English Language Academy
Student Handbook
Your guide to student life
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NAU MAI, HAERE MAI – WELCOME

It is my pleasure to welcome you to the English Language Academy (ELA). The ELA prides itself on the quality of its courses and programmes and its friendly, professional staff who are all here to help you have the best possible experience, both in and outside of the classroom. This publication will help to guide you in the right direction and ensure that you have the information that you need to have a fulfilling time at the ELA and make the most of your time in Auckland.

I wish you all the best for your studies and hope that you enjoy your time at the ELA.

Best wishes,

[Signature]

Julie Haskell
Director, ELA
ELA STUDY CENTRE
Located on level 5, the ELA Study Centre provides a place to study and practice your English. It has high quality resources and services to assist you in reaching your English language goals. The Study Centre is open Monday-Saturday. Check opening hours at the Study Centre.

Resources include:

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

RECEPTION
The ELA Reception is located on Level 5. Our Receptionist will be able to assist you with any general queries.
STUDENT SERVICES TEAM

Our Student Services team are available to help and support you with any challenges you may experience during your study at the ELA.

Accommodation Coordinator – can help you with any homestay, airport transfer related queries and accommodation at some selected apartment complexes.

Groups Coordinator – is available to help students at the ELA who are at the Academy as part of a group.

Student Support Advisor – can provide you with information and tools to help you cope with culture shock and other emotional challenges you may face during your time here.

Student Services Administrator – is available to help students with general information on the day of Orientation, ELA Identity Cards and connecting to the ELA Wi-Fi.

UNIVERSITY OF AUCKLAND STUDENT HEALTH AND COUNSELLING SERVICES

The University of Auckland 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.

Please find more information here: https://tinyurl.com/v62pxl9

STUDENT ID CARD
This is your personal identity card issued by ELA, and entitles you to free access to the ELA Study Centre.
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.

A summary of the Code can be found on student notice boards and full information is available online: https://tinyurl.com/qvr25ul
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%, the Student Support Advisor will meet with the student and issue them with a First Written Warning. This is to give them an opportunity to improve their attendance. The student’s agent/home university, where applicable, will be advised.

SECOND WRITTEN WARNING
If no improvement in attendance is noted, a Second Written Warning will be issued by email. The student’s agent/home university, where applicable, will be advised.

FINAL WRITTEN WARNING
If no improvement in attendance is noted, a Final Written Warning will be issued and the student must meet again with the Student Support Advisor and the Academic Manager. The student’s agent/home university, where applicable, will be advised.

TERMINATION
If after the final warning attendance continues to deteriorate, the next step will be the 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 then notify Immigration New Zealand.

The student’s agent/home university, where applicable, will be notified of the termination.

ABSENCE WITHOUT NOTIFICATION
If a student does not come to class for more than ten (10) class days, without notification to the ELA in writing and approval from the ELA for the absence, the absence will be considered the abandonment of the student’s Study Programme. The student’s enrolment will be cancelled and tuition fees will not be refunded.

ABSENCE DUE TO SICKNESS
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
Students may join class up to ten minutes after the start, but cannot join after that and will be marked, ‘Absent’ for that class.

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.
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 (https://tinyurl.com/sb82ktc) that students sign at the time of application.

SICKNESS
If a student is going to be absent for medical or personal reasons, the student must call the ELA Receptionist by 9.00 am (tel. 09 919 7695) on the day and inform 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. 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. Certificates must be current and presented immediately on return to the school.

BEHAVIOUR
• Sleeping in class is not acceptable.
• Students must be prepared for class and arrive on time.
• Students who arrive more than 10 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.
• Students must complete any work set by the teacher on the due date. Completion of classroom tasks 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 or vaping 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 further warning will be issued. The Student will receive a maximum of two written warnings before appropriate action is taken. A letter will also be sent to the student’s agent/parent/ home university, if applicable. If there is no improvement after this time the student’s enrolment at the ELA will be terminated with no refund of fees.
Students are expected to:

- Familiarise themselves 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 tidy standards of dress, good 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, 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 generally 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 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. Check opening hours at the Study Centre. Hours are subject to change.

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.

STUDENT LOUNGE
The Student Lounge is 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 housekeepers. 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 Lounge.

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 a student has any concerns about treatment by a staff member, another student or the homestay family:

The student should attempt to resolve the problem directly with the person concerned. Wherever possible, complaints should be resolved by a process of discussion, cooperation and conciliation.

If an agreement cannot be reached about the grievance, or the student does not wish to approach the person directly, the student should contact the following people:

• Senior Academic Manager
• Student Support Advisor
• Student Services Manager

If the student still does not believe that the issue has been addressed fairly and within the terms and conditions of the ELA agreement, the student may contact NZQA:

New Zealand Qualifications Authority
Website: www.nzqa.govt.nz
Phone: 0800 297 296
Email: qadrisk@nzqa.govt.nz
Tuition Fee Refunds

Please visit the Enrolments office regarding the procedures and policies. Also, consult the Terms and Conditions of Enrolment (https://tinyurl.com/sxpg3gm) as a guide to how refunds are calculated and if you are eligible for a refund.

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.

If you take StudentSafe insurance, you can find the policy wording here: https://tinyurl.com/yat9dud3

Third Party Insurance

Your travel and health insurance policy does not cover your car. It is strongly recommended that you 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.

Visas

ELA is a registered online partner of Immigration New Zealand (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 Level 4, 280 Queen St
Ph: 09 914 4100
www.immigration.govt.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.
ELA SOCIAL ACTIVITIES

For a small additional fee, 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:

- Weekend trips to stunning west coast beaches
- Guided tours around Auckland parks and walking tracks
- Beach sports at local Auckland beaches
- Day trips to Miranda hot pools and country markets
- Horse-riding through countryside and beaches
- Indoor rock climbing
- Outdoor movies on the waterfront
- Tree planting on Motuihe Island
- Devonport sightseeing and fish and chips
- Sky Tower
- Museum visits
- Sky diving
- Zoo

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

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.
Hi, my name is Ellen and I am the new activities coordinator here at ELA. I am currently a 3rd year university student studying a double major in nutrition and psychology. I am mostly interested in outdoor activities like hiking and water sports. I also have a passion for travel and exploring new places. I am excited to be starting my new role here and being able to show what I have to offer.

THE UNIVERSITY OF AUCKLAND RECREATION CENTRE

The University’s Recreation Centre is located at 70 Stanley Street. It offers: Aerobics studios, climbing wall, dance studio, health and fitness studio, sports hall and squash courts

Please find more information and current fees on website: https://tinyurl.com/whopz5l
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

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.

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

ROAD 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.

**NEW ZEALAND EVIDENCE OF AGE AND IDENTITY CARD**

It can be used throughout New Zealand. It is the ideal means of identification if you do not have a valid passport and/or driver licence and is available to both NZ nationals and foreign visitors.

To apply, visit: [https://kiwiaccess.co.nz](https://kiwiaccess.co.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.

ASB Bank Limited
www.asbbank.co.nz

ANZ
www.anz.co.nz

Westpac New Zealand Limited
www.westpac.co.nz

Kiwi Bank
www.kiwibank.co.nz

BNZ
www.bnz.co.nz

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

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.

You can locate your closest medical centre here: www.healthpoint.co.nz

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.

You can check the current minimum wage here: https://tinyurl.com/uonyqw6

Valuable information on working in New Zealand here: https://tinyurl.com/wphdhx6

You may require an IRD number for tax purposes, and for reduced tax rates on the money you have on your bank account.

For further information please visit their website: www.ird.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.

SETTLING INTO NEW ZEALAND AND THE KIWI WORKPLACE
Valuable information on settling into New Zealand and coping with culture shock. For more information, visit: https://tinyurl.com/th44qn7
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 a 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.

**Living with a New Zealand host family is about communication and consideration**

**Communicate your needs** – food, comfort and other requirements

**Consider others** – take short showers, keep noise level down at night and ask before inviting friends over

**Consider costs** – electricity, water and Internet costs are expensive in New Zealand

It is good to establish expectations with the host family at the beginning of the stay.

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.

For more detailed information, please see the Homestay Guidelines for Students on our website: [https://www.ela.auckland.ac.nz/accommodation](https://www.ela.auckland.ac.nz/accommodation)
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 aware of your surroundings at all times. 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 your PIN number 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 www.at.govt.nz/cycling-walking

New Zealand Law (Safety and your rights)
www.newzealandnow.govt.nz/living-in-nz/safety
HOMESTAY
I would like to arrange a homestay/ airport transfer – can you give me some more information about that?
Please see the Accommodation Coordinator in the Student Services office on Level 5. The ELA can also assist with securing accommodation at selected apartment complexes in Auckland.
Please refer to visit on the ELA website: https://www.ela.auckland.ac.nz/accommodation

ATTENDANCE AND CODE OF CONDUCT
What are the rules about attending classes and behaviour at the ELA?
ELA Attendance Policy: See page 5.

TRANSPORT
Can I get a student discount on Auckland’s public transport?
Yes, if you are studying at the ELA for 16 weeks or longer.
You can find instructions for setting up your student discount here: https://tinyurl.com/swvcjqq

WORKING IN NEW ZEALAND
Can I work in New Zealand?
If you have a Student Visa with work rights, you are allowed to work for up to 20 hours per week during your course at the ELA.
If you have a Working Holiday visa, you are allowed to work before, during and after your course at the ELA.
https://tinyurl.com/yb97tpyy

TUITION FEE REFUNDS
Can I get a refund of my tuition fees?
Please refer to the Refund and Withdrawal Policy https://tinyurl.com/sxp3gm (section 13) in the Terms and Conditions on our website or visit the Enrolments Office on Level 5 of the ELA.

PAYMENTS AT ELA RECEPTION
What kind of cards can I use to pay?
The ELA will only accept EFTPOS, debit cards and credit card as forms of payment. Credit card payments will have an additional 2% surcharge – applicable to all payments. The exceptions are IELTS test fees and IELTS services. American Express cards are not accepted. The ELA does NOT accept cash.

OPENING HOURS
What are the office opening hours?
The ELA Reception is open from Monday to Friday from 08:00 am to 5:30 pm
The Enrolments and Student Services office is open on Tuesday, Wednesday and Thursday from 10.00 am to 11.00 am and from 2.30 pm to 3.30pm

COMPLAINTS PROCEDURE
What should I do if I have a complaint about the care, advice or services I have received from the ELA?
Please refer to the ELA Dispute Resolution Process on page 8.
### IMPORTANT PHONE NUMBERS AND WEBSITES

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELA After-hours</td>
<td>0800 864 737 (free call from any phone)</td>
<td></td>
</tr>
<tr>
<td>Emergency: Police, Fire, Ambulance</td>
<td>111</td>
<td></td>
</tr>
<tr>
<td>Non-emergency Police</td>
<td>105</td>
<td></td>
</tr>
<tr>
<td>Auckland Sexual Health Service</td>
<td>0800 739432</td>
<td><a href="http://www.ashs.org.nz">www.ashs.org.nz</a></td>
</tr>
<tr>
<td>Family Planning NZ</td>
<td>0800 46365463</td>
<td><a href="http://www.familyplanning.org.nz">www.familyplanning.org.nz</a></td>
</tr>
<tr>
<td>Problem Gambling Foundation NZ</td>
<td>0800 664 262</td>
<td><a href="http://www.pgf.nz">www.pgf.nz</a></td>
</tr>
<tr>
<td>Lifeline (24 hrs)</td>
<td>0800 543 354</td>
<td><a href="http://www.lifeline.org.nz">www.lifeline.org.nz</a></td>
</tr>
<tr>
<td>Rape Crisis</td>
<td>09 360 4001</td>
<td><a href="http://www.rpe.co.nz">www.rpe.co.nz</a></td>
</tr>
<tr>
<td>Alcohol Drug Helpline</td>
<td>0800 787 797</td>
<td>alcoholdrughelp.org.nz</td>
</tr>
<tr>
<td>Narcotics Anonymous</td>
<td>0800 628 632</td>
<td>https:nzna.org</td>
</tr>
<tr>
<td>Domestic Violence Helpline (SHINE)</td>
<td>0508 744 633</td>
<td><a href="http://www.2shine.org.nz">www.2shine.org.nz</a></td>
</tr>
<tr>
<td>Mental Health Crisis (24 hours, 7 days)</td>
<td>0800 800 717</td>
<td></td>
</tr>
<tr>
<td>Suicide Crisis Helpline</td>
<td>0508 828 865</td>
<td><a href="http://www.lifeline.org.nz/suicide-crisis-helpline">www.lifeline.org.nz/suicide-crisis-helpline</a></td>
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