

GROUP STUDY TOURS - LEADER GUIDELINES

Together with NZLC staff, the Group Leader and Escort Teachers who accompany study tour groups to New Zealand are responsible for the well-being of their students and are the main caregiver for them. They are required to support NZLC staff in ensuring a smooth operation of the tour programme. Here are some guidelines to help:

- Translate important information into the students' first language; such as 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 NZLC staff (see 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 any late or 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.

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.

Communication with NZLC

Group students should discuss any issues about homestay or classes with their group leader/teacher who should then talk to the NZLC Group Tours Coordinator in the first place. The NZLC Coordinator will consult with the Homestay or Academic department managers to resolve the issue and will report back to the Group Leaders/Escorts.

