please address the envelope as follows in English:
Student Name (please underline the family name)
C/O English Language Academy
The University of Auckland
Private Bag 92019   ELA Bag # 163
Auckland, New Zealand

Please note that we do not offer other mailing services.

IELTS Testing
The ELA is a registered IELTS test centre and the biggest in New Zealand. The IELTS examination is run at least twice a month. There is high demand for places, so booking well in advance is recommended.

Most undergraduate courses at the University of Auckland require an IELTS 6.0 and most postgraduate courses require an IELTS 6.5.

It is advisable that students familiarise themselves with the specific requirements for their intended course of study.

How to apply:
• in person: ELA Reception, Level 5, 67 Symonds Street
• website: www.ela.auckland.ac.nz

You must bring:
• Passport
• Payment: must be by Eftpos, Credit Card or Cheque. (No Cash, no personal cheque)
• Cheque must be payable to: Auckland Uniservices Ltd.

For more information: ielts@ela.auckland.ac.nz or phone: 09 919 7666

Pearson Testing

PTE Academic testing
The ELA Pearson test centre is the largest official centre in Auckland with 12 stations available. The Pearson Test of English Academic (PTE Academic) is an internationally leading computer based English test. Tests are held throughout the year and can be booked in as little as 24 hours in advance so you can choose a time that suits you. Your online results will be delivered in approximately five business days.

PTE Academic is approved by New Zealand and Australian Governments for visa applications. It is also accepted by University of Auckland and numerous organisations in New Zealand, Australia, UK, USA, Canada and Ireland.

How to apply:
• website: www.ela.auckland.ac.nz

Emergency Procedures
IF YOU DISCOVER FIRE:
• Activate the nearest fire alarm
• Phone the Fire Brigade – DIAL “111”
• Evacuate the building via the nearest safe FIRE EXIT and proceed to your assembly area.

Your designated assembly area is:
67 Symonds Street - On the footpath outside 57 – 69 Symonds Street,

DO NOT USE THE LIFTS - USE STAIRS
IF THE ALARM RINGS:
Evacuate the building via the nearest safe FIRE EXIT and proceed to your assembly area.

Assist disabled people to evacuate.
Follow instructions from your wardens and your teachers.
Things To Do

Around the ELA & the University of Auckland

Information about ELA Social Activities

For a small additional cost, students can participate in the wide range of social activities organised by the ELA. Activities range from a quiet evening at the movies or shopping in Auckland City to the more adventurous activities such as ice skating, indoor rock climbing, and horse riding.

Here is a sample list of available activities:

- Sky tower
- MOTAT Museum of transport and technology
- Tenpin bowling and pool
- Football at Domain Park
- Glow in the dark mini-golf
- Indoor badminton and basketball
- Waikarara Hot Pools
- Indoor rock climbing
- Fishing Trip
- Devonport sightseeing and fish and chips
- Sky diving
- Jet boating
- Zoo
- Mission Bay Beach

Please note that some activities may be dependent on weather and cancellation or rescheduling of date may occur.

To find out what’s on, students should refer to the student notice boards or inquire at the main reception or see our website https://www.ela.auckland.ac.nz/student-activities

www.facebook.com/groups/157294998245445/?ref =bookmarks

ELA also provides specialised trips for group bookings and can also help individual students with information about other weekend sightseeing trips and activities that they can book through local tour companies. We have a lot of information in our student lounge about interesting places to go and things to do.
Sports

The University Recreation Centre is located at 17 Symonds Street.

It offers: Aerobics studios, climbing wall, dance studio, health and fitness studio, sports hall and squash courts

Opening hours are:
Monday – Thursday 6am to 10pm
Friday 6am to 9pm
Saturday 9am to 7pm
Sunday 9am to 7pm

Give them a call on 373 7599 extension 84788 for more information and current fees.

Activities Around Auckland

For things to do and see around Auckland and New Zealand, visit the Information Centres or go online:

www.aucklandnz.com
www.hotcity.co.nz
www.aucklandcity.govt.nz
Useful Information About Life Outside the ELA

Weather
Situated in the Southern Hemisphere, New Zealand’s seasons are the opposite of those in the Northern Hemisphere. The climate is temperate with cool, wet winters and warm, dry summers.

<table>
<thead>
<tr>
<th>Season</th>
<th>Month(s)</th>
<th>Temperature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer</td>
<td>December – February</td>
<td>20 - 25 °C</td>
</tr>
<tr>
<td>Autumn</td>
<td>March – May</td>
<td>15 - 20 °C</td>
</tr>
<tr>
<td>Winter</td>
<td>June – August</td>
<td>10 - 15 °C</td>
</tr>
<tr>
<td>Spring</td>
<td>September – November</td>
<td>15 - 20 °C</td>
</tr>
</tbody>
</table>

The weather in New Zealand is changeable, even during one day. It is a good idea to have a raincoat or umbrella with you at all times in Auckland. Sometimes we have four seasons in one day! You need to be prepared for sun and rain, hot and cold. If you feel cold, do put on some warmer clothes. If you feel cold in bed at night, ask your homestay parent for another blanket.

Sun Protection
The NZ sun is very intense. NZ has one of the highest skin cancer rates in the world. It is important that you reduce the risks of sun damage by using sunscreen with SPF of >30.

- Apply sunscreen 15 minutes before going out in the sun to all skin that will be exposed to sun e.g. face; top of feet and every 30 minutes if swimming
- Wear a hat
- You will need sunglasses with UV protection

Currency
The New Zealand Dollar is the only currency used in New Zealand.

One dollar ($1) = 100 cents. There are several different notes and coins used:

Notes: $5, $10, $20, $50, $100
Coins: 10C, 20C, 50C, $1, $2

Most overseas currencies are easily exchanged in New Zealand banks or at a money exchange centre (called a Bureau de Change).

Transport
Buses
The main points around the central city that buses leave from are: Britomart, Customs Street, Commerce Street, Victoria Street East and West, Wellesley Street and Albert Street. The bus departure point depends on which area of the city they are going to. Please refer to your map for exact locations of these streets. If you are studying 16 weeks or more, you can get an AT Tertiary Sticker discount on bus ticket from ELA reception.

Your homestay family will show you what bus to catch and where to catch it from. Bus timetables are available from Information Centres and Star Marts (located throughout Queen Street).
There is a Bus and Service Agency at the University of Auckland Student Union Quad (please refer to university map). They are open Monday to Friday, from 8.30am to 6pm (during semesters) and 9am to 3pm (during semester breaks).

There is also a bus, train and ferry information line. They can send you information, inform you on bus, train and ferry times and help out with any general enquiries concerning transport around Auckland.

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**Taxi Companies**

When you need to use a taxi, there are many companies to choose from. A few are listed below. Taxis usually charge between $1.50 - $2.50 per kilometre travelled in addition to the initial Flag fall charge. If you are travelling long distances, this may not be a cheap option of travel.

- **AUCKLAND TAXI CO-OP**  
  Ph: 0800 300 3000

- **DISCOUNT TAXIS**  
  Ph: 0800 829 445 / 0800 TAXI 4 LESS

- **DIAL A CAB**  
  Ph: 0800 355 3000 / 0800 DIAL A CAB

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**Driving Licenses**

There are many differences between driving in New Zealand and driving in your home country. Unless you have learnt the road regulations in New Zealand, your safety and that of the other road users is put at risk. It is illegal to drive in New Zealand unless you hold a current driving licence. If you are caught driving without a licence you may be fined and possibly face charges.

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**18+ card – Proof of Age**

The Hospitality NZ 18+ card is useful whenever you need to prove your age, such as when buying alcohol or attending events or premises where alcohol is served. You should obtain one if you do not have a NZ driver’s license and do not wish to carry your passport with you.

The Hospitality NZ 18+ costs $35 and can be applied for at most NZ Post Shops. You will need to provide a recent photo of yourself along with your passport. You can download the form at [http://www.18plus.org.nz](http://www.18plus.org.nz)
Banks & Accounts

There are many banks to choose from in New Zealand. Below are the details of some of the biggest banks. You should find out which bank will suit you best.

To open a bank account with most of these banks, you will need to go into one of their branches, and you will have to take with you:

2 Forms of Identification (e.g. Passport, Student I.D., Birth Certificate)

Time – You should keep about an hour spare to go to bank (this should be the longest).

For more branches and contact details, please search online.

<table>
<thead>
<tr>
<th>Bank</th>
<th>Address</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASB Bank Limited</td>
<td>Corner of Queen Street &amp; Wellesley Street</td>
<td>306 3011</td>
<td><a href="http://www.asbbank.co.nz">www.asbbank.co.nz</a></td>
</tr>
</tbody>
</table>
| ANZ           | Corner of Victoria Street West and Queen St | 358 9204 | Freephone: 0800 240 390  
|               |                                   |         | www.anz.co.nz     |
| Westpac Trust | 79 Queen Street                   | 302 4200 | www.westpac.co.nz |
| Kiwi Bank     | 24 Wellesley Street               | 09 379 6710 | www.kiwibank.co.nz |
| BNZ           | 129 Karangahape Road              | 0800 275 269 | www.bnz.co.nz     |

Once you have obtained an EFTPOS card, money machines can be found at the University Quad and along Karangahape Rd and Queen Street.

Mobile Phones

There are four main telephone companies and it is easy to purchase a sim card to put in your phone from the airport or at one of their retail outlets in the city. If your phone does not have a SIM card it is possible to buy a cheap phone in Auckland.

- Skinny
- Spark
- 2 degrees
- Vodafone

Electricity

New Zealand uses 240 volt three phase electricity and plugs are 3-pin. If you can’t find an adapter at home, don’t worry because many shops sell adapter plugs that students can buy when they arrive to New Zealand so they can use their own appliances (cameras/hair dryers etc).

Emergency Contacts

If you are in an emergency situation, ring the corresponding number. You can dial the number from any phone. This call is free, including from mobile phones.

It is important that you follow the instructions given to you by the operator.

- AMBULANCE 111
- FIRE 111
- POLICE 111
- SEARCH & RESCUE 111
Accident and Emergency Clinics
In the event that you have an accident and need medical attention, you can visit Auckland Hospital or any of the registered medical centres. Contact details and locations can be easily found online. Call before going to the medical centre for details of costs and conditions of treatment.

Working In New Zealand
New Zealand has minimum rights and entitlements which apply by law to all workers. These rights apply if you are on a Study, Work or Working Holiday Visa and whether or not they are written in your employment agreement.

Employers must provide all employees with a written employment agreement and pay at least the minimum wage. The adult rate has recently increased to $16.50 per hour on 1 April 2018.

Employers must give you paid annual holidays, paid rest breaks and unpaid meal breaks. You are entitled to public holidays off or compensation for working on those days.

Employers must not deduct money from wages without the agreement of the employee in writing.

Employers must provide a safe workplace, not discriminate against any employee and always act in good faith.

If your employer is not meeting these obligations you can call the Ministry of Business, Innovation, and Employment’s (MBIE) contact centre on 800 20 90 20 for help (ask for the “Language Line”) if you want an interpreter.

You can also access valuable information on working in New Zealand here: http://nzstudywork.immigration.govt.nz/work-rights-for-all-workers/your-employment-rights/

Inland Revenue Department
You may require an IRD number for tax purposes, and for reduced tax rates on the money you have on your bank account. If you do not have an IRD number, you will be charged 33.3% tax, even if you are not earning a high salary.

Post Offices
These are sometimes hard to locate. The post office services are often found as part of a bookshop, a dairy or a stationery shop such as: Whitcoulls, Paper Plus. +18 photo ID card available for $35 from NZ Post.

There is a NZ post agency in the Campus Pharmacy which is found at the university.
Rental Property
If you are looking at rental properties, the following are some of the key agencies for real estate of any sort. They have many branches and you are likely to find one in your suburb.

For further contact details; look online:

- www.barfoot.co.nz
- www.harveys.co.nz
- www.raywhite.co.nz
- www.harcourts.co.nz

If you contact them, and inquire about rental properties they will be able to give you the details of who to talk to and where to look.

For Information on Tenancy Agreement go to https://tenancy.govt.nz

Flatting
“Flatting” in New Zealand means renting a house or apartment (flat), either on your own or with other people, and it is common among those who are studying in New Zealand for extended periods. A range of accommodation can be found from 1 or 2 bedroom units in blocks to 3-5 bedroom houses on their own section. Normally you have your own room but share facilities with your flatmates. Flats are generally advertised in newspapers, on student notice boards and the Internet.

Trademe - www.trademe.co.nz

Please see our Accommodation Coordinator for further information.

Citizens Advice Bureau
This bureau has lots of resources to help answer questions ranging from simple inquiries to more complicated queries. They will try to answer your query or will direct you to someone or a service that will be able to best help you:

C.A.B
305 Queen Street
Ph: 377 3314

Auckland City Council
This is the council that runs Auckland and it can provide all the information an Auckland resident may need. They write policies and guidelines and provide the services that support people living in Auckland:

Auckland City Council
1 Greys Avenue, Auckland
Private Bag 92516, Wellesley Street Mail Centre
(postal address)

Information Line: 379 2024
(recorded information) Ph: 379 2020
www.aucklandcity.govt.nz
or www.hotcity.co.nz

Driving Laws, Driver Licensing requirements, and Road Traffic Safety
Students who are old enough to own or drive a car.

You must have a legal driver licence to drive in NZ. For the first 12 months you are in NZ you may use an overseas driver licence or an international driving permit.

For further information on driving in New Zealand, please visit the website at http://www.nzta.govt.nz

Insurance
Your travel and Health insurance policy does not cover your car. It is strongly recommended that your purchase insurance for your car, especially 3rd party insurance. If you are at fault in an accident you will be required to pay for any repairs to the other vehicle unless you have 3rd party insurance.
Driver Licensing Agents – Auckland City
AA Express, Shop 7 – 9, 8 Quay Street
Open 8.30am - 5pm Monday, Wed to Sunday, 9am - 5pm Tuesday
Services: Theory Tests: Driver Licensing administration
AA Express, Ground Floor, 99 Albert Street
Open 8.30am – 5pm Monday, Wednesday, Thursday, Friday Tuesday 9am - 5pm, Saturday 9am – 1pm (October to April)
Services: Theory Tests, Driver Licensing Administration

Passenger safety

Drink Driving
The amount of alcohol drivers under twenty years old are legally allowed to drink before driving is so small that it is safer not to drink at all. Driving while over the legal alcohol limit is a criminal offence in New Zealand. There are severe penalties, including licence disqualification and suspension and prison terms for driving while over the legal alcohol limit.

Speeding
The maximum speed limit in New Zealand is 100km/h. Most urban streets have 50km/h limits. Speed limits are well sign posted, and can vary on the same stretch of road, so watch for them. Drive to conditions. In poor visibility and bad weather it may be appropriate to drive more slowly than the speed limit.

Safety belts
Drivers and passengers are legally required to wear a safety belt. There are fines for not wearing safety belts.

Failure to give way at intersections
Intersections are places where two or more roads intersect or meet. Look for traffic wherever it may come from and give way to your right.

Refer to the Road Code for more detailed information, as New Zealand’s Give Way Rules are unique. This can be found at www.nzta.govt.nz

Driver fatigue
Driving when you are tired or have not had enough sleep can affect your driving. Signs of fatigue include finding it hard to focus, poor decision-making, and slower reaction times. Plan your trips so you have plenty of sleep before you drive. If you are driving and you feel tired, stop driving and have a sleep, drink water or coffee, and circulate fresh air into the car.

What to do in case of an accident
• If you are in a car accident, exchange details with other drivers involved (name, telephone number, address, type and colour of vehicle, vehicle registration number, and insurance company).

• If the accident is serious and/or the other driver denies fault, note down other factors such as names of any witnesses, road names, if either party was carrying passengers, the time of day, and the weather conditions.

• If someone is injured or killed in an accident it must be reported to the Police. If the police do not attend the accident, report it at the nearest Police station within 24 hours.

• For emergency assistance at the scene of an accident, call 111 and ask for the emergency service required (e.g. Police, Fire or Ambulance).
• In the case of a non-injury accident, a driver or rider must give his/her name and address, the vehicle owner’s name and address, and the registration plate number of his/her vehicle to other people involved in the accident.

• If a non-injury accident results in damage to an unoccupied vehicle or other property belonging to someone else, this must be reported to the owner of the property within 48 hours. The driver must give his/her name and address, the registration plate number of his/her vehicle, and the location of the accident to the owner of the damaged vehicle or property. In cases where the owner of the damaged unoccupied vehicle or property is unknown or cannot be contacted, the accident must be reported to the Police at the nearest Police station within 60 hours.

**Pedestrians**

Be aware that cars won’t always stop for pedestrians.

* Look right, look left, and look right again – cross the road.

Use controlled crossing points (pedestrian crossings, pedestrian traffic lights) where possible. If you are within 20 meters of a pedestrian crossing, you must use the crossing to cross the road.

Courtesy Crossings - which are usually made of bricks or paving – are not official pedestrian crossings. They provide a place where motorists can stop safely to allow pedestrians to cross. However, motorists are not obliged to stop at courtesy crossings, so use them with care.

**Use the kerb drill to cross the road:**

• Find a safe place to cross

• Stop one step back from the kerb (practise this by walking to the kerb and taking one step back)

• Look and listen for traffic wherever it may come from (Look right, look left, and look right again).

• If there is traffic coming, wait until it has passed, then look and listen for traffic again.

• When there is no traffic coming walk quickly straight across the road, looking each way for traffic.
Homestay Guidelines

Speaking English every day in a friendly supportive environment is one of the best ways to become fluent. Your host families are carefully selected New Zealand homes where you can become part of the family and enjoy the friendship and hospitality of New Zealand people.

In New Zealand women and men are treated equally. Women must be given the same respect as men. It does not matter what country a person comes from, they will be treated as an equal. You may find you are placed in home with a New Zealand family who has not been born in New Zealand. They will speak English even if they have an accent.

Homestay accommodation includes your own room and two meals (breakfast and dinner) Monday to Friday, and all meals for weekends and public holidays. If you want other foods such as soft drinks, potato chips or sweets during the day at school you must buy these items yourself. Some families feel it is not polite to help yourself to food from the refrigerator or pantry. Please discuss this with your homestay.

All students and families will be monitored to ensure they are compatible. However, if a problem does arise, please contact the ELA Accommodation Coordinator.

All emergencies contact 0800 864 737. This is a free call for students.

Personal Safety advice for Students

New Zealand is generally regarded as a safe place. However it is essential to take precautions to protect your personal safety.

- Do not walk home alone at night, take a taxi. If you are walking, go in a group and keep to well-lit areas.

- Be alert and ware of your surroundings at all time. Do not listen to loud music, do not walk while sending text messages, or talking on a mobile phone.

- Do not carry large amounts of cash. If you must carry valuables, keep them hidden from view.

- Protect your mobile phone. Register your phone with your network provider and if it is lost or stolen ask them to block the SIM card immediately

- Take care when using cash machines late at night. Do not walk away with your cash in full view.

- Never keep you pin no with your cash card.

- If your credit or cash cards are stolen, inform your bank immediately. Do not wait until you get home

- For pedestrian and bicycle safety visit the following website: www.at.govt.nz/cycling-walking

Important Phone Numbers

Useful emergency phone numbers and websites

ELA After-hours 0800 864 737 (free call from any phone)
Emergency Police, Fire, Ambulance 111
Auckland Sexual Health Service 0800 739432 www.ashs.org.nz
Family Planning NZ 0800 INFOLINE (0800 46365463) www.familyplanning.org.nz
Problem Gambling Foundation NZ 0800 664 262 www.pgf.nz
Lifeline (24 hrs) Within Auckland (09 5222 999) www.lifeline.org.nz
Outside Auckland 0800 543 354
Rape Crisis 09 360 4001 www.rpe.co.nz
Alcohol Drug Helpline 0800 787 797 alcoholdrufhelp.org.nz
Narcotics Anonymous 0800 628 632 www.nzna.org
Domestic Violence Helpline (SHINE) 0508 744 633 www.2shine.org.nz
Mental Health Crisis (24 hours, 7 days) 0800 800 717
Suicide Crisis Helpline 0508 828 865 (0508 TAUTOKO) www.lifeline.org.nz/suicide-crisis-helpline
ELA Office
The University of Auckland
Level 5, 67 Symonds Street
Auckland 1142
Phone: +64 9 919 7695
Email: ela@auckland.ac.nz

Emergency contacts
In an emergency (fire, police, ambulance)
Phone: 111 – Emergency Services
This is a free number (including calls from mobile phones)

For traffic incidents and information:
Phone: *555 (mobile phones only)

People with impaired hearing:
Phone: 0800 16 16 16 (text phone only)
Fax: 0800 16 16 10

University Security Services
City Campus
Security Control Room (24 hr)
Phone: +64 9 373 7599 ext 87642 or 0800 373 7550

www.ela.auckland.ac.nz