

## NZLC GROUP STUDY TOURS

# GROUP LEADER GUIDELINES

Group leaders and teachers accompany study tour groups to New Zealand. Together with NZLC staff, they are responsible for the well-being of the group students and are the main caregiver for them. Group Leaders and teachers support NZLC staff in ensuring a smooth operation of the tour programme.

### Group Leader Responsibilities while in New Zealand

- Translate important information into students' native language (for example, during orientation or safety rules at activities).
- Help students understand the purpose of their tour (learning English & New Zealand culture) and encourage them to keep an open mind.
- Talk to students regularly to ensure they are well and do not have any problems in class or homestay.
- Report any issues or student concerns as soon as possible to the relevant NZLC staff member (see Communication with NZLC below)
- Make sure students know departure times & meeting points for transfers & activities. Tell them what clothes are suitable for the next day's activity.
- Be at school each day by 8.30am to check that all students arrive on time and to locate missing students
- Accompany and supervise students on every activity.
- Handle after hours problems/emergencies in consultation with NZLC staff.
- Have contact details for all students' parents/legal guardians in case of an emergency.

### Communication with NZLC

Group students should discuss any issues with their group leader/teacher who can then talk to NZLC. Any matters regarding accommodation (homestay or city accommodation) should be discussed with the accommodation department; anything else can be discussed with the Group Study Tours department in the first instance. If you are unsatisfied with the outcome, please speak to NZLC Management.



### Observing classes

If group leaders or teachers of the group would like to observe their students' class, please give the Group Study Tours Department at least 2 days' notice and they will arrange a 30-minute class observation with the Academic Department.