

NZLC AUCKLAND

GROUP STUDY TOURS PRE-DEPARTURE MANUAL



KIA ORA! Welcome to New Zealand!

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

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

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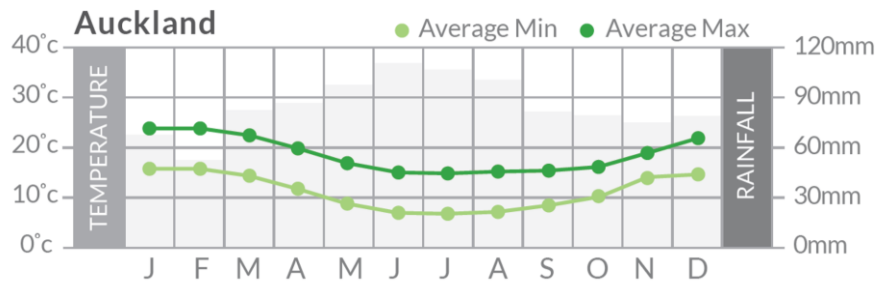
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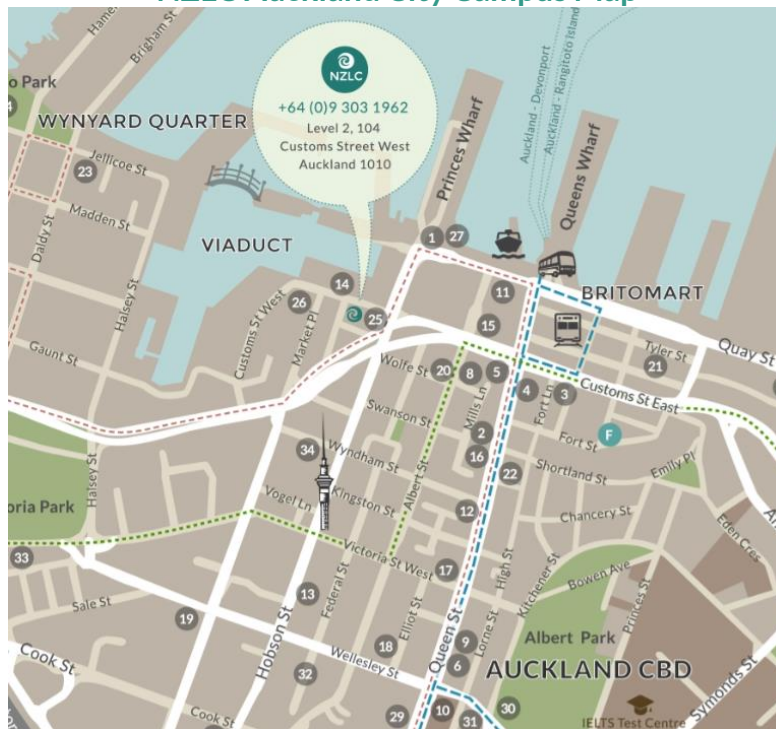
Auckland 'The City of Sails'

With over 1.6 million people, Auckland is New Zealand's largest city. It's located in the North Island and surrounded by two harbours. Also known as "the City of Sails", the locals are big fans of sailing and water sports. The city is diverse, multi-cultural and cosmopolitan with great shopping, entertainment and a vibrant café culture. It has all the facilities you would expect of an international city, with the added bonus of New Zealand's beautiful nature at your doorstep.

Weather and Climate



NZLC Auckland City Campus Map



Language Difficulties

It's natural to experience difficulty when speaking English or to feel overwhelmed. You'll be using conversational English while you're in New Zealand, which is probably different from what you were taught in school. It will take time to become proficient in your speech. Your host family, teachers and new friends, will be excellent sources of new words and phrases. Don't be afraid to ask them to speak clearly, slow down, or repeat themselves. You can also ask them to help with your pronunciation and vocabulary. If you become tired and frustrated when you don't learn as quickly as you'd like, relax and slow down. Be patient. It takes time!

Asking for help

If there is something you don't understand, ask someone for help or advice. Some useful expressions are:

"I'm sorry, I don't understand. Can you say that again, please?"

"What does -- mean?"

"Can you help me please?"

Packing for New Zealand

Clothing

New Zealand is known for having 'four seasons in one day' meaning the weather can change from hot to cold, rainy to sunny, throughout the day. We recommend layering clothing to adjust for changes in weather. New Zealand buildings and houses can be colder than in other countries so please bring warm clothes for inside too. All types of clothing can be purchased in New Zealand.

- Essentials (all year round): Sweaters, raincoat, strong umbrella, comfortable shoes.
- Warmer months (December - February): Light, comfortable clothing (t-shirt, light jacket, light sweater, sunhat, shorts, sandals, bathing suit, sunglasses, etc.)
- Colder months (June - August): Warm jacket, woollen jersey, jeans, shoes, warm hat.

Medication

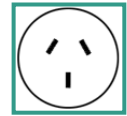
Please ensure you pack any required medication for the duration of your stay. It's also important to make sure you have declared any medical conditions to ensure your wellbeing and safety.

Toiletries

It's easy to find a range of toiletry products while in New Zealand, but it's recommended to bring at least one week's worth of toiletries (shampoo, shower gel, etc.) for your arrival.

Electrical Appliances

New Zealand operates on 240 volts. If you are bringing any appliances (phone/camera charger, laptop, hairdryer etc.) please check their voltage compatibility.



New Zealand plug

New Zealand power plugs are Type I (two or three flat pins). You can buy plug adaptors for New Zealand style plugs in Auckland.

Food

New Zealand has strict biosecurity procedures at airports controlling the importation of food and plants. You should not bring any plant or animal material in to the country (eggs, mushrooms, fruit, Chinese herbs, pork, noodles, spices etc.).

You can purchase a wide range of Asian and European food products in Auckland and you do not need to bring these with you.

If you must bring food (or any of the following) with you they must be declared on your New Zealand Passenger Arrival Card:

- Any food
- Animals or animal products (including meat, dairy products, honey)
- Plants or plant products (including wooden items)
- Other biosecurity risk items (animal medicines, herbal medicines, biological cultures, organisms, soil or water)
- Equipment used with animals, plants or water
- Items that have been used for outdoor or farming activities

Passengers who fill out the Quarantine section of the declaration card incorrectly will risk an instant fine of \$400. This is in addition to the prospect of a fine of up to \$100,000 for serious breaches of the New Zealand Bio-security laws. Please see the New Zealand Customs service website for more details: <http://www.customs.govt.nz/Pages/default.aspx>

Money

We recommend exchanging some cash into New Zealand dollars before you arrive. Auckland has numerous banks and currency exchange retailers if you require more cash. Most items in New Zealand are GST (goods and services tax) inclusive.

General Information

Phone Calls

NZ sim cards can be purchased for around \$20 and can be used in your cellphone from your country. Please make sure that your cellphone is unlocked and able to work in NZ first! You must ask your host family first if you want to make calls from your homestay landline. If you want to make a lot of overseas calls, you can buy special overseas calling cards from most convenience stores. There is one located just across the road from our school. You can make your calls from any phone, and the cost per minute is very reasonable.

Transport

You will be catching public transport to and from school. This could be a bus, train or ferry depending on where your host family lives.

Auckland uses a public transport card called an AT HOP Card which can be used for the bus, train and ferry. The card can be purchased at main stations and some convenience stores. The card costs \$10 and provides discounted fares. Child fares apply for under 15 year olds if the AT HOP Card is registered. You must 'tag on' at the start of your journey and 'tag off' at the end of your journey.

Cost of Living

Here are some examples of typical items in Auckland (please note that this is just a guideline):

Item	Cost (NZD)	Item	Cost (NZD)
Meal (dine in, inexpensive restaurant)	\$20 - \$50	Local Cheese (1kg)	\$9.27
Lunch (take away, inexpensive restaurant)	\$15.00	Apples (1kg)	\$3.00
Cappuccino	\$5.00	Banana (1kg)	\$2.99
Water (small bottle)	\$3.10	Water (1.5 litre bottle)	\$1.77
Milk (regular), (1 litre)	\$2.66	1 Pair of Jeans (mid-range)	\$105.00
Loaf of Fresh White Bread (500g)	\$2.22	1 Pair of Running Shoes (mid-range)	\$133.00
Eggs, free-range (12)	\$7.00	Cinema ticket	\$18.00

NZLC

NZLC Staff

Our Multi-lingual NZLC Student Services staff are always willing to help you with any questions regarding your studies, accommodation, visa, further studies, travel in New Zealand or personal matters.

School Rules

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. Do not use **your phone** in class, unless it relates to the lesson
10. Do not eat near **computer areas** and keep caps on bottles

Young Learners Rules (under 18 years)

We have a few simple rules for young learners (17 years old or younger) to follow to make sure they are safe and happy during their time in New Zealand

- Attend class every day.
- 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 9am every day.
- Be back at your homestay by 6pm every day. (Unless you have a school-organised activity that will finish after 6pm)
- Respect school property, listen to your teacher and follow their class rules.

Young learners are expected to follow these rules as well as the general school rules. If they can't follow these rules, warning letters may be given for unacceptable behaviour and in extreme cases, they may be sent back to their country so to avoid problems, please follow them carefully!

Internet / WIFI

We have free internet available during school opening hours, but please do not use it for downloading. Only use the internet during class time if it relates to your lesson. Remember, internet in New Zealand can be slow, so please be patient! Please do not eat or drink around the computers, and do not turn the computers off. You'll be given the WIFI password on arrival.

Homestay

If you live with a host family during your stay, we hope that it will be a very enjoyable time for you. During your stay, there will probably be times when living in a foreign country and using a different language will be a little difficult. Please try to understand that your host family might have difficulty in understanding you, just as you have difficulty understanding them. Try to be patient and find other ways to communicate. It maybe a nice idea to offer to cook your host family a traditional meal from your country.

Your homestay family was chosen for you in the hopes that you will have a long lasting and great relationship. It is important that you think of your homestay house as your home – but remember that there are other people in the house, so if you're on the phone or using the bathroom, don't take too long.

New Zealanders say "please" and "thank you" a lot and your host family will like it if you do too. They will also like it if you talk to them as much as you can and if you offer to help with chores around the house.

Please remember that weekday lunches may not be included in your homestay fee. You can purchase your own lunch food from the supermarket, which you can heat up in the microwaves at school. There are also lots of options to purchase your lunch from the many cafes and restaurants close to the school.

The average travel time between school and homestays is usually around 45 - 60 minutes by public transport.

If you have any problems or feel uncomfortable talking to your host family, please talk to the Homestay Coordinator.

Homestay Rules

Your family will probably have 'house rules' which are usually polite things that you should do during your stay. Here are some common 'house rules' to help make your stay more enjoyable.

- If you're going to be home late for dinner, please always text or phone your host family as early as possible to let them know (at least 2 hours before the meal/dinner).
- Please keep your bedroom clean and tidy, make your bed and open your curtains each morning. Turn off the lights and heater before you leave for school.
- Tell your family if you find New Zealand food difficult to get used to. They can help you to buy some additional food items or spices to add to your food.
- If you have a heater/dehumidifier and/or electric blanket in your bedroom, turn it OFF before you go to sleep. Otherwise, it can cause a fire!
- Please offer to help around the house. For example: Take your plate away after eating, help in the kitchen (preparing a meal or washing up) or stack the dishwasher.
- In New Zealand, we try to save water and electricity, so please keep your shower to 5-10 minutes once a day. Ask your host family where to hang your towel after showering.
- Remember to bring your own toiletries, e.g. shampoo, conditioner etc.
- Ask your host family about laundry and how to use the washing machine. During wintertime in New Zealand, clothes take a long time to dry. Only undergarment and t-shirts should be washed frequently. Find out where your host family hangs wet laundry. Don't hang your wet laundry/towels inside your room or wardrobe.
- If you're a smoker, you'll have to smoke outside the house. Please do NOT smoke inside.
- Some host families do not have unlimited internet usage, so please ask your family before using the internet. It is illegal to download movies, songs, and other copyrighted material.
- Ask for permission before using the phone to make overseas calls or calls to mobile phones. Mobile phone calls cost a lot more than landline calls. Make your phone calls short.
- Please, tell your host family if you find anything broken in your room or if you damage anything yourself. Don't keep quiet or try to hide it, or your host family may be unhappy when they find out.
- Please keep your host family's address and phone number with you at all times and give your phone number to your host family when you arrive so that they can call you in an emergency.