



Pre-Departure Manual for Students 2017 / 2018



Welcome to NZLC!

NZLC would like to welcome you to New Zealand. We look forward to your arrival and to making your stay enjoyable and successful.

To help you prepare for your trip we have compiled the following information to help you adapt more quickly to a new country, climate, school and lifestyle.

If you have any further questions, please contact us at: info@nzlc.ac.nz

NZLC Auckland

Level 2
104 Customs Street West
Auckland 1010

Phone: 64 9 303 1962
Fax: 64 9 307 9219
Email: info@nzlc.ac.nz

24 hour Emergency Contact Number:
0508 156156 (within NZ)
021 180 6300
(outside of NZ, emergencies only)

NZLC Wellington

Level 4
186 Willis Street, Te Aro
Wellington 6011

Phone: 64-4-802-4620
Fax: 64-4-802 4621
Email: info@nzlc.ac.nz

24 hour Emergency Contact Number:
(+64) (0) 21 030 9815

Contents

NZLC Auckland Campus.....	3
NZLC Wellington Campus.....	4
Arrival at Auckland Airport.....	5
Arrival at Wellington Airport.....	6
Coping with a new language.....	7
What to bring.....	7 – 8
Your First Day at NZLC / School Timetables / Public holidays	8 – 9
Our Friendly Staff – Who we are.....	10 – 12
School Rules / Behaviour and Attendance	12 - 14
Course Terms and Conditions / Procedures (transfer, extensions)...	14 – 16
Health and Safety Procedures at NZLC.....	16
Student Services (Job search assistance, activities etc).....	16 - 17
Accommodation Department	17 - 18
Living in NZ: General Information	18 – 19
NZLC Fee Protection / Grievance and Complaint Procedures.....	20
Useful Contacts.....	21

NZLC Auckland Campus Details

Auckland is New Zealand’s largest city with a population of nearly 1.5 million. The city is surrounded by beautiful harbours, islands, beaches, vineyards and reserves. International events, festivals, concerts and exhibitions are hosted in Auckland throughout the year.

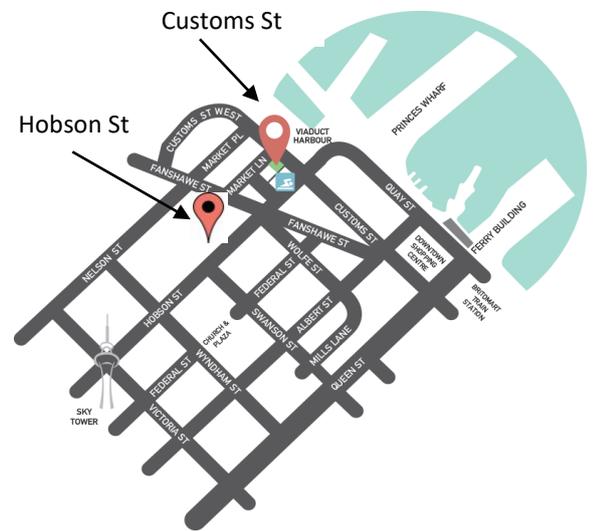
Customs St Campus features

- Student number: 400 – 450.
- 30 classrooms over 3 levels.
- Computer room with 32 PCs.
- Free Wi-Fi & use of 20 PCs.
- Free online study materials.
- Several student lounges and relaxation areas.
- Student kitchens.
- Friendly Student Services Staff (first language support).
- Movie room and free DVD rental.
- Course information workshops.
- Academic course information sessions.
- Free job workshops & CV check sessions.
- Weekday and weekend activities.
- Volunteer and community project opportunities.



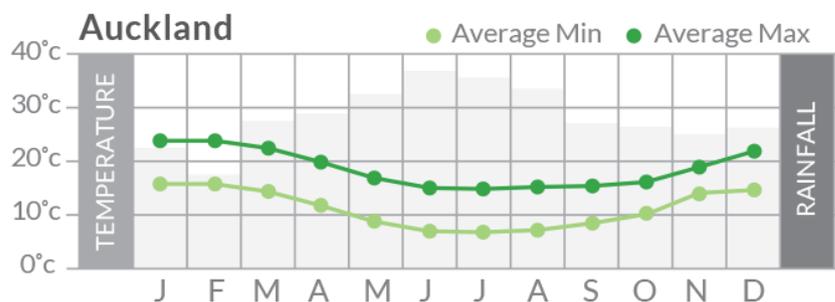
Customs St Campus Location

- ✓ A few steps from the Viaduct Harbour
- ✓ A few minutes’ walk to the main street / public transport
- ✓ Next door to a swimming pool, gym and sauna



Hobson St Campus features

- Located on 4 Hobson Street, (Level 1 & 2), just a few minutes’ walk from the NZLC Main Campus.
- Average student number: 100 – 150.
- 13 classrooms over 2 levels.
- Study areas and 8 computers.
- Free after-school study support.
- On-side campus coordinator.
- FREE Wifi and Internet.
- Afterschool Activities and field trips (combined with NZLC Auckland main campus).
- Kitchen / bathrooms on each level.



**Auckland
Weather
and
Climate**

NZLC Wellington Campus Details

From the moment you arrive in Wellington, you will be inspired by the original culture of art, cafes and music. Wellington is the capital city with a population of approximately 400,000.

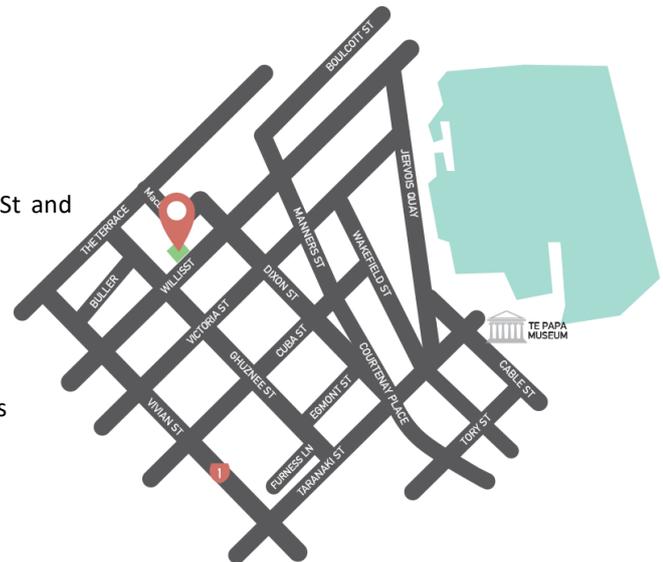
Campus features

- Student number: 90 – 160
- Classrooms: 12
- Free Wi-Fi & use of 10 PCs
- A self-study area
- A student kitchen
- A library
- A movie projector
- Free DVD rental
- Free online study material access
- Friendly Student Services staff
- Free job preparation and CV workshops
- Weekday and weekend activities
- Volunteer and community project opportunities
- First language support

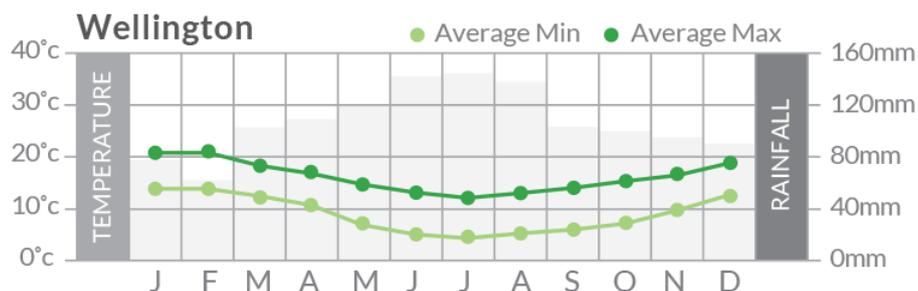


Campus Location

- ✔ Located a few minutes' walk away from Cuba St and the city centre
- ✔ Close to TE Papa and a range of other museums and galleries
- ✔ Close to the waterfront and the best coffee shops



Wellington Weather and Climate



Arrival at Auckland International Airport

NZLC Auckland Airport Transfer Service

1. If your driver is not at the meeting point 20 minutes after you arrive, please call Sunny Malhotra on 027-676-8703 or NZLC Auckland's 24 Hour Emergency Line: **+64 21 780 509**.
2. If you do not arrive at the NZLC Auckland airport pick up point at the pre-arranged transfer time, your transfer fee will be non-refundable, unless 48 hours' (2 working days), notice is given. If you know in advance of your arrival delay, please call the NZLC Auckland Emergency phone number. For unannounced arrivals or changes to pre-arranged bookings for adult students, the alternative transfer option may be to arrange a taxi transfer or a shuttle bus to your NZLC Auckland accommodation at your own expense (approximate cost from Auckland Airport to the City: \$65 - \$75 – maybe more in heavy traffic; by shuttle bus: \$40-\$50). Young Learner students must not take taxis, shuttles or any type of public transport but must call the above emergency number. For cancellations to NZLC transfer service made less than 24 hours (1 working) in advance and / or failing to arrive without notice will incur a 50% penalty fee of the original NZLC transfer quote.
3. Please advise NZLC if you have any extra luggage (for example a surfboard), to make sure that the transfer vehicle has space.
4. Make sure you advise NZLC if you have any excess luggage (such as a bike, surfboard, snowboard or extra suitcase) in order to ensure that the transfer company is able to accommodate the extra luggage. Below are the **approximate** prices:

3 or more suitcases: \$5 - \$10	Bike in bike box: \$5
1 to 3 surfboards: \$6 - \$20	Golf clubs: \$5

Other excess luggage: Please check with NZLC when making the transfer booking

Auckland Airport Arrivals Map



Other modes of transport from Auckland airport

(prices are subject to change)

The Sky Bus

You can also take the Sky Bus from Auckland Airport to the Auckland City Centre. You can buy tickets directly from the airport for approximately \$20 one-way. The Sky Bus runs 24 hours a day. More information here: www.skybus.co.nz

Shuttle

You can also book an airport shuttle **before arrival** via this website: www.supershuttle.co.nz From Auckland airport to the city centre, it will cost approximately \$40.

Taxi

There are many taxis waiting outside Auckland airport. A trip from the airport to the city could range between \$65 - \$75 but you should also confirm the approximate price with the driver before getting in the taxi.

Arrival at Wellington International Airport

NZLC Wellington Airport Transfer Service

1. If your driver is not at the meeting point within 20 minutes of your arrival, please call Super Shuttle on 0800 748 885 or the NZLC Wellington 24 hours emergency phone: +64 21 030 9815.

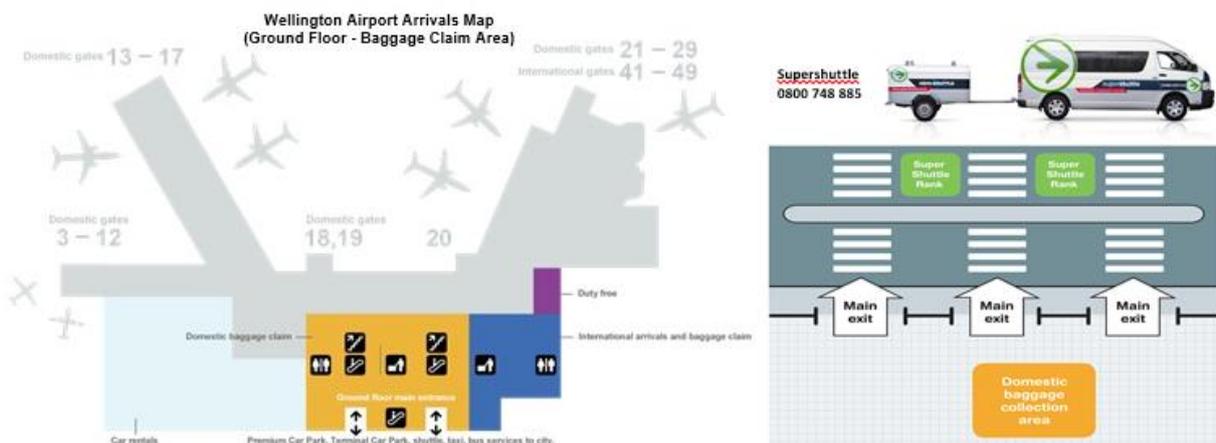
2. If you do not arrive at the NZLC Wellington airport pick up point at the pre-arranged transfer time, your transfer fee will be non-refundable, unless 48 hours' notice is given. In the event that you know in advance of your arrival delay, prompt action in contacting the NZLC Wellington emergency phone may result in successfully changing your pick up time.

For unannounced arrivals or changes to pre-arranged bookings, the alternative transfer option may be to arrange a taxi transfer or a shuttle bus to your NZLC Wellington accommodation at your own expense.

For cancellations to NZLC transfer services made less than 24 hours (1 working day) in advance and/or failing to arrive without notice will incur a 50% penalty fee of the original NZLC transfer quote.

3. Make sure you advise NZLC if you have any excess luggage (such as a bike, surfboard, snowboard or extra suitcase) in order to ensure that the transfer company is able to accommodate the extra luggage. Charge for excess luggage: \$10 per item.

Wellington Airport Arrivals Map



Other modes of transport from Wellington airport

(prices are subject to change)

Airport Flyer

The Airport Flyer is a bus service that operates between Wellington Airport and Wellington City every 20 minutes. The cost is approximately \$9 one-way. More info here: www.airportflyer.co.nz

Shuttle

You can also book an airport shuttle **before arrival** via this website: www.combinedshuttles.co.nz
The cost is approximately \$20 - \$40.

Taxi

There are many taxis waiting outside Wellington airport. A trip from the airport to the city could range between \$40 - \$60 but you should also confirm the approximate price with the driver before getting in the taxi.

Coping with a new language!

Many new students find this first week a bit difficult. Be patient! It takes time and practice! By the end of the week, you will start to feel "at home" in your class.

When you talk with your host family, teachers and friends, ask them to speak clearly, slow down or repeat themselves. They will be happy to support you. If you become tired and frustrated when you do not learn as quickly as you would like, relax and slow down.

Common Expressions:

"I don't understand. Can you explain this to me?"

"Can you help me please?"

"I am unsure / confused / uncertain. Can I talk with you about it?"

"I would like some help with homework / English / making new friends"

What to bring:

Clothing:

- Light, comfortable clothing such as T-shirts, shorts and sandals for the warmer months (December - March)
- Wind-proof jacket, jumpers, jeans, jacket, gloves and strong shoes or boots for the colder months (May – August)
- Umbrella
- Warm jacket and raincoat (year round)

The weather in New Zealand is changeable so you can experience 4 seasons in one day so it is a good idea to bring a warm jacket even in summer – just in case!

All types of clothing can be purchased in New Zealand at varying prices.

Electrical Appliances:

Electrical appliances operate on 240 volts and you can buy an adapter on arrival. Remember to bring your camera so you can take pictures of your experiences in New Zealand.

Before you leave, check that your phone is unlocked so you can use it overseas.

Socket / outlet in NZ



Food:

Most Asian products and most European food products are available in NZ and you do not need to bring these with you.

New Zealand has **VERY** strict quarantine laws:

DO NOT bring: any plant or animal material (eggs, mushrooms, fruit, Chinese herbs, pork, noodles, spices etc.), or you can risk an instant fine of \$400 and possible fine up to \$100,000 or a prison term.

Please see the New Zealand Customs website for more details:

<http://www.customs.govt.nz/Pages/default.aspx>

However, if you must bring any of these, please remember that the following items must be declared on your New Zealand Passenger Arrival Card:

- Food of any kind
- Plants or parts of plants (alive or dead) / Biological specimens
- Animals (alive or dead) or their products
- Equipment used with animals
- Equipment such as camping gear, golf clubs, and used bicycles

Visas:

It is very important that you know which type of visa you will apply for **before** visiting NZ. There are a few different visa options depending on your nationality, plans, length of stay in NZ and whether or not you want to work in NZ. For more information on visas, see the Immigration New Zealand website: www.immigration.govt.nz

Medical and Travel Insurance

International students must have appropriate and current medical and travel insurance for the duration of their enrolment at NZLC and for travel to and from New Zealand, regardless of the type of visa they hold. NZLC can only accept insurance policies which meet the guidelines set out in the NZQA Code of Practice for International Students. An acceptable insurance company is defined as:

- A reputable and established insurer with a credit rating no lower than 'A' from Standard and Poors or B+ from A M Best.
 - An insurer who is able to provide 24 hour service, seven days a week.
- Amounts for health cover should be for an unlimited sum insured.

NZLC can arrange insurance for you which meets the above requirements. Contact us for more information.

Your First Day at NZLC:

On your first morning please come to school at **8.30 a.m.** for Orientation. We will show you around the school and explain the school procedures to you.

General English students will have an English test. Don't stress! We just want to make sure we place you in the best class for your level!

What to bring on your First Day:

- **Passport** (including visa and permit)
- Copy of your medical and travel **insurance policy** which meets the insurance guidelines set out in the *NZQA Code of Practice for International Students*. See above. This policy must include your **name, policy number and coverage dates**. (If you have bought insurance with NZLC, you will be given your insurance policy here at school).
- **Letter of Acceptance** from NZLC
- **\$100 cash text book deposit** for students taking General English, IELTS or English for Business (EBP). This deposit will be refunded in full at the end of the course provided that the textbook is returned in an acceptable condition.
2017 Textbook Refund Policy: This deposit will be refunded in full upon returning the textbook at the end of the course in an acceptable condition.
2018 Textbook Refund Policy: \$50 of this deposit will be refunded upon returning the textbook at the end of the course in an acceptable condition.
- If you are studying for **16 weeks or more**, you are entitled to a student discount of 40% on public transport in Auckland. Bring a **passport size photo** and we will make you a student ID card with the public transport sticker on it so that you can receive the discount when purchasing bus fares.
- Pens, a dictionary and other stationary
- Your New Zealand address and phone number

First Day Timetable:

TIME	FIRST DAY
08:30 – 08:45	Arrive at School
08:45 – 09:00	Check-In
09:00 – 10:45	Welcome Speech/ Test / Admin
10:45 – 12:15	Orientation
12:15 – 13:15	Lunch
13:15 – 15:15	Lesson (Full Time students)
After School	Student Services/Activities/Study Support

Weekly Timetable for General English / IELTS / Business English / Cambridge FCE or CAE (16 years-old +):

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				TOEIC Activities Weekend trips	
13:15 - 15:15	LESSON					
After School	Study Support / Activities / Student Services					

Weekly Timetable for Young Learner Courses (13 – 17 years-old)

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 ACTIVITES (English + Activities)					
After School	Study Support / Activities / Student Services					

Weekly Timetable for TESOL / TECSOL Courses

TIME	MON	TUE	WED	THU	FRI	SAT/SUN/HOL
09:00 - 09:30	Supported Self Study					FREE TIME a variety of trips are available
09:30 - 10:30	LESSON					
10:30 - 10:45	BREAK					
10:45 - 12:15	LESSON					
12:15 - 13:15	LUNCH					
13:15 - 15:15	LESSON					
15:30 - 16:30	Teaching Practice / Feedback / Lesson Preparation					

Sample Weekly Timetable for CELTA Courses

TIME	MON	TUE	WED	THU
09:30 - 11:30	Introduction to course	Introduction to language awareness	Receptive Skills	Phonology
11:30 - 12:45	Classroom Management & learner styles	Vocabulary teaching	Presenting Language: Text-based presentations	Foreign language lesson
12:45 - 13:15	Preparation	Teaching Practice Feedback		
13:15 - 14:15	LUNCH			
14:15 - 15:00	Teaching Practice Guidance / Prep			
15:30 - 17:30	Lesson observation & getting to know the learners	Teaching Practice		

NB: Friday after-school activities usually start around 12.30pm and 1.15pm.
The above timetables are samples only and may vary across campuses.
The schools are open all year except on weekends and public holidays.

Public Holidays in New Zealand:

NZLC is closed on the following public holidays:

Public Holiday	2017 Date	2018 Date
New Year's Day	2 Jan 2017	1 Jan 2018
Day After New Year's	3 Jan 2017	2 Jan 2018
Wellington Day	23 Jan 2017	22 Jan 2018
Auckland Day	30 Jan 2017	29 Jan 2018
Waitangi Day	6 Feb 2017	6 Feb 2018
Easter Friday	14 Apr 2017	30 Mar 2018
Easter Monday	17 Apr 2017	2 April 2018
ANZAC Day	25 Apr 2017	25 Apr 2018
Queen's Birthday	5 Jun 2017	4 Jun 2018
Labour Day	23 Oct 2017	22 Oct 2018
Christmas Day	25 Dec 2017	25 Dec 2018
Boxing Day	26 Dec 2017	26 Dec 2018

Your Friendly Staff – Who we are:

NZLC Directors

Mr Justin Mastoyo
Mr Miles Stewart
Ms Makiko Kunitate

NZLC Auckland

Management Team

Mr Stuart Binnie	Principal
Mr Nelson Almazar	Financial Accountant
Mr Pete Jones	Academic Director
Mr Bruno Balducci	Head Teacher Trainer (CELTA / TESOL)

Accommodation Team

Ms Jenny Burger	Accommodation Coordinator
Ms Meagan Edmonds	Accommodation Officer
Ms Takako Dean	Accommodation Assistant

Student Services Team

Mr Jonathan Lee	Group Study Tours Officer
Ms Hanna Reimitz	Group Study Tours / Student Services Officer
Ms Ben Pudner	Reception / Student Services Officer
Ms Melizza Luzardo	Enrolments Coordinator
Ms Cris Haddad	Enrolment Officer
Ms Hazel Hwang	Course Advice / Korean Marketing Manager
Mr Mauricio Penagos	Student Services / Marketing Officer
Ms Anita Lam	Student Services / Marketing Officer

Ms Karina Souza
Ms Rie Tagawa
Ms Iselin Sieg
Ms Emma Kilsby

Marketing Officer
Student Services Coordinator
Student Services Officer / Hobson Campus Coordinator
Student Services Officer / Young Learner Advisor

Academic Team

Mr Pete Jones
Ms Michelle Dickson
Mr Paul Dixon
Ms Alexis Smith
Ms Rhian Owen
Ms Carolynne Gray
Ms Carissa Hwang
Ms Kaitanya Santos

Academic Director
Academic Operations Manager
Exams Manager / Evaluation Coordinator
Academic Assistant
Senior Teacher / CELTA Trainer
Senior Teacher
Senior Teacher
Senior Teacher

Who can you talk to at NZLC Auckland?

Course choices	Students Services team or Pete and Michelle
Extending your course	Student Services team
Course/class problems	Your teacher first, then Michelle, Alexis or Pete (Academic Department)
Going on to university or college	Student Services team
Visas	Student Services team
Homestay / NZLC Accommodation	Jenny or Meagan (Accommodation Department)
Activities	Emma (Student Services Department)
Auckland information	Student Services team
Feeling physically or mentally unwell	Student Services team
Booking/changing air tickets	Student Services team
NZQA Code of Practice	Stuart (School Principal)
Information about contracts, refunds, cancelling	Student Services team
Information about school facilities / workshops etc	Student Services team

NZLC Wellington

Management:

Luke Parker NZLC Wellington Principal

Academic:

Ms Ana Tomari Academic Coordinator
Ms Renee Corlett Senior Teacher

Enrolments:

Mr Alwyn Jong

Enrolments Coordinator

Student Services / Accommodation:

Ms Lenka Sladkova

Student Services Officer / Accommodation Assistant

Ms Freya Paddison

Homestay / Student Services Officer

Ms Mikako Kimura

Student Services / Admin Assistant

Who can you talk to at NZLC Wellington?

Course choices	Your teacher, Ana or Renee
Extending your course	Alwyn, Lenka or Mikako
Course/class problems	Your teacher first, then Ana
Going on to university or college	Ana or Renee
Visas	Alwyn, Lenka or Mikako
Homestay / NZLC Accommodation	Freya or Lenka
Activities	Mikako
Wellington information	Student Services team
Feeling physically or mentally unwell	Student Services team
Booking/changing air tickets	Student Services team
NZQA Code of Practice	Luke (School Principal)
Information about contracts, refunds, cancelling	Alwyn
Information about school facilities / workshops etc	Student Services team

Important: If you really need to talk to someone in your own language, we can arrange this. Please ask one of the team above to make an appointment for you. We will then contact one of our First Language Advisors.

We look forward to seeing you at the reception at any time!

School Rules

At NZLC we want you, your classmates and your teachers to have an enjoyable and rewarding learning experience. This is why we have a few simple rules for you to follow in the classroom and around the school:

1. **Attend** all your classes
2. Speak **English** as much as possible
3. Come to your classes **on time**. Students who are more than 15 minutes late must wait until the next break before entering the class
4. Do not leave any **valuable items** around the school
5. Put your **rubbish** into the bins provided and help keep the school **clean**
6. **No smoking** or **drinking alcohol** in the building (including toilets, fire exits, lifts, and foyer)
7. Be **polite** and respectful at all times to your classmates, teacher and other NZLC students and staff
8. Do not **sleep** during your lesson

9. Using your **phone in class** is only permitted if it relates to the lesson
10. Do not eat near **computer areas** and keep caps on bottles
11. **Inform** the school when you have a new address, phone number, visa or insurance cover
12. Do not **transfer** or **sell** your course weeks to another student / person

Behaviour Procedures

In your classroom, you will also find a copy of the above class rules that we expect you to follow in the class and around the school. If you have any doubts or the behaviour of a classmate is upsetting you, please talk to your teacher.

1. If you have not been following the school rules for two days or more or your behaviour is seriously affecting other NZLC students or staff, your teacher or a Student Services staff member will talk to you to remind you of the rules.
2. If your behaviour does not improve after a discussion with the above staff member, you may be asked to have a meeting with your teacher and a Manager from the Academic Department or NZLC Student Services staff member(s). You can bring a support person with you at any stage during this meeting and during any of the following stages. For Young Learner students or serious breaches of our school rules, your parents/guardians and / or education consultants may also be informed of the situation.
3. If the above actions do not result in an improvement in your behaviour, you will be issued with your **first written warning** explaining our expectations. If there is still no improvement in your behaviour, you will be issued with a **second written warning** and any third parties, (parents/guardians/education consultants) will be informed again.
4. If there is still no improvement after the above actions have been taken, you will be issued with a **third and final warning letter** during a meeting with the school Principal and the Academic Director or Student Services Representative and your chosen support person.
5. In the case that your behaviour does not improve after ample warning and meetings and the your behaviour is seriously disrupting other students or staff members, you may be expelled from the school at the discretion of the school Principal. It is important to note that NZLC follows the provisions provided by the Education Act 1989 and the Ministry of Educations Guidance for schools on stand-downs suspensions and terminations of enrolment. In the case of an enrolment termination, you will be asked to leave immediately, without entitlement to a refund. In addition, NZLC will report all student visa holders to the New Zealand Immigration Services about the situation. Similarly, NZLC will notify your education consultant/parent/guardian of the decision.

If there is some reason why you cannot follow the above outlined school or rules, please talk to your teacher or the Student Services team. It is important to note that NZLC staff will do their best to support you and avoid the above steps escalating where possible. However, in very extreme cases, the above steps may be escalated more quickly.

Attendance Policy for Adult Students*

**All Young Learner students must attend 100% of their course and the below procedures do not apply for Young Learner students. Any missed classes will be followed up immediately and escalated where appropriate.*

Students are expected to attend 100% of their courses.

1. Attendance is marked per session and collated/recorded at the end of each week.
2. If you are going to be absent from a class or session, you must tell your NZLC school by calling before class starts or leaving a message on the school answer phone.
3. If you are absent or late to class a lot, you may be asked to write a letter to the NZLC Principal to explain why your enrolment should not be terminated.
4. If your current attendance falls below 90%, your teacher will give you a warning letter, (also sent to your email), **Attendance Letter Category 1**. You will be asked to acknowledge your responsibility to improve your current attendance.
5. If your current attendance falls below 85%, you will receive a second warning letter, **Attendance**

Letter Category 2. You will be reminded about your previous acknowledgement of your responsibility to improve your current attendance without success. You may be asked to explain. You will then be monitored by NZLC staff regarding your attendance until we are satisfied there is improvement. NZLC may also inform your educational consultant /parent/guardian of the current situation, and the consequence in the event your current attendance falls lower. During this phase, if you miss 20% of your classes in one week, you will be asked to write a letter to the Principal explaining why your enrolment should not be terminated.

6. If your current attendance falls below 80%, NZLC Student Services staff will send you an **Attendance Letter Category 3** and arrange a meeting with you. You may have to write a letter to the Principal

explaining why your enrolment should not be terminated. The NZLC Principal will consider your explanation, and prepare a written response to your last known address in New Zealand. It's important to note that Student Visa holders must meet the English New Zealand minimum attendance requirement of 80%. Where this has not been achieved, both the % attendance and the non-compliance statement will be clearly shown on your leaving certificate.

7. If your enrolment is terminated, you will be asked to leave immediately, without entitlement to a refund. In addition, NZLC will report all student visa holders to the New Zealand Immigration Service about the situation and your visa may be cancelled. Similarly, NZLC will notify your education consultant/parent/guardian of the decision.

8. You can check your attendance whilst you are studying at NZLC. Please see NZLC Student Service staff.

9. If you require an official NZLC Attendance Certificate, please see NZLC Student Services staff.

If there is some reason why you cannot follow the above outlined attendance rules, please talk to the Student Services Team.

Course Terms and Conditions / Procedures

For more information about course cancellations and changes to enrolments, please refer to the terms and conditions on the back of the **NZLC Enrolment, Fees & Courses Form**.

Extending your Course

To extend your course, you must complete the below procedure **2 weeks** prior to your original finishing date. (If you need to extend your visa, you will need to start the process 6-8 weeks prior to your original finishing date).

Extension procedure:

1. Talk to one of our Student Services staff
2. Complete the NZLC Enrolment form with full payment
3. Please apply for a visa/permit according to your course extension if necessary. Please arrange insurance to cover your course extension if necessary. If you need any assistance, please do not hesitate to speak to one of our Student Services staff for help.

Holiday Requests during your course (adult students):

You can take a 1 week of holiday per every 12 weeks of full-time study and up to 4 weeks holiday per year of full-time study without penalty. When you take a holiday and it is approved, this time will be added on to your finishing dates if the visa and insurance allows. Holidays must be taken in complete weeks and approved in advance by NZLC.

To request a holiday, complete a Holiday Application Form and hand it to Student Services **4 weeks** before you want to take your holiday. If you do not inform NZLC 4 weeks in advance, you may not be given credit towards your course. If you are going to be away from your homestay please talk to the Accommodation Officer about this or refer to the homestay rules. If you are having a holiday from your homestay, the Accommodation Officer will need to contact the host family to inform them.

For **Young Learner Holiday Requests**, refer to the NZLC Young Learner Handbook.

Transferring to another NZLC Campus

NZLC currently has two schools in New Zealand: Auckland and Wellington.

Adult students can transfer to another NZLC campus for a transfer fee of **\$50**. You must apply **4 weeks** in advance, have over 80% attendance and complete a **Transfer Application form** at reception or the student services office. If the position or course is not available at the requested time, you will be informed and given the chance to re-schedule. If you make second changes to your transfer after it has been arranged, there will be a \$50 penalty per change.

Please note students who have a student visa and wish to transfer more than 12 weeks will need to apply for a Variation of Conditions.

Tuition and homestay fees outstanding will be transferred to the next school and vice versa. NZLC Terms and Conditions are recognised as on the original signed enrolment form.

If you are a **City Link** student, please talk to the Student Services team and complete an "NZLC CITY LINK" form **during your first week**. If you do not yet know your flight date preference, you need to let the NZLC Enrolment Officer know at least 4 weeks before your departure date.

This option must be nominated at the time of the initial enrolment. Minimum of four weeks prior bookings is required to arrange air tickets. If you make any changes to your City Link schedule *before* the flight has been booked, there will be a fee of \$50. If you make any changes to your schedule *after* it has been booked, there will be a \$50 penalty per change and additional charges from the airline company. If you want to take extra luggage (over the 20kg allowance), this will be at your own cost. NZLC Terms and Conditions are recognised as on the original signed enrolment form.

2017 Textbook Rental Fee Policy

General English/IELTS/Business English

Textbooks are provided for the student's use in class for a **\$100** cash deposit. This deposit will be refunded in full upon returning the textbook at the end of the course in an acceptable condition.

Please go to reception with your receipt and textbook during your last week.

If you do not return the textbook on time, you may not be entitled to get your deposit back. If you do not return the book by Tuesday the week following your graduation, you are not entitled to get a refund for the book.

Young Learners Courses/TOEIC/CELTA

No textbook deposit or material fees are required as these are included in the tuition fee

FCE/CAE/TESOL/TECSOL

A non-refundable \$100 fee is required to the textbook for these courses during enrolment. Students keep their textbook.

2018 Textbook Rental Fee Policy

General English/IELTS/Business English

A \$100 fee is required for the textbook and other materials during enrolment. \$50 of this deposit will be refunded upon returning the textbook at the end of the course in an acceptable condition.

For 'City Link' or 'School Transfer', only one Textbook/Material fee applies and that will appear on the first school's invoice/booking confirmation. \$50 will be refunded by the second school.

Young Learners Courses/TOEIC/CELTA

No textbook deposit or material fees are required as these are included in the tuition fee

FCE/CAE/TESOL/TECSOL

A non-refundable \$100 fee is required for the textbook for these courses during enrolment. Students keep their textbook.

Graduation Certificate

All students get a certificate of achievement and a written report from their teacher on their last day of study. Student Visa holders must meet the English New Zealand minimum attendance requirement of 80%. Where this has not been achieved, both the % attendance and the non-compliance statement will be clearly shown on the leaving certificate.

Health and Safety Procedures at NZLC

Due to New Zealand's location and environment, earthquakes and other natural disasters are possible. This website has some good tips on how to prepare and react during the unfortunate event of a natural disaster: www.getthru.govt.nz

The school always tries to guarantee your safety while in the school. Here are some practical guidelines:

If you feel unwell: Speak to the Reception or one of the Student Services staff. We have a First Aid kit that can be used for small medical problems. For more serious problems, we can contact a doctor for you.

If you feel harassed: In New Zealand it is illegal to harass other people. If anyone harasses you, please contact one of the NZLC Student Service staff members or any member of staff immediately.

If there is a fire / natural disaster: There is a staff member assigned to each floor who will direct evacuation in the unlikely event of a fire, earthquake, or other natural disaster.

To ensure quick evacuations, the school holds "practice" evacuations. During these evacuations, please follow the staff member's instructions quickly and calmly.

In your classroom, you can find a copy of the school map with the fire exits mapped out.

When you hear the alarm siren, make your way to the nearest emergency exit.

1. DO NOT use the elevators in an evacuation.
2. Use the internal stairwell.
3. DO NOT bring your belongings with you.
4. DO NOT stand in front of the entrance— move onto the footpaths in front of the buildings.
5. DO NOT carry drinks and large items with you down the stairs.

School Hazards:

If you noticed any kind of hazard around the school, (e.g. a broken window, loose door etc), please let your teacher or another staff member know immediately.

NZLC Student Services

Friendly Staff

Our multi-lingual Student Services Staff are always willing to help you with any questions regarding your course, accommodation, visa, further studies, travel in New Zealand or personal matters. During your first day, you will be introduced to the departments and relevant staff members.

Job Assistance Workshops

We can help you with CV writing and job interview techniques to help you find a job in New Zealand. We run Job Preparation Workshops every week in both NZLC Auckland and Wellington. To work in NZ, you need a visa with a work permit. You cannot work on a Visitor Visa. For more information about working in NZ and visas for work, please see the Immigration New Zealand website: www.newzealandnow.govt.nz/work-in-nz

Fun Activities and Weekend Trips

You can never get bored with our variety of FREE and paid weekday activities. There are also weekend trips available so you can explore New Zealand.

Information about after-school activities and weekend trips is posted on the school activities board. If you have any questions or need help organising a trip around New Zealand, please ask the Student Services staff.

Also make sure you 'like' the NZLC Facebook page for all updates on great events in the city. <https://www.facebook.com/NZLC-431768686909941/timeline/>

Great Facilities

Spacious student lounges, computers, kitchens and DVDS are FREE to use for your comfort & convenience.

Internet / WI-FI

We have internet facilities available for current student use. The use of this is free and it is available within school hours, but please do not use the internet during class time unless it relates to your lesson. Please do not eat or drink around the computers, and please do not turn the computers off. Ask at Reception for the Wi-Fi password. Remember internet in New Zealand can be slow and please no downloading.

Students may be liable for the cost of all telephone, facsimile and internet costs incurred during the home-stay period. Families may charge \$5-\$15 per week for internet.

Additional Services

Upon request, we can also arrange the following services as an option:

- Accommodation Assistance
- Work Experience Placement (Au Pair, Internships, Farm stays)

Feeling unwell / visiting doctors

If you feeling unwell during your studies, visit the Student Services Department and we will help you. Depending on the severity, we may recommend that you visit a pharmacy or we can help you book an appointment at the doctor. We know good doctors who can help, and some of them can speak your language. This website can also help you to find a doctors' clinic close to where you will live: www.healthpoint.co.nz

Mental Wellbeing and Student Support

Sometimes students may feel homesick, stressed or sad when they are away from home. If you are feeling mentally unwell in anyway, talk to Student Services and we will help you find the support you need.

Visas

If you are planning to extend your visa after you arrive in NZ, you can also talk to Student Services for general information.

During your Day 1 Orientation, you will be introduced to the departments and relevant staff. You will also be given your Student Handbook which has contact details for the above services and further information.

Accommodation Department

Homestay Changes

If you want to change, finish, extend or take a holiday from your homestay, you must tell NZLC staff **at least 2 weeks** in advance. If you are away from your homestay for 7 nights or more on an approved holiday, you must pay half the usual rate.

For full details on homestay rules, please refer to the *NZLC Homestay Manual*.

Finding a Flat / Renting in NZ (adult students only)

The following websites are useful places to look when searching for a place to rent. When you arrive here in NZ, talk to the Accommodation Department for more help, tips and advice.

- www.trademe.co.nz/flatmates-wanted
- www.accommodation.nz/com/house-share
- www.share-accommodation.co.nz
- www.nzflatmates.co.nz
- www.nz.easyroommate.com

Before signing or agreeing to anything, it's important that you understand your rights and responsibilities as a tenant. You can find some useful information here: www.tenancy.govt.nz

Living in New Zealand: General Information

Cost of Living in NZ

It's important that you understand the cost of living here in NZ so you can form realistic expectations before you arrive. A guide to the Cost of Living in NZ can be found on the Immigration NZ website here:

www.newzealandnow.govt.nz/living-in-nz/money-tax/comparable-living-costs

Budgeting

This website is very useful if you are going to plan a budget before you come to NZ:

Sorted.org.nz: www.sorted.org.nz/life-events/studying

Banking

If you are staying in New Zealand for more than 12 weeks you should open a bank account. Most savings accounts come with a plastic "cash card" which you can use to access automatic teller machines (ATMs) 24 hours a day to withdraw and deposit money. All the major banks are located close to NZLC: ANZ, ASB and BNZ. The NZLC student services can explain what you need to open a bank account.

Posting Mail

Posting mail in NZ is an easy process. You will be shown where the post office is on your first day during orientation. Talk to student services for more information.

Phone Calls

Public telephones around the city can be used with pre-paid phone cards or credit cards. They can also be used for emergency and free phone call numbers such as those starting with 0800 or 0508. If you want to make a lot of overseas calls, you can buy special overseas discount cards from magazine shops, supermarket or petrol stations. You can make your calls from any phone and the cost per minute is very reasonable.

Transport

NZLC Auckland host families are located 45 – 60 mins away from school by public transport. Most NZLC Wellington host families are about 25-35mins from the school. Talk to your host family or the NZLC Student Services team about getting a public transport card and to find out if you are entitled to any discounts.

Auckland transport: <https://at.govt.nz/>

Wellington transport: <http://www.metlink.org.nz/>

Safety

New Zealand is one of the safest countries in the world but it is still important to be careful:

- Do not carry large sums of cash
- Do not leave your bag or any personal items unattended
- If you lose your wallet or any of your property, contact the police and fill out a report

- If you have to walk late at night, it is good to walk with a friend. Ask a staff member or homestay family about areas of town which are not so good to walk through at night

Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly-funded health services are available through the Ministry of Health, and can be viewed on their website at www.moh.govt.nz

Accident Insurance (ACC)

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand. If you go to the doctor for an accident-related injury, you must let the doctor or reception know and this way, it may cost less. Please note that coverage is not guaranteed and you if have an accident, you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz.

Relationships and Family Planning

Many students start relationships in New Zealand. If you need advice about family planning or want to avoid pregnancy, contact the Family Planning Association. They are very helpful and have contacts with overseas communities who can help with translation if you need it. www.familyplanning.org.nz

International Student Identity Card (ISIC)

If you are studying for more than 3 months and are a full-time student, you can apply for an ISIC card. This will give you student discounts on travel and many other services worldwide. Ask at reception for more information.

Driving

Driving in New Zealand might be very different from driving in your country. If you are going to get a driving license in New Zealand, please ask the staff for advice and books to help you. You can also have a look at the useful websites below. You must not drive without a valid driver's license.

Information for Visiting Drivers: www.nzta.govt.nz/safety/driving-safely/visiting-drivers

Drive Safe: www.drivesafe.org.nz

Hitchhiking can be dangerous and NZLC does not recommend it.

Drinking

In New Zealand you must be 18 years old to buy alcohol. You must also be able to prove your age with acceptable photo I.D. This means your passport, New Zealand Driver's License, or an 18+ card (applications available at NZLC reception). Photocopies and international driver licenses are not accepted at restaurants or bars.

Smoking

In New Zealand smoking in most public places is prohibited (including the school building). Smoking in all restaurants and bars is prohibited.

Immigration

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at www.immigration.govt.nz

THE EDUCATION (PASTORAL CARE OF INTERNATIONAL STUDENTS) CODE OF PRACTICE 2016

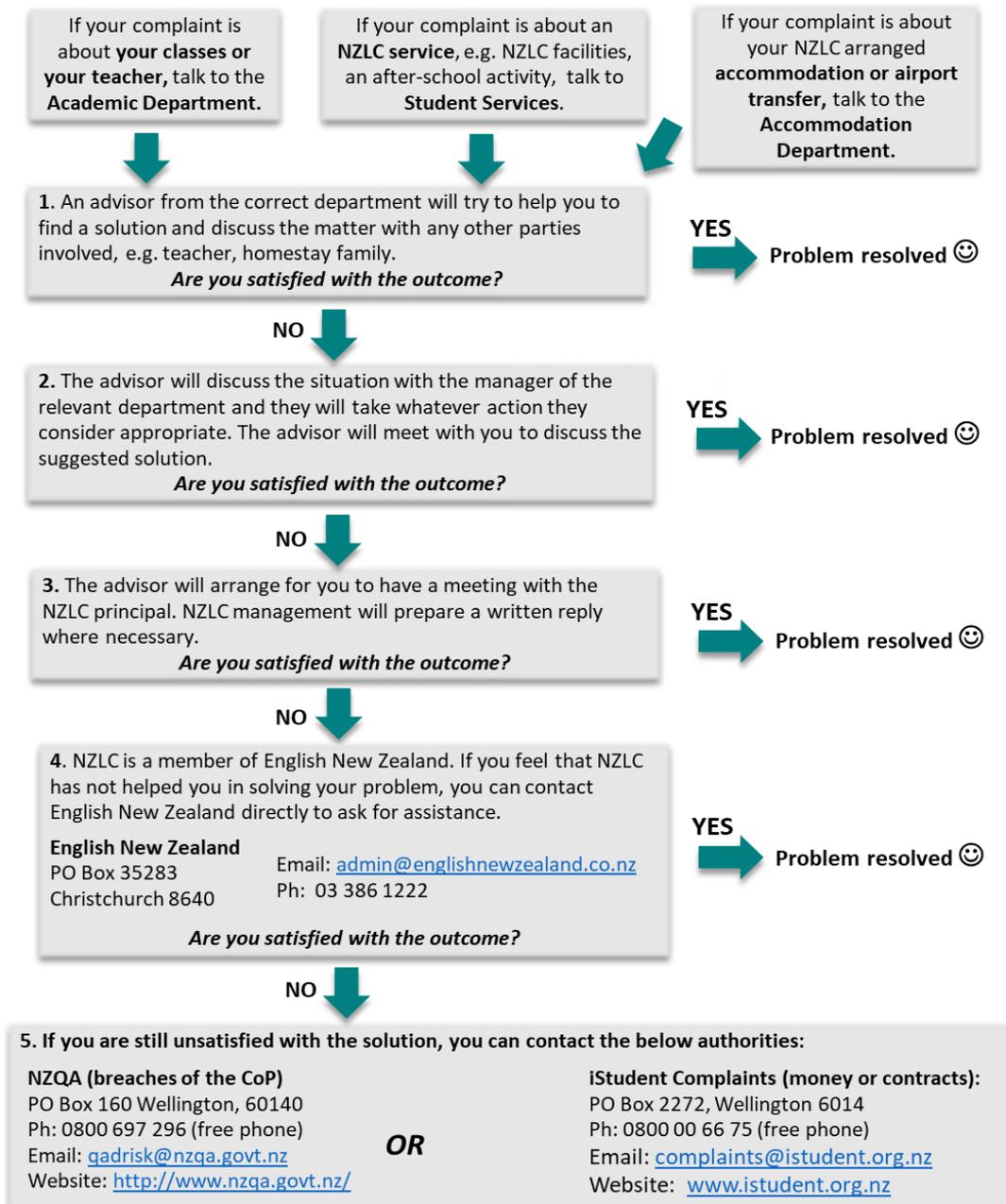
NZLC has agreed to observe and be bound by the NZQA Code of Practice 2016. Copies of the Code are available on request from this institution or from the NZQA website at www.nzqa.govt.nz.

NZLC Fee Protection

NZLC operates the following arrangement to protect student fees: all student fees are transferred directly to an independent Trust Account (as specified on the student's invoice). Fees are released to the school by the Trustee on a draw down basis as the student's course is provided by the school.

NZLC Grievance & Complaint Procedures (Dispute Resolution)

If you have a complaint about any part of your study and NZLC additional services received, please follow this procedure:



A signed NZLC Enrolment Form constitutes a contract between the student and NZLC Ltd. Therefore, all Grievance & Complaint matters need to be directed in the first place to NZLC as per the above procedures.

Useful Contacts

NZLC	<p>NZLC Auckland Level 2, 104 Customs St West, Auckland 1010 PO Box 105035 Auckland</p> <p>NZLC Wellington Level 4, 186 Wills Street, Te Aro Wellington 6011</p>	<p>09 3031962</p> <p>04 802 4620</p>
Student Emergency	<p>First: try calling the school numbers above (Mon-Fri: 8.30 a.m. - 5.00 p.m. – except public holidays)</p> <p>Second: try the students' 24 hour emergency line. This number can be called from anywhere in New Zealand toll free:</p> <p>NZLC Auckland number for airport transfer / accommodation related emergencies:</p>	<p>0508 156156</p> <p>021 780 509</p>
	NZLC Auckland Emergency Mobile	021 180 6300
	NZLC Wellington Emergency Mobile	021 030 9815
Emergency Service	Police, Ambulance, Fire	111
Doctors	<p>Auckland: City Med Corner of Albert St and Mills Lane, Auckland Central</p> <p>Wellington: Port Nicholson Medical Centre 1/101 Courtenay Pl, Te Aro, Wellington 601</p>	<p>09-377 5525</p> <p>04 384 4315</p>
24/7 Urgent Accident & Emergency	<p>Auckland: ASCOT Hospital 90 Greenlane Road East</p> <p>Wellington: Accident & Urgent Medical Centre 17 Adelaide Road, Newton</p>	<p>09 520 9555</p> <p>04-384 4944</p>
Dentist	<p>Auckland: Lumino Dentist 85 Albert Street, Auckland Central</p> <p>Wellington: Gentle Dental Centre 104 Dixon Street, Wellington Central</p>	<p>09 373 4962</p> <p>04 384 6046</p>
Taxis	<p>Auckland: Co-op Taxis</p> <p>Wellington: Wellington Combined</p>	<p>09 300 3000</p> <p>04 384 4444</p>
Police	<p>Auckland: Corner of Cook Street & Vincent Street</p> <p>Wellington: Corner of Victoria St and Harris St</p>	<p>09-302 6400</p> <p>04 381 2000</p>
Immigration Services	<p>Immigration NZ Auckland: Level 4, 280 Queen St</p> <p>Immigration NZ Wellington: Kordia House 109-125 Willis St, Te Aro</p>	<p>09 914 4100</p> <p>04 910 9915</p>

We hope this manual helps you with your trip preparation. Remember our friendly team is always happy to help you with settling in to life in New Zealand. 😊

We look forward to welcoming you to NZLC very soon!