



K I W I
ENGLISH ACADEMY

KIWI ENGLISH ACADEMY NEW ZEALAND

STUDENT HANDBOOK

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Introducing Kiwi English Academy

Table of Contents

PREPARING FOR NEW ZEALAND	3
NEW ZEALAND	3
AUCKLAND	3
CLIMATE	3
WHAT TO TAKE	3
CLOTHING.....	3
MISCELLANEOUS ITEMS	3
DOCUMENTS.....	3
MONEY AND COSTS	4
SPENDING MONEY	4
BANK ACCOUNTS	4
COSTS	4
ACCOMMODATION	4
AFTER SCHOOL/WEEKEND ACTIVITIES.....	4
EXTERNAL EXAMINATION FEES	4
FIELD TRIPS	4
STATIONERY.....	5
TEXTBOOKS	5
HEALTH	5
KIWI ENGLISH ACADEMY	6
CITY CAMPUSES.....	6
STAFFING RATIOS.....	6
SATELLITE CAMPUSES.....	6
HOLIDAYS	6
ARRIVING IN NEW ZEALAND	6
AT THE AIRPORT	6
THINGS YOU CAN NOT BRING INTO NEW ZEALAND.....	6
KIWI ENGLISH ACADEMY CONTACT DETAILS	7
YOUR FIRST DAY AT SCHOOL - ORIENTATION	7
SUGGESTIONS FOR MAKING THE MOST OF YOUR STUDY OPPORTUNITY	8
FURTHER STUDY IN NEW ZEALAND	8
YOUR RIGHTS	8
FEE PROTECTION	8
REFUNDS POLICY	8
WITHDRAWAL PROCEDURES	9
COMPLAINTS PROCEDURE	9
GRIEVANCE PRINCIPLES	10
UNRESOLVED GRIEVANCES	10
SCHOOL POLICIES	10
STUDENT EXPECTATION AND RESPONSIBILITIES.....	10

PREPARING FOR NEW ZEALAND

NEW ZEALAND

New Zealand is a popular destination for international students. It has an excellent education system, internationally recognized qualifications from its schools, universities and polytechnics, friendly locals and a large variety of recreational activities. With its sophisticated cities, beautiful countryside, rugged mountains and stunning coastlines, New Zealand is ideal.

New Zealand is famous for many things - from outdoor adventure activities like bungy jumping and sky diving, its growing wine industry, its diversity of landscapes such as the rolling, green hills of the North Island to the rugged snow-peaked mountains in the South Island, and its 'clean and green' image.

AUCKLAND

Auckland is New Zealand's largest city and has a population of 1.5 million. The city is located between two beautiful harbours and boating, yachting and windsurfing are very popular. As a result, Auckland is called the "City of Sails". Auckland is a multicultural city and people from all over the world visit, live, work and study in Auckland. It has many things to offer its residents and visitors - theatres, museums, markets and festivals, as well as a wide variety of cafes, restaurants and shops. Some of New Zealand's best universities, polytechnics and high schools are located in Auckland.



Kiwi English Academy is located in Newmarket, just 5 minutes from Downtown and a short walk to Auckland Museum and Parnell, one of Auckland's historic suburbs. Newmarket is fashionable, convenient and popular with residents and visitors alike. Newmarket, named after Newmarket in England, is close to some of New Zealand's most prestigious high schools and many high quality homestays, hostels and flatting accommodation are nearby.

CLIMATE

Outdoor living is a way of life in Auckland's mild temperate climate (summer 25°, winter 12°). The coldest, wettest months are June and July, while the warmest are February and March. In winter it doesn't snow in the North Island (except in the mountains). It is unnecessary to wear gloves and hats in Auckland, though you may need to do so if you travel further south.

WHAT TO TAKE

CLOTHING

Summer	Winter	Formal Wear - Boys	Formal Wear - Girls
swimwear	warm jacket	long trousers/pants	dress
sunhat	sweater/jumper	shirt	pants or skirt
sunglasses	long pants/jeans	tie	blouse
sunscreen	waterproof jacket	dress shoes	dress shoes
shorts	long sleeve shirts	socks	stockings
t-shirts	scarf, hat, gloves		

MISCELLANEOUS ITEMS

- Camera
- Dictionary - bring a good bilingual dictionary (electronic or paper)
- Medication (headache medicine, cold medicine, special medication)
- Notebook and pen
- Raincoat / Umbrella
- Toiletries (shampoo, soap, toothpaste, etc)
- Towel



DOCUMENTS

- 4 passport size photos
- Copies of your Enrolment and Acceptance Form, Confirmed Offer of Place and Official Receipt

- Drivers Licence - Students under 18 are not permitted to have a car or drive for safety reasons.
- Medical and Travel Insurance - This is compulsory for all international students and must meet certain minimum legal requirements. Kiwi English Academy can arrange this for you. New Zealand insurance is recommended as claims are processed in NZ and therefore it is faster to receive payment for any medical costs.
- 2 x certified copies of academic transcripts for students continuing on to further study in New Zealand
- English translation of any existing medical condition or medical/dental requirements.
- Passport

MONEY AND COSTS

SPENDING MONEY

Each weekday you will need some money for lunch, travelling costs to and from your homestay and a little money for entertainment. \$120 - \$150 per week should be enough for these purposes. Junior students will discuss their pocket money requirements with their guardian. Student travel discounts apply in certain conditions. Please talk to your student administrator.



BANK ACCOUNTS

Students studying for 6 months or longer will open a bank account while studying at KEA. Our KEA staff will help you to open an account and you will be given a bankcard. We do not recommend that you leave large sums of money at your homestay or carry it around with you every day. In New Zealand people do not carry a lot of cash but rather pay using EFTPOS (bank card) and we encourage you to follow this practice.

If you have brought a lot of money with you to help with your further studies you may like to consider a term deposit. Please ask the administration staff and someone will assist you.

COSTS

These are some extra costs that you are likely to incur during your time studying at Kiwi English Academy. They include:

ACCOMMODATION

If you choose to rent your own apartment or to go flatting in Auckland, you will have to pay these costs direct to your landlord. In a central location for a one-bedroom apartment expect to pay around \$350 per week, or for a room in a flat about \$200 - \$250 per week. There is also a bond (3 weeks rent in advance), often an agent's fee (1 week's rent) and you will normally be asked to pay 2 weeks rent in advance. On top of this you will need to pay power, gas, phone, water and food costs. You should budget for about \$90 - \$100 per week to cover these (not including mobile phone and international calls!)

AFTER SCHOOL/WEEKEND ACTIVITIES

KEA offers a wide range of activities for students so that they can experience the New Zealand lifestyle. The student pays all fees and charges. For more information please see the notice boards or talk to the administration staff.

You will be responsible for buying your own shampoo, conditioner, toothpaste and other items of a personal nature. Eating out in Auckland - lunch costs around \$5 to \$10 and dinner prices are generally from \$15-30 for a meal.

EXTERNAL EXAMINATION FEES

For all external exams there are fees. The student pays these directly to the organization conducting the exam. These can be as much as about \$365 for an IELTS test. These are not included in the tuition fees you pay to Kiwi English Academy.

FIELD TRIPS

From time to time your teacher may want to organise a field trip for your class. These will take place during class time and may require you to pay for your expenses. This will usually involve transport and entry fees. A field trip may cost between \$5 to \$15 each.

PHONE CALLS

International phone cards are available in any convenience stores. There are three mobile companies in New Zealand: Vodafone, Telecom and 2Degree. Please ask your counsellor/student administrator for any further information on calling rates.

STATIONERY

All students are expected to provide their own stationery. Usually all you require will be pens, pencils and a notebook/exercise book. For some specialised courses like High School Preparation students are required to have:

Vocabulary: 1 x 3B1 notebook, dictionary

General English: 1 x 1B5 notebook

Maths: 1 x 3B1 notebook, 1 x 1B5 notebook, scientific calculator, ruler, compass and protractor.

Science: 1 x 3B1 notebook, 1 x 1B5 notebook

TEXTBOOKS

All students are required to pay a resource fee which covers the use of class sets of textbooks in General English classes. Students in specialist/exam classes may be required to purchase additional books.

HEALTH

It is not uncommon for students to get a cold or flu when they first arrive in New Zealand and while they adjust to their new environment. If you need to see a doctor, please ask the administration staff to make an appointment for you. We also have contacts with doctors who may speak your first language.



If you have medical insurance arranged through Kiwi English Academy then you will pay first at the doctor and chemist. Make sure you keep the receipts and take them to the administration staff who will assist you to make the claim for a refund. This process will normally take a couple of weeks.

NZ law requires you to have adequate medical insurance cover while you are studying in New Zealand. The insurance must include the following:

Travel

- Loss of luggage
- Accident and injury
- Disruption to travel plans
- Cost of medical care in 'stopover' countries

Start of Cover

- Commence when the student leaves home for the airport on their way to New Zealand
- Apply in transit
- Apply while student is in New Zealand
- Cover student for any trips to other countries during the period of study
- Cover student for any holidays back to their home country during their period of study

Sums insured

- Must total \$1,000,000 or more
- No excess for medical benefits

Emergency repatriation / evacuation

- Must have unlimited cover

Accompanying relative cover

- Must cover airfares, day-to-day accommodation and reasonable living costs

Personal effects

- Limits should be realistic

Personal liability cover

KIWI ENGLISH ACADEMY

CITY CAMPUSES

Kiwi English has full time junior and senior schools, as well as an administrative office. There are also a number of satellite campuses located in various towns in the North Island which operate when there is a sufficient number of students.

STAFFING RATIOS

There is a maximum of 12 students to 1 teacher at the Junior and Senior Campuses.

There is a maximum of 15 students to 1 teacher at the satellite campuses.

SATELLITE CAMPUSES

Kiwi English Academy operates within New Zealand schools and there are a number of satellite campuses in the North Island. These satellite campuses operate on demand and are subject to minimum student numbers. Kiwi@AGS (Kiwi at Auckland Grammar School) operates year round. This campus offers high school preparation for students who have been accepted into AGS but whose English does not reach the required standard.

HOLIDAYS

Kiwi English Academy observes all New Zealand public holidays and closes for the two weeks in which Christmas and New Year are celebrated. There is also a one-week break in June.

Public Holidays 2011

1	January	New Year's Day
2	January	New Year's Holiday
26	January	Anniversary Day
6	February	Waitangi Day
10	April	Good Friday
13	April	Easter Monday
25	April	Anzac Day
1	June	Queen's Birthday
26	October	Labour Day
25	December	Christmas Day
26	December	Boxing Day

Mid Year Break

20 June - 24 June 2011

Kiwi English Academy Christmas Break

24 December 2011 - 08 January 2012

ARRIVING IN NEW ZEALAND

AT THE AIRPORT

If you have requested our **airport transfer service** a driver from the shuttle service will be waiting in the arrival hall for you. They will be holding a signboard with the Kiwi logo and your name written on it. Please approach them if they do not see you at once.

If you cannot find the driver please wait at the Information Desk so that he/she can find you easily. Please do not leave the airport if you cannot immediately find the driver. At times the airport is very crowded and it is easy to miss someone coming through customs.



Friends are welcome to meet you at the airport but you will be expected to travel to your accommodation choice with the Kiwi English Academy driver. The homestay family will not be expecting your friends on the first day and it is quite impolite to arrive with friends, so please refrain from inviting your friends to your homestay on the first day. The homestay family will be expecting to welcome you to their home and to share your first meal together.

The KEA driver will take you to your accommodation, either to your homestay or to a hostel.

THINGS YOU CAN NOT BRING INTO NEW ZEALAND

All food items brought into New Zealand, even the smallest amount need to be declared. These items include:

Food

- Meat
- Eggs
- Dairy Products
- Dried mushroom and fungi
- Honey and honey products
- Seeds for human consumption and processing into food
- Nuts, spices, herbs and unpopped popcorn
- Dried, cooked or preserved fruit and vegetables
- Fresh fruit or vegetables

If you do not declare your items you will be fined around NZ\$200.00 or more depending on the case.

KIWI ENGLISH ACADEMY CONTACT DETAILS

If by some chance you cannot find the pick-up person, please take the following action:

Monday to-Friday between 8.00am and 5.00pm, call Kiwi English Academy (Ph: 524 4711)

Outside these hours call the Kiwi English Academy mobile phone 021 605 656.

Please do not call your homestay to ask them to pick you up as the pick-up person will be somewhere at the airport and he/she will be looking for you.

YOUR FIRST DAY AT SCHOOL - ORIENTATION

On your first day of school you need to be at 2nd Floor, 27 Davis Crescent before 8:30am. Your homestay family or a student living nearby will show you how to get to school on the first day. Please bring the following things to Orientation:

- passport
- medical and travel insurance documents
- copy of your Enrolment and Acceptance Form and Official Receipt
- dictionary
- pen and notebook



During the morning you will have a placement test which includes grammar, reading, speaking and listening components. You will also have your orientation with your counsellor. Your counsellor will generally speak your native language and explain all the rules of the school and answer all your questions. This orientation will include information about the school, your homestay experience and useful information for your daily life. If you are studying for 6 months or longer we will arrange for you to open a bank account and to obtain a bankcard.

Once the class placements have been made, a staff member will show you to your classroom. You will be shown around the campus and told how to use the facilities. If you find your class either too difficult or too easy you should speak to your teacher first and then to the Director of Studies. You should try your class for a week before requesting a change - it is difficult to assess the level of the class after only one day.

SUGGESTIONS FOR MAKING THE MOST OF YOUR STUDY OPPORTUNITY

Come to school on time

This is not only in your best interests but it is also disruptive for your classmates and your teacher if you interrupt the lesson by arriving late

Speak only English at school

Even if you wish to speak to someone from your own country we ask you to use English within the school buildings. If you have something important to discuss and wish to do so in your own language, please ask to see your counsellor. Speaking in English all day will speed up your progress considerably.

Complete all the homework set by the teacher

This is sometimes a pre-requisite for the following day's class. So if you do not do your homework, then you will not understand and you will hold back the whole class while the teacher explains it again.

Participate actively in the class

Do not worry about making mistakes as the teacher and your classmates will assist you. If you do not try, you will not succeed. Sitting quietly in the class will not help you improve your English - the more you participate the more you will enjoy your class and the faster you will progress.

Respect other students and make friends from around the world

Kiwi English Academy is an international school and we ask you to respect each other's cultural differences and customs. You have the opportunity to make friends with students of other nationalities.

Talk to a staff member if you have any concerns or problems

If you have concerns about your class please speak to your teacher or a KEA staff member as soon as possible so that we can try to find a solution for you.

Learning English can be noisy!

Classes tend to be noisier than students are used to as we emphasise communication.

FURTHER STUDY IN NEW ZEALAND

If you are planning to study further in NZ at either secondary school or at a tertiary institute you will need to bring originals of your academic transcript from your school/university to assist us in making the application. Please note that these certificates need to be originals or certified copies. Photocopies are not acceptable. Depending on the programme applied for a portfolio and CV may also be required. Academic counselling is available by appointment for both Junior and Senior students.

YOUR RIGHTS

Kiwi English Academy has a Complaints process which is easy to understand. This is clearly displayed in all campuses. If a student is still dissatisfied after completing the school's complaints process, he/she is able to access the formal complaints process of the New Zealand Qualifications Authority in Wellington.

FEE PROTECTION

In accordance with NZQA student fee protection policy www.nzqa.govt.nz/for-provides/aaa/studentprotection.html/ all student fees are protected by an NZQA approved insurance scheme. For further details please refer to the following website: www.studentcare.biz Kiwi English Academy can arrange for one insurance policy that covers medical, travel and fees protection.

REFUNDS POLICY

All cancellations must be in writing

1.0 Before commencement of the course

If notification of cancellation is received in writing before commencement of study, Kiwi English Academy will refund all homestay fees and tuition fees, less the enrolment fee and the accommodation placement fee. Any application for a refund must be accompanied by the original receipts and "Offer of Place". When the refund is made, Kiwi English Academy will advise New Zealand Immigration Service (NZIS) that the "Offer of Place" has been cancelled.

2.0 After course commencement

- 2.1 **For courses of up to and including four weeks and six days.** If notification of cancellation is received within the first two days of the course, the student will be refunded 50% of the course fees.
 - 2.2 **For courses of five weeks or more but less than 13 weeks.** If notification of cancellation is received within the first five days of the course, the school will retain 25% of the course fees and refund the balance to the student.
 - 2.3 **For courses of 13 weeks or more.** If notification of cancellation is received within 8 days of course commencement the student will be refunded all tuition fees less 10% or \$500, whichever is the lesser.
 - 2.4 No refund of tuition fees will be given once 8 days have lapsed from the commencement of the course.
- 3.0 **Refunds will be paid:**
- 3.1 In New Zealand dollars (NZ\$)
 - 3.2 By cheque sent to:
 - i) The applicant's registered address;
 - ii) Another institution, if requested in writing with the applicant's signature, supported by evidence of an "Offer of Place" to another institution; or
 - iii) Under special circumstances the refund can be paid directly to a nominated bank account.
- 4.0 **Cancellation of homestay/alternative accommodation**
- 4.1 A minimum of one week's notice is required to either request a homestay change or to cancel homestay.
 - 4.2 If homestay is cancelled after course commencement, the unused portion of the accommodation fees will be refunded on a fortnightly basis for the duration of the course, less one week's notice and less the \$15.00 per week administration fee.
 - 4.3 Students studying at the Junior Campus and/or who are under 18 must stay in a Kiwi English Academy approved homestay for the duration of their course.

WITHDRAWAL PROCEDURES

Students wishing to withdraw from their course and accommodation should discuss this with a student administrator/ their counsellor. If the decision is made to withdraw, the student needs to complete the cancellation/change of course form, which is available from the student administrator. Once the required documentation is complete, any refund that may be payable (which will be calculated on the basis of the refund policy stated above) will be calculated, the student the student advised of the amount, the expected timeframe for payment.

COMPLAINTS PROCEDURE

If you have a problem:

- a) **with another student**
 - step 1: talk to the student
 - step 2: talk to the Director of Studies
- b) **with your class, level or the curriculum**
 - step 1: talk to your teacher
 - step 2: talk to the Director of Studies
- c) **with your teacher**
 - step 1: talk to your teacher
 - step 2: talk to the Director of Studies
- d) **with your accommodation**
 - step 1: talk to the Student Administrator at the Administration Office
 - step 2: talk to the KiwiCare Manager

GRIEVANCE PRINCIPLES

All students have access to a counsellor who speaks his/her native language

All formal complaints will be investigated fully by the appropriate Senior Manager

All students have the right to appeal to the Principal whose decision is final.

A full and detailed complaints process is available in the school's Operational Manual.

UNRESOLVED GRIEVANCES

If you still have a problem that cannot be resolved between yourself and Kiwi English Academy then:

For academic issues contact:

NZQA

PO Box 160

Wellington

Ph: 0800 724 357

For pastoral care issues contact:

IEAA

c/- Ministry of Education

PO Box 1666

Wellington

Ph: (04) 463 8000

SCHOOL POLICIES

STUDENT EXPECTATIONS AND RESPONSIBILITIES

Student expectations:

- A high quality teaching and learning environment with qualified teachers and supportive administrative staff
- The opportunity to provide feedback on your teaching and learning experience
- Access to timely and accurate information about your course of study
- To be treated equally with courtesy and respect
- Assurance that Kiwi English Academy maintains high standards consistent with all relevant NZ legislation including the Code of Practice

Student responsibilities:

- To attend all classes punctually, ready to participate
- To provide honest feedback to Kiwi English Academy on the quality of teaching and other services
- To engage actively in your educational experience , taking joint responsibility for your learning
- To treat all staff, other students and homestay families with courtesy and respect
- To comply with the rules of Kiwi English Academy and to respect the facilities provided.

All school policies can be found in the Operation Manual which is available from the administration staff on request.