



# Young Learner Pre-Enrolment Handbook



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## Welcome to NZLC!

You are about to have an exciting adventure here in New Zealand, and we are looking forward to having you here with us!

Travelling abroad can also feel a little scary but do not 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 will introduce you to NZLC's procedures and rules that we expect you to follow during your studies. Please read this handbook and the NZLC Pre-Departure Manual carefully. If you have any questions, let us know!

## NZLC Staff

On your first day, you will be introduced to the Student Services team. You will have a Student Services Officer who will be your main point of contact while studying at NZLC. You can talk to them at any time during your studies about any questions, personal problems, or if you are feeling unwell, unhappy or unsafe. Don't be shy! We are here to help you!

## First Language Support

First Language Support is available if you need to talk to someone in your own language. We have multi-lingual staff on campus who speak Spanish, Portuguese, Korean, Japanese, Russian, Mandarin, Cantonese, French, Indonesian, and Tagalog. If NZLC does not have a staff member that speaks your language, 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 ensure you are safe and that your studies go smoothly:

1. Attend class every day.
2. No smoking or drinking alcohol.
3. No bad language or rude hand gestures.
4. No fighting at any time.
5. Be polite at homestay and school.
6. Come to school before 8.30am every day.
7. Go back home by 6pm every day.
8. Respect school property, listen to your teacher and follow their class rules.

You are expected to follow these rules as well as the school rules found in your classroom, your **Pre-departure Manual** and the **Student Handbook**. If you can't follow these rules, warning letters may be given for unacceptable behaviour or poor attendance. In extreme cases, you may be sent back to your country. To avoid any problems, please follow the rules carefully! *(For more details about the Disciplinary & Termination Process in cases where these rules are not followed, please refer to the NZLC Enrolment Form Terms & Conditions, the Pre-Departure Manual or speak to the Student Service teams.)*

## Your First Day at NZLC

On your first day, you will have an orientation and school tour. You will not have class on this day, but if you are joining our Young Learner English + Activities programme, you will join the afternoon excursion from your first day.

Please arrive at **8am** and remember to bring the following:

- Your **passport and valid NZ visa**
- Copy of your **medical and travel insurance certificate and policy** in English which meets the insurance guidelines set out in the NZQA Code of Practice. See section above for details. (If NZLC has arranged your insurance, we will give you the policy documents during your first week)
- Your **contact address and phone number** while in New Zealand
- Pens, a notebook and a dictionary
- We also recommend bringing a **reusable drink bottle** to school

## Weekly Schedule

General English/IELTS/Business English/YL GE HSP	
8:30 – 10:00 (90 min)	Lesson A
10:00 – 10:15 (15 min)	Break
10:15 – 11:15 (60 min)	Lesson A
11:15 – 12:00 (45 min)	Break
12:00 – 13:30 (90 min)	Lesson B
13:30 – 13:45 (15 min)	Break
13:45 – 14:45 (60 min)	Electives/Activities (optional)

YL English+Activities	
8:30 – 10:00 (90 min)	Lesson A
10:00 – 10:15 (15 min)	Break
10:15 – 11:15 (60 min)	Lesson A
11:15 – 12:15 (60 min)	Break
12:15 – 15:15 (180 min)	Activities

## Welfare Reports

During your first day, the Student Services team will give you a First Week Welfare Report, to make sure you are feeling safe and you understand the rules. We will also check if you know how to get home and that you have contacted your parents. If you have any problems, we will help you. We will then update your parents and/or your Education Consultant once we confirm the above.

### Students studying 8 weeks or more:

The Student Services team will meet with you every **5 weeks** to check how you are doing. Your teacher will also write an Academic report about your progress in the class and this will be sent to you parents and/or your Education Consultant every 5 weeks.

## Attendance

- You are expected to attend 100% of your classes.
- If you have a good reason to be late or absent, your host family, education consultant, designated caregiver or parents must call us before 8.45am or leave a message on the answer phone.
- In special cases, you may be permitted to leave class before 3.15pm but only if you have a special reason and your parents/education consultant have given prior permission to NZLC. Talk to Student Services.
- If you feel sick or unhappy at school, come to the Student Services office and we will help you.

## Staying out later than 6pm

If you want to stay out slightly later than 6pm, you need to let NZLC know and we will check with your homestay or caregiver. In all cases, you must be home by **9pm** in summer and by **8pm** in winter at the latest.

### Procedure:

- Make a request to 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:

- Where are you going and what is the address?
- Who will you be with?
- What is the contact phone number of where you will be?
- How will you go back to your home and what time will you return home?

## Staying away overnight

You are **only** 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 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 away 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 and come back to your home?
6. When are you going and what time will you return home?

## **Weekend Activity Option for Students 16yrs + (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 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 parents/legal guardian and let you know if the request has been approved or not.

**Questions you will be asked:**

1. When and where do you want to go?
2. Who will you go with?
3. What time will you leave your home?
4. What time will you go back to your home?
5. What is the contact phone number?
6. How will you go and come back to your home?

Students under 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.

## **Holidays**

**Young Learners cannot go on holidays by themselves.**

You may only take a holiday from your course if you are:

1. going back to your country
2. taking the holiday with your parents
3. taking a holiday with a designated supervisor, (e.g. family member)

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 return to the place you are staying while studying at NZLC at the end of the holiday?
6. What time and date will you return?

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. If you are not going to be accompanied by a family member or designated supervisor, you must take an NZLC-arranged transfer.

## Public Transport

Your host family or designated caregiver will help you purchase a transport card before you start school. The AT HOP card ([www.at.govt.nz](http://www.at.govt.nz)) is used in Auckland and the Snapper card is used in Wellington ([www.snapper.co.nz](http://www.snapper.co.nz)). Talk to Student Services on your first day at NZLC to check if you can get a discount.

## Keeping your money and belongings safe

We do not recommend that you carry big amounts of money or leave your bags, phone, wallet or any other personal belongings unattended, including inside the school. If you would like NZLC to look after your money, you can talk to the Student Services team 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 the *NZLC Pre-Departure Manual*, you will find a **Safety in NZ** section. We will also go over general safety guidelines on your first day, including sun, water and road safety in New Zealand.

## Contact Information

### NZLC Auckland

Monday – Friday: 8.30am – 4.30pm (except public holidays)

Phone: +64 (0)9 303 1962

### NZLC Wellington

Monday – Friday: 8.30am – 4.00pm (except public holidays)

Phone: +64 4 802 4620

### NZLC After hours (for urgent matters only)

- NZLC's FREE 24/7 Student Line (from any NZ phone only): **0508 156 156**
- NZLC's Auckland-arranged homestay and airport transfers: **+64 21 180 6300**
- NZLC Wellington-arranged homestay and airport transfers: **+64 (0)21 030 9815**

**Make sure you have these phone numbers on you at all times.** You should also carry the following details with you:

1. the address of where you are staying
2. the name and phone number of your homestay family/designated caregiver
3. your parent's contact details
4. your NZLC student ID card that will be given to you on your first day

We will remind you about the information in this handbook during orientation on your first day. You can also find more information in the *NZLC Student Pre-Departure Manual* (<https://nzlc.ac.nz/downloads/>).

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