



LSI Auckland Student Handbook

WELCOME TO NEW ZEALAND

Language Studies International (LSI) is dedicated to providing a high-quality English language and cultural immersion experience to international students and professionals of all ages and backgrounds.



LSI Auckland

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Kia Ora, welcome to Language Studies International, Auckland. We will do all we can to ensure you have a great time with us.

New Zealand is a unique country and home of the indigenous Maori people. New Zealand has the largest population of Maori /Polynesian people - about 15% of the population. Please take the opportunity to learn more about Maori/Polynesian culture and its unique values.

New Zealand has two official languages, English and Maori. This is a result of the partnership which began with the signing of the Treaty of Waitangi in 1840.

TOITU TE WHENUA (Leave the land undisturbed)

The environment is important in New Zealand and there are laws protecting animals, plants, and sea-life. Small fish and small seafood should not be collected or caught. It is illegal to throw rubbish out of car windows. Please enjoy what you find and leave the environment as you found it.

Many places in New Zealand have a spiritual significance to the Maori. Treat these places with respect.

INFORMATION FOR THE FIRST DAY

Lesson Times:

Lesson 1	9.00am – 9.50am
Lesson 2	9.55am – 10.45am
Break	10.45am – 11.10am
Lesson 3	11.10am – 12.00pm
Lesson 4	12.05pm – 12.55pm
Lunch Break	12.55pm – 1.45pm
Lesson 5	1.45pm – 2.35pm
Lesson 6	2.40pm – 3.30pm

LSI Courses

Standard 20: Lessons 1 – 4 Monday to Friday

Intensive 24: Lessons 1 – 4 Monday to Friday + Lesson 5 and 6 two afternoons per week

Intensive 30: Lessons 1 – 6 Monday to Friday

**All LSI Auckland courses run from Monday to Friday.
The school building is closed over the weekend.**

BREAKS:

Please observe the allocated break times. The 5-minute breaks are not for drinking or smoking or eating as there is not enough time. Please eat and drink in the student room only - not in the classrooms. Please put food rubbish in the rubbish bins provided and recycle paper, plastic bottles and containers, tins, and fizzy drink cans in the green recycle bins by the lifts.

ATTENDANCE:

If you are over 10 minutes late, you will be marked absent for that lesson. Please wait outside the classroom until the start of the next lesson. Students who are on a Student Visa must attend at least 80% of their course, or their visa will be rescinded and will not be able to stay any longer in NZ. You can check your attendance by logging in to E-LSI.

SMOKING:

There is no smoking in the building. Do not smoke outside the front of the building or inside your homestay/residence.

TELEPHONE SERVICE:

LSI can provide you with a SIM card once you arrive or you can buy a SIM card from a convenience store. Information about this is provided at Orientation on your first day.

EMERGENCY NUMBER:

If you get in trouble while travelling around NZ and it is outside school hours, please phone your homestay or call the LSI 24-hour emergency phone number: **021 644 033**.

BUS, TRAIN, FERRY TRANSPORT:

AT Hop Cards can be purchased at One Stop Convenience Shop on Karangahape Road. We recommend registering your card online, so that if you lose your card you can transfer your money to a new one. Students who have a Tertiary Sticker can register their card online or at Britomart to be able to access the discount.

SOCIAL ACTIVITIES:

Weekly activities are after school at 1:45 or 3:35pm on Tuesdays, Wednesdays and Thursdays. Please tell Peter if you are interested in joining an activity.

WEEKEND TRIPS with Auckland Adventures (with students from other Auckland schools):

Matthew from Auckland Adventures comes to school every Wednesday and Thursday between 1.00 and 1.30pm to take your bookings and answer questions.

CHANGES OF COURSE AND HOLIDAYS:

Please see Reception if you would like to extend your course. Students cannot change their course to a course of fewer hours once the course has begun. Holidays are for a minimum of one week (Monday to Friday) and must be booked 2 weeks in advance. Holidays will not be granted to students whose attendance is less than 80%. LSI also has 2 weeks of holiday a year over Christmas and New Year.

CLASS CHANGES:

Teachers have a weekly meeting on Wednesdays to discuss classes and student progress. If you would like to change classes, talk to your teacher and Academic Management before Friday. There are Level Tests every Thursday afternoon after 3:30pm.

ABSENCES:

Students are expected to attend all lessons. You will be marked absent for any classes you miss that are not a scheduled holiday. No fees are refundable if a student has to leave for misconduct. If you are sick and unable to come to school, please phone to tell us. You will need to show us a doctor's letter if you are absent for more than 3 days.

MESSAGE FROM THE DIRECTOR OF STUDIES

I would like to explain our teaching and learning techniques to you. It is important that you understand these because they may be different to what you are used to.

Firstly, if you have booked to be in a class, you will not get the individual attention you would get in a 1:1 lesson. Class lessons rely on co-existence, co-operation, and compromise. The class size varies because we take in new students each Monday morning. We also have weekly tests for each class, and teachers' meetings where the teachers assess if students are ready to go up a level or not. If students are assessed as ready to go up and pass the level test, then they move class the following Monday morning. If you have any questions about this, you can talk to your teacher or the Director of Studies.

Our syllabus is grammar-based. It is organised systematically so that grammar items are revisited at higher levels because when you first learn a new grammar point, it will take quite some time before you succeed in using it correctly. You may find that a grammar rule you have learnt does not apply in every situation. This is because English is an old language that has been modified over centuries and it has become irregular. Our job is to teach you the system and the irregularities.

Take responsibility for your own learning. Ask for extra help or practice materials. Do your homework and speak English as much as possible. You need to work hard but please do not expect to learn the whole English language in 2 to 4 weeks. This is not possible.

Morning classes are grammar-based, but you will not be given a list of rules or a list of vocabulary to learn unless it is related to a context. The purpose of language is communication, so we give you communicative practice in a task-based, learner-centred context. This is the most effective way to learn.

Afternoon lessons are fluency based and we concentrate on listening and speaking. We will reinforce correct English usage through a variety of tasks such as games, discussions and debates, or projects followed by a presentation etc. You may complete your task in a group, in pairs, or individually. Remember, **the bigger the risk you take, the more you will learn**. Your teacher will analyse your fluency but may not correct every error when you are speaking because sometimes fluency is more important than error correction.

We try to account for different **learning styles** but it is not possible to satisfy everyone at the same time. To maintain motivation, each learner needs to be aware of his/her own **learning style and strategies**. How do *you* best learn a language?

Your expectations are important. If you don't know why your teacher asks you to do an activity, please wait until the end of the lesson and ask them.

In your morning lessons you will be given your own textbook and/or some copied material. We do this because we use a combination of text books. Please file your copies. Your Course Material Fee pays for the use of LSI texts, your textbook, copyright and copies.

You should also have the following:

1. a vocabulary notebook for your own notes (your vocab bank - with the words used in context)
2. an exercise book to write in. You will be given homework each day.
3. a file for your copies

Remember that a good language learner:

- is a good listener
- stretches what he/she knows to cover his/her needs
- is relaxed, sympathetic and positive to the people who speak the language he/she is learning
- is not afraid of making mistakes or of what he/she doesn't know
- is confident in his/her ability to learn
- is self-reliant
- is motivated, enthusiastic, and open-minded
- is aware of why he/she wants to learn
- is prepared to come into contact with the language
- is willing to take responsibility for learning - to take ownership of his/her learning.

We wish you happy learning at LSI.

Brad Roberts
Director of Studies

Please speak English while you are at school.

LSI LEVELS

BEGINNER	Has little or no knowledge of the language and knows only a few basic words and phrases. Cannot understand the spoken language at all. IELTS Level 1, 4-6 weeks study
ELEMENTARY	Can communicate using very simple basic structures and a limited vocabulary in everyday situations. Understands a little conversational language. IELTS 2-3, TOEFL iBT 0-8, CEFR A1. TOEIC L/R 120-224, S/W 80-159. 4-6 weeks study
PRE-INTERMEDIATE	Can take part in a variety of conversational subjects using basic structures and vocabulary with acceptable accuracy. Can understand most conversations when conducted slowly and clearly. IELTS 3 – 4, TOEFL iBT 9-56, TOEIC L/W 225-549, S/W 160-239, CEFR A2. 8-12 weeks study
INTERMEDIATE	Has better control of structures and a practical and useful vocabulary. Errors still frequent but good understanding of language. IELTS 4– 5, TOEFL iBT 57-86, TOEIC L/W 550-784, S/W 240-309, CEFR B1. 8-12 weeks study. PET.
UPPER-INTERMEDIATE	Wide range of structures used with a fair degree of accuracy. Some “typical” errors still prevailing. Good overall comprehension. IELTS 5–6.5, TOEFL iBT 87-109, TOEIC L/R 785-944, S/W 310-399, CEFR B2, FCE Grade B & C. 8-12 weeks study
ADVANCED	Communicates very well using most structures accurately. Can talk about a wide range of topics using appropriate vocabulary and using some idiomatic language. IELTS 6.5 – 8.5, TOEFL iBT 110-120, TOEIC L/R 945+, S/W 400+, CEFR C1, FCE Grade A, CAE. Progress varies.
PROFICIENT	Communicates very well using idiomatic and colloquial language fluently, logically. IELTS 9, TOEFL iBT 120+, TOEIC L/R 945+, S/W 400+ CEFR C2, CPE.



LSI TERMS AND CONDITIONS

- Our courses take place from Monday to Friday, except on Public Holidays. Staff and building rentals continue to be paid for on Public Holidays so we are unable to give you a day in lieu.
- Accommodation is booked weekly and is provided from Saturday or Sunday, one or two days prior to course commencement, and ends on Saturday or Sunday morning, one or two days after the course finishes. You must request and pay for additional nights if you arrive early or leave late. Extra nights are subject to availability.
- All our prices are in New Zealand dollars and include 15% GST (except for Homestay).
- At the end of your course you will receive an LSI certificate. No certificate will be issued to students with a Student Visa if their attendance is below 80%.
- Social activities which are organised by our school have an extra cost to be paid to LSI. Some activities may have a small entry cost.
- Course Material Fees pay for copies of coursebooks and supplementary materials, copyright agreements, and your personal textbooks.
- All fees must be paid at least 2 weeks before the course commences.

Deposit and Confirmation

On receipt of a completed enrolment form, and a non-refundable registration fee of \$190, written acceptance of enrolment will be given by Language Studies International. This guarantees students a place.

Fees

The course fees plus the cost of accommodation must be received at least 2 weeks before the start of the course. In the event of non-payment, Language Studies International reserves the right to refuse admission. Fees cannot be transferred to another student.

All student fees are to be deposited into the following account:

Language Studies International (NZ) Ltd – Student Fees Trust Account
ANZ Bank, 185 Broadway, Newmarket, Auckland.
Account number: 060265-0101907-00 Swift code: ANZBNZ22

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 <http://www.immigration.govt.nz>.

Cancellation

Students enrolled for a course **over 3 months** who withdraw within the first 10 working days of their booked course are entitled to a full refund, less a deduction for costs incurred by LSI, up to a maximum of 25% of the total fee paid. LSI will provide the student with details of the cost components for the purpose of working out the maximum deducted percentage. In the event of a dispute over the cost component deducted, the student can refer the matter to English New Zealand, NZQA or iStudent (see pages 11-12).

For foreign students enrolled in a course of study **less than 3 months** who withdraw, the following minimum refund entitlement will apply:

- a) For courses of **up to and including four weeks and six days**: where a student withdraws within the first two days of the course LSI will retain 50% of the full amount and refund the balance to the student.
- b) For courses of **five weeks or more but less than three months**: where a student withdraws within the first five days of the course LSI will retain 25% of the full amount and refund the balance to the student.

In all other cases, there are no refunds of tuition fees.

Goods and Service Tax (GST)

Please note that all LSI fees (except for Homestay fees) are subject to a 15% government tax. Should this be increased, our fees will increase accordingly.

Homestay Cancellation

All cancellations, withdrawals, or changes should be submitted in writing at least 2 weeks in advance and must be confirmed by LSI. Non-confirmed withdrawals result in payment of one week's homestay fee.

Minimum Age

The minimum age for acceptance is 14 years. Students under the age of 18 must stay with and LSI registered host family or their legal guardian. Students under the age of 18 staying in family accommodation must book half-board and return airport transfers. Unless otherwise requested by a parent or guardian, students under the age of 18 staying in family accommodation will be expected to return to their accommodation by no later than 10.00 pm from Sunday to Thursday and 10.30 pm on Fridays and Saturdays.

FEES & PAYMENTS

If you have not paid your fees, you must go to Reception on Level 1 to pay on your first day.

All payments to our homestay families are made through the school – families are NOT permitted to accept money directly from students. Students are not to ask families to house them at a cheaper rate than what the school contract states.

Protection of Fees Paid in Advance

LSI has set up an independent Student's Fees Trust Account, which is managed by an independent Trustee. Funds held by the Trustee exceed fees received in advance from students. The New Zealand Qualifications Authority has accepted this arrangement as meeting requirements of its student fee indemnification policy.

In the unlikely event that a claim needs to be made to the Trustee of the Student Fees Trust Account, the contact details are as follows:

Geoffrey Bouchier, DFK Oswin Griffiths Carlton

Tel: 0064 9 379 3890, Fax: 0064 9 309 3304

Email: geoff.bouchier@dfkogc.com

Please see our Terms and Conditions for address details.



RULES AND REGULATIONS

Students are advised that the following are not accepted/tolerated on the premises of Language Studies International (NZ) Ltd:

- Continual lateness to class or unexplained absenteeism; attendance needs to be above 80% or no certificate will be issued.
- possession or consumption of alcohol or drugs- including marijuana
- chewing gum in school
- smoking inside the school building
- behaviour of an offensive or discriminatory nature with regards to a person's sex, politics, religion or ethnicity
- disruptive behaviour and/or material
- abusive and/or disorderly behaviour
- unhygienic behaviour
- violent / aggressive behaviour
- possession of fireworks, explosive devices, offensive weapons, pornography
- downloading pornography from the internet

Students committing any of the above will be warned verbally and have the further consequences of continued transgressing outlined (with translators present if required). If the student reoffends, the student will be warned in writing, with a witness present, and the agent will be informed. Further repetition of the offence by the student will result in immediate expulsion from the school, notification to the NZ Immigration Services, and no refunds of fees.

TERMINATION OF TUITION AT LSI

LSI reserves the right to terminate tuition with no refunds in the following situations:

- The student has been expelled in accordance with LSI Rules and Regulations.
- The student has committed a criminal act (this includes outside LSI premises).
- The student's visa is rescinded for non-attendance on the course because of unexplained and continued absenteeism (the requirement is 80% attendance).
- Failure to pay fees.

Process followed when LSI considers termination:

- Student is warned twice (verbally with written confirmation). This warning says that the third time will be the advice of termination.
- Student's agent and parents are informed.
- The student has taken up his/her right to appeal.

Process followed once termination has occurred:

- Student and Agent are informed of termination in writing.
- INZ are informed.

NB: There are no refunds in the case of termination of enrolment.

INSURANCE

Insurance

Sections 4.2.8 & 7.3.2 of the NZQA Code of Practice for the Pastoral Care of International Students require all international students studying in New Zealand to have appropriate medical and travel insurance. LSI is required to sight each student's insurance on enrolment. The policy should cover: transport to and from New Zealand for the duration of your stay in New Zealand, trips to other countries during the period of study, personal insurance for the sum of \$1million, emergency evacuation or repatriation, the costs of an accompanying relative in case of illness, personal effects, personal liability, mental illness, and loss of fees due to emergencies.

New Zealand law states that you cannot start classes without proof that you have insurance. International students must have appropriate and current and medical and travel insurance while studying in New Zealand. You can purchase Medical and Travel Insurance from the school – please see Reception, level 1.

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: <http://www.moh.govt.nz> .

Accident Insurance

The Accident Compensation Corporation (ACC) provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you still may be liable for all other medical costs and related costs. Further information can be viewed on the ACC website – <http://www.acc.co.nz> .

Motor Vehicle Insurance

If you buy or rent any motor vehicle, including motorbikes/scooters, it is very important that you buy insurance because it is very easy to have an accident with these. Even if your vehicle is not expensive, you may be liable to pay for damages to another vehicle that could be very expensive.



CODE OF PRACTICE

Summary of the Code of Practice for the Pastoral Care of International Students

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for. New Zealand educational providers have an important responsibility for International Students' welfare.

This explanation provides an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code) and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

What is the Code?

The Code is a document that provides a framework for service delivery by educational providers and their agents to International Students. The Code sets out the minimum standards or advice and care that are expected of educational providers with respect to International Students. The Code applies to pastoral care and provision of information only, and not to academic standards.

The Code sets standards for education providers to ensure that:

- High professional standards are maintained
- The recruitment of international students is undertaken in an ethical and responsible manner
- Information supplied to International Students is comprehensive, accurate, and up-to-date
- Students are provided with information prior to entering into any commitments
- Contractual dealings with International Students are conducted in an ethical and responsible manner
- The particular needs of International Students are recognised
- International Students are in safe accommodation
- All providers have fair and equitable internal procedures for the resolution of International Student grievances.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with International Students enrolled. The Code is mandatory to these providers and must be signed by them.

What is an "International Student"?

An "International Student" is a foreign student studying in New Zealand.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand education provider (LSI). The Code is also available online from www.minedu.govt.nz/goto/international.

How do I know if an Education Provider has signed the Code?

NZQA maintains a register of all signatories to the Code. This is available online from www.minedu.govt.nz/goto/international. If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the NZ Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact school management, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact NZQA or iStudent.

GRIEVANCE PROCEDURES

Educational problems:

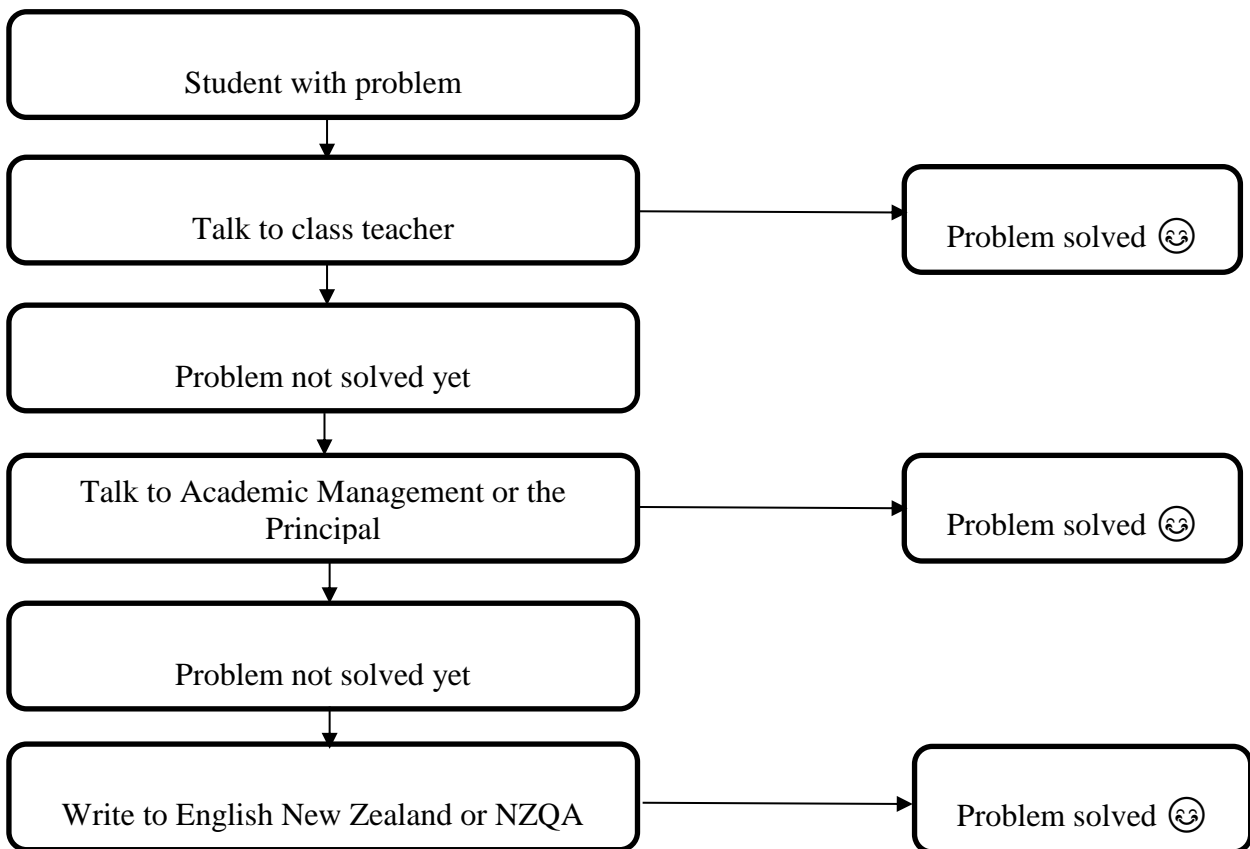
A student with a problem related to classes should:

- Talk to the class teacher
- If the problem is not solved, talk to Academic Management or the Principal
- If the problem is not solved, write to your Agent with a copy to the Principal
- If the problem is not solved, write to English New Zealand <https://www.enz.govt.nz/>
 - If the problem is not solved, write to NZQA <http://www.nzqa.govt.nz/>

Non-educational problems:

A student with problems related to finances, accommodation or health should:

- Talk to the class teacher, Accommodation Co-ordinator or Reception
 - If the problem has not been solved, talk to the Principal
- If the problem is not solved, write to your Agent with a copy to the Principal
- If the problem is not solved, contact Student Complaints, <http://www.istudent.org.nz/>



HOW TO MAKE A COMPLAINT

What to do if you have a complaint

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here. If you have a complaint, it is important that you go through the right steps. Here is what you need to do:

Ask your education provider to resolve your complaint

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses. They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to qadrisk@nzqa.govt.nz. If you need more information on the complaints process, contact NZQA on 0800 697 296.

Or – if it is a financial dispute – you can contact iStudent Complaints

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service. iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 00 66 75.

New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live

About NZQA

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice.

www.nzqa.govt.nz

HEALTH AND SAFETY

The emergency number in New Zealand is 111.

- If there is an **earthquake** while you are at school DROP, COVER and HOLD. Follow instructions.
- If there is a **flood**, move to higher ground outside or wait inside the LSI building for further instructions.
- If there is a **fire** at LSI, follow the instructions of your teacher and the Fire Wardens. Do not use the lifts. Walk calmly down the stairs. Do not carry drinks or big bags with you.
- If you get **stuck in the lift**, use the lift telephone to call for help. The number is on the phone in each lift.
- If you get a **burn**, run it under cold water and get help from a member of LSI staff.
- If you see that another student is sick, please get a member of the LSI staff to help.
- Do not boil the electric jugs without water. Do not use metal in the microwave. Do not walk around with hot food and drinks.
- Do not flush anything except toilet paper down the toilet.

Protect yourself at the beach

- Swim only between the red and yellow flags at lifeguard patrolled beaches.
- Listen to advice from lifeguards and safety signs
- Always swim or surf with a friend
- Never run and dive into the water.
- Never swim under the influence of alcohol or drugs.
- Take care with flotation devices as they can be easily swept away.
- Be aware of rip currents.
- Wear appropriate clothing and surf equipment such as fins, wetsuit and wrist leash with a boogie board.
- Don't attempt to swim if you are cold or tired.
- If you get into trouble: raise your arm for assistance, relax, float on your back, wait for help.
- If in doubt, stay out.

For more information before you go to the beach:

- Surf Life Saving Northern Region website at www.lifesaving.or.nz
- Water Safety NZ website at www.watersafety.org.nz

TESTING AT LSI AUCKLAND

Placement test

LSI uses the Oxford Placement Test, including listening and grammar sections, to place students. Speaking interviews are conducted with all new students on their first day to provide an indication of the student's level, to be considered alongside the Oxford Placement Test results.

Weekly test

Every Friday there is a test in the morning class. This test checks what has been studied during the week.

If a student gets over 80% three times in a row in their weekly tests, they can be considered to sit the Level Test (which includes grammar, vocabulary and writing).

Level test

Level tests are held for students whose teacher/s recommend they be considered to go up to the next level. The Teacher will complete a Skills Sheet, taking into consideration level appropriate Can-Do statements, listening tests (KEY, PET, FCE or IELTS), speaking and writing. Skills Sheets are to be handed in at the teachers' meeting on Wednesday.

Level tests are administered on **Thursday afternoons at 1:45 or 3:35.**

The results of the Thursday tests are available on the Friday morning.

If students pass by 75% or more, they may go up to the next level. Speaking, listening and writing are also taken into consideration to balance the score.

Students need to spend at least two weeks with an average of 80% attendance at the new level to be given the certificate at that level. Therefore, students cannot take a test in their last two weeks of their course.

Students need to wait a minimum of two weeks in between sitting level tests.

Mid-Book Test

Mid-Book tests are held in week 5/6 of each block – results will be used to decide which students can move up.

End of Book Test

There is no Level Test in Week 9, Week 10, Week 1 and Week 2 of each block, unless students have less than four weeks remaining of their course.

An End of Book test will be held in the week the coursebook finishes – results will be used to decide which students can move up.

Official Pre-Tests

LSI runs official IELTS and Cambridge Main Suite pre-tests throughout the year in order to compare results with students' current LSI levels and judge the effectiveness of our teaching/learning programme.

Exit Test

Students whose course is 12 weeks or longer take a web-based exit test to measure their progress in the school and provide data for us to compare with their current level of study at LSI. Once again, this helps us to evaluate our teaching and learning programmes.

HOMESTAY GUIDE

TYPES OF HOMESTAY

Half board: Breakfast and dinner every day with lunch provided on weekends if you are home.

Bed and Breakfast: Breakfast every day – you cannot cook dinner in the homestay.

You are responsible for providing your own lunch Monday to Friday while you are studying. Do not take food for lunch from your homestay.

Please remember your homestay is a home, not a hotel.

1. Please keep your room tidy. Open your curtains and make your bed every day. Please ask where you should put your rubbish. Waste paper baskets in bedrooms should not be used for food rubbish or personal hygiene rubbish. If you are cold, please ask your host mother for another blanket or cover for your bed.
2. Do not smoke inside the house due to fire regulations.
3. Please talk to your host family about your food preferences. Please ask the host mother or father when you should be home for dinner each night. If you will not be present for a meal, you must text and let them know at least 2 hours in advance. If you want your host mother to save your dinner so you can eat it when you get home late, please ask.

Breakfasts in NZ usually consist of a choice of **some** of the following, cereal, toast, yoghurt, jam, cheese, fruit, juice, tea, coffee, or hot chocolate. Your Host Family may say 'Help yourself'. That means you can get your own breakfast from the food provided.

Students are not permitted to use the homestay stove or oven to cook food.

4. Please talk to your host family about laundry. Your host mother may do your laundry for you, or teach you how to do it. If you have any problems understanding your host family's system, please check with LSI. Do not hang wet clothes in the bedroom or wardrobe.
5. You will be given a house key and instructions about how to lock the house properly when you are the last person to leave. Please make sure you do as instructed and ask questions if you do not understand. When you leave the homestay at the end of your stay, please remember to give the key back to the host family.
6. Please attempt to communicate any problems or worries you may have directly with your host family. Also – let them know if you are happy! If you cannot solve something directly with the family, please see LSI staff.
7. **LSI requires at least 2 weeks' notice** for any changes to your homestay period including but not limited to cancelling, shortening, or extending. We will then notify the host family. If you want to stay longer, please let LSI know as soon as possible so we can keep the room available for you to stay longer. All homestay payments must be made through the school. Private negotiations between the LSI student and the host family are not permitted.

Changes of Host Family

8. The first homestay change is without cost. The second change generates an administration fee of \$80.
9. When you finish studies at LSI, you are required to leave the LSI Homestay.
10. Please keep showers to 10 minutes maximum, once per day. Remember to leave the bathroom tidy and dry. People do not usually shower after 10pm as it can wake other people in the house.
11. Please keep the bathroom tidy. In NZ all used toilet paper is flushed down the toilet. Please do not put used toilet paper in the rubbish tin. Ladies, please check with your homestay where they want you to put your personal monthly hygiene pads.

Please do not:

- Smoke in the home
- Use drugs/alcohol
- Leave the heater or electric blanket turned on while you sleep or are not in your room
- Bring friends home without asking your host family. Always introduce your friends to your host.

If you change your address at any time while enrolled at the LSI you are required by law to inform an LSI staff member of your new address.

MANNERS IN NEW ZEALAND

This list is to help increase your cultural awareness, to help you enjoy your New Zealand experience and to better your knowledge of New Zealand and its people.

Please read these and discuss them with your teacher:

- In NZ culture, it is polite to excuse yourself to the teacher if you are late, or if you need to leave the class early.
- Say “please” and “thank you” when you ask for something.
- Slamming doors is rude so please close doors carefully.
- When you are entering a lift, wait for those exiting the lift to leave before you enter.
- When returning home to your homestay, it is polite to greet the people in the home.
- If your nose runs or is blocked, blow or wipe it with a tissue. Sniffing loudly is offensive in English culture.
- Making loud noises while eating is impolite.
- Please do not spit.
- Covering your mouth when you cough or sneeze is hygienic and polite.
- Let your host family know your plans and leave a contact phone number so they know you are safe.
- Try to speak English at all times.
- If you would like to talk to someone and they are already talking to someone else, wait until they have finished talking and then say, “Excuse me”, and start talking.

Thank you for your sensitivity to our cultural differences. We trust that by following these simple suggestions your cultural experience in New Zealand will be enriched.

CULTURE SHOCK

Culture shock is normal when someone goes to live in another country. It happens because there are many new things to get used to. It is important to remember that almost everyone experiences culture shock when living in another country. You are not alone!

TIPS TO HELP YOU COPE WITH CULTURE SHOCK:

Talk about how you feel:

- **April and Wendy** are happy to talk to you about your feelings. Your teachers, classmates and homestay parents can also help you.
- **People from your country** who have been in New Zealand for a long time may be able to give you good advice. Ask them how they adapted.
- **Keep a journal** (diary) and write down how you are feeling and your experiences.

Keep a positive attitude:

- Your English is improving every day. When you get back home, your friends and family will be amazed at how good your English is.
- Even if you cannot speak English as well as you want to, you are still the same intelligent person!
- Try to see the funny side of situations. Mistakes help you learn.
- Try to find points of similarity between New Zealand and its culture and your own country and culture.
- Keep familiar things around you, for example, photographs of family and friends at home.
- Remember that this feeling will not last forever. Things will get better.

Take care of your health:

- Get enough sleep and keep coming to school on time.
- Eat plenty of fruit, vegetables and other healthy food.

Keep active:

- Be willing to try new things.
- Go out with your classmates and people you meet.
- Set yourself small goals each day or each week.

STUDENTS UNDER 18 YEARS

Code of Conduct In compliance with the NZ Code of Practice

Rules for the Safety and Well-Being of Under 18-year-old LSI students:

1. **Curfew:** Students must be at home no later than 10 pm Sunday to Thursday and 10.30 pm Friday and Saturday nights. Students must be sure to check transportation schedules and allow for travel time to arrive at home by required times.
2. **No Sleepovers:** Students must sleep in their own bed in their own host family every night. Students may not spend the night at each other's home even if the host families and or/parents agree. It is essential that the school, parents, and host families know the whereabouts of each student at all times.
3. **Out-of-Town Excursions:** It is not permitted to arrange or join out-of-town excursions which are not organized by LSI Auckland.
4. **Attendance:** Students must attend class every day and arrive on time.
5. **Sickness/Absence:** Students must inform their host family and the school if they are sick and can't come to school, so assistance and supervision may be arranged.
6. **No Alcohol:** NZ law prohibits the purchase or consumption of alcohol by anyone under 18 years of age.
7. **Smoking:** NZ law requires a person to be 18 years old in order to purchase or smoke cigarettes in a public space.
8. **No Drugs:** Students must not purchase, sell, or use illegal drugs. If a student is caught with any illegal substance, he/she will be sent home immediately.
9. **No Travelling Alone or with Friends:** Students must inform parents if they are away from homestay during any weekend excursions approved by LSI
10. **Emergencies** If any student feels unsafe, is injured, or needs medical assistance and is not with the host family, he/she must call the LSI Emergency Number (or 111 in an extreme emergency).

Consequences If a student misbehaves, the following actions will be taken:

First offense: Written report signed by student and LSI Management.

Second offense: Written report sent to the student's agent and parents.

Third offense: Expulsion from the school without refund.

NEW ZEALAND LAWS

BILL OF RIGHTS

Everyone has the rights as protected by the New Zealand Bill of Rights 1990, which is there to “affirm, protect and promote human rights and fundamental freedoms in New Zealand”, as well as to “affirm New Zealand’s commitment to the International Covenant on Civil and Political Rights”.

FINES

You can be fined for all sorts of things in New Zealand, such as driving offences, parking tickets, underage drinking, littering etc. If you get fined for anything you must pay the fine. If you do not pay the fine you will have to go to Court, and the fine will be much larger. Please be careful! If you would like to know about your rights regarding fines, see www.fines.govt.nz

ALCOHOL

The legal age for buying and consuming alcohol is 18. You must be able to prove your age if you want to buy alcohol or enter a bar where alcohol is served. If you do not have proof (e.g. passport, birth certificate, driver’s license) you may be refused entry.

GAMBLING

To gamble in New Zealand, you must be 20 years of age or older. You must have proof of your age to enter casinos. Usually you need photo identification with your birth date on it.

ENVIRONMENT

Please respect New Zealand’s clean, green environment. It is illegal to litter - please take your rubbish with you or put it in a bin. When visiting parks or natural areas around New Zealand be careful not to walk off the paths or leave rubbish behind.

IMMIGRATION

You can stay in New Zealand for 3 months on a Visitor Visa. If you want to study for under 3 months, you don’t need a student visa. For study longer than 3 months you need a Student Visa.

You can apply to extend a Visitor/Student visa whilst in New Zealand. Please remember that if you want to extend your Student Visa or Visitor Visa, and you have been studying in New Zealand, you will need an attendance letter from the school. If your attendance has been too low, Immigration may not grant you an extension or a new visa. For further information on visas and immigration issues see www.immigration.govt.nz

According to N.Z. Immigration Laws, as set out by N.Z. Immigration Service: -

- Students on Student Permits or Student Visas must punctually attend 90% of the English Language Course for which they are enrolled. If this does not occur and your attendance is below 80%, the language school is required to notify NZ Immigration Service, and the student’s permit / visa may be revoked.
- A student on a Student Permit / Visa cannot take a break that is not catered for by normal school holiday periods. Our holiday periods are 2 weeks’ break at Christmas.
- Students attending a course of fewer than 20 contact hours per week are considered to be taking part-time courses. A visa for a maximum of 9 months will be granted for part-time courses.
- If a student fails to attend classes regularly and make satisfactory progress, LSI will warn the student 2 times in writing, as a warning. A copy of the letter is sent to the student’s agent and parents.

WORKING IN NEW ZEALAND

You may work in New Zealand when on a Student Visa and studying at LSI unless stated on your visa. You may not work on a Visitor Visa unless you have permission from Immigration. You may work when on a Work Visa, these are granted for periods of up to 3 years. If you have permission to work, you will need an IRD number in order to pay NZ taxes.

For further information please refer to the NZ government website www.govt.nz

DATA PROTECTION POLICIES

LSI takes the protection of data seriously and follows rules outlined by the European Union general data protection regulation policies. As such students are asked to sign the use of information and privacy statement on arrival and students do have the right to comment or not comment where practical.

USE OF INFORMATION AND PRIVACY STATEMENT

LSI Auckland of Level 1, 10 – 12 Scotia Place, Auckland, New Zealand collects and stores information from this form to:

- manage the business of LSI Auckland (including internal reporting and administrative processes)
- comply with the requirements of the Education Act 1989 and other legislation relating to maintenance of official records and accountability for public funding
- supply information to government agencies and other organisations as set out below.

LSI Auckland may add your personal details (name, date of birth and residency) to the National Student Index, which is managed by the Ministry of Education.

Supply of information to government agencies and other organisations

LSI Auckland supplies data collected on your enrolment to government agencies, including:

- the Ministry of Education
- the New Zealand Qualifications Authority
- the Tertiary Education Commission
- Immigration New Zealand (a branch of the Ministry of Business, Innovation and Employment): for those who are not New Zealand citizens or permanent residents.

LSI Auckland is a member of English New Zealand, an organisation of Category 1 English language schools in NZ. To improve what we do, we share information with them too.

Those agencies use the data supplied by tertiary education organisations to:

- administer the tertiary education system, including allocating funding
- develop policy advice for government
- conduct statistical analysis and research.

The Ministry of Education may supply data collected on this form to Statistics New Zealand for the purposes of integrating data with data collected by other government agencies, subject to the provisions of the Statistics Act 1975. Integrated data is used for the production of official statistics, to inform policy advice to government and for research purposes.

When required by law, LSI Auckland releases information to government agencies such as the New Zealand Police, Department of Justice, Ministry of Social Development, and the Accident Compensation Corporation (ACC).

Information collected on this form may be supplied to other educational organisations for the purpose of verifying academic records.

In signing this enrolment form you authorise such disclosure on the understanding that LSI Auckland will observe the conditions governing the release of information, as set out in the Privacy Act 1993, the Education Act 1989 and other relevant legislation.

You may request to see any information held about you and request that any errors in that information be amended or noted. To do so, contact the Enrolments Officer.

Who can I talk to?

	<p><u>Brad</u> <i>Level 1 Principal's Office</i></p>	<ul style="list-style-type: none"> • Academic Progress • Concerns about classes • Self-study/Independent Learning
	<p><u>April</u> <i>Level 3 Room 302</i></p>	<ul style="list-style-type: none"> • School-related concerns • Pathways Counsellors • General concerns
	<p><u>Molly</u> <i>Level 1 Room 103</i></p>	<ul style="list-style-type: none"> • Visa or immigration • Changing course details • Holiday Requests
	<p><u>Wendy</u> <i>Level 1 Room 103</i></p>	<ul style="list-style-type: none"> • Homestay • Accommodation • Airport Transfers • Young Learner Support Services
	<p><u>Peter</u> <i>Level 1 Reception</i></p>	<ul style="list-style-type: none"> • Bank Accounts/IRD numbers • Course books • Changing course details/Holiday Requests • Health & Safety/First Aid • Other Inquiries
	<p><u>Teacher</u> <i>Classroom</i></p>	<ul style="list-style-type: none"> • Academic Progress • Extra language practice • Taking the level test • General concerns



Pathways & Job Club

**Do you need help with your CV/resume?
Do you have any questions about job interviews or IRD numbers?
Or would you like to talk about future study options?**

We can help!

**When? Monday 3:40pm – 4:30pm
Where? Room 307**

Wednesday Study Group

Do you need help with your homework? Are you worried about your weekly test? Is there a specific area or skill you would like to work on or need to improve?

Welcome to our language review and support group!

We meet in Room 307 from 3.40pm – 4.30pm every Wednesday.

Social Activities

***See the school notices (delivered to each class room)
Reception and the noticeboards on level one***