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## INTRODUCTION

Welcome to the Kiwi Online Academy high school foundation programme.

This Student Handbook gives you important information about the programme. To make the most of your study opportunity, please read all the sections in the book carefully.

## LEARNING OUTCOMES

In this course you are going to:

- improve your English skills to succeed at high school in NZ or/and the English-speaking country
- learn subject-specific vocabulary in Mathematics
- learn independent study skills
- learn about NZ as a study destination

### Course structure

There are 3 modules in this programme.

Each module should take you 4 weeks to complete. Within each module there are 60 hours of tuition; you should complete at least 3 hours a day if you are enrolled full-time.

Each week you will have the following classes:

- Use of English : 4 hours
- Skills – reading : 2 hours
- Listening : 2 hours
- Writing : 1 hour
- Communication : 2 hours
- Mathematics : 1 hour
- Pronunciation : 1 hour
- Vocabulary : 1 hour
- SEP (Supplementary English programme / private lesson) : 1 hour



Total **15 hours per week**

We recommend that you engage in self-study for **a further 5 hours per week** by reviewing the material on Schoology.

### Class Timetable (Sample)

	Monday	Tuesday	Wednesday	Thursday	Friday
Period 1			SEP: 1:1 class	Mathematics	
Period 2	Use of English	Use of English	Use of English	Use of English Pronunciation	Weekly Grammar Review Vocabulary
Period 3	Skill: Listening	Skill: Reading	Skill: Listening	Skill: Reading	Communication
Period 4	NZ Studies	Mathematics	Communication	Skill: Writing	

You will be given an individual timetable with details of the group classes and your weekly 1:1 class on orientation.

### Course Delivery and Materials

The 15 hours of classes per week are all delivered synchronously over zoom.

You are able to practise all skills in small group classes, to submit exercises and assessments on the Schoology Learning Management System and to review the learning material which is all saved online.

### Placement

To place you in the right class for your level of English, the following tests are carried out prior to the course commencement.

- A Cambridge English Placement test (Online Test) and a speaking test over zoom
- Mathematics entry test

### Assessment

You will sit a weekly grammar test on every Friday, and a Cambridge moderated test at your level in four skills (Listening, Reading, Speaking, Writing) in the last week of each module. All assessments take place in synchronised time while the teacher is monitoring the class with all videos on.

You will do another Cambridge English Placement test at the end of the 12 week course to check and confirm your progress.

### Grading and reports

Your assessment results and test scores are saved on Schoology and you can access it to check your progress. If you have any queries regarding your results, you can contact your support staff or your teacher to discuss. A progress report will be sent to you and your parents/guardians at the end of each module.

A certificate of attendance and a graduation report will be granted in the completion of your programme.

### **Orientation and Support Services**

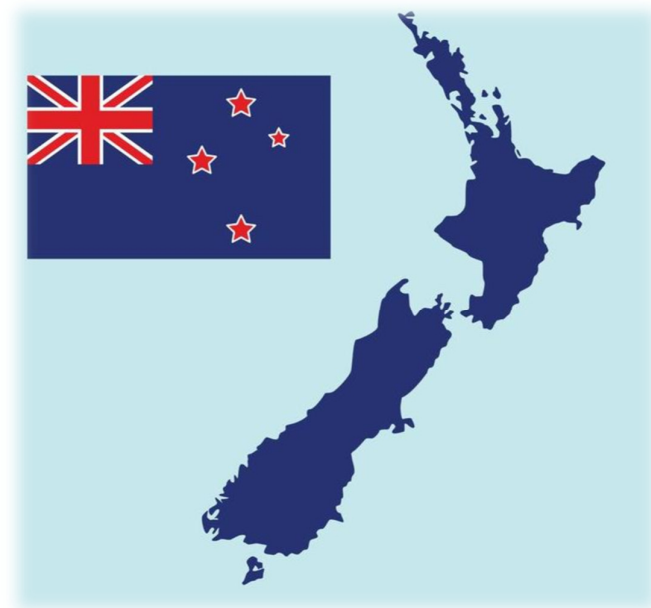
You have a support person for your online course. Your support staff is ready to help you when you experience any technical issues (eg. cannot log on to Schoology, accidentally logged out from the zoom meeting etc.) or need academic assistance.

You will have an orientation with your support staff a week prior to the start of your course via zoom. Your support staff will give you log on details for Schoology LMS, explain how to log on the system and access online materials, and answer your questions.

Please talk to your support staff if you have any concerns or problems as soon as possible so that we can try to find a solution for you.

### **Staffing ratios**

There is a maximum of 10 students to 1 teacher for the online class.



## YOUR RESPONSIBILITIES



### **To be a successful online learner:**

#### **Attend every class**

Unless ill or otherwise excused from class, you are expected to attend all classes. If you cannot attend a class because of sickness etc, you must notify your support staff or teacher via email before the class starts.

#### **Log in to your class 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.

#### **Schedule your time wisely and complete all the homework set by the teacher**

You will need to self-study for 5 hours per week using Schoology LMS in addition to 15 hours of the synchronised lessons. 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. Time management is really important.

#### **Be familiar with the technology and check your email / teacher's posts on Schoology**

You should be familiar with using technology; the internet access, email, uploading and downloading. Please check your email and the teacher's posts on the Schoology dashboard regularly at least once a day to avoid missing important notices.

#### **Speak only English during class**

Even if you wish to speak to someone from your own country we ask you to use only English during class time. If you have something important to discuss and wish to do so in your own language, please do it before or after the lesson. Speaking in English will speed up your progress considerably.

#### **Participate actively in the class**

An online class is the same as a physical face-to-face 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 front of your screen 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 Online Academy is an international online English 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.

#### **Please give us your feedback**

At the end of each module, we will conduct a survey about the course. You will be asked to fill out a questionnaire by your support staff. Please provide honest feedback on your learning experience. Your feedback is really important to improve your learning environment!

## INSTRUCTIONS

## Technology requirements

To ensure the effective delivery of online courses, there are minimum hardware and software requirements.

- A device such as a desktop/laptop computer (Windows or Mac Os), a Chromebook, a tablet (iOs or Android) - We recommend a device which has a minimum screen size of 9.7 inches and a keyboard for typing. (Therefore smartphones are not recommended.)
- Broadband Internet Access
- A web camera
- A headset with a microphone or external speakers

## Online System and tools

Synchronised classes will be delivered over zoom. All the materials which you can access for your learning are saved in Schoology LMS.

## Stationary

Most of your assignments are submitted online but you will also need a notebook for vocabulary. We recommend you also use an exercise book for grammar notes.

## Communication

Email is the main tool of communication outside classes. You will receive class invitations and important notices from your teacher and support staff via email. Please check your email settings and make sure you receive those emails properly. Check your spam/junk mail folders if you don't receive a class invitation from your teacher.



## Accessing zoom meeting

We recommend you to download and install the Zoom desktop or mobile application. Here is the instruction to join the zoom.

**You can also watch this video to help you to join a zoom meeting.**

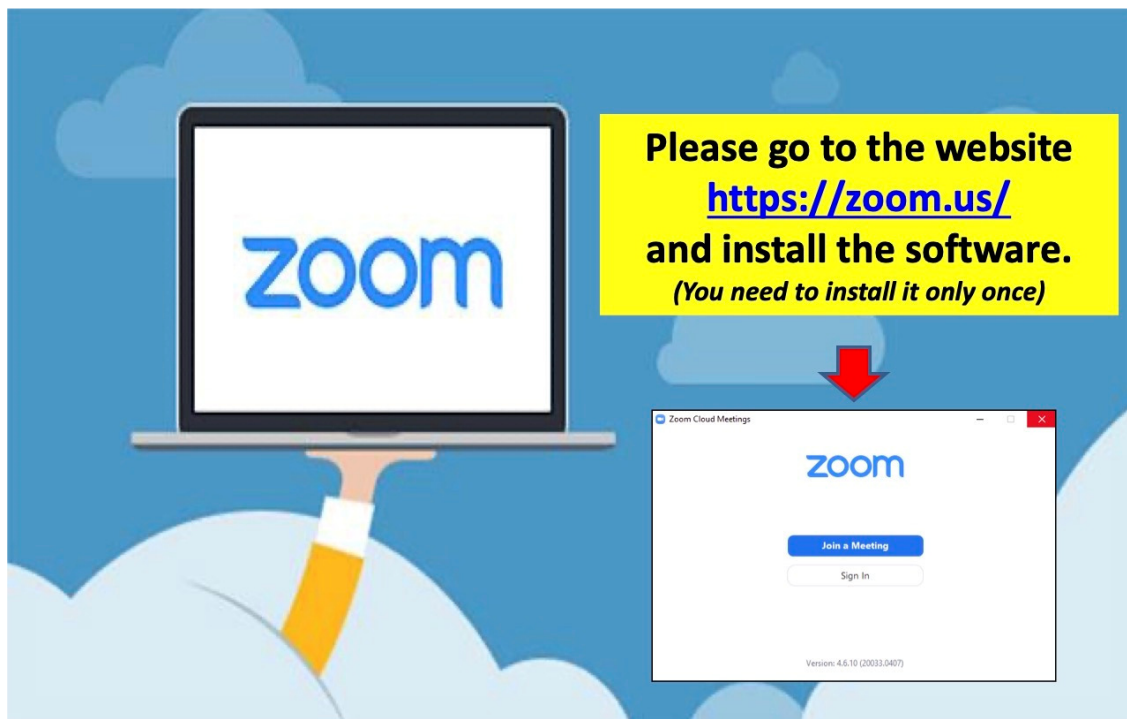
# How to use ZOOM

**Get started :**



1. Computer, laptop or any devices
2. A headset

<https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-meeting>

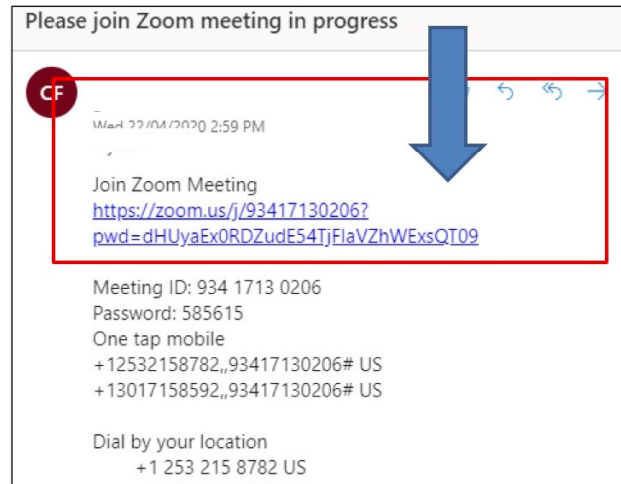




**Before each class, you will receive an email invitation from your teacher to join the class.**

**Please click **the link** or **URL to the Zoom room**.**

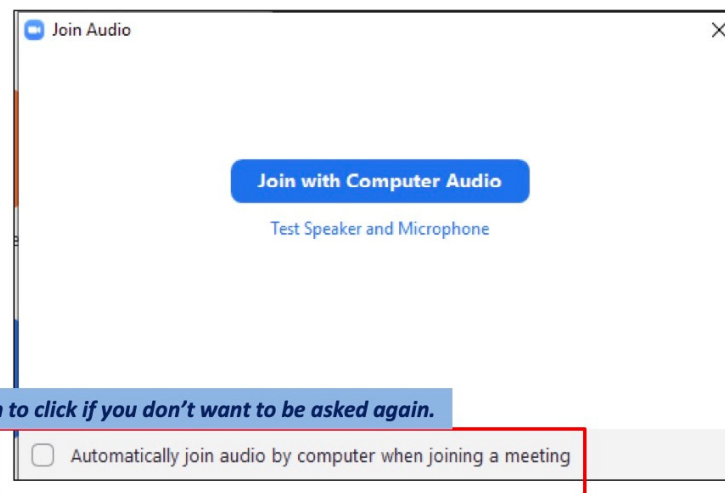
**Click “Open in Zoom.US”.**



**Join the meeting with Video or Computer Audio.**

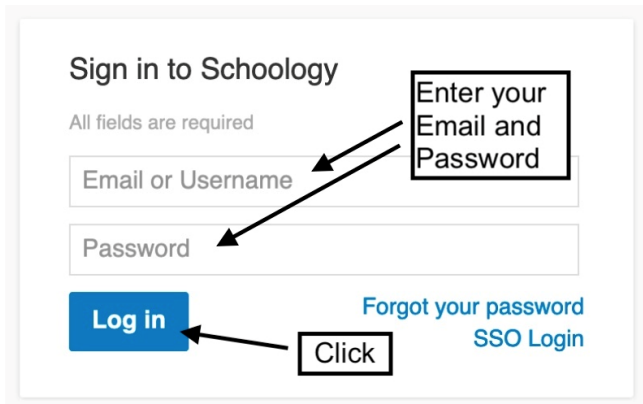
**Click the **blue button** “Join with Video”**

**“Join with Computer Audio”**



## How to log in Schoology

1. Go to [app.schoology.com](https://app.schoology.com)
2. Enter your Email and Password. (Password will be given to you with your confirmed timetable)



The screenshot shows the 'Sign in to Schoology' login page. It includes a title, a note that 'All fields are required', and two input fields: 'Email or Username' and 'Password'. A blue 'Log in' button is at the bottom left. To the right of the button are links for 'Forgot your password' and 'SSO Login'. Annotations include a box labeled 'Enter your Email and Password' with arrows pointing to both input fields, and a box labeled 'Click' with an arrow pointing to the 'Log in' button.

3. Click Log in.

Your support staff will give you a lesson on zoom in how to use Schoology as part of orientation before the course begins.



## 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 tuition fees, less the enrolment fee.

### 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 10 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 10 days have lapsed from the commencement of the course.

### 3.0 Refunds will be paid:

**3.1** In New Zealand dollars (NZ\$)

## Withdrawal Procedures

Students wishing to withdraw from their course 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 Procedures

If you have a problem:

### a) with another student

step 1: talk to the student

step 2: talk to your support person / class teacher

step 3: talk to the office manager / Principal

### b) with your class, level or the curriculum

step 1: talk to your support person / class teacher

step 2: talk to the office manager / Principal

**c) with your teacher**

step 1: talk to your support person / class teacher

step 2: talk to the office manager / Principal

**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.



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