NSLS

STUDENT HANDBOOK 2026

North Shore Language School in New Zealand is registered by the New Zealand Qualifications Authority (NZQA) as a Private Training Establishment under the provisions of the Education Act 2021 and its subsequent amendments. This organisation is signatory to the New Zealand Ministry of Education Code of Practice for the Pastoral Care of International &Domestic Students.

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WELCOME TO NORTH SHORE LANGUAGE SCHOOL

Dear Students,

Thank you for choosing NSLS as your English language learning destination. We are delighted to welcome you to our international learning community and look forward to supporting you throughout your educational journey in New Zealand.

This Student Handbook has been prepared to help you understand how our school operates, including our academic programmes, school policies, student responsibilities and support services. It also provides important information to help you participate in a safe, respectful, friendly and supportive learning environment.

We encourage you to read this handbook carefully and become familiar with its contents. Our goal is not only to help you improve your English but also to develop your confidence, independence and potential so that you can pursue your future goals and dreams.

Our History and Educational Excellence

Established in **2002**, North Shore Language School has a proud history of providing quality English language education to students from around the world.

NSLS is a New Zealand Qualifications Authority (NZQA) registered private training establishment with a longstanding record of educational quality.

Under NZQA's former External Evaluation and Review (EER) system, NSLS achieved **Category 1 status in 2010, 2014, 2018 and 2023**.

In our most recent EER assessment in 2023, NZQA was:

- **Highly Confident** in our educational performance.
- **Confident** in our capability in self-assessment.

In January 2026, NZQA introduced its new Integrated Quality Assurance Framework (iQAF), replacing the former EER category system.

We remain committed to meeting NZQA's applicable quality assurance requirements, maintaining high educational standards and continuously improving our teaching and student support services.

We are proud of our educational achievements, which reflect the dedication and professionalism of our teaching staff and the commitment of our students.

Our Takapuna Campus

In October 2025, NSLS relocated to our new campus at **15 Auburn Street, Takapuna, Auckland**.

Takapuna is one of Auckland's most attractive coastal suburbs, offering a wonderful environment in which to study, live and experience New Zealand culture.

Our school is conveniently located within walking distance of Takapuna Beach, public transport, the public library, parks, cafés, restaurants and shopping facilities.

Our campus has five classrooms of different sizes, providing a comfortable and welcoming environment for learning.

We also assist students with practical information about settling into Auckland, including accommodation, public transport, banking and everyday living.

Our English Language Programmes

NSLS specialises in teaching English to students whose first language is not English.

We currently offer the following programmes:

General English

- Elementary
- Pre-Intermediate
- Intermediate
- Upper-Intermediate

IELTS Preparation

- For students who meet the required English entry level and wish to prepare for the IELTS examination.

Our programmes develop the four essential English language skills — **Listening, Speaking, Reading and Writing** — together with grammar, vocabulary, pronunciation and practical communication skills.

Students are placed in classes appropriate to their English proficiency through our placement assessment process.

Progression to a higher level is based on academic achievement, attendance and teacher recommendations.

Small Classes and Dedicated Native English-Speaking Teachers

At NSLS, we believe that effective learning takes place when students receive individual attention and encouragement.

Our classes typically have **6–8 students**, with a maximum of **10 students per class**, or **8 students in Elementary classes**.

Our experienced, qualified and dedicated native English-speaking teachers are committed to helping every student develop their English language abilities.

Small classes allow students to participate actively, ask questions, receive individual feedback and practise English regularly.

Our teaching philosophy emphasises balanced language development rather than focusing on speaking alone. We believe that strong grammar, vocabulary, listening, reading and writing skills are essential foundations for effective communication.

Our English-Only Environment and Monday Cell Group Programme

At NSLS, we encourage students to use English throughout the school day.

Our **English-only policy** helps create an immersive learning environment where students can practise their communication skills and build confidence.

One of our special learning activities is the **Monday Assembly and Cell Group Programme**.

Every Monday, students gather for a school assembly and participate in small-group discussions and interactive activities.

Our Cell Groups are organised according to students' learning stages:

- Two groups for Elementary and Pre-Intermediate students.
- Three mixed groups for Intermediate, Upper-Intermediate and IELTS students.

Through guided discussions, teamwork, practical problem-solving and everyday topics, students learn to express their opinions, listen respectfully to others and communicate confidently in English.

Upper-Intermediate and IELTS students also have opportunities to develop their public speaking and presentation skills.

These activities help students build friendships across different cultures while developing communication, leadership and critical-thinking skills.

Our Learning Schedule

Our full-time English classes are held from **Monday to Thursday, 9:15 AM to 2:30 PM**, with 22 teacher-contact hours per week.

Students are also encouraged to complete approximately 13 hours of independent study each week, bringing their total recommended learning commitment to 35 hours.

We believe that regular attendance, punctuality, active participation and consistent self-study are essential for successful language learning.

Student Wellbeing and Support

We recognise that studying and living in a new country can be both exciting and challenging.

At NSLS, we are committed to providing a safe, inclusive and respectful environment where students from different countries, cultures and backgrounds feel welcome and valued.

We aim to meet our responsibilities under the **Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021**.

Our staff are available to provide guidance and support relating to academic progress, student wellbeing and practical matters associated with living in New Zealand.

We encourage all students to communicate openly with their teachers and school staff whenever they need assistance.

Our Commitment to Your Future

At North Shore Language School, education is about more than learning a language.

It is about building confidence, developing independence, understanding different cultures, forming lasting friendships and preparing for new opportunities.

We believe that every student has unique abilities, aspirations and potential.

Our responsibility is to provide the knowledge, encouragement and supportive learning environment that will help you achieve your goals.

We ask all students to take responsibility for their learning, respect one another, follow school policies and contribute positively to our international school community.

At NSLS, you are not just learning English — you are preparing for your future.

Once again, thank you for choosing North Shore Language School.

We look forward to sharing your learning journey and celebrating your achievements.

1	INTRODUCTION TO NORTH SHORE LANGUAGE SCHOOL (NSLS)
1.1	**Statement of purpose** Our aim is to help our students to develop their potential so that they may have a promising future and accomplish their dreams. We will do this by the pursuit of the following principles: - Commitment: North Shore Language School wants to inspire. - Responsibility: The focus of NSLS is to empower people. - Support: NSLS wants to surround people in a caring, inclusive learning environment.
1.2	**Preparing for study at New Zealand schools** Our courses will provide an opportunity for you to gain confidence before attending NZ Primary / Intermediate

/ High schools and University. It will also help you to understand the culture and life of New Zealand. Students are separated into different levels according to their standard of English. Throughout the course the students will be familiarized with relevant subjects that would be studied in formal schools in NZ.

1.3 Learning in a Friendly atmosphere

All of our native teachers are carefully selected and qualified. They are friendly to students and readily available whenever students need help.

1.4 Pathways to further study

English studies in North Shore Language School lead to:
- Improved communication skills
- Entry into NZ schools
- Entry into Tertiary studies& University
- Creator employment opportunities

1.5 Who to see at NSLS

Contact **David Yoon**, if you have queries about:
Health, orientation, counseling, course extensions, activity program, Transport, Immigration, accounts, invoices, homestay accommodation, communication & telephone counseling for Korean and Japanese students, any other query

If you have any queries about your class or course, please speak to your teacher.

The **Principal (David Yoon)** and the class teacher is available to discuss any aspect of your stay at NSLS and an appointment can be made through reception.

1.6 NSLS Administration

David Yoon	Principal / Managing Director	Mrs. Deborah Shin	Counselor & Finance Officer
		Mr David Yoon	Counselor & Administrator

1.7 NSLS Teaching Staff

Robert Macpherson	Teacher (GE & IELTS)	Shuaib Chota	Teacher (GE)
Kayt Turner	Teacher (GE & NZCEL)	Graeme Law	Teacher (GE)
Lisa Mckubre	Teacher (General)	Kelly Smith	Teacher (GE)

1.8 Code of Practice for the Pastoral Care of International Students

Contact person	Managing Director, Rev David Yoon	Student Grievances & Student welfare First Language	
Academic progress	Managing Director, Rev David Yoon	Korean	David Yoon & Deborah Shin
Accommodation issues	Rev. David Yoon, Sharon Yoon	Japanese	David Yoon
		English	David Yoon

2 GENERAL INFORMATION

2.1 Bicycles

If you ride a bicycle to school, make sure you have a lock for it.
You can leave your bike at the side of car park.
Please ask at reception for information. NZ Law: You must wear a helmet.

2.2 Driving

You can only drive in New Zealand if you have a New Zealand driver's license or an International Driver's License (conditions apply). You will need to familiarize yourself with driving and road safety rules and we can tell you where to get the road code. This rule has been made to protect the safety of all students and other people using New Zealand roads.

2.3	**Important Messages** - If you have been drinking, don't drive. - It is illegal to text or talk on a handheld mobile phone while driving. Use a hands-free speakerphone device instead. - If you are feeling tired while driving, pull over and rest. - All vehicle occupants must wear safety belts. - International students convicted in New Zealand of minor offences, such as drink-driving, may not be granted further visas to remain in the country.
2.4	**Lifts** NSLS is located on the ground floor, therefore the use of the lift is not permitted.
2.5	**Telephone & Internet** Please request permission at the reception for your local or toll calls (incl. Fax). Rules for using the telephone: - Local call (per minute) $ 1 - National call (per minute) $ 2 - International call $ 3 (according to the telephone bill) - Personal printing and photocopying are not allowed For toll calls - Please obtain permission at the reception and make an entry of your call in the 'Toll Register'. **NSLS Internet Use Policy** NSLS students and staff can connect free to the school wireless services for use with wireless-capable laptops, PDAs and other devices. Staff and students are encouraged to use Email and the Internet to their fullest potential to further the quality of teaching, learning and research at NSLS, to discover new ways of using resources to enhance teaching, learning and research and to help staff and student assessment. Use of the Internet is a privilege, not a right. If inappropriate use of the Internet is detected, the school reserves the right to revoke Internet access privileges and take appropriate disciplinary action. **Prohibited Activities** The school access to the Internet must not be used to: - create or distribute chain letters, "junk" or "spam" (mass, unsolicited) mail; - pursue commercial activities or personal profit, unless users are explicitly authorised by NSLS or its associated organisations; - cause costs to be incurred by any person or organisation without the consent of that person or organisation; - download unauthorised software without approval; - visit internet sites that contain pornographic, obscene or offensive content; - obstruct the provision of communication services of any organisation, part of an organisation or individual; - cause, directly or indirectly, excessive strain on any information technology service, or unwarranted or unsolicited interference with others' use of Electronic mail or Electronic mail Systems; - engage in illegal activities. Illegal activities include unauthorised uploading, downloading, or otherwise transmitting: i. trade secrets, copyrighted, trademarked, or patented materials; ii. illegal information or materials;

	iii. objectionable materials in terms of the Films, Videos, and Publications Classification Act 1993; iv. offensive, harassing, derogatory, or discriminatory materials within the meaning of the Human Rights Act 1993 or the Harassment Act 1997; v. material about individuals which is being used for a purpose other than that for which it was collected, in breach of the Privacy Act 1993. The above prohibitions are examples and do not constitute an exhaustive list. (See section 3.1)
2.6	**Parking** NSLS does not allow students to use private parking on campus. Please refer to the following **Parking Information**: • **Free Parking:** 9:15 AM – 2:30 PM on 23 Auburn Street (Takapuna Primary School Pick-up and Drop-off Zone) • **Free 3-Hour Parking:** Lake Pupuke Car Park & 8 Auburn Street (Auburn Reserve) • **Free 2-Hour Parking:** Shore City Shopping Centre In addition, there are many other free parking options available in the surrounding area. We recommend you ensure your car is locked and insured, as parking is at your own risk.
2.7	**Photocopying and scanning** Photocopiers are available in the classroom and teacher's room, at a cost of 20 cents per page for black and white A4 or A3 copies, and $ 1 for colour A4, $1.50 for colour A3. Document scanning is available on photocopiers located at reception area. There is $50Cents charge for scanning each paper.
2.8	**Alcohol and drugs and smoking** The legal age for drinking alcohol in New Zealand is 18 years. If you are under 18 years you are not allowed to enter a bar or nightclub, or purchase alcohol. You are likely to be asked to show identification before you enter a hotel bar or club and you must show your passport or driving license which has your photo. It is against the law to drink in a public place such as a beach or park, or have alcohol in your possession in a public place if you are under 18 years and not with a parent or guardian. The fines for breaking any laws relating to alcohol can incur fines between NZ$200 and NZ$2000. Laws relating to drug supply and use are much more severe, and can lead to long prison terms. In New Zealand it is against the law to buy, sell, use or possess certain drugs. The smoking of cigarettes or tobacco is not illegal in New Zealand, though it is illegal for shops to sell these items to anyone less than 16 years. Restrictions exist as to where you can and cannot smoke. 'No smoking' areas are usually marked with 'no smoking' signs and these often include many public places such as buses, shops and restaurants. You should also ask before smoking in people's houses. It is normal to go outside to smoke to be courteous to your host. The possession and supply of "hard" drugs will result in very serious penalties including prison and deportation. North Shore Language School has a 'no drugs and no alcohol' policy. This will lead to instant expulsion.

2.9	**Gambling** There are four main forms of legal gambling in New Zealand: **Lotteries** These include Lotto, Daily Keno, and TeleBingo. Each game is slightly different but they all involve choosing numbers and hoping they match the numbers shown on TV. There is no age limit for these games. **Instant Kiwi** Instant Kiwi is a scratch card game. All games are played by scratching off the surface of the card to reveal if you have won and if so, how much you have won. You must be aged 16 years or older to buy Instant Kiwi tickets. All profits from Lotto, Daily Keno, TeleBingo and Instant Kiwi are distributed to the community by the New Zealand Government Lottery Grants Board. **TAB** The TAB (Totalisator Agency Board) provides the opportunity to gamble on horse racing and other sports. You must be 18 years old to place a bet with the TAB or bet at the horse racing tracks. There are many horse racing tracks throughout New Zealand with races most days of the week. **Casinos** There are several major casinos in New Zealand. The legal age to enter any casino is 20 years.
2.10	**Convictions** If you are on a visa or permit in New Zealand and are found guilty of a crime you can have your visa / permit revoked and be sent back to your home country. If you get into trouble you should consult a lawyer to help you immediately.

3	**ADMINISTRATION**
3.1	**Student Code of Conduct** The academy has rules for students and teachers. As a student you are expected to abide by the rules of the school and behave at all times in a responsible way. **1) Attendance Rules** **a**. You must attend your scheduled class and arrive on time for both morning and afternoon sessions. **b**. If you are unable to attend the class because of illness or any other reason, please inform the school. If you are sick, please telephone or email the school before 8:50am. Please fill out the request for 'Leave Application Form' if: - You need to visit immigration during school time. - You need a day off for any other special reasons. **c**. If you are away sick for 3 days or more, a medical certificate may be required. **d**. If you need to take leave from your studies, you should apply to the Principal or Class teacher, stating your reason for leave. **e**. You are required to aim for 100% attendance for each course. To progress to the next level, students must maintain an attendance rate of at least 95%. **f**. If you do not attend school regularly or are absent without any good reason, you may face disciplinary action and be withdrawn from the school.

g. School classes start at 9:15am. Try to get here early so you are ready to start on time.
If you are late by half an hour or longer you must report to Reception.

If you are constantly late, the principal will speak to you to find out what your problems are and may give you a warning. Students who regularly arrive late due to long travel distances or because they need to drop off their children at school must obtain permission from the Principal and their teacher.

2) Behavior Rules

a. We expect students to respect the school, your teachers, and your fellow students, and behave in a responsible way at all times, and not to act in any way, which might bring the academy into disrepute.

b. We expect you to interact appropriately with every person on this campus. Violence or harassment of any person on or off campus is unacceptable.

c. You must not use foul, obscene or abusive language at the school.

d. You are not allowed to bring any weapon to school.

e. You must not smoke on campus, as NSLS is a smoke free building. You can smoke outside the premises but do not throw the cigarette butts on the ground. Put them in the bins.
(See section 3.8)

f. You are not allowed to have alcohol or illegal drugs while at School.

g. Spitting is considered a health risk and it is not an acceptable practice in New Zealand. Spitting is not allowed on campus.
(see section 3.8)

h. Students must not deface, steal or destroy any resource belonging to the school, students or to any staff member. If such an offence is committed, the police may be called.

i. Students must attend each and every class on time.

j. Cheating or copying another student's work during a test is not allowed. Students found cheating will not be eligible to move up a class.

k. Students must use their own stationery.

l. No food or drink should be taken into the classrooms.
(See section 3.8)

m. No cell phones on during class time.

n. Students may not use the photocopier, and phone without permission from the Administrator. A small charge will apply.

o. If students have a problem or a complaint they should first discuss it with their teachers and then with a student counselor who will discuss the matter with the Principal. You can also write your complaint and submit it to Managing Director.
(see section 4.3, 4.4 and 6.8)

p. Student must adhere to the NSLS Internet use Policy.
(see section 2.5)

3) Administrative Rules

You must provide the school with your current address and contact phone number in Auckland. If you change your address or your phone number, you must immediately advise the school. The school is responsible for keeping up-to-date your contact details while you are staying in New Zealand if you have a student visa.

3.2 **Withdrawal and refund policies and procedures**

Domestic students: Domestic students are entitled to a refund as follows:

- If the course is of three months duration or more.
- If the withdrawal occurs up to the end of the eighth day after the start of a course.

The school must refund an amount equal to the sum of the amount paid less a deduction of the lesser of 10 per cent of the fees paid or $500.

Domestic students withdrawing from courses of less than three months duration should refer to the school's refund policy outlined below (in the international student section).

International students: International students are entitled to a refund as follows:

Courses three months or more

If the course is of three months duration or more and the withdrawal occurs up to the end of the tenth working day after the first day on which the school requires the student to attend the establishment:

- In such cases the school may deduct up to 25 per cent of the fees paid, provided the school incurred costs to this amount and can justify these costs.

Courses five weeks or more but less than three months

If the course is of five weeks or more but less than three months and the withdrawal occurs up to the end of the fifth day after the start of the course:

- In such cases, the school must pay an amount equal to the fees paid less a deduction of 25 per cent.

Courses under five weeks

If the course is under five weeks and the withdrawal occurs up to the end of the second day after the start of the course:

- In such cases, the school must pay an amount equal to the fees paid less a deduction of 50 per cent. However, if two days constitutes the full amount of tuition paid for by the student, the school may retain 100 per cent of the payment.

•□All applications of refund must be made to the Managing Director in writing, accompanied with all original documents and account details.

•□The refund, once approved, will be paid directly to the student's account by the Public Trust.

- Tuition fees cannot be transferred to another person. If the student's tuition fee is from the bank or Study Link Loan, the amount of the refund will be refunded to the bank or Study Link.

- All fees are received and refunded in NZ dollars. The Academy is not responsible for any currency fluctuations between enrolment and issuing of refunds.

- No refund is available if the student is expelled from the Academy.

- If you want to withdraw from our school to transfer to another school, you must:
  a. Get an offer from a new school
  b. Once you have this offer, you must apply to immigration New Zealand for Variation of Condition
  c. If they approve the change you can then withdraw from our school
  d. You are required to attend the existing course before getting the approval from Immigration New Zealand
  e. The NSLS refund policy will be applied if you withdraw from the NSLS course

- Students may be allowed to join a course as a late arrival after the scheduled course starting date. The provision of NSLS's refund policy applies from the scheduled course starting date and NOT the date on which the late student arrives.

ELTC

Withdrawal Period	Before the programme starts	Up to the end of the fifth day of the programme	After the end of the fifth day
Amount of Refund	The full fee less $500 deposit	75% of total fees less $200 admin fee	No refund given

NZCLT (Domestic Students)

Withdrawal Period	Before the programme starts	Up to the end of the eighth day of the programme	After the end of the eighth day
Amount of Refund	The full fee less $200 deposit	90% of total fees or $500 less $200 admin fee	No refund given

NZCLT (International Students)

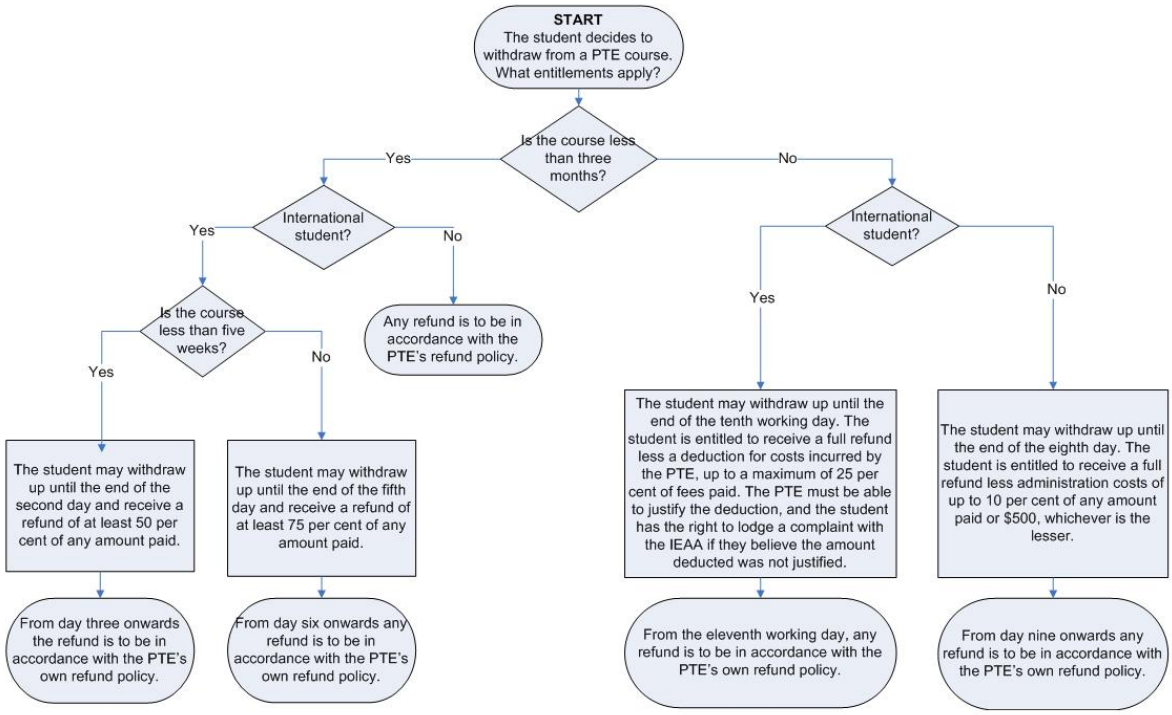
Withdrawal Period	Before the programme starts	Up to the end of the tenth working day of the programme	After the end of the tenth working day
Amount of Refund	The full fee less $500 deposit	75% of total fees less $200 admin fee	No refund given

NZCEL (Domestic Students)

Withdrawal Period	Before the programme starts	Up to the end of the eighth day of the programme	After the end of the eighth day
Amount of Refund	The full fee less $200 deposit	90% of total fees or $500 less $200 admin fee	No refund given

NZCEL (International Students)

Withdrawal Period	Before the programme starts	Up to the end of the tenth working day of the programme	After the end of the tenth working day
Amount of Refund	The full fee less $500 deposit	75% of total fees less $200 admin fee	No refund given

	Student Fee Refund procedures 
3.3	**Fee protection and Indemnification** - The student's fee will be banked into a Trust account, administrated by NZ Public Trust, 205 Great South Rd, Auckland, PO Box 5149, Auckland, and will be released on a pro rata basis from the Trust account in accordance with an agreed monthly schedule on the basis of tuition delivered until the completion of the course. - Please only make the cheque or deposit to the Public Trust – NSLS Account. (Bank: BNZ 020536-0305865-01) - This structure is designed according to the NZQA Fee indemnification policy to protect students' interest in the event of withdrawal, insolvency, closure of the school, and cancellation by the school of a course before or during the course, de-registration or withdrawal / part withdrawal of accreditation of the school. In the unlikely event of the school going into liquidation or receivership, the trust fund will cover the claims.
3.4	**ID Cards** You may apply for a new or renew an existing student ID card at Student Services - Administration. There is a $5.00 charge for creating of ID cards. ID cards are valid for the full period of your current programme enrolment. Students must not lend their ID cards to others to assist them to access services for which they should have their own ID card. • Please note that, in accordance with AT policy, only students enrolled for six months or longer are eligible to receive a Tertiary ID sticker.
3.5	**Insurance** Student medical and travel insurance is compulsory for all international students while in New Zealand. NSLS recommends the "Student Prime" policy from Orbit which includes cover for contents (possessions) while in New Zealand, in addition to medical and travel cover. Students must have medical and travel insurance from the first day of their course. All international students are required by Immigration New Zealand to have appropriate medical / travel

	insurance cover as a condition of a student visa, and must confirm their insurance cover at the beginning of the course.
3.6	**Absenteeism** You must attend school from Monday to Thursday to meet your immigration and course requirements. At NSLS we want our students to aim for 100% attendance (Note: Student Visa attendance requirements require a compulsory 100%). Non-attendance may lead to expulsion from the school & visa termination, if you are absent for 3 days or more in a row. If you are sick please telephone the school before 8:50am Please fill out the request for 'Leave Application Form' if: - You need to visit immigration during school time. - You need a day off for any other special reasons. (See section 3.1)
3.7	**Lateness** - Academic English and General English classes start at 9:15am. Try to get here early so you are ready to start on time. - If you are late by half an hour or longer you must report to Reception. - If you are constantly late, the principal will speak to you to find out what your problems are and may give you a warning. (See section 3.1) - Students who regularly arrive late due to long travel distances or because they need to drop off their children at school must obtain permission from the principal and their teacher. **Class participation** Everyone is expected to cooperate and participate in class.
3.8	**Health and Safety Reminders / Checklist** **Health and Travel Insurance** Most students are not entitled to publicly funded health services while in New Zealand unless they are: A resident or citizen of Australia; Or a national of the United Kingdom in New Zealand; the holder of a temporary permit that is valid for two years or more. If you do not belong to one of these special categories and you receive medical treatment during your visit, you will be liable for the full costs of that treatment. We strongly recommend that you must have insurance that will cover the cost of medical treatment in New Zealand for the duration of your stay in New Zealand. It is compulsory for International students to have medical and travel insurance (See section 3.5). We also strongly recommend that you obtain insurance to cover your travel to and from New Zealand. **Introduction** The New Zealand Government introduced a Health & Safety Act in 1992. This law means the staff and students at NSLS need to keep as safe as possible. You can help in the following way: - Keep your bag & other belongings under the table, so no-one trips over it. - Please wash your own dishes in the kitchen area. - Use the rubbish bins in the classrooms for the paper rubbish only – Not food. - Put food scraps, bottles and paper in the correct bins. - Rinse cans and place in the kitchen bin, otherwise we have an ant problem. - If you spill anything, please wipe it up immediately. Remember – Do not drop litter. - Walk inside the building and especially on the stairs. - Drink & eat in the common area and not in the classrooms. - Remember to sit on chairs & not on the tables. Do not swing on the chairs.

- Remember in a western culture like New Zealand it is very rude to sniff, spit or burp.
- Use tissues for your nose.
- Remember smoking is not allowed inside the building at any time.
- Arriving at school by car, park your car in the CEA parking area, which is in front of the school and back of the school. Please do not park in 'FPA' parking area.

Smoking

The NSLS building is a smoke free building. If you are a smoker, please smoke outside and PLEASE do not throw your cigarette butts on the ground, use the rubbish bins.
- **You must not litter**: you must put your cigarette butts in the rubbish bins only.
- Students under the age of 18 cannot legally buy cigarettes.

Spitting

Remember in a western culture like New Zealand it is very rude to sniff, spit or burp.
Use tissues for your nose.

Fire Evacuation

It is your responsibility to read the FIRE EVACUATION Notice that is displayed in each classroom. Make sure you know where the exits are nearest to your classroom. You will participate in fire drills each term so that we can practice evacuating the building safely in an emergency.
(See section 6.4)

Other Reminders

Keeping Safe in NEW ZEALAND
Try not to be out on the street alone at night – stay with friends, especially if you are in the city or around the school area after dark.

Going out at night:
Every student must tell their host family or guardian where they are going, whom they are with and what time they are going to come home.

Money:
Please do not carry large amounts of cash. You should not have more than NZD50 in your wallet. If you need to pay fees at NSLS, please pay the money directly as soon as you enter in the school. Learn how to use the New Zealand banking system.

4	STUDENT SERVICES
4.1	**Immigration - Student Visas** International students must have a current Student Visa in order to study in New Zealand. It is your responsibility to keep your Student Visa current with regard to expiry dates and programme information. If you need to renew or change your Student Visa, please arrange your programme re-enrolment / change and make payment at least four weeks before expiry of your visa. 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 The following circumstances may result in your course ending:

Visas

Do not let your visa expire or you might be sent home. NSLS staff can help you apply for a visa extension. If you have any questions about your visa, please ask the Administration staff.

Visa Requirements

- Student Visa Application Form
- One CURRENT passport-sized colour photograph
- Evidence of an offer of a place
- Evidence of payment of course fees (fee receipt showing paid-to date)
- Evidence of sufficient funds (if this is in the form of a bank statement, please ensure it is dated after your fees have been paid and include evidence of any large deposits)
  ·Students are required to provide evidence that they have the means to pay for their tuition fees and to support themselves while in New Zealand. They need NZ$1,250 for each month of their declared study plan, or NZ$15,000 per year if studying a course lasting 36 weeks or longer.
- Medical Insurance
- Accommodation Letter
- Police certificates - over 17 years of age
- Medical & Chest X-RAY Certificate
- Previous student's performance and progress, and attendance records
  (If you are already studying in New Zealand)
- Passport

4.2

Enrolment

Student entry policy

Students must be a minimum of 15 years of age for General English, IELTS and TESOL courses.
Students must be under 18 years of age for Academic English courses (preparation for Primary School studies, Intermediate School studies, and High School Studies).

For the New Zealand Certificate in English Language courses, students must be a minimum of 15 years of age. The programmes are designed to be suitable for students in senior High School, and for adults 18 years and over.

The NSLS Offer of Place is conditional subject to the student taking a placement test and interview prior to the commencement of the course. NSLS reserves the right to place the student in courses that are appropriate, based on the results of these assessments.

Enrolment consultation

During the enrolment consultation the NSLS counselor will make sure the student understands the fee structure, duration of the course, accommodation options, insurance options, location of the campus.

What to bring

All international students must complete their enrolment in person with the following documentation:

- Valid passport.
- Current visa. If you do not have a current visa you should make contact with Immigration NZ or email education.nsls@xtra.co.nz. See Visas (International Students website) for more information.
- If you do have a current student visa which needs to be renewed for your 2026 study you will need to complete the visa application form. Additional information regarding proof of living expenses and outgoing ticket requirements can be found here.
- Evidence of insurance
- Address form - Please complete this form and bring it with you when you enrol in person

Application Form

Student should refer to the following documents and forms:

1. Information and Course Fees 2026 (Download from School website: www.nsls.ac.nz)
2. Application to enrol
3. Enrolment Confirmation

Refund Conditions

All applications for a refund must be in writing to the Managing Director. Please collect a Withdrawal Form from Reception and complete it. If you withdraw from study, we will notify StudyLink and/or Public Trust and/or Immigration NZ, and/or other government agencies. If a refund is given it will be through the Public Trust, and will usually go directly to the original payer. Any refunds will be paid in New Zealand dollars inclusive of GST. Students are responsible for investigating fee implications of withdrawing from a course and for withdrawing in a timely manner.

(See section 3.2)

Credit Transfer

Credit transfers must be applied for at enrolment time. Credit transfers apply only to the five Level 4 EAP unit standards within the NZCEL (Academic) (Level 4) programme.

Credit transfer will be considered for Level 4 unit standards 22749, 22750, 22751, 22891, and 22892 (the five Level 4 EAP unit standards) towards the NZCEL (Academic) (Level 4) programme, if the student has already achieved these unit standards at another New Zealand institution. Each credit transfer application will be considered on a case-by-case basis.

To be eligible for consideration, you must have completed the unit standard within the last two years. This application will not be processed unless full supporting documentation is attached. Partial achievement of a standard will not be considered for credit transfer.

If a credit transfer application is being made for unit standards in the NZCEL Level 4 programme:

a) A credit application must be made using the Credit Transfer Application section of the application form at enrolment time.
b) Evidence of attainment of the Level 4 EAP unit standard(s) in the form of an original or certified copy of their academic transcript from the New Zealand institution or NZQA must be supplied.
c) Payment of the Credit Transfer Application fee of $50 + $5 for each credit in the credit transfer application is required. Each unit standard constitutes 5 credits.

Once the credit application and supporting evidence is received, NSLS will process the credit transfer application. Students will be advised of the result of their credit transfer application prior to payment of their fees invoice, and prior to confirmation of their place on the programme.

If the credit transfer for any of the unit standards in the Level 4 programme is approved, this will mean that those credits will be awarded against the New Zealand Certificate in English Language (Academic) (Level 4) qualification at NSLS. The student will not need to undertake assessment for those unit standards where the credit transfer is applied. Please note, with the exception of assessment events associated with the unit standards already attained, the student will be required to participate fully in the programme (this includes the classroom contact time and the student-directed study time). This is because each of the fourteen units of learning in the programme leads to outcomes right across the Level 4 curriculum.

4.3 **Welfare & Student Support Services**

1. The school is committed to providing guidance and support services to assist all students enrolled.
2. The school and our staff will respect the right of students to privacy and confidentiality.
3. If you have a problem, you may ask your counselor for support and guidance.
4. The student counselor is skilled in the following areas:
   a. Dealing with home-stay problems.
   b. Providing guidance for personal and health problems.
   c. Making referrals to the appropriate outside agency if a problem cannot be resolved.

d. Providing students with a list of resident doctors and dentists fluent in your first language.
5. If you would like information regarding further study in NZ please talk to a member of staff.
6. The school wishes to create a safe and an enjoyable environment for all students. If you have any matters of concern, you are encouraged to discuss this matter with your counselor, your teacher or Managing Director.

Remember a problem shared is a problem halved.

Harassment
Harassment can be verbal or physical behavior by others towards you, this is unwelcome. It may be frightening or embarrassing. TELL SOMEONE IMMEDIATELY if you are being harassed by other students, a staff member, someone in your homestay or even a stranger.

If you see another student being harassed by anyone, tell someone immediately.

Harassment may include:
a. Sexual or racial jokes or abuse;
b. Offensive gestures or comments;
c. Unwanted and deliberate physical contact;
d. Requests for sex or sexual contact, which include a threat or an implied or overt promise for preferential treatment.
e. Or even intimidation – following you on the road or trying to scare you in an unhealthy way etc.

We ask that you seek advice and help from any member of staff if you think that someone is doing or saying something to you that upsets you or frightens you. In New Zealand, all students have the right to study in safety.

Appeals
1) Reassessments
Reassessment Policy:
If you do not achieve a learning outcome, then you can be reassessed using a similar test up to two more times. Note: At the discretion of the tutor, a third reassessment opportunity can be offered when circumstances indicate it is appropriate.

2) Academic Appeals and Assessment Appeals
If you are not satisfied with the results of an assessment, then you should take the following steps.

(1) First, you should consult with the classroom teacher who conducted the assessment.
(2) If a satisfactory solution is not arrived at and you wish to appeal against the result, then you must apply in writing to the Director of Studies within 14 days of receiving the results. The Director of studies will consider the appeal promptly and advise you in writing of the decision.

3) External Assessment Appeals
If you are not satisfied with the outcome of the assessment appeal at NSLS, then you should take the following steps:

(1) Advise the Principal that you wish to make an external assessment appeal. You must apply in writing to the Director of Studies within 14 days of receiving the results of the internal assessment appeal.
(2) The Principal will forward your appeal to an external consultant who acts independently of North Shore Language School, and has a background in English Language Teaching.
(3) The external re-assessor will consider your appeal promptly and advise you in writing of the decision.

4.4	**Student Complaints** NSLS has formal and informal procedures that encourage prompt resolution of complaints and concerns that students may have about the implementation of policies and procedures that govern the institution. Follow the student grievance procedures in section6.4. If the issue is not resolved the managing Director will then take further steps and investigate within 7working days. (See section 6.4)
4.5	**Student Discipline and Appeals** NSLS policies provide rules relating to the conduct of students on campus (and other facilities used by the institute in the conduct of its operations) in order that the rights of all individuals to enjoy their time on campus and their opportunities to achieve their aspirations at NSLS are preserved. Purpose The purpose of these regulations is to (a) define student misconduct (b) explain procedures for making, investigating and resolving complaints of student misconduct, and (c) set out the penalties that may be applied where misconduct by a student is substantiated. **School Rules** 1. Students are expected to comply with the school rules and the laws of New Zealand. Failure to do so may lead to expulsion of the student and the loss of tuition fees. 2. Students are expected to attend all classes they are enrolled in. If a student is going to be absent from class, they must phone the school. 3. If a student is more than 20 minutes late for class, they must wait until break time before they enter the class. It is acceptable if prior permission has been obtained from the Principal. 4. Students must attend class regularly or immigration will be informed. 5. If a student is rude or disruptive to other students in the class or to the teacher at any time, they will be asked to leave the classroom. This is a health and safety requirement. 6. Smoking is not allowed anywhere in the school or the building. 7. Students must not deface, steal or destroy any resource belonging to the school, students or to any member of staff. If such an offence is committed, the police may be called. 8. Cheating or copying another student's work during a test is not allowed. Students found cheating will not be eligible to move up a class. No academic fraud is allowed at NSLS. That means there must be no cheating or plagiarism. 9. Students must supply their own stationery. 10. NO food or drink should be taken into the classrooms. 11. NO cell phones on during class time. 12. Students and staff have the right to be treated with fairness and respect. Please ensure that you treat everyone with the respect they deserve. 13. If students have a problem or a complaint they should first discuss it with their teacher and then with a student counselor who will discuss the matter with the Managing Director and DOS. 14. Students may not use the photocopier, fax and phone or computer equipment without permission from the managers or DOS. A small charge will apply. All allegations of misconduct will be investigated using the following procedure

Disciplinary Procedures

a. The Managing Director will meet to discuss the allegation with you. You are welcome to bring a support person to any meeting.

b. You will be given verbal warning to avoid future misconduct.

c. If misconduct occurs again, further investigation will be done and you will be given a written warning notice.

d. You will be dismissed from the school, if you have already received two written warnings and still do not comply with the rules.

e. If you do not comply with the rules and put yourself or others at risk, you may be immediately suspended or immediately dismissed from the school.

f. Any student who has been dismissed from the school cannot continue with any course at NSLS in New Zealand and no refunds will be made. If you are dismissed from the school and are in NZ on a student visa, then the school is required to advise the Department of Immigration of your dismissal. The Department of Immigration is entitled to revoke your student visa.

g. Likewise a prolonged absence or absence without notice may result in dismissal and your student visa being revoked.

h. If your application to enrol requests the School to inform your parents or guardian of your progress, then the School is obliged to advise your parents or guardian of your dismissal or any formal disciplinary action taken.

i. If serious misconduct occurs instant dismissed from the school may occur.

Definition of Misconduct and Serious Misconduct:

"Misconduct" means some form of wrongdoing. Usually it will involve deliberate wrongdoing, but there may be circumstances where a student acts so carelessly that it amounts to misconduct (i.e. gross negligence or recklessness).

"Serious misconduct" involves serious wrongdoing. Where, after a fair process, it is established that a student's actions amount to serious misconduct, the school may terminate the student's enrolment without notice (sometimes referred to as "instant" or "summary" dismissal). The misconduct must be sufficiently serious that it undermines the trust and confidence that the school has in the student (e.g. theft, sexual or other assault, or the use of illegal drugs at the school).

In every case the Managing Director will consider all the facts and the student's response before it decides whether serious misconduct has occurred.

Appeals

Timing of Appeal

Notice of an appeal must be given within 28 days of the date of the decision being appealed against. The relevant appeals persons may, in its discretion, permit an appeal to be brought outside this time limit.

Manner of bringing Appeal

Notice or letter seeking an appeal must be submitted in writing to the Managing Director David Yoon and must include the ground or grounds for the appeal, being grounds specified in clause below

Grounds of Appeal

An appeal may be made only on one or more of the following grounds:

(a) that the process used for investigating or resolving the misconduct alleged was unfair;

(b) that the decision reached as to the misconduct alleged could not reasonably be sustained on the evidence;

(c) that the penalty imposed was out of proportion to the nature of the misconduct alleged; or

(d) that significant new evidence has become available since the initial process which could have a material effect on the decision made or the penalty imposed, and which was not reasonably obtainable prior to the decision.

Appeal Process

Resolution of Appeals
The relevant appeals person may:
(a) dismiss the appeal and uphold the decision;
(b) vary the decision;
(c) vary a penalty imposed in the decision, either by decreasing that penalty or increasing it to a level which does not exceed that specified in; or
(d) allow the appeal and rescind the decision.

The decision of the relevant appeals person shall be issued in writing to the Appellant.
The decision of the appeals person on an appeal shall be the final decision.

Procedure
Managing Director must hold a hearing to hear and determine an appeal. Such an appeal need not be a full rehearing of the evidence.

Managing Director may determine the procedure to apply at an appeal hearing, however in the interests of natural justice, certain procedures should be adhered to, namely:

(a) the Appellant, and Managing Director who investigated the misconduct, must be given notice of a hearing no less than two weeks in advance of the date set down for the hearing;

(b) Managing Director should ensure that the Appellant has all relevant material prior to the hearing;

(c) the Appellant, Managing Director who investigated the misconduct, and any other member of the school who, in the opinion has a special interest in the proceeding, have the right to appear at the hearing in person, and to be accompanied/represented by a person of their choice and should be informed of this right;

(d) all the above parties have the right to make submissions at the hearing and should be given reasonable time in which to do so;

(e) all hearings shall be in private, and their proceedings shall be confidential;

(f) before making any determination, the Managing Director must consider the initial decision, any relevant evidence, and all written and oral submissions presented to it.

4.6 Emergency phone numbers

FIRE – AMBULANCE – POLICE	111
ACCIDENT AND MEDICAL CENTRES	
White Cross, Glenfield accident North Shore Hospital	09 444 4244 (8.00am - 10:00pm) General enquiries 09 486 8900 or 0800 80 93 42 Patient enquiries 09 486 8930
IMMIGRATION OFFICE	09 914 4100

Other useful phone numbers

New Zealand Lifeline	09 909 8750 / 0800 543 354 www.lifeline.org.nz
Chinese Lifeline	09 522 2999
Korean Problem Gambling Services	09 623 1400 or 0800 662 342
Family Planning	09 486 1014

Asian Family Service	0800 862 342
Citizens Advice Bureau (All Language)	0800 78 88 77
National Poisons Helpline	0800 764 766

Please ask for assistance at the reception, if you have any problem in dealing with these matters.

4.7

Accommodation

Accommodation price guide

(1) Homestay

- Live with a New Zealand family, in your own room and share the family lifestyle.
- Help you with learning English.
- All students and families are monitored to ensure they are compatible.
- Including breakfast, lunch and dinner, cost NZ$ per week. - under 16yrs single room $450
  - over 16yrs single room $400
- Including breakfast and dinner, cost NZ$ per week. - under 16yrs single room $400
  - over 16yrs single room $350

- In the Summer Holiday, $400 per week with 3 meals.

(2) Halls of residence

- For students who want to be independent and live and socialise with other students.
- Secure, modern, comfortable and study-conducive environment.
- Your own room with study desk.
- Shared bathrooms, lounge/TV area, dining facilities.
- Breakfast and dinner are provided.

(3) Flatting

If you prefer to live on your own or in a house with other students. Costs will vary depending on the quality of your accommodation, single or shared living arrangements and your lifestyle.
Around NZ$250~300.

In your homestay

If the students already have their respective homestay, then they are responsible for their decision. The student counselor or home stay co-ordinator could play a role if the student needs some help or mediation between the host and them.

But if they ask NSLS for a homestay, then they need to follow certain rules and regulations. The school will do its best to find a suitable home-stay family for each of our students.

Guidelines and information for homestay students

(1) Homestay families will do their best as foster parents during your stay in NZ.
(2) You are required to obey the “house rules” set by your home-stay parents.
(3) Please discuss these rules with your host and be sure you understand them.
(4) You will get 3 meals a day: breakfast, lunch and dinner.
(5) Your host will do your washing.
(6) They will help you to organize the following:
- a weekly or monthly bus pass
- opening of a bank account
- obtaining a library card
- accompanying you for a couple of days to show the bus route (drop and pick-up after school)

(7) Remember that smoking or drinking alcohol is not permitted at your homestay unless permission is given.
(8) If you are going to be late, please call your host.
(9) You are to arrive home not later than 7:30 pm on weeknights without prior arrangement with your host.
(10) You may not sleep over or have friends sleep over on weeknights.
(11) Check with your host and ask their permission if you want to ask friends to sleep over on the weekend.
(12) Under no circumstances, are you allowed to have friends of the opposite sex sleep in your room.
(13) If you are going out on weekends, you are to be home no later than 10:00pm without prior agreement of your host.
(14) If sleeping over at a friend’s place, inform your host of your whereabouts and provide a contact phone number.
(15) Students should give two weeks’ notice, before leaving their host family.
(16) If you need to leave your home-stay family because of an emergency, you must contact your counselor or the home-stay coordinator immediately.

P.S. Important things to REMEMBER

(1) **You should have:**
- your own private room
- a heater in your room
- a desk with adequate lighting
- extra blankets available
- all the two meals, Monday-Friday
- all the three meals, Saturday & Sunday

(2) **You must:**
- tell your host family if you are going out for the evening or away for the weekend. Please telephone them if you change your plans while you are out.
- make sure you have the NSLS student identification card (Student ID) with you at all times. On the back of the card, write your Host Family’s name, address and telephone number or your current address in Auckland. This is VERY IMPORTANT: in case you are in an accident or get ill and cannot speak.

	(3) **You should:** - Talk to your Host family about the clubs and evening classes you could join – these are good fun and good places to mix with other New Zealanders and use your English. The North Shore Times (weekly newspaper) will inform you as to what is going on in your area. - Ask your Host family about shopping hours in your local area and in the city.
	Orientation host family What you are expected to do at home-stay accommodation: -NSLS is giving you these hints to help you get on with your host family and to help you understand what home-stay accommodation is. -We are sure you will agree that home-stay accommodation is very cheap compared with hotels and motels. It is also a golden opportunity (a good chance) for you to talk to native English speakers. You can also experience a different lifestyle or culture. -Home stay accommodation will also help you to have a family atmosphere in a foreign land. Host families can expect you to: -Make your own bed and keep your possessions (things) tidy. Some may expect you to vacuum (clean) your own bedroom carpet. But some may do this for you. -Help with the dishes after a meal; put your dirty plate on the kitchen bench. -Do your own washing…but many prefer to wash your clothes and sheets for you. Please ask your host mother what she wants you to do about your personal washing. -Show your host family these hints and talk about them together. Please, NEVER dry clothes in your bedroom. -Use the bathroom at a time that is convenient. -Do not forget to follow their instructions regarding locking the doors and windows. -Do not be surprised if your host family has a pet (animal) as New Zealand families often do. We hope these hints will help you and your host family enjoy living together. We really appreciate your careful consideration in all the above hints so host families will continue to host students for NSLS. Let the school know your leaving date in advance, if you have not already done so. THIS IS VERY IMPORTANT!!!
4.8	**Cross - Culture Experience & Adaptation** The opportunity to live and study in another country is unparalleled in its adventures, its benefits, and experience, and some would say, its challenges. Learning to navigate the complex web of another culture's values, beliefs, and thought processes are truly a life's study. Most students only have a semester or two to undertake this demanding and meaningful mission, therefore, NSLS encourages all participants to consider the benefits of preparing for their cultural transition. Please read the following information that will guide you in the intricacies of cultural transition and help you gain more significant meaning from the experience while it occurs. **Culture** is a total way of life of any group of people. Culture will impact the way you interact with everyone in your new environment including your home stay family, the bus driver and the teacher. **Know Yourself (Skills That Matter)** Understanding yourself, your goals, your way of thinking, behaving, and going about everyday tasks will facilitate your adjustment to a new environment. While there is no set formula to insure that you will have an effortless transition process, you have to develop certain skills and or traits that can make

your adjustment process easier.

Know Your Host Country
Understanding as much as you can about your host country, (and yourself), can greatly reduce the severity of your culture shock. We recommend that you spend a great deal of time familiarizing yourself with the culture, history, politics, and everyday life of your host country and city. A great practical way to learn about your host country and prepare for your trip is to create your own Personalized Study New Zealand Handbook.

The following questions are just a few things to consider when researching your host country.

- How do people organize their daily activities?
- What is the normal meal schedule?
- Is there a daytime rest period?
- Do women work outside the home?
- In professional jobs?
- What is the predominant religion?
- Is it a state religion?
- Are they tolerant of other religions?
- Have you read any of its sacred writings?
- In the education system, what kind of learning is most valued?
- What is the normal work schedule?
- Is it important to be on time?

Culture Shock
Many students study overseas to experience another culture, where you may feel depressed, homesick, or frustrated with your new surroundings. You should recognize that this is only temporary, and as you become more accustomed to this new environment, you will start to appreciate the differences.

Personalized Study Abroad Handbook
Travel guidebooks can be a great resource for study abroad, but most are not tailored to your specific interests or needs. An alternative way to prepare for your upcoming program is to create your own Personalized Study New Zealand Handbook. You can include personal information, practical resources, and the research you collect about your host country. This is not only fun and useful, but also a great memento of your program. Most of the information you will want to include online, so search site such as tourist information, Kiwi expatriate sites, embassy homepages, and cultural etiquette where you can cut and paste the information into your handbook. You can still make use of your travel guidebooks by photocopying relevant information to include in your personalized book.

Here are some suggestions on what you should include:
- Name, address, phone number, and email of the host family or residence where you will be staying while abroad.
- Your study abroad office contacts both abroad, and at home. Procedures for studying abroad with your school that would be useful to have while abroad.
- The phone, fax, and email address for your academic advisor.
- An emergency contact name, phone number, address, and email.
- A copy of your passport. Your flight information. Your travel itinerary.
- The address, directions, and phone number to the nearest Kiwi information centre in your host country.
- Addresses, phone numbers, and emails to all the friends and family you will want to write from abroad. Print stick-on address labels and include the pages in your book! Email is the cheapest and easiest, but postcards are fun, and writing letters can be therapeutic!
- Instructions on how to make phone calls from your host country to your home.
- Conversion sheets for the metric system, currency, Fahrenheit to Celsius, oven settings,

clothing and shoe size charts, and power outlet voltages.
- Special recipes from home. Plan to do a little cooking for your hosts!
- Country maps, city maps, maps of places you plan to visit. Directions from the nearest bus, or train to the place you want to go.
- Translation charts. You can find many charts online with common phrases, food and menu translations, and pronunciation. Include language translation information for any other countries you will be traveling to while abroad.
- Landmarks and places of interest. Although store-bought travel guides may provide this condensed information, it is all available online, and the research you will do looking for it can be very educational. Tourist type websites usually list historical information, admissions costs, opening times, directions, and special events for places of interest.
- Historical, political, and current event information about your host country. Understanding the host culture and its past will make your trip more fulfilling. Information on politics and current events will provide you with conversation topics as well as understanding of the culture.
- Information about the culture of your host country. Find a site about cultural etiquette. Research sports, music, authors, food, and pop culture.
- Special events that will occur while you are abroad. You can find festivals, concert schedules, and other event information online. Look for events that are special for the culture, such as the famous Parachute Music Festival in Mystery Creek, Hamilton or Christmas in the park, in Auckland.
- Information and locations of services you might need. Computer access is sometimes a problem abroad, but there are many Internet cafes. Include a page in your book with the locations of the cafes near your residence.

You may experience a time when you need Kiwi companionship. Look for a few places to speak English, eat familiar food, watch a movie, or shop.

Leave blank pages in between sections and at the end. You may want to write something down later.

5 ACADEMIC INFORMATION

5.1 Course Structure, Materials & Class Timetable

Course Structure
Remember your class focuses on Reading, Listening, Writing, and Speaking

Your class placement has been determined by your placement test result.

In the first few days of your course, the teachers and Principal will evaluate whether you are in the best class for your level.

Every level consolidates and extends the previous level. Everybody comes to a class with different strengths and weaknesses. Your teacher will find these out and adjust the class program accordingly.

Course Materials
Your teacher will use numerous NSLS class sets, texts, videos, tapes and other materials.
All the above are covered by the fees you have paid. You need to purchase your own set of course books for the respective classes.

Photocopied material:
Any sheet your teacher gives you will be important. Please file them neatly and do not leave them lying around the classroom or the school. We also believe in recycling worksheets as much as possible to save paper and therefore trees!

Advice for General English students:
For the General English Courses and IELTS courses: we recommend you buy the grammar book "Essential Grammar in Use" by Murphy, English Grammar in Use by Murphy, or the
Advanced Grammar in Use by Hewings (as appropriate to your level). They are available in any bookstore or can be purchased if you place an order at the reception. These grammar books are particularly good for homework and self-study.

For the NZCEL courses: we recommend you buy the following books:

Recommended Texts:

NZCEL Levels 1 & 2 (General)
Macmillan Essential Dictionary For Learners of English
Oxford Grammar Practice Basic with Key Practice-Boost CD ROM Pack

NZCEL Level 3 (Applied)
Macmillan Essential Dictionary For Learners of English
Oxford Grammar Practice Intermediate with Key Practice-Boost CD ROM Pack

NZCEL Level 4 (Academic)
Macmillan English Dictionary For Advanced Learners New Edition
Oxford Practice Grammar Advanced with Key Practice-Boost CD ROM Pack

NZCEL Level 5 (Academic)
Macmillan English Dictionary For Advanced Learners New Edition
Advanced Grammar in Use with Answers

Activity Day (2 times a term)
Field trips are organized for the students to make learning more exciting. These are called "Activity days". Your class teacher will organize these trips keeping your interests in mind. This Activity Day is fun with learning and therefore related with your course.

If you are under 18 years old, you need to inform your parents or homestay parent before-hand about the "Activity Day" and get their permission to travel off campus.

Important note for teachers of the Academic class and the Admin staff: Staff must give a written notice to the parents, in order to receive permission from their parents.

5.2 **Suggestions about how to study English**

In order to learn English quickly, and so you can enjoy studying, you should find your own study strategy.

Here are some suggestions:

1. Learning new vocabulary
a. Vocabulary Book
- Make a vocabulary book and write all new words in the book, set out from A-Z (Alphabetically)
- Write the new word
- Translate it if necessary
- Write it in an English sentence (use the class example or ask your teacher to help).

b. Select at least 3-5 new words each night to study
- The most effective way to study is to use them in a spoken sentence.
- Ask your host family to help.

- Push yourself to use them in class the next day.
- If you cannot use one of the words, ask your teacher to help you.

2. Time to spend doing homework
No more than two hours (two hours for a high-level student, less for a lower level student).
Remember you are in a new country, speaking English every day, which is tiring.

3. Listening

Advanced: Listen to the news every night on TV.
Listen to a short news bulletin first thing in the morning.

Intermediate: Listen to the news on TV. It does get easier the more often you do it. At first, listen to only one news item.

Lower levels: Start listening to the news on TV. At first only listen to the first news item and ask your host family or friend to help you to understand the news.
Listen to the basic sentence structures. Repeat sentence structure from class.

4. Reading

Advanced: Read the daily newspaper.
Read a magazine, e.g. Time, Metro, Women's Weekly.
Get the general meaning first (gist) and then go back and concentrate on one paragraph.

Intermediate and Lower levels: Start reading the newspaper. If you find it difficult, just concentrate on one paragraph.

We strongly recommend that students become members of the local LIBRARY (Glenfield, Birkenhead or Takapuna – whichever is close, the library is free).
Your teachers will be happy to advise you about suitable books for your level.

Following are matters we discuss with you regarding course satisfaction:

1) Your course plan in NZ.

2) Your level:
ACADEMIC ENGLISH PREPARATION PROGRAMME
For Starter, Level 1 to 4 -
We recommend 6 months to 1 year of study at NSLS before starting high school or other institutions. Each level is recommended to be completed within 12 weeks according to the course book syllabus.

GENERAL ENGLISH PROGRAMME
For Beginners, Elementary, Pre-Intermediate, Intermediate, Upper Intermediate –
We recommend 3 months (12 weeks) for each level of study at NSLS. After assessment and placement at the appropriate entry point, students are expected to move on to the next level after 12 weeks at the same level.

If a student is doing extremely well, he/she can be promoted to the next level; this decision would be made by the DOS and the Principal. We strongly recommend that our students complete the level they are at before requesting to go to the next level.

The students must successfully complete the level in which they are studying before moving on to the next level.

NEW ZEALAND CERTIFICATE IN ENGLISH LANGUAGE PROGRAMME
For Level 1 to 5 –
Each level is 60 credits delivered over a 20 week course. A placement test will be used in order to ascertain the correct level of qualification for you to enrol in (Level 1 to 5 according to your English proficiency). Once you have attained that NZCEL qualification, you may enrol for the next level.

Levels 1 & 2 are English for use in General Purposes, and Levels 3, 4 & 5 are English for Academic Purposes. We will discuss your future goals when placing you in a programme, this is to ensure that you able to work towards your goals while studying at NSLS.

What are the ELTC / NZCLT courses?
These courses are titled 'English Language Teaching Course (a 6 week TESOL course) and 'New Zealand Certificate in Language Teaching' (20 week TESOL qualification). There are methods and approaches that have been proven to help students learn English. This course explores the theory related to teaching English. The course also provides a lot of practice opportunities to apply the theory.

What are the aims of the ELTC & NZCLT courses?
The aim of the ELTC & NZCLT courses are:

- To provide adult domestic students and international students with a first qualification in English language teaching as a foundation for their own further professional development.
- To help the students acquire the necessary knowledge and practical skills to enable them to plan for and deliver lessons to groups of learners with confidence.
- To be suitable for beginner teachers or to act as a 'refresher course' for teachers who already have a teaching qualification. The course motivates and inspires teachers to further develop their skills.
- To provide an opportunity for the NZCLT students to further expand their English language skills and terminology to be able to communicate confidently with students and with colleagues within the context of education. This course is suitable for students with IELTS 7.0 (Academic Module) or above. Your NZCLT tutor has designed the course to support your own English development.

5.3 **Public Holidays**

New Year's Day	Thursday 1 January	**Day after New Year's Day**	Thursday 2 January – Friday 3 January
Auckland Anniversary Day	Monday 26 January	**Waitangi Day**	Friday 6 February
Good Friday	Friday 03 April	**Easter Monday & Tues**	Monday 06 April - 07 April
ANZAC Day	Saturday 27 April	**King's Birthday**	Monday 1 June
Matariki Day	Friday 10 July	**Labour Day**	Friday 26 October
Christmas Day	Friday 25 December	**Boxing Day**	Saturday 26 December

6 SCHOOL RISK MANAGEMENT

6.1 **Purpose:**
To ensure that risk management forms part of North Shore Language School's internal control and corporate governance arrangements. To proactively identify and manage risks.

Policy:
North Shore Language School's Managing Director and senior management recognise risk management as an integral part of good governance. It is recognised that risk management creates and protects value and contributes to achievement of objectives and improvement in organisational performance.

6.2	**Enrolment** **Enrolment procedures for International students** 1. Read and complete: - International Student Enrolment Application - International Student Conditions of Enrolment - International Student Agreement - Liaison Agreement (under 18 year old) - Provide evidence of medical and travel Insurance 2. Return these to: North Shore Language School 122 Wairau Road, Glenfield Auckland 0627 New Zealand Phone: +64 94424500 Email: education.nsls@xtra.co.nz 3. When these have been received, NSLS will send you the 'Offer of Placement' and a fee invoice. A confirmed 'Offer of Placement' and receipt will be issued when all fees have been paid. The NSLS Offer of Place letter will state that the student's place is conditional subject to them taking a placement test and interview prior to the commencement of the course. 4. New Zealand Immigration Service will require evidence that school tuition fees have been paid and an 'Offer of Placement' letter issued before the student visa is finalised. The application form for a New Zealand Student Visa can be obtained through a New Zealand Immigration Service Office overseas. You can also download it from the websitewww.immigration.govt.nz/study 5. New Zealand 'Designated Caregiver' or Liaison Person Agreements need to be signed with the school before commencing study at NSLS. 6. The school enrolment process will be completed when the student arrives in New Zealand. NSLS reserves the right to place the student in courses that are appropriate, based on the results of these assessments. 7. An orientation programme will be provided with a student handbook at the student's first time at NSLS, and course adjustments can be made by negotiation after a settling in period of 2 – 3 weeks. **Enrolment procedures for Domestic students** - New Zealand citizen This includes New Zealand citizens born in the Cook Islands, Niue or Tokelau and New Zealand citizens by descent - New Zealand Residence Class Visa holder - Australian citizen or permanent resident 1. Read and complete: - Student Enrolment Application - Student Conditions of Enrolment - Student Agreement - Liaison Agreement (under 18 year old)

2. Download and complete the Application to Enrol from (www. nsls.ac.nz)
This will allow you to have all required information ready when you submit your application.

3. Submit your Application to Enrol
- Apply to Enrol by email (education.nsls@xtra.co.nz). or
- Phone the school. Have your Application to Enrol form with you when you call.

4. When these have been received, NSLS will send you the 'Offer of Placement' and a fee invoice. A confirmed 'Offer of Placement' and receipt will be issued when all fees have been paid. The NSLS Offer of Place letter will state that the student's place is conditional subject to them taking a placement test and interview prior to the commencement of the course.

NSLS reserves the right to place the student in courses that are appropriate, based on the results of these assessments.

5. An orientation programme will be provided with a student handbook at the student's first time at NSLS, and course adjustments can be made by negotiation after a settling in period of 2 – 3 weeks.

Accommodation
NSLS does not have any on campus accommodation but we can arrange a home stay for newly arrived students in New Zealand.
(See section4.7)

Medical/Travel Insurance
All international students are required to have health and travel insurance while studying in New Zealand. International Student travel insurance from Southern Cross Travel Insurance has been especially designed to provide international students with the cover they need. You'll have the comfort of knowing you'll be looked after if the unexpected happens.

To be eligible to apply as an International Student, you must hold, or intend to hold, a current New Zealand Student Visa and have medical and travel insurance cover from the first day of your course.

International Student travel insurance offers you:
- **Premiums:**
  This policy covers medical and evacuation, changes to your journey, personal accident, personal liability, rental vehicle excess, cash and travel documents, and baggage and personal items.
  For full details of cover limits, see the policy wording.

Procedures:
1. As part of the Application process for International Students the Admissions staff will provide an opportunity for the student to provide evidence of appropriate Medical and Travel Insurance for the planned period of Study, prior to issuing a Confirmation of Place.

2. If the student provides evidence of an approved policy they will not be charged for the default insurance. A copy of their insurance materials will be sent to NSLS's staff.

3. If the student provides evidence of a non-approved policy, they will be advised that it is not suitable and will be charged for the default insurance.

4. If the student provides evidence of a policy that has not been assessed it will be sent to the Assessors to determine whether it is eligible – in the meantime they will be charged the default cover.

Appeals

	1. Students have the right to appeal any concerns they have about insurance 2. In the first instance all insurance queries should be managed by the Administrators. It is anticipated that these staff should be able to respond to all queries and use the policy, procedures and scenarios to explain insurance charging and their decisions. 3. If a student wishes to appeal the decision or make a complaint, they should speak to the Managing Director. The final right of appeal within NSLS is the right to appeal a decision to the Managing Director. If the student wishes to take the matter further, they will need to appeal to the Study Complaints under the Code of Practice. (See section 6.8)
6.3	**Exit Strategies from the course** An exit strategy is a planned approach to terminating a situation in a way that will maximize benefit and/or minimize damage. North Shore Language School has policies for exit from a course of study by a student. Students who leave North Shore Language School complete an exit interview and/or exit questionnaire to collect feedback from students that can be used for ascertaining school objectives, performance & satisfaction. This information is used to guide future planning. The following policies may be applied according to the reason for exiting the school: - Completion of enrolled course (See section3.2) - Withdrawal from course (See section3.2) - Dissatisfaction with course/school (See section 6.8) - Expelled from course (See section4.5)
6.4	**Code of Practice for the Pastoral Care of International Students & Domestic Students** **CODE**: NSLS has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at https://www2.nzqa.govt.nz/tertiary/the-code/. **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 https://www.immigration.govt.nz/ **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 (See section 3.5 and 3.8) **ACCIDENT INSURANCE**: The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at https://www.acc.co.nz (See section 3.5 and 3.8) **MEDICAL AND TRAVEL INSURANCE**: International students must have appropriate and current medical and travel insurance while studying in New Zealand. (See section 3.5 and 3.8)

6.5	**Financial** 1. Financial roles and responsibilities The purpose is to provide information to encourage best practice in financial governance, financial management and reporting. Financial management is crucial to the health of a school in order to provide adequate funding for day-to-day needs and in planning for the future. A lapse in financial management - or deliberate fraud - diverts the attention of staff and trustees and may cause a reduction in the funds available for curriculum delivery. Problems with a school's financial governance and management almost always impact the education being provided to students. NSLS takes its financial roles and responsibilities seriously and acts lawfully and in accordance with NZQA requirements. 2. Financial management This section provides a list of indicators that show a school's finances are being well managed. NSLS has the following: •Positive working capital – short-term assets (cash and assets that can be converted to cash quickly) are greater than short-term liabilities (payments that have to be made soon) - shows the school can pay its current debts. •Operating surplus – income is greater than expenses. •No unauthorised orders for goods and services. •Bank reconciliations up to date and complete. •Sufficient cash is held to represent all reserves and funds held on trust. •Financial queries are answered promptly and completely. •Monthly financial reports are accurate, complete, timely and useful. •Annual reports are produced on time and receive an unqualified audit report. •The management letter received from the school's auditor contains no adverse comments. •Budgets approved by the board are in place and are monitored monthly by the board. •Financial policies are in place, have been approved by Managing Director and are reviewed annually. 3. Planning for international students Planning for international students includes marketing, forecasting numbers, ensuring appropriate educational and pastoral care resources will be available and putting in place financial systems to manage them. Useful resources to plan for international students are the marketing services of the Education New Zealand Trust, together with the general 'export education brand' for New Zealand. (1) International Students - Code of Practice for Pastoral Care 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. The Code of Practice for the Pastoral Care of International Students was introduced on 31 March 2002. The Code sets out minimum standards of advice and care that are expected of education providers regarding international students on their rolls. It provides a procedure that students can follow if they have concerns about their treatment by a New Zealand provider or agent of a provider. Unless a school signs up to the Code they are not able to enrol international students. NSLS is a signatory to the Code of Practice for the Pastoral Care of International Students (2)Summary of the Code Standards are set 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 before 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 under the age of 18 are in safe accommodation •all providers have fair and equitable internal procedures for the resolution of international student grievances. The Code also establishes the Study Complaints to receive and adjudicate on student complaints. Part 3 of the Code covers Contracts and Indemnity and one of the requirements is to have a policy that protects the fees of international students to ensure there are good fiscal control mechanisms in place. Good fiscal controls should include: •fees coded and audited separately •fees not spent in advance on the premise that students will continue to attend the school •the board always having sufficient reserves to be able to return student fees if a student refund is required because the school is unable to provide or continue a course or programme.
6.6	**Student Protection** **Working Principles** NSLS is committed to the prevention of student abuse and to the protection of students. The physical and emotional safety and care of NSLS students is the primary goal of our organization. This policy acknowledges that NSLS has a responsibility both under legislation and ethically, to provide a safe environment that ensures all students are: - Treated with dignity and respect - Free from physical, emotional and sexual harassment. (See section 4.3) - Entitled to physical and emotional well being. NSLS is committed to the following: - Providing guidelines and training for people working with students in this organization. - Emphasising that the safety of students as stated in the CYP&F Act 1989, section 6 is paramount. - Ensuring that students are provided with preventative education via information sourced from the appropriate agencies to enhance their student's safety. - Developing procedures for dealing with cases of harassment. - Identifying external agencies to be used, the services they provide, the liaison required, and the appropriate referral procedures. Guidelines NSLS's commitment to the well being, and safety of the student, means that the interest and welfare of the student will be this organisation's primary consideration when any decision is made. **Reporting Procedures for incidences of harassment** NSLS's reporting procedures for supervisors after student abuse has been discovered, disclosed or suspected is: - To believe what the student has said including what is seen. - To always take action in the short-term to ensure the immediate safety of the student. This means consulting with the management immediately if you suspect there is an immediate risk of the student being abused again. - To reassure the student, not making promises or commitments that cannot be kept. - To record all concerns and observations, including exactly what the student has said. - To obtain only necessary relevant facts.

- To consult with management and never make decisions alone.
- To act on concerns. Not to leave it to someone else, or hope that it will not happen again.
- If there is no short-term risk, take time to consult thoroughly, so that well informed decisions can be made.
- To take further action if a person responsible does not act on concerns.
- To seek support for self as the tasks and situation will be stressful.
  (See section 4.3)

Health & Safety

Health and Safety Policy Statement
NSLS will make every effort to ensure the workplace is safe for everyone who is on the site or taking part in the programme. This includes students, staff and visitors. NSLS will comply with all relevant health and safety legislation which also recognizes the valuable contribution the Managing Director makes to ensure the workplace safe.

Hazard and Risk Management
The safety of students and staff at the programme will be ensured by:
- Identifying and recording all potential health and safety hazards at the programme.
- Assessing the risk to staff and programme participants of all identified hazards, on a weekly basis.
- Putting controls in place to remove or minimize the risk.
- Using health and safe work practices, together with staff training.
- Regular inspections by supervisors to check for possible safety hazards.
- Compliance with all relevant codes of practice and regulation.

It is the responsibility of the management to ensure all procedures are in place to ensure the safety of students and staffs. The Managing Director will be involved in hazard identification, and information of identified hazards will be made available to all students. NSLS is obligated to inform the owner of any hazards or maintenance issues.

Accidents Procedures
A first aid kit will be kept at the school and taken on excursions along with emergency contact numbers. The first aid kit will be stored out of reach of the students. It is the responsibility of the administrator to ensure that it is maintained and well stocked.

In the event of any accident to either students or staff the following procedure will be followed:
- Staff will immediately inform the Managing Director.
- Appropriate first aid will be administered. All staff will wear disposable gloves when administering first aid.
- If a student under 18 years old needs medical attention, parents will be contacted to ascertain if they would prefer to take the student themselves or if they would prefer staff to take the student to a medical centre of their choice.
- If serious injury occurs, parents will be notified and an ambulance called. If it is not possible to get an ambulance, students may be transported in a private vehicle.
- All accidents to staff and students will be recorded and investigated. Any Accident involving serious harm will be reported to OSH as soon as possible after its occurrence and the prescribed accident form submitted to OSH within seven days.

Emergency and Evacuation procedures
Emergency contact numbers are displayed on the NSLS bulletin board and in the student handbook (See sections 1.6, 1.7, 4.6)

During an emergency the phone should only be used for emergency communication.

Practice Drills
Teachers are to carry out emergency drills to cover a variety of emergencies (i.e. fire drill, earthquake drill) at least once per school term.

Evacuation
- A whistle blown at three short bursts continuously, or fire alarm.
- Assembly area is displayed on the NSLS Notice Board (grass area at front of school).
- MD and DOS are to check all parts of the building normally occupied by the programme to ensure that everyone has left the building.
- All teachers are to retrieve the attendance registers and carry out a roll call at the assembly area.
- The DOS is to report 'all accounted for' to the MD.
- In case of fire, the DOS or MD is to notify the Fire Service. Ph111. Any staff member or student is authorized to call 111 if they need to report an emergency.

Earthquake and evacuation procedures
Inside a facility
- Plan your best safe zone
- Drop Cover Hold
- Do not try to move while the ground is shaking
- When shaking has stopped, and/or fire alarm has activated, evacuate building immediately
- Make your way to the nearest holding area or park/fields if safe to do so (first choice = grass area at front of school)
- Await instructions from Security or Emergency Personnel (MD, DOS or teacher)
- Do not re-enter buildings/facilities until the all clear has been given by Security or Emergency Personnel

If outside
- Stay outside
- Do not re-enter buildings/facilities
- Take shelter clear of buildings, trees, power lines or other potential hazards
- When shaking has stopped go to your nearest safe area Fields if safe to do so (first choice = grass at front of school)
- Await instructions from Security or Emergency Personnel (MD, DOS or teacher)

DO NOT isolate yourself – stay with others
REPORT any hazards (fire, hazardous material spill or major structural damage) to management
REPORT & TREAT injuries if able/ safe to do so
LOOK FOR Emergency Personnel in HIGH VIZ VESTS if you require assistance
MAKE SURE you know the Evacuation Procedures for all buildings/facilities you attend
YOU WILL FIND Emergency Procedure Boards in all classrooms
IF YOU HAVE TO LEAVE NSLS, advise a colleague, supervisor or fellow student. Remember that traffic may be congested.

Fire safety and evacuation procedures
- Remove anyone in the immediate area and close all doors as you leave.
- Activate the nearest fire alarm pull station to evacuate the building and to notify the Fire Department.
- Call the Police Department at 111 from any campus phone. Tell them where the fire is and give them any other information they ask for. They will dispatch the Fire Department.
- Attempt to extinguish the fire only if it is safe to do so.
- If there is smoke or heat, stay low. Crawl to the nearest exit if need be.

- Use stairways, NOT elevators!
- Before opening any door, feel it near the top. If it is hot, do not open it. Use another exit. If you become trapped, do the following:
  a) Call Police from a campus phone and tell them your exact location and your situation.
  b) If you only have a cell phone, call police on that.
  c) Place a blanket or similar article along the bottom of the door to keep smoke out.
  d) If possible, wet the material first.
  e) Retreat. Close as many doors between you and the fire as possible.
  f) Hang a light-colored material out the window to attract attention of rescue teams below.
  g) Do NOT jump!
  h) Do NOT break open windows!

- If the door is not hot, open it cautiously. Stand behind the door and be prepared to close it quickly if there is excessive smoke.
  a) Leave the area by the nearest stairway that is clear of smoke.
  b) Assemble outside in a pre-designated area. Do not re-enter the building until notified to do so by the Fire Department.

6.7 Building Compliance

NSLS buildings require a Warrant of Fitness under legislation of the Building Act 2004, Section 108. NSLS ensures that the warrant is current.

This aims to provide:
- more clarity on the standards we expect buildings to meet
- more guidance on how those standards can be met
- more certainty that capable people are undertaking building design, construction and inspection
- more scrutiny in the building consent and inspection process
- better protection for building owners through the introduction of mandatory warranties.

A range of items are listed in a building's Compliance Schedule which is subject to specified inspections and maintenance regimes. Once completed and confirmed by an IQP (Independent Qualified Person) this results in the issuance of a publicly displayed annual Building Warrant of Fitness. Some examples of these items are:
- Lifts
- Fume Cupboards
- Fire Alarms
- First Aid Fire Fighting Equipment
- Emergency Lighting
- Automatic Fire Sprinkler Systems
- Ventilation Systems
- Back Flow Preventers
- Fire and Escape Signage (See section6.4)
- Means of Escape (from fire)

The maintenance requirements are varied and include simple visual checks by staff through to thorough system overhauls by qualified contractors on a regular basis. Both are done at NSLS.

One of the requirements is the need for regular fire drills, which are the only method of checking the response planned to a serious life and property threatening situation. NSLS conducts evacuation drills once a term.

The examples listed above are not limited to simply mechanical or physical systems maintained by Facilities Management. Means of Escape (from fire) also has a large departmental housekeeping component as well. In its simplest form it means that we must keep all corridors, stairs and exits clear

	of obstructions and combustible items at all times. Items commonly found in these areas that are not permitted, are cartons, wheelie bins, tables, chairs, and other sundry items that a either combustible or cause obstructions in the escape path. The most common problem is notice boards covered with loose paper which alters the Spread of Flame Index to which the safe paths are designed. These require close monitoring and should strictly be displayed behind glass or perspex covers.
6.8	**NSLS Grievance Procedures** NSLS is committed to providing a safe and fair work and study environment. All complaints are treated seriously and the school will attempt to resolve them as quickly as possible. NSLS has grievance procedures available to ensure that students are able to make complaints and that complaints are responded to appropriately without prejudice to the student. If you have concerns about your treatment by the school, by a staff member or by another student the first thing you should do is try and resolve the problem directly with the person(s) concerned. Wherever possible, complaints should be resolved by a process of discussion, cooperation and conciliation. **Student Grievances Procedures**

Step 1	Try to resolve the problem with the person directly.
Step 2	If you cannot reach an agreement about your grievance, or if you do not want to approach the person(s) directly, please contact any of the following: - your teacher, - your student counselor - or one of office staff. - You can also make an appointment to talk to the school Managing Director & DOS. They will discuss the issue with you and try and help you reach an agreeable outcome. If the complaint is regarding one of the people above, talk directly to the Managing Director. You are welcome to bring a support person at any meeting.
Step 3	If you are not satisfied with the proposed outcome, you will be asked to put your complaint in writing to the Managing Director.
Step 4	The Managing Director will investigate the complaint and discuss the complaint with you and inform the person (if there is one) that a complaint has been made about them. The outcome and action will be communicated to you within 7 days of receiving your written complaint. Information about the investigation can be discussed with you and with the other relevant parties. It will remain confidential to student and staff who are not directly involved.

	Step 5 If you still have any concerns with the decision of the school you can contact the New Zealand Qualifications Authority (NZQA) or Study Complaints. This is an independent organisation that deals with complaints from international students. The Study Complaints enforces the standards in the Code of Practice for the Pastoral Care of International Students. For International Students **Study Complaints** PO Box 2272, Wellington 6140, New Zealand Freephone (within New Zealand): 0800 00 66 75 International phone number: 64 4 918 4987 Email: help@studycomplaints.org.nz Website: https://www.studycomplaints.org.nz/ For all students: **New Zealand Qualifications Authority** (NZQA Call Centre is open Monday - Friday, 8.00 am - 5.00 pm) PO Box 160 Wellington 6140 Tel: 04 463 3000 / Freephone in NZ: 0800 697 296 Fax: 04 463 3112 Website: www.nzqa.govt.nz

7	**SUMMARY: Code of Practice for the Pastoral Care of International Students** NSLS has agreed to observe and be bound by the Code of Practice for the Pastoral care of International Students Published by the Ministry of Education. Copies of the Code are available on request from NSLS or from the NZ Ministry of Education website at https://www2.nzqa.govt.nz/tertiary/the-code/
7.1	**Introduction** 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 pamphlet 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.
7.2	**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 of 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.

	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.
7.3	**How can I get a copy of the Code?** You can request a copy of the Code from your New Zealand education provider. The Code is also available online from https://www2.nzqa.govt.nz/tertiary/the-code/
7.4	**How do I know if an education provider has signed the Code?** The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from https://www2.nzqa.govt.nz/tertiary/the-code/. 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 New Zealand Immigration Service and you will not be able to study at that institution.
7.5	**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 the principal, the international student director, 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 the **Study Complaints** (https://www.studycomplaints.org.nz/).
7.6	**What is the Study Complaints?** The **Study Complaints** is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their education provider or the provider's agents. The **Study Complaints** enforces the standards in the Code of Practice.
7.7	**How can I contact the Study Complaints?** You can write to the **Study Complaints** at: **Mail**: PO Box 2272, Wellington 6140, New Zealand **Freephone (within New Zealand):** 0800 00 66 75 **International phone number:** 64 4 918 4987 **Email**: help@studycomplaints.org.nz **Website**: www.studycomplaints.org.nz/ **On social media:** **Facebook**: https://www.facebook.com/study.complaints/
7.8	**What information you will need to provide?** Your full name Your date of birth The address that you live at Your New Zealand National Student Number Your Email address Your contact number Brief details of the nature of the complaint Relevant documentation relating to the enrolment, programme taken and the complaint

7.9	**The complaint process and what the Study Complaints can do?** **Investigation** **Study Complaints** will: collect additional information from the student arrange language assistance if necessary review the complaint and ensure it is something we can accept under the International Student Contract Dispute Resolution Scheme Rules 2016 contact the provider concerned, advise them of the complaint and discuss what investigation has already taken place. **Negotiation** We will then help the student and the provider negotiate a resolution that they both agree with. In some cases, we may decide that the complaint needs to go straight to adjudication if we do not think that negotiation or mediation will be suitable. **Mediation** If the parties cannot come to agreement at this early stage, we will arrange a mediation with the parties. In some cases, we may decide that the complaint needs to go straight to adjudication if we do not think that mediation will be suitable. **Adjudication** Should a settlement still not be gained from mediation, then the matter will go before an adjudicator who will issue a binding decision.

DECLARATION

This is to confirm that I have read and understand the information contained in the Student Handbook, and I am aware that I can find the handbook on www.nsls.ac.nz.

Student Name:	**Date given the handbook:** / /
	Declaration date: / /
Course:	**Signed:**
Student Name:	**Date given the handbook:** / /
	Declaration date: / /
Course:	**Signed:**
Student Name:	**Date given the handbook:** / /
	Declaration date: / /
Course:	**Signed:**
Student Name:	**Date given the handbook:** / /
	Declaration date: / /
Course:	**Signed:**
Student Name:	**Date given the handbook:** / /
	Declaration date: / /
Course:	**Signed:**
Student Name:	**Date given the handbook:** / /
	Declaration date: / /
Course:	**Signed:**