

NZLC Young Learner Pre-Enrolment Handbook

Dear student / parent(s) of student / designated caregiver(s),

Congratulations and welcome to NZLC! This is a very exciting time for you and we are looking forward to having you here with us!

Travelling abroad can also feel a little scary but don't worry, here at NZLC our job is to take care of you. We have been welcoming Young Learners for over 30 years and we want to make sure you have an enjoyable, safe and unforgettable study experience 😊

This handbook is designed to introduce you to the NZLC procedures and rules that we expect you to follow during your studies. Please read this book and the NZLC Pre-Departure Manual carefully and don't hesitate to let us know if you have any questions!

We look forward to meeting you soon!



Talk to NZLC Staff

On your first day, you will be introduced to the Young Learner Advisor. This person will be your main contact and you can talk to him / her at any time during your studies if you have personal problems, requests or you are feeling unwell, unhappy or unsafe. You will also be introduced to the Student Services team who can also help you when the Young Learner Advisor is not available. Don't be SHY! We are here to help you!

First Language Support

First Language Support is available for Young Learners of most nationalities. However, if you want to talk to someone in your first language and NZLC does not have an available staff member, please let us know and we will arrange this for you.

Young Learner Rules

We have a few simple rules for you to follow to make sure you are safe and everyone is happy during your studies:

- No smoking or drinking alcohol.
- No bad language or rude hand gestures.
- No fighting at any time.
- Be polite at homestay and school.
- Come to school before 9.00 a.m. every day.
- Go back home by 6.00 p.m. every day.
- Listen to your teacher and follow their class rules.

You are expected to follow these rules as well as the general school rules found in your classroom, your **Pre-departure Manual** and **Student Handbook**. If you can't follow these rules, warning letters may be given for unacceptable behaviour or low attendance and in extreme cases, you may be sent back to your country so to avoid problems, please follow them carefully! *(If you would like to see the full behaviour procedure in cases when these rules are not followed, please refer to the NZLC Pre-Departure Manual or see Student Services.)*

Your Weekly Schedule

TIME	MON	TUE	WED	THU	FRI	SAT/SUN/HOL
09:00 - 10:30	LESSON					FREE TIME a variety of trips are available
10:30 - 10:45	BREAK					
10:45 - 12:15	LESSON					
12:15 - 13:15	LUNCH					
13:15 - 15:15	LESSON (YL GE/HSP) or ACTIVITIES (English + Activities)					
After School	Study Support / Activities / Student Services					

Your First Day:

On your first day, you should come to school at **8.30 a.m.** There will be no morning class this day but you will have orientation and school tour.

* Young Learner students who are studying in our adult classes will not have Friday afternoon classes

Welfare Reports

During your first day, the Young Learner Advisor will give you the **Day 1 Agreement**, to make sure you understand the rules. He / she will also give you the **First Week Welfare Report**, to make sure you are feeling safe, you know how to get home and you have contacted your parents. If you have any problems, we will help you. A copy of this report will be sent to your parents and / or your education consultant.

Students studying 8 weeks or more:

The Young Learner Advisor will meet with you every **5 weeks** to check your welfare again. Your teacher will also write an Academic report about your progress in the class and this will be sent to you parents and / or education consultant every 5 weeks.

Missing Class:

- If you are going to be late or absent, your host family, education consultant, designated caregiver or parents must call us before **8.45 a.m.** or leave a message on the answer phone.
- In special cases, you may be permitted to leave class before 3.15 p.m. but only if you have a special reason and your parents / education consultant have given permission to NZLC. Talk to Student Services.
- If you feel sick or unhappy at school, come to Student Services and we will help you.

Procedure for staying out later than 6.00 p.m.

If you want to stay out slightly later than 6.00 p.m., it is possible but only if you check with NZLC and we will check with your homestay or caregiver. In all cases, you must be home by **9.00 p.m.** in summer and **8.00 p.m.** in winter at the latest.

Procedure:

- Make a request to the Young Learner Advisor / Student Services a minimum of **1 working day** in advance.
- NZLC will confirm with your homestay / caregiver and let you know if the request has been approved or not.

Questions you will be asked:

1. Where are you going and what is the address?
2. Who will you be with?
3. What is the contact phone number of where you will be?
4. How will you get back to your home?

Procedure for staying out overnight with parents / legal guardian / designated caregiver / NZLC Homestay

You will **only** be allowed to stay away overnight when you stay with your parents/ legal guardian / designated caregiver / NZLC homestay family or another student living with an NZLC homestay family.

Procedure:

- Make a request to the Young Learner Advisor / Student Services a minimum of **3 working days** in advance.
- Ask your parents to send permission to NZLC a minimum of **3 working days** in advance (can be by email).
- NZLC will confirm with your parent/ legal guardian and let you know if the request has been approved or not.

Questions you will be asked:

1. Why do you want to stay overnight?
2. What is the name of the family you will be staying with?
3. What is the address of where you will be staying?
4. What is the contact phone number of where you will be staying?
5. How will you go back to your home and what time will you return home?

Action Tours Activities Option for Students 16 years-old and over (Auckland Only)

If you are interested in joining a weekend activity organised by NZLC's partner tour company **Action Tours**, you must get permission from NZLC and your parents must write to NZLC giving their permission **3 working days** in advance.

Procedure:

- Make a request to the the Young Learner Advisor / Student Services a minimum of **3 working days** in advance.
- Ask your parents to send permission to NZLC a minimum of **3 working days** in advance (can be by email).
- NZLC will confirm with your parent/ legal guardian and let you know if the request has been approved or not.

Questions you will be asked:

1. Where do you want to go?
2. Who has organised the activity and travel?
3. Who will you be with?
4. What time will you leave your home?
5. What time will you go back to your home?
6. What is the contact phone number?
7. How will you go and come back to your home?

NB: Students younger than 16 years-old may only join Action Tour weekend trips if they are going with parents / legal guardian or a designated caregiver.

No student under 18 years-old can join any activities where alcohol is present.

Shortening your course

Your parents or legal guardian must send an email, (either directly or via your education consultant), to NZLC if you want to shorten your course.

NZ Public Transportation (Auckland Only)

Hop Card	Less than 16 weeks enrolment	16 weeks enrolments and over
Under 16 years old	Discount for a child fare	Discount for a child fare
16 years old and over	At least 20% discount	Students discount (Up to 42%)

You can buy a **Hop Card** from Britomart, top up the card and register your card at www.at.govt.nz

- For student discounts, please come to the Student Services office and we will help you
- No Hop Card = No discount

Young Learners going to Wellington can talk to the Student Services Department on their first day to check if they are entitled to any bus discount.

Holidays

You may only take a holiday from your course if you are going back to your country, you are taking your holiday with your parents or you will have a designated supervisor, (e.g. family member), during the holiday. **Young Learners cannot go on holidays by themselves.**

Your parents or legal guardian must submit written permission to NZLC, (either directly or through your education consultant), at least 4 weeks before the holiday starts.

Questions you will be asked:

1. Why do you want to go on holiday?
2. What is the name of the family you will be staying with?
3. What is the address of where you will be staying?
4. What is the contact phone number of where you will be staying?
5. How will you go back to your home and what time will you return home?

If you are taking any flights, NZLC also needs to receive your flight details, your airport transfer details and contact details of designated caregivers or anyone else who you will be going on holiday with. Otherwise you must take NZLC-arranged transfer.

Keeping your money and belongings safe

We do not recommend that you carry big amounts of money or leave your bags, phone, wallets and any other personal belongings unattended, including in and outside of the school. If you would like NZLC to look after your money, you can talk to the YL Advisor and we can organise to keep your belongings in our school safe and distribute it to you as needed.

New Zealand is generally a safe country but you should still be careful. In your **Pre-Departure Manual**, you will find a **Safety in NZ** section and we will also go over the general safety guidelines on your first day, including sun, water and road safety.

Contact Information

NZLC Auckland

- School Phone Number: **09 303 1962** (Mon – Fri: 8.30am – 5.00pm – except public holidays)
- 24 / 7 Young Learner Emergency Mobile: **021 180 6300**
- 24 / 7 Emergency Mobile for NZLC-arranged homestay / transfer related matters: **021 780 509**
- 24 / 7 Emergency Contact Number: **0508 156 156** (within NZ only)

NZLC Wellington

- School Phone Number: **04 802 4620** (Mon – Fri: 8.30am – 5.00pm – except public holidays)
- 24 / 7 Emergency Mobile: **021 030 9815**
- 24 / 7 Emergency Contact Number: **0508 156 156** (within NZ only – *this will link to NZLC Auckland and must only be called in the cases when neither of the above numbers are available*)

General Email Address for both schools: info@nzlc.ac.nz

Make sure you have these phone numbers on you at all times. You should also have the address of where you are staying and the phone number of your homestay family / designated caregiver and your parent's contact details.

On your first day, you will also receive a thorough orientation and we will remind you of this information about NZLC. You can also find much more general information in your **Pre-Departure Manual**.

Enjoy your NZLC experience and remember we are here to help you at any time!

The NZLC team ☺