

KIWI ENGLISH ACADEMY NEW ZEALAND

STUDENT HANDBOOK

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INTRODUCING KIWI ENGLISH ACADEMY

WHO WE ARE

The specialist English language institute, was established in 1991 and enjoys a fine reputation for innovative programmes, quality teaching and excellent student support. Our high quality language courses cater to the needs of both young people and adults. Committed to excellence, our teaching staff are warm, caring and attentive to individual student's needs and our admin staff are supportive and understanding. Governance information about Kiwi English Academy is available on request.

KiwiCare is responsible for the pastoral care of students; specifically the areas of accommodation placement, guardianship (for students under 18), native language counseling. Our trained staff are here to help you to settle down into your new life in New Zealand and to ensure that you are supported throughout your stay with us.

ActionKiwi: While you are studying in New Zealand, you can enjoy a truly memorable weekend as ActionKiwi's experienced and friendly guides take you to see the best of the North Island's sights and activities. From rafting a raging river to relaxing on a beautiful beach, from tubing through a glowworm cave to creating your own bone carving, ActionKiwi has it all.

KiwiEdLink is an exclusive organisation of high quality education providers, including Kiwi English Academy, the founding member. Through KiwiEdLink you can further your studies at high schools, polytechnics, universities and specialist training schools in the areas of business, commerce, art, design, technology et al.

OUR PEOPLE

Directors: Dr Kate Herbert

Guy Herbert

Academic Staff

Johnny Kim – Campus Manager

Wagner Camargo – Senior Teacher

Rob Williams

Ciara Fitzpatrick

Roselyn Naidu (Maths and Science Specialist)



Administration Staff

Elena Naoumov – Office Manager/Russian Counsellor

Crystal Han – Student Services Manager/Korean Counsellor

Motoko Sugimura – Student Administrator/Japanese Counsellor

Natalie Wang – Student Administrator/Chinese Counsellor

Kate Mines – Homestay Coordinator

Belinda Thomassen – Homestay Coordinator

CAMPUSES

Kiwi English has full time junior (for age 10 – 17) and senior (for age 18+) schools, as well as an administrative office. Kiwi English Academy has 3 separate divisions:

- **Junior School** young students aged 10 - 17
- **Senior School** adult students 18+
- **Kiwi @ AGS** boys who have been accepted to study at Auckland Grammar School

QUALITY ASSURANCE

NZQA assures the standard of education for tertiary education organisations through a regular system of external evaluation and review (EER). Through periodic EER tertiary education organisations are held accountable to their students, employers, quality assurance bodies, and other interested parties. Kiwi is a **Category 1 school**, the highest rating available (<http://www.nzqa.govt.nz/nqfdocs/provider-reports/8854.pdf>)

OUR GOALS

Our Mission Statement

- To strive for excellence in every area of KEA's operation
- To value every individual student who receives KEA's services
- To act as ambassadors for New Zealand in dealing with overseas students

Our Aims

In line with the government's tertiary education strategy we aim as follows:

- To provide a structured and supportive learning environment for international students, with programmes that are flexible and tailored to the market
- To enable students to maximise their English learning potential
- To encourage students to achieve their personal language goals, whether it be to progress to higher levels of learning, to achieve internationally recognised qualifications or for career growth

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 an ideal choice for students.

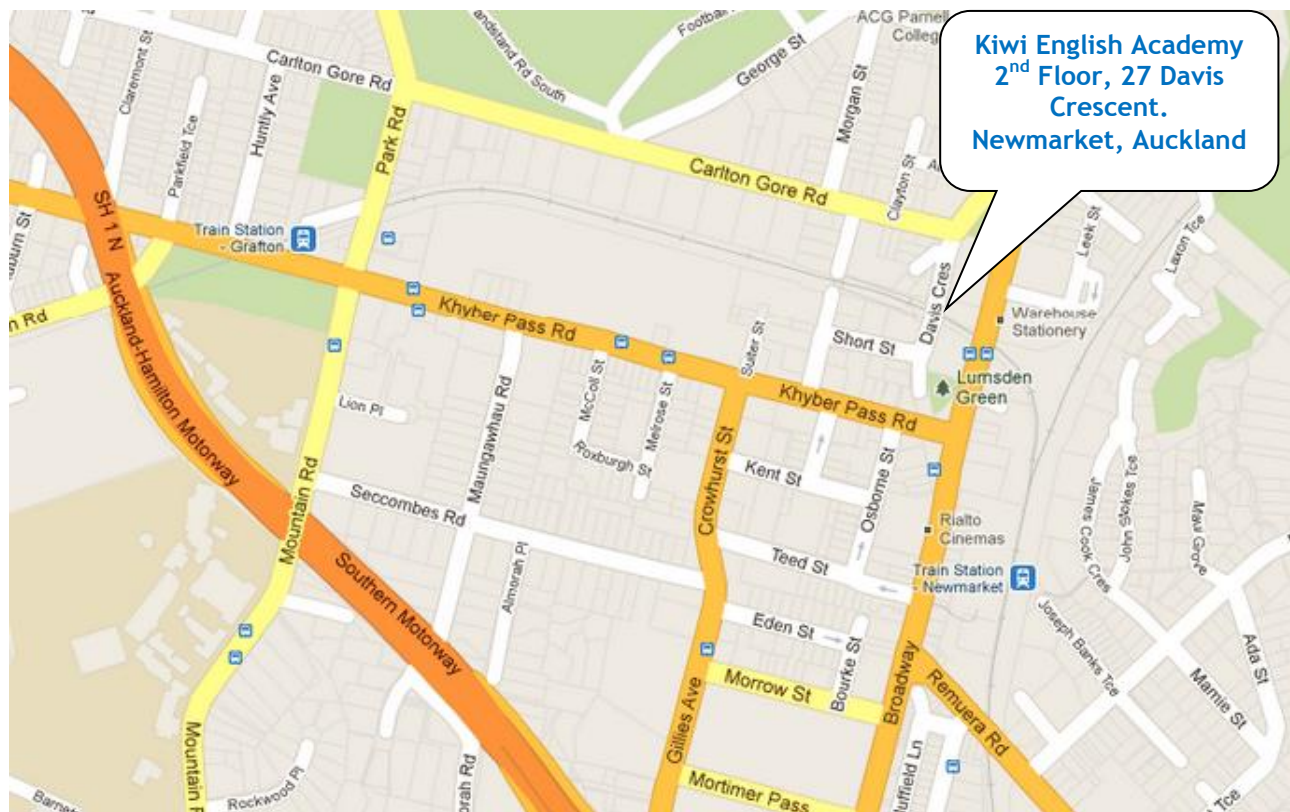
New Zealand is famous for many things – from outdoor adventure activities like bungy jumping and sky diving, its growing wine industry, its diversity of landscapes such as the rolling, green hills of the North Island to the rugged snow-peaked mountains in the South Island, and its 'clean and green' image.

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, and other water-based activities 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
swimwear
sunhat
sunglasses
sunscreen
shorts
t-shirts

Winter
warm jacket
sweater/jumper
long pants/jeans
waterproof jacket
long sleeve shirts
scarf, hat, gloves

Formal Wear – Boys
long trousers/pants
shirt
tie
dress shoes
socks
sports shoes

Formal Wear – Girls
dress
pants or skirt
blouse
dress shoes
stockings

Miscellaneous Items

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



Documents

- Copies of your Confirmed Offer of Place and Official Receipt
- Drivers Licence - for students over 18. 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

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 look out for a signboard left on the barrier in the arrival hall and contact the driver on their emergency number 0800721000 or 0212721010. Wait for the driver at McDonald's 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 CANNOT BRING INTO NEW ZEALAND

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

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

If you do not declare your items you will be fined around NZ\$400.00 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.

YOUR STUDENT LIFE

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. Student travel discounts apply in certain conditions. Please talk to your student administrator.

BANK ACCOUNTS

Students studying for 6 months or longer may open a bank account while studying at KEA. Our KEA staff will help you to open an account and you will be given a bank card. 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:

Transport

Most students will travel to school from their accommodation by bus. There are also some train services depending on the area where you live. You can buy a monthly or stored value bus/train card (HOP card). Students are eligible for a 40% discount on bus and train fares if they are studying more than 16 weeks. Transport options will be discussed with you by your counsellor at orientation.

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 \$400 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, internet, water and food costs. You should budget for about \$90 - \$100 per week to cover these (not including mobile phone and international calls!)

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 \$7 to \$15 and dinner prices are generally from \$15-30 for a meal.

After school / weekend activities

KEA, or its subsidiary company, ActionKiwi, offers a wide range of activities for students so that they can experience the New Zealand lifestyle. The student pays all fees and charges. A new schedule of activities is published each month. For more information please see the notice boards or talk to the administration staff.

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 \$385 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 from \$5 to \$15 each.

SIM cards

A SIM card can be purchased on your arrival at the airport or from numerous retail stores all around NZ. There are four major cell phone networks : 2 Degrees, Vodafone, Spark and Skinny, all offering prepaid packages for as little as \$19 a month including a mix of data, calls and texting. Free 2 Degrees SIM cards are also available at the school office.

Stationery

All students are expected to provide their own stationery. Usually all you require will be pens, pencils, a notebook/exercise book and a folder/file. 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

Class materials (copies) are included in your fees but 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

- ❖ Commences when the student leaves home for the airport on their way to New Zealand
- ❖ Applies in transit
- ❖ Applies while student is in New Zealand
- ❖ Covers student for any trips to other countries during the period of study
- ❖ Covers 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

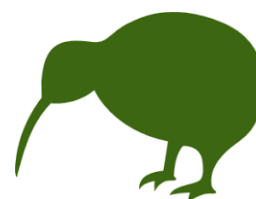
Personal effects

- ❖ Limits should be realistic

Personal liability cover

ACADEMIC CALENDAR 2020

| | | | | |
|----------------------------------|--------------|---|--------------|-----------|
| *Block 1: | 06 January | - | 14 February | (6 weeks) |
| Block 2: | 17 February | - | 27 March | (6 weeks) |
| *Block 3: | 30 March | - | 08 May | (6 weeks) |
| Block 4: | 11 May | - | 19 June | (6 weeks) |
| 22 June – 26 June MID YEAR BREAK | | | | |
| *Block 5: | 29 June | - | 07 August | (6 weeks) |
| Block 6: | 10 August | - | 18 September | (6 weeks) |
| *Block 7: | 21 September | - | 30 October | (6 weeks) |
| Block 8: | 02 November | - | 18 December | (7 weeks) |



*Recommended start date for beginners

High School Terms 2020

| | | | | |
|---------|-------------|---|--------------|------------|
| Term 1: | 03 February | - | 09 April | (10 weeks) |
| Term 2: | 28 April | - | 03 July | (10 weeks) |
| Term 3: | 20 July | - | 25 September | (10 weeks) |
| Term 4: | 12 October | - | 11 December | (9 weeks) |

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 2020

| | |
|-------------|--------------------------|
| 01 January | New Year's Day |
| 02 January | New Year's Holiday |
| 27 January | Auckland Anniversary Day |
| 06 February | Waitangi Day |
| 10 April | Good Friday |
| 13 April | Easter Monday |
| 25 April | Anzac Day |
| 01 June | Queen's Birthday |
| 26 October | Labour Day |
| 25 December | Christmas Day |
| 26 December | Boxing Day |

**Mid Year Break**

22 June - 26 June 2020

Kiwi English Academy Christmas Break

19 December 2020 – 03 January 2021

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 and visa
- medical and travel insurance documents
- copy of your Confirmed Offer of Place and Official Receipt
- dictionary
- pen and notebook



ORIENTATION SCHEDULE

| | |
|---------------|---|
| 08:30 – 09:30 | Online English Test + Speaking assessment |
| 09:30 – 10:30 | Orientation with counsellors |
| 10:30 – 11:00 | Break |
| 11:00 - 11:45 | Local area orientation |
| 11:45 – 12:00 | Class Placement |
| 12:00 | Class Starts |

During the morning you will have a placement test which includes an online reading and listening component, and a speaking test. High School Preparation Students who plan to study for longer than 6 weeks will also take a maths test. 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 Principal. 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.

At the end of your first week at school our support staff will arrange an interview with you to see how you are settling down.

CLASS TIMETABLE

Junior Timetable

| Time | Monday | Tuesday | Wednesday | Thursday | Friday* |
|-----------------|--|--|--|-----------------|-----------------|
| 8:30 – 10:30 am | General English | General English | General English | General English | General English |
| 10:30 – 11:00am | Break | Break | Break | Break | Break |
| 11:00 – 1:00pm | High School Prep: Maths / academic writing | High School Prep: Maths / academic writing | High School Prep: Maths / academic writing | Science | Project class |
| 1:00 – 2:00pm | Lunch | Lunch | Lunch | Lunch | Lunch |
| 2:00 – 3:00pm | Communication | Communication | Communication | Communication | Communication* |

* Junior classes finish at 1pm on the last Friday of each block. Refer to Academic Calendar for block dates.

Senior Timetable

| Time | Monday | Tuesday | Wednesday | Thursday | Friday |
|-----------------|------------------------------|------------------------------|------------------------------|------------------------------|-----------------------|
| 8:30 – 10:30am | General English | General English | General English | General English | General English |
| 10:30 – 11:00am | Break | Break | Break | Break | Break |
| 11:00 – 1:00pm | General English or Electives | General English or Electives | General English or Electives | General English or Electives | General English |
| 1:00 – 1:45pm | Lunch | Lunch | Lunch | Lunch | No Class 3 on Fridays |
| 1:45 – 3:00pm | Conversation | Conversation | Conversation | Conversation | |

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 building. 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 one another'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.

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.

Private classes are also available.



YOUR RIGHTS

Kiwi English Academy has a complaints process which is easy to understand. This is clearly displayed in all classrooms. If a student is still dissatisfied after working through 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 Public Trust.

The details of Kiwi English Academy Limited's student fee protection trustee are as follows: www.publictrust.co.nz/fee-protect.

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 advised of the amount and 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 / Principal
- b) **with your class, level or the curriculum**
 - step 1: talk to your teacher
 - step 2: talk to the Director of Studies / Principal
- c) **with your teacher**
 - step 1: talk to your teacher
 - step 2: talk to the Director of Studies / Principal
- d) **with your accommodation**
 - step 1: talk to the Student Administrator at the Administration Office
 - step 2: talk to the homestay coordinator



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 staff member.

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 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.

1. Download the Complaint Form
2. Send your completed Complaint Form, along with any supporting evidence, to :
The Complaints Officer
Quality Assurance Division
PO BOX 160
Wellington 6140
or
email a scan of your completed form, along with scans of any supporting evidence, to
gadrisk@nzqa.govt.nz

If you need more information on the complaints process, contact NZQA on 0800 697 296.

If there is a dispute between an international student and the school over a financial or contractual matter then you can access the Dispute Resolution Scheme (DRS).

See <http://www.fairwayresolution.com/istudent-complaints>

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.

SCHOOL RULES

All students are required to abide by the regulations of Kiwi English Academy. Student regulations are reviewed by the counsellors with all new students at orientation. Students are required to sign a statement promising to follow the rules of the school. There are some additional rules for students under 18 years.

❖ Attendance

Students are expected to attend **100%** of their classes in order to remain enrolled at Kiwi English Academy. Unless ill or otherwise excused from class, students are expected to attend all classes and to be on time. If a student does not attend a class because of sickness etc, the student must contact the school before the class starts. Students must have a doctor's certificate if absent from school for 3 days or more if requested by Kiwi English Academy.

Failure to attend 100% of the classes may result in disciplinary action that could result in expulsion from school and loss of the student's permit/visa. There is no refund of fees in the event of expulsion.

❖ Immigration Requirements

Immigration New Zealand, which issues visas for students, requires **100%** attendance unless you have a genuine reason for your absence. If a student attends less than 100% of the classes, Immigration NZ may revoke the student's visa. If a student is absent from school for three consecutive days without the express permission of Kiwi English Academy, Immigration NZ will be notified and this may result in the termination of the student's visa.

❖ Class Assignments

Students must complete a minimum of **80%** of the assignments set. Failure to do so may mean a student's Progress Report or Graduation Report may be withheld.

❖ Cleanliness

Students must help to keep classrooms and student common areas tidy.

❖ Computers and Wi-Fi

Computers are available for student use. There are rules for using the campus computers which are displayed in the computer room. Food and drink are not allowed in the computer room. Students are not permitted to install or update software. They are also not permitted to download, view, save or distribute objectionable material on the campus computers. Students who disregard these rules may lose their computer privileges or be disciplined. Free Wi-Fi is available throughout the campus. Connection details will be provided at Orientation.

❖ **Contact Details**

Students are required to advise Kiwi English Academy of their current address and contact details throughout their period of enrolment.

❖ **Co-operation and Consideration**

Students are expected to co-operate with the teacher's instructions, participate and maintain a friendly, co-operative attitude in class. Students are expected to show consideration and respect to all teachers and staff members, as well as to all other students. An unruly or disruptive behaviour may result in disciplinary action.

❖ **Discrimination and Harassment**

New Zealand is a multi-cultural society. The staff and students at Kiwi English Academy are from many different countries. Discrimination by staff or students is not acceptable and will not be tolerated. Using language which is discriminatory or of a harassing nature will not be tolerated.

❖ **Driving**

See Legal Issues

❖ **English Only Policy**

The only language allowed within the campuses of Kiwi English Academy is English. If students wish to speak their own language they must go outside of the campus. Failure to follow this policy may result in disciplinary action.

❖ **Health and Safety**

Kiwi English Academy provides a healthy and safe environment. Students are required to listen to their teachers and the staff with regards to health and safety issues. Students who do not cooperate may be disciplined.

❖ **Homestay**

Students who are living with a homestay family are required to follow the rules set out in the Obligations of Homestay Students. Any additional rules set by the homestay family are to be respected.

❖ **Smoking, Illegal Drugs and Alcohol**

See Legal Issues

❖ **Student Holidays**

Students may take one week of holidays per 12 weeks of enrolment. The student must usually finish 12 weeks of study before they can request a holiday. The maximum number of weeks a student can take as a holiday per year is 4 weeks.

Students must complete a holiday request form at least 7 days before the holiday starts. All holiday requests must be approved by Kiwi English Academy in order for the duration of the holiday to be added to the duration of the student's enrolment period. If a student takes an unapproved holiday, he or she will be marked absent and this may affect the student's attendance record, visa status and the ability to graduate.

❖ **Student Level Change**

Students may request a change to their class level. The decision to change the class level is made by Kiwi English Academy after discussing the request with the student and teacher. Students cannot usually request a change to their class level during the first week of their course or during the week before block assessment.

RULES FOR STUDENTS UNDER 18 (JUNIOR CAMPUS)**❖ Curfew**

Below are the times students should be at home. It is the student's responsibility to inform his/her guardian of his/her whereabouts when not with the homestay family. Any changes to the curfew must be discussed with the guardian beforehand and communicated to the homestay.

Curfew Times

| Age | Sunday-Thursday | Friday | Saturday |
|----------------|-----------------|-------------------|---|
| Under 15 years | by 6.00 p.m. | Under supervision | Under supervision |
| 15-16 years | by 6.00 p.m. | by 10:00 p.m. | by 10:00 p.m. |
| 17-18 years | by 6.00 p.m. | by 11:00 p.m. | by 12:00 p.m. - With guardian's approval only |

❖ Homework

Homework must be done as requested by the teachers. Students are expected to complete all assignments when asked.

❖ Pocket Money

It is strongly recommended that parents provide no more than \$35.00 per week for spending money. This would be in addition to \$20.00 for bus transport and \$25.00 for lunch money. Additional amounts will be required for haircuts, purchase of new clothes, medical bills etc. Students who have a Kiwi English guardian will receive their pocket money from their guardian once a week.

❖ Personal Appearance

Students are required to dress appropriately for school. Facial piercing is prohibited. Students must not dye or style their hair in an extreme fashion. Visible tattoos are also prohibited.

❖ Smoking, Illegal Drugs and Alcohol

See Legal Issues

❖ Relationship between Kiwi English Academy and parents of students under 18

This section outlines what Kiwi English Academy's responsibilities are to parents of students under 18 years and the responsibilities of parents to Kiwi English Academy.

❖ Kiwi English Academy's Obligations

To deliver high quality English language training with qualified teaching staff

To send a report on the progress of your son/daughter every six weeks. This report will be given to your child's guardian.

To provide safe and comfortable homestay accommodation for your son/daughter

To assist in the placement of your child into secondary school if requested

To report to you through the guardian on any concerns, whether behavioural/academic/personal, in a timely fashion

❖ Parents' Obligations

To disclose full and accurate information at the time of enrolment about your child that may affect his/her progress in New Zealand (e.g. medical problems, behavioural issues)

To provide timely support and feedback when requested

To provide support in the upholding of New Zealand laws and Kiwi English Academy regulations

To provide full payment prior to the commencement of the programme

To assist Kiwi English Academy in monitoring the student's personal spending by applying the guidelines of Kiwi English Academy

To appoint a suitable guardian approved by Kiwi English Academy. This guardian is to have authority to consent to emergency medical procedures on behalf of the student

LEGAL ISSUES (ALL STUDENTS)

❖ Alcohol

It is illegal to drink alcohol in New Zealand if you are under 18 years.

It is illegal to drink alcohol in a public place if you are over 18 years. You need to have identification (ID) to enter a bar in NZ once you are 18.

Drinking alcohol during school hours or attending school under the influence of alcohol is not allowed. This may result in expulsion from school.

❖ Driving in New Zealand

You must have a driver's licence if you want to drive in New Zealand. Driving without a licence is a serious offence. No student at the Junior Campus or under guardianship is permitted to drive or own a car. Students at the Senior Campus are not permitted to bring cars to school.

❖ Illegal Drugs

It is against the law to have illegal drugs. The use of illegal drugs during school hours or attending school under the influence of illegal drugs will not be tolerated. Students found with illegal drugs will be expelled and sent home. If it is appropriate, the authorities will be notified.

❖ Sexual and Racial Harassment

It is against the law in New Zealand to sexually or racially harass another person. Any harassment by a student towards another student or staff member will be treated very seriously. If it is appropriate, the authorities will be notified.

❖ Smoking / Vaping

Smoking is generally discouraged in New Zealand as it is unhealthy.

You cannot buy cigarettes or e-cigarettes in New Zealand if you are under 18 years of age.

Smoking including vaping is not permitted at Kiwi English Academy (except in designated areas at the Senior Campus) or in any high school in New Zealand. All Kiwi English Academy buildings are smoke-free.

Smoking or vaping is not permitted anywhere in the vicinity of the campus for students under 18.

DISCIPLINE POLICY

All students are expected to abide by the regulations of Kiwi English Academy. Where students do not abide by these regulations, disciplinary measures may be taken.

The Principal or Director of Studies has responsibility for all disciplinary measures. All disciplinary measures will be fully documented by Kiwi English Academy.

At all times all parties (including KEA) have the right to have present and/or consult with a representative (legal or otherwise)

The complete Discipline Policy can be provided upon request.



DISCIPLINARY PROCEDURES

Verbal warnings

Written warnings Sent to the student's guardian/parents and agent

Suspension Sent to the student's guardian/parents, their agent and the Principal. There are no refunds of any kind for missed classes and the New Zealand Immigration Service is notified

Expulsion Sent to the student's guardian/parents, their agent and the Principal. There are no refunds of any kind for missed classes and the New Zealand Immigration Service is notified

All disciplinary procedures will be recorded in the student's file.

RIGHTS OF APPEAL

All students have the right of appeal to the Board. The Board's decision is final.

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 conducted regularly for both Junior and Senior students to ensure they are on track for their chosen pathways.

POLICIES

Please make sure you are familiar with the following important policies and procedures:

1. Student fee protection policy
2. Refund policy
3. Attendance policy
4. School rules
5. Accommodation policy
6. Complaints policy procedures



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