



# **Welcome to Rotorua English Language Academy**

## **Student Handbook**

**Rotorua English Language Academy**  
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Email: [english@rela.co.nz](mailto:english@rela.co.nz) Website: <http://www.rela.co.nz>



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## **Welcome to Our School**

Welcome to Rotorua English Language Academy. We are glad that you have decided to study with us, and we will do everything we can to make your time with us happy and worthwhile.

Our school is a member of ENGLISH NEW ZEALAND. This is an organization of quality language schools that work together and take special care of their students.

You can be sure that we will look after you well. Our school is small and friendly, and our staff will make sure you have a great time while you learn lots of English!

## **Your First Morning**

This morning you will meet Ellie, our Acting Director of Studies and Jan, our Manager. Many of you will have already taken our online placement test. If you have not, you will be given the placement test during the morning. All of you will take part in a short, informal interview. The placement test has no pass or fail. It is to help us make sure we put you in the correct class. The Director of Studies is in charge of class placement. She will tell you which class you will be placed in. She will also explain about our testing procedure and the different classes you can study in.

We will also tell you about our school and take you on a walking tour of the school. On this tour, you will meet Paula, Kana and our Principal, Chris.

## **Your Class**

We have classes from Beginner to Advanced. We will put you in a class by looking at your test result and speaking with you. We will ask you for your opinion about your English skills and what your needs are. We will tell you at which level we believe your English is. The table below shows the twelve levels of English that we assess at RELA.

## **First Week Evaluation**

On Thursday of your first week, you will have a meeting with Ellie or Jan.  
This meeting is to find out if you are happy in your classes  
and in your homestay.

## **EMERGENCY PHONE NUMBERS**

Ambulance, Police,  
Fire Brigade  
Dial 111

If there is another emergency  
and you need help you can call the number below 24  
hours a day. One of the office staff from  
RELA will answer

**64 (0) 7 349 0473**



### How fast will you learn?

Every six weeks, we test you again to evaluate your progress. You will learn faster if you are living with an English-speaking family, and if you are studying full-time, and, of course, if you are a hard-working and serious student!

### Class times

	Monday	Tuesday	Wednesday	Thursday	Friday
8.30~10.00	*First lesson	First lesson	First lesson	First lesson	First lesson
10.00~10.30	Break time	Break time	Break time	Break time	Break time
10.30~12.00	Second lesson	Second lesson	Second lesson	Second lesson	Second lesson**
12.00~1.00	Lunch	Lunch	Lunch	Lunch	Lunch
1.00 ~ 3.00	Afternoon class	Afternoon class	Afternoon class	Afternoon class	Activity, free time or unguided self-study
3.15 ~4.45 ***	Self-study		Self-study	Self-study	

### Morning Classes

Work is in weekly units and the teachers change every three months. This means they can get to know you and your English and work with you on your progress. When you start your class on a Monday, all the students will have new work, just the same as you.

### Afternoon Classes

You will have a new teacher and classroom in the afternoons. Make sure you look at the timetable each Monday to check your classroom. We will show you where to find copies of the timetable on your first morning.

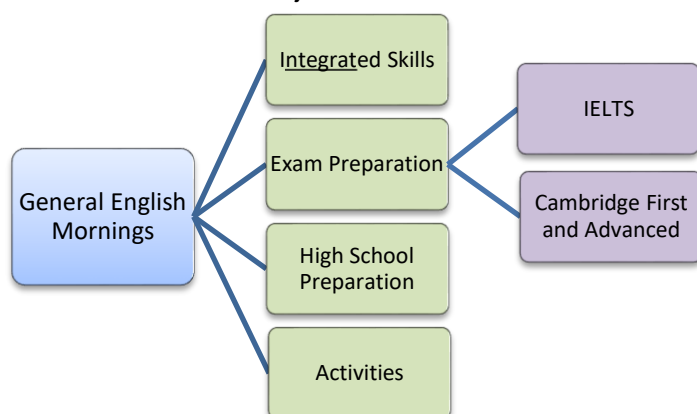
### What will you learn?

Every morning you will have a lot of speaking and listening, and also some reading, writing and grammar. You will learn new vocabulary and useful everyday English.

*In the afternoons you can choose either:*

- An integrated skills class at your level where you will develop your communicative skills and fluency and your understanding and use of natural, everyday English. At higher levels, post-intermediate level, you can expect greater input on your reading and writing skills.*
- An examination class. You need to be at a B1 Intermediate level or higher for these classes. You can study for IELTS; an internationally recognised examination which is used for entry into university or for entry as a new citizen into Australia and New Zealand. If your English is at Upper Intermediate (B2) level or above you may be able to study for Cambridge First (FCE) or Cambridge Advanced (CAE) as an afternoon option.*

Some of these classes are subject to demand



## **Testing and Reporting**

### **Level Testing and Reporting:**

All RELA students take a placement test before they arrive, or on their first day. We use the Oxford Online Placement Test. This tests use of English and listening and gives a CEFR level for each, and an overall CEFR level (see Class levels Sheet). You can see your results on your first day.

If you study for 6 weeks or more: you will take this test again in your last week at RELA\*.

If you study for less than 3 weeks: you will get a leaving certificate with your assessed level on it.

If you study for 3 weeks or more: you will get a leaving report with your assessed level on it and a description of your English skills.

### **Progress Testing and Reporting:**

Every 6 weeks all RELA students are tested to check on their progress (see below for testing schedule). You will be tested in use of English, reading, writing, listening and speaking.

If you have studied at RELA for more than 2 weeks before the start of test week, and will study for more than 2 weeks after the end of test week: you will receive a full progress report showing your test results and describing what you have achieved, and what we think your next learning objectives should be.

If you started studying at RELA during the 2 weeks before test week: you will receive your results only.

If you will finish during the 2 weeks after test week: you will receive your results *and* a leaving certificate or report (see above).

- If you have studied for 6 or more weeks and finish in test week or the week following, you will be given the choice to sit the leaving test. We strongly encourage you to sit this test.

## **Test Week Schedule**

In each case, the tests happen throughout the scheduled week. Students sit the usage test on the Monday and the reading, writing, listening and speaking tests throughout the rest of the week. Students are spoken to by teachers about their results and the possibility of promotion on the Friday. Reports are given to students in the following week.

### **2020**

February 10 – 15, March 23 – 27, May 11 – 15, June 29 – July 3,  
August 10 – 14, September 21 – 25, November 2 – 6, December 14 - 18





## **Reassessments and Appeals**

*Teachers will give out test results soon after the six-weekly progress tests, before the end of a testing week. A full progress report with test results (as percentages), comments and advice will be available the following week for students who have been, and will be, enrolled for two full weeks either side of test week\*.*

*Students who have demonstrated in their class performance and in their test scores that they are ready to move up to the next class will be asked before lunch time on Friday if they would like to go up the following week.*

1. At the **6 weekly, mid-course stage** a student will be considered for promotion to the next level if he or she has achieved at least 80% in all areas, has proven in class to be performing above the level of the majority, and the teacher, student and DOS believe it is in his or her best interests.
2. At the **12 weekly, end of course** stage a student will be promoted to the next level if he or she has achieved at least 60% in all areas, has proven in class to be able to perform competently at that level overall, and displays no major 'gaps' in understanding or skill set. If a student has not achieved adequate test results, they may still be promoted if the teacher and DOS feel that overall their performance and abilities justify promotion.
3. If a student has a very uneven profile (i.e. very high marks in some areas and very low marks in others), the Director of Studies (DOS) will speak with that student's teacher to establish whether the student should be promoted or if it is in his or her best interests to remain.

***Please note that the final decision about class promotion is made by the Director of Studies after discussion with the teachers and analysis of reading, writing, listening, speaking and usage tests, as well as students' overall performance.***

*\* All other test-takers will receive a bar chart graph of their results only*

### **Procedures for Appeals of Assessment Results**

If a student is not satisfied with his/her test result or the school's decision about promotion, he/she can talk with the DOS. As noted above, though, the final decision rests with the DOS, after consultation with both the student and the relevant teacher(s). The student's portfolio of work can be consulted in this decision making. If there is still doubt, a summative level test can be administered (the online adaptive Oxford Placement Test) to gauge the student's overall level.

## **Can you learn faster?**

Yes, you can learn faster if you:

- study full-time
- stay in a homestay with a New Zealand family
- do 1 hour of homework and learn at least 10 new words every day
- study after school
- speak English as often as possible out of the classroom. You must speak English in the class. You might also like to become an 'English Only Ambassador'. This means that you agree to speak only English at all times in the school grounds. It is hard work but ambassadors find it very rewarding, and their English improves quickly. If you would like to become an 'English Only Ambassador', please talk to Chris
- read for pleasure - use our free library of graded readers, many with audio
- come to self-study for advice on study skills and practice materials

*Your progress will sometimes be fast and sometimes a little slower. Don't worry. This is natural, and sometimes students don't realise how much their English is improving all the time.*

## **Enjoy your lessons!**

You can help to make your class a good one to be in by:

- being friendly and helpful to other students
- making new students feel welcome
- not speaking in your own language. It is not good manners to use your own language when there are others around you who do not understand it. We expect you to speak only English in the school

## **Friday Afternoons - 1.00-3.00pm**

On Friday afternoons, there are no formal lessons. You can choose from one of the following:

### **Activities:**

The school has a fantastic, varied activities programme on Friday afternoons. A teacher or activities guide takes the students on a visit to an interesting place or action-packed activity, and you get the opportunity to socialise and talk in English while having fun.

These activities are excellent ways to see all the wonderful things that Rotorua has to offer and a great way to meet and get to know your fellow students and teachers better.

### **Free Time:**

Students over 16 can go into town or do their own activities.

**Unguided Self-study** in our self-access centre.

***All students on the activity programme and full-time students under 16 must attend the Friday afternoon activities or stay on the school campus until 3.00pm doing self-study or other activities. If you do not want to join in the activity, you can just watch the activity.***



## **Self Study**

Self-study is an excellent way to further improve your English. You can practise listening, use interactive computer lessons and language games, read books and listen to the book at the same time, borrow books from the library, study specific grammar or vocabulary points, improve your pronunciation with online and recorded materials, take practice tests, or just talk to the teacher about any concerns you may have.

**Where:** Self – Access Centre  
(upstairs in the office building)

**When:** Monday, Wednesday  
and Thursday afternoons (3.00  
– 5.00pm)

- ❖ These sessions are free for all RELA students who wish to practise and improve their English with the help of a tutor after school.
- ❖ Materials Available:
  - Computer based EFL programmes – grammar, reading, listening, vocabulary – which support your course book
  - Readers at all levels – ask the tutor
  - Grammar and vocabulary self-study materials
  - IELTS listening and reading tests
  - Cambridge exam materials and tests
  - TOEFL and TOEIC self-study materials and tests
  - High School Preparation self-study materials e.g. subject vocabulary worksheets
  - Internet sites for English language learning (see the 'favourites' list on the web browsers (saved on every computer) for many good websites sorted into categories such as: listening, pronunciation, grammar, vocabulary, IELTS, FCE, writing, and more. The links for all of these internet sites are in your Edmodo Student group files.
- ❖ Students are welcome to use any of the above materials or to just bring along their questions from class or homework.
- ❖ We can help students to make a study programme for their time here, especially if they want to move onto study in English speaking countries and they need to prepare for examinations such as Cambridge exams or IELTS tests.
- ❖ Once a programme is made we can have regular tutorials to update goals and monitor progress.
- ❖ We offer help for students on a working holiday programme, or with work rights, on Mondays during self study: compiling a CV, writing cover letters, interview-practice, filling in IRD forms and so on.
- ❖ During busy times, and for students with particular needs, we schedule times for individual tutorials.
- ❖ We can also help students to learn about good language strategies so that they can study independently and as effectively as they can.

**There is a strong expectation that exam class students make the most of self-study**

### **Job Club:**

RELA offers support to students with work rights on a Student visa or a Working Holiday Visa. This happens in Self-Study on a Monday. Come along and talk to the teacher about the Working Holiday support you need. We can help you to prepare a CV, open a bank account, get an IRD number and also tell you about your rights as an employee. Please note that we do not **find** you a job!

### **Help with further study**

If you want to go on to high school, polytechnic or university, we will help you find the right course, and also help you to enrol. Ask Jan or Ellie if you have any questions about this.

### **Insurance**

The Ministry of Education requires international students to have Medical and Travel Insurance while in New Zealand. The insurance should start before the student travels to New Zealand. RELA must make sure you have insurance before confirming your enrolment. You may arrange your own insurance. Uni-care has a policy for international students and RELA is able to help the students to buy a Uni-care policy.

### **Homestay**

Your Homestay hosts will care for you while you are at RELA. Once you finish studying at RELA you must leave your Homestay within a few days. If you wish to leave your Homestay early, you must give one week's notice to the school and to your Homestay family. If you do not do this, you may have to pay for one week's accommodation.

You can change your Homestay only if there are very good reasons for doing so.

### **Evaluating your Homestay**

At the end of your first week, you will have a chance to talk to us about your Homestay. We will ask you if you are happy with the family, if you are warm enough and if you have enough food to eat. You'll also have a chance to tell us if anything is worrying you in your Homestay. Every six weeks, you will also be asked to evaluate your Homestay. As well as this, the office staff are available every day for you to talk to about anything that is concerning you.

### **School kitchen**

There is a large, modern kitchen in the student common room and several other kitchens around the school. You can re-heat your own midday meal there. When you use the kitchens, you must clean up your own mess! Please put hot soapy water in the sink every time you wash dishes, then dry them and put them back on the shelf for the next person to use.

**\*Food and drinks are not allowed in the upstairs classrooms at any time, except for drinks in bottles or cups with sealed lids.**

## **Lunch**

A selection of noodles to buy and heat up are available in the school office. Or you can order pizza on Monday and Wednesday, Indian food on Tuesday and Thursday or PitaPit.

## **RELA Wireless Internet**

RELA has wireless internet in the student building. You will be told the Network and Password during orientation. If you forget it, please come to the office and we will give it to you again.

We ask you not to stream movies/videos etc and no gaming.

## **Social Activities**

The school organises after school and weekend activities each week. Details of these activities for the week are put on the common room noticeboard each Monday and they are also listed in the Thursday notices. If you want to join in, please write your name under the notice. Join in and have some fun!

## **Edmodo**

You will join Edmodo when you start at RELA. Your teacher will use Edmodo to communicate with you, set quizzes and send you resources and homework. The office will use it to send you school notices and the timetable. In the 'Student' group folder you can access links and documents, including this handbook.

### **Thursday Notices**

#### **Weekly Notices including the After School and Weekend Activities**

Every Thursday the school notices contain information about what's happening in the school and in the city. There is also information about the afterschool and weekend activities for the following week. Listen carefully when these are read to you, and look at them yourself if you want to check details.

Please talk to your homestay family if you plan to join any of the school activities.

The weekly notices are also available online <http://rela.co.nz/rela-news/weeklynotices/>

## **Textbooks and Materials**

Students often ask us if they can buy their textbooks and keep them. Yes, you can keep them, or you can sell them back to us at the end of your course.

RELA's policy is to have an excellent supply of modern textbooks for teachers and students to use. We do not photocopy textbooks, and we do not collect the books at the end of each lesson. So that all students can have good books, the following rules apply:

- Teachers cannot photocopy books for you. This is **ILLEGAL!**
- Do **NOT** write in your textbook, not even in pencil.
- You will be invoiced \$100 for materials, and your books, when you enrol. When you leave the school, you can return the book to the office. If it is clean and there is no writing in it, not even in pencil, you will get \$50 back.
- If you write in the book, we will not give you back any of your money

# Who can help you at RELA

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**Absence from School** - Jan

**Activities** – Paula

**Airport Transport** - Chris

**Bank Accounts** – Paula or Kana

**Class Changes** – Ellie

**Coffee and Snack Machine** - Kana

**Course Extensions** – Jan or Paula

**Enrolments** – Jan or Paula

**First Aid** - Anyone in the office

**Holidays** - Jan

**Homestay** – Chris or Paula

**IELTS Applications** – Jan and Ellie

**Insurance Claims** – Paula

**Living Expenses** – Chris

**Money** - Chris

**Ordering Insurance** - Paula

**Personal Problems** – Chris, Paula, Jan or Ellie or any other staff member you trust

**Test results and grammar questions** - Your class teacher or Ellie

**Textbooks** – Ellie

**University Study** - Jan or Ellie

**Visa Applications** – Jan

**Wi-Fi** – Paula



**Chris Leckie**  
*MEd Admin, BA, Dip Ed,  
Dip Tchg*  
Director/Principal



**Aya Kosuge**  
Director  
Japanese Adviser



**Jan Clarke**  
*BA, Dip Arts, Cert TESOL*  
School Manager

## **Meet our** **Administration Team**



**Ellie Brooks**  
*BA, Cert TESOL, Delta  
Module 2, Teacher  
Training Cert*  
Acting Director of  
Studies



**Paula Diaz**  
*BSci,*  
Latin American and Spanish  
Marketing Director, Student  
Counsellor, Homestay  
Assistant, Activity Manager



**Kana Miyamoto**  
Office Assistant

## Meet our Teachers



**Acting Director of  
Studies**

**Ellie Books**  
*BA, Cert TESOL,  
Delta Module 2,  
Teacher Training  
Cert*



**Assistant Director  
of Studies**

**Jan Lambert**  
*Cert TESOL, Cert Mgt  
(Bus), Cert Couns*



**Academic  
Administrator**

**Gina Cicolini**  
*CELTA*



**Barrie Sergeant**  
*BA, Grad Dip Tchg,  
Grad Dip Arts, CELTA*



**Sandy Hall**  
*BA, Dip Tchg,  
CELTA*



**Susanne Galler**  
*TTC, CELTA, Reiki  
Master*





## **School Language Counsellors**

The school has language counsellors available if you need one.

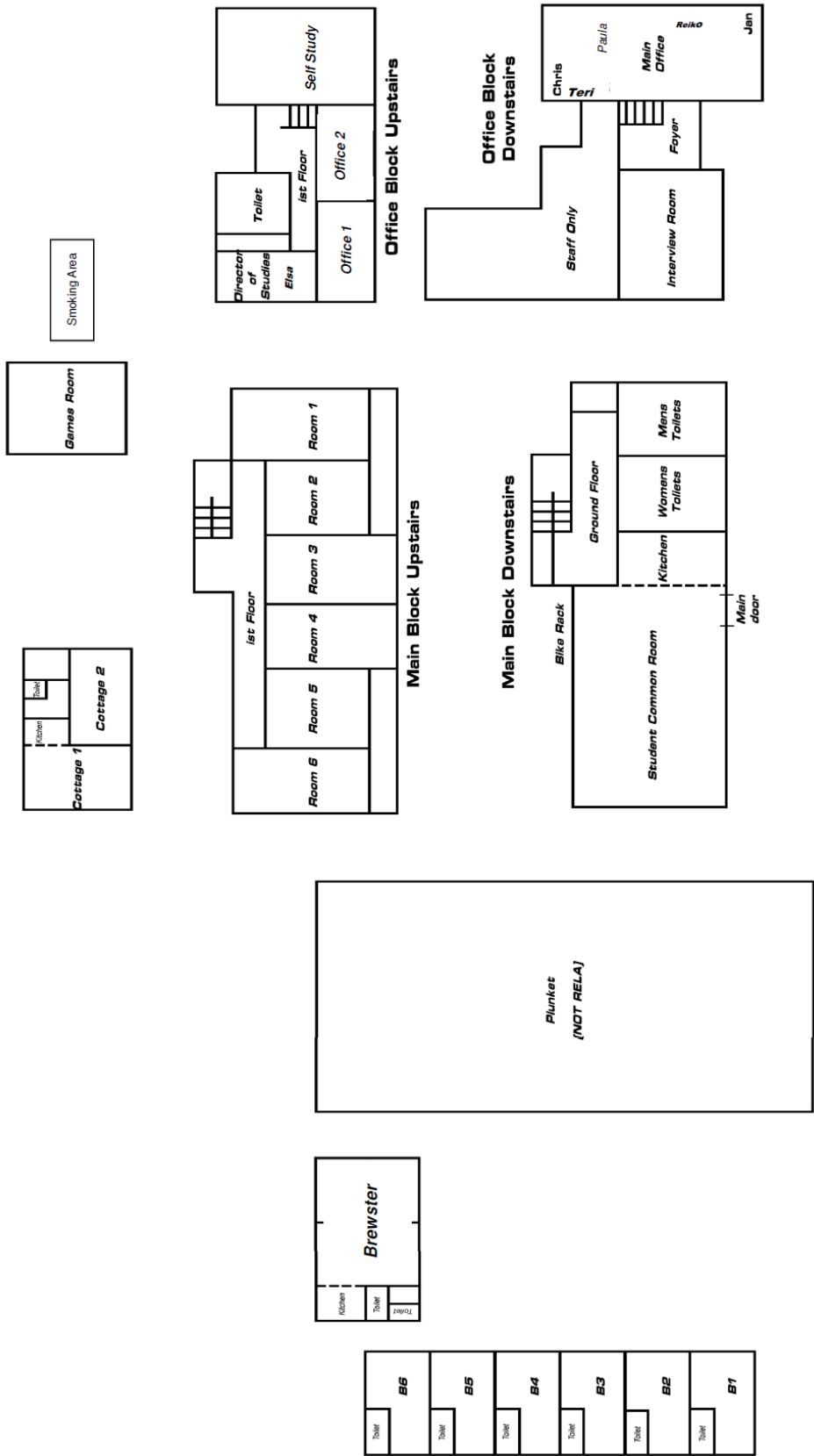
They can help you if you have a big problem.

Come to the office if you need help, and we may contact a language counsellor for you.

<b>School Counsellor:</b>	Paula Diaz
<b>Thai Counsellor:</b>	Khun Dang Merrick
<b>Japanese Counsellors:</b>	Aya Kosuge and Kana Miyamoto
<b>Korean Counsellor:</b>	Jaeyeon Choi
<b>Chinese Counsellors:</b>	Victor and Esther Li
<b>French Speaking Counsellor:</b>	Sandy Hall
<b>Spanish Speaking Counsellor:</b>	Paula Diaz



# Map of Rotorua English Language Academy





## **School Rules**

We want all of you to have an incredible time at RELA, to do well in your studies and to make new friends from all around the world. The following rules will help us achieve these goals and also help to make the school a pleasant place for everyone to study in. All of our rules are based upon the concept of showing respect for everyone, including you!

1. Respect for others – All students need to respect other students' personal and religious beliefs and cultural differences, and their right to study
2. Attendance - You need to attend 100% of your classes. Immigration New Zealand requires 100% attendance for all students on a student visa. RELA requires 100% attendance for ALL students regardless of the visa they hold. If you don't come to class, you can't learn. If you repeatedly fail to come to class, you will be issued with a warning and Immigration New Zealand will be advised. Your actual attendance is printed on your Leaving Report.
3. Punctuality – Be ready to start your classes on time. It is very disruptive to your classmates and teachers (and to your learning) if you arrive late for class. If you know you are going to be late or absent, please phone the school on 07 349 0473 or text us on 027 349 0473 so we know where you are and that you are okay.
4. Leaving Class – It is not okay to leave class part way through. It disrupts the lesson for everyone involved. If you do need to leave the class for a reason, you need to leave your phone on the table.
5. Use English – You need to make an effort to use English at all times in your classroom and in the student room. If you need to speak your own language outside of the classroom, please go outside.
6. Phones – All phones must be put on the table in front of you during class time. They must be switched to silent and you should not answer your phone if it rings, send/check text messages, or use Facebook or any other form of social media. Phones can only be used as a dictionary during class time and you must be ready to prove to your teacher and your classmates that it is the dictionary you are using. You cannot engage with the people in your class if you are distracted by your phone.
7. Homework – All homework given in class needs to be completed before class the next day. This is part of your student contract. If you do not do your homework, you won't be able to contribute to the follow-up pair or group work and discussion the following day.
8. Food and Drink – Please do not eat in the classrooms. If you need to have a drink it needs to be in a cup with a lid or in a drink bottle. In the student room and outside, after eating, please put your food and other waste in the bins provided. Do your own dishes and tidy up after you.
9. Smoking/Vaping – You can only smoke/vape in the smoking area. Please put cigarette butts in the bins provided. Do not throw them on the ground. If you are smoking in your car and get out, please do not throw your butt on the ground. This is littering and very offensive. Please wash your hands with soap before going back to class.
10. Respect for the school – Please look after the school grounds and buildings. Don't intentionally damage the property and please don't litter. This includes NOT swinging on your chair, which can damage chairs, tables and walls and cause accidents.
11. New Zealand Laws – You need to follow all New Zealand laws. If you don't, then you may be asked to leave the school.
12. Driving – All students who have a car/motorbike must come to the office and fill in the *Student Cars* form. NO student aged under 18 can buy/drive or hire a vehicle while a student at RELA.

Most importantly, all students need to respect the class community and the learning process. Following these rules will help you do this. You need to contribute your ideas and your attention to your classmates and teachers at all times.

**Please note: Senior school management have the right to make the final decision about the interpretation of any school rules and act accordingly.**



## **Complaints Procedure**

**If you have a complaint, here is what you can do:**

**If you have a complaint or a problem, here are some of the things you can do:**

If you have a problem, please let us know. You can talk to your teacher, or one of our office staff. You can also talk to the School Director, Chris.

Our school is a member of English New Zealand. If you have a complaint we haven't been able to resolve, you may wish to write to our professional body and ask for assistance. The address is English New Zealand, P.O. Box 35283, Christchurch 8640; or phone (03)383 7153 or email [admin@englishnewzealand.co.nz](mailto:admin@englishnewzealand.co.nz)

If English New Zealand is unable to resolve your problem, or if you do not think your complaint has been dealt with adequately, you can contact the New Zealand Qualifications Authority (NZQA) if your complaint is about the *Education (Pastoral Care of International Students) Code of Practice 2016*. You can contact NZQA by phone on 0800 697 296 or email [gadrisk@nzqa.govt.nz](mailto:gadrisk@nzqa.govt.nz)

If it is a financial or contractual dispute, you can contact iStudent Complaints by phone on 0800 00 66 75. More information is available on the iStudent Complaints website: <http://www.fairwayresolution.com/istudent-complaints>

NZQA has produced a brochure for international students about the complaints process <http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/int-students-make-a-complaint-updated.pdf>

**We hope your stay at Rotorua English Language Academy will be a happy one.**



## **Attendance Policy**

1. All students are required to be at school for 100% of the hours that they have enrolled for.
2. If students are late for school, they will be marked as late in the attendance register.
3. If students arrive after 10.30am, they will be marked as absent.
4. If students leave school at 10.30am, they will be marked as absent.
5. In the afternoons, if a student arrives or leaves at 2.00pm, they will be marked as absent.
6. All students who wish to be absent must phone or come to the office.
7. Students who are sick for more than 3 days must get a doctor's certificate.
8. If students want to take a holiday, they must first come to the office and ask permission. If they do not, they will be marked as absent.
  - a. If students are under 18, they must get written permission from their parents to take a holiday.
  - b. Students on a student visa can only take a holiday after they have studied for more than 12 weeks. They can then only take two weeks holiday for every 12 weeks they have studied.



## **Rules for Under 18s**

### **Alcohol**

Students aged under 18 are not allowed to drink alcohol. It is the law in New Zealand that no-one under the age of 18 can be served alcohol in licensed premises.

### **Cars**

No student aged under 18 may purchase or drive any motorized vehicle (this includes mopeds/motorized scooters). No student under 18 may be a passenger in a car driven by another RELA student without the school's permission.

### **Curfew**

All students aged under 18 must have permission to go out in the evening. If you do not have permission from your homestay and/or the school you must stay home. Students aged 16 and 17 must be home by 10pm, or earlier if you homestay says, and may not walk home. If students are aged under 16, they need to be home before dark.

### **Overnight Stays**

If you wish to stay overnight or for a weekend with a friend, you must first get the permission of the school and your homestay. No student aged under 18, may spend the night with a member of the opposite sex.

### **Smoking and Vaping**

It is illegal for cigarettes and vaping gear to be sold to anyone under the age of 18. No student under the age of 18 is allowed to smoke or vape at RELA or in their homestay.

### **School Flats**

Students aged under 18 are not allowed at the RELA flats after 5pm in the evening.

### **Shopping and the Night Market**

**Students aged 14-17** may go shopping or to the night market if your homestay agrees. You must make these plans with your homestay the day before, or in the morning before coming to school, and not annoy your homestay by texting and changing your plan often.

Your pick-up time from the night market should be no later than 6.30pm.

If the night market is cancelled you need to make arrangements to be picked up from RELA no later than 5pm.

**Students under 14** may go shopping and to the night market with your homestay. If your homestay is not with you, you may go **ONLY** if you are with a student aged 14 or over who is willing to look after you. You must also have permission from the school and from your homestay.

If the night market is cancelled you need to make arrangements to be picked up from RELA no later than 5pm.

### ***All RELA Students under 18:***

*At **all** times you must tell your homestay parents or caregiver where you are, who you are with and how you are getting home.*

*You must take your mobile phone with you and have it switched on and answer it at all times unless you are in a place where mobile phones are not allowed, such as the cinema. Your phone must have the number of your homestay parents in its memory and the school number.*

If you fail to follow any of these rules, you may be asked to leave the school.





## **Conditions for Terminating Enrolment and Disciplinary Procedures**

*see also Attendance Policy*

We expect that all students will treat others with respect at all times and follow our school rules. If a student's behaviour is of concern to fellow students or staff, we will follow the appropriate process in the following procedures;

### **Classroom Problems and Minor Behaviour Problems and Breach of School Rules**

*The classroom teacher will talk about the matter with the student in private.*



*If the teacher is not able to resolve the problem, teachers may discuss the student and/or situation at staff meeting or morning tea.*



*The Manager, Director of Studies or School Counsellor will talk with the student, if the teachers are not able to resolve the matter.*



*The Language Counsellor may talk with the student.*



*One of the Directors will discuss the issue with the student.*



*A contract may be set up between RELA and the student concerning rules for appropriate behaviour.*



*A Directors' Meeting will then take place for a final decision to be made.*

At any stage of this process, it may be appropriate to issue a warning notice.  
A student may be expelled following a third warning if the misconduct is serious.

### **Serious behaviour problems**

For example, shoplifting, offensive behaviour, serious non-attendance:

The Directors may decide that the misbehaviour is so serious that warning notices are not appropriate and that expulsion of the student should take place. Particulars of the misbehaviour will then be given to the student, with notice of a hearing which will be held by the Directors before they issue any expulsion notice. At the hearing the student will have the opportunity to respond to the complaint. RELA will offer appropriate support for the student at the hearing.

### **Criminal offences**

If a student is charged by the Police with a criminal offence under New Zealand law, the Directors may issue an expulsion notice without any prior warning notices or hearing.

If the student is attending regularly and is causing no problems at school, it is possible that he/she can continue attending while the legal process takes place, depending on the nature and seriousness of the charge.

If a student is convicted, then it is likely that his/her passport will be held by the authorities. The student would then leave RELA immediately, and NZ Immigration would be informed that he/she is no longer attending.



## **What happens if a student stops coming to school?**

- A. Procedures to ensure students are maintaining their course requirements.
  - 1. Students receive copy of RELA Attendance policy in their Welcome Folder.
  - 2. Teachers mark an individual attendance sheet for each student, morning and afternoon.
  - 3. Office staff check and collate these attendance sheets weekly.
  - 4. Any student who may not be meeting attendance requirements is investigated by the Manager or Director of Studies.
  - 5. If she/he is satisfied that the student is not maintaining course requirements she/he will initiate the Pastoral Care process or issue Warning 1.
  - 6. If the problem persists, Warning 2 is issued.
  - 7. If the problem is still not solved, Warning 3 followed by suspension may occur.
- B. Procedures in the event that a student ceases attendance before course completion.
  - 1. Attempts are made to contact the student through friends, by phone and by letter to their last known address.
  - 2. Refund policy is applied if relevant.
  - 3. New Zealand Immigration is informed on their standard form via the NZIS website.
  - 4. If student is under 18, agent and parents/caregivers must be contacted.
- C. Pastoral Care Process when a student's attendance is unsatisfactory
  - 1. When contact is made with the student, usually by the Manager or Director of Studies, she/he invites the student to come to the office to discuss the situation. If this is not possible, she/he will speak with them on the phone.
  - 2. When the problem (reason for non-attendance) has been identified, she/he discusses this with the Principal and they decide on one of the following courses of action:
    - a) The Manager or Director of Studies to meet student at school, talk the situation through, and re-establish attendance requirements.
    - b) If warranted, a school staff member and/or School Counsellor and/or Language Counsellor will go to the students' home to discuss the situation.
    - c) Whichever of these three people is most appropriate (i.e. relates well to the student and is most familiar with the situation) becomes the liaison person. The Liaison person continues a process of counselling to establish if the student will return to school, leave school or be asked to leave.
    - d) This person to maintain daily personal contact with the student on return to classes to ensure they are supported back into school life and classroom life.
    - e) Classroom teacher will be made aware of the situation, and liaison person will also make daily contact with the teacher until the student is well settled.



## **Refund and Fee Protection Policy**

### **Refunds of tuition fees**

1. For courses up to and including four weeks and six days
  - 1.1. Where an international student withdraws within the **first two days** of the course RELA may keep **up to 50 percent** of the full amount of any payments made by the student to the school; and must refund the balance to the student.
2. For courses of five weeks or more but less than three months
  - 2.1. Where an international student withdraws within the **first five days** of the course RELA may keep **up to 25 percent** of the full amount of any payments made by the student to the PTE for the course; and must refund the balance to the student
3. For courses of three months or more
  - 3.1. International students
    - 3.1.1. For courses of 3 months or longer, students withdrawing within the first **10 working days** of the course will be refunded in full less a deduction for costs incurred by the PTE, **up to a maximum of 25% of the fee total paid.**  
RELA will provide to you details of the cost components for the purpose of working out the maximum deductible percentage. In the event of a dispute over the cost component deducted, you can refer the matter to the International Education Appeal Authority
  - 3.2. Domestic students
    - 3.2.1. For courses of 3 months or longer, withdrawals made within the first **8 calendar days** of the course will be refunded in full **less a deduction of 10% or \$500 payable to the PTE, whichever is the lower amount.**
4. Students who withdraw before the course commences will also be subject to the above criteria. That is they will be entitled to a refund less any amounts allowed to be retained by RELA as noted above.
5. If you are under 18, then we will discuss with you, your parents and agent the best way of refunding this money, so that all parties agree.
6. In 1, 2 and 3 above, "withdrawal" means stopping a course totally. If you wish to leave early for personal reasons, or if you are absent, you will receive no refund. If there are compassionate reasons, the Directors may use their discretion. This is usually only if a close family member dies, or if you, or a close family member, are seriously ill.
7. You may have extra holidays if the Directors agree. We do not usually agree to holidays in the first three months of the course. We do not refund fees, but the Directors may agree to extend the course by the number of days missed.
8. We do not refund fees for New Zealand public holidays.
9. We do not refund fees if you are asked to leave the school because of misbehaviour or poor attendance.
10. If your student visa is declined, we will refund your fees, less a \$250 administration fee.
11. Fees cannot be transferred to any other institution or student.
12. When a refund is made Immigration New Zealand will be informed that you are finishing early. This may affect your visa.

### **Refund of Homestay Fees**

1. If you move out of your Homestay before the end of your contract, the portion of your Homestay fees not already used will be returned to you. The Homestay Placement Fee of \$250 cannot be refunded.
2. To have your Homestay Fees returned, you must write to the Directors giving one week's notice, or pay one week's fees in lieu of notice.
3. If you cancel your Homestay contract before you move into the Homestay, your fees will be refunded in full, less the Homestay Placement Fee of \$250.

### **Fee Protection Policy**

- a) Rotorua English Language Academy provides its students with protection against the loss of their fees in the event of insolvency, closure, voluntary withdrawal of a course by RELA or withdrawal of school accreditation.
- b) The Academy protects student fees by depositing them in the Trust Account managed by the Public Trust. This is a New Zealand Government guaranteed Student Fee Trust Account, with progressive withdrawal of fees by the school during the student's course. On arrival in New Zealand, the student is asked to sign an acknowledgment of the operation of his or her Student Fee Trust Account.

In the situations described in a) above, RELA will

- i. refund the amount in question to the student (or the student's parent or legal guardian); or
- ii. if directed by the student or the Code administrator or the agency responsible for fee protection mechanisms, transfer the amount to another signatory as agreed with the student (or the student's parent or legal guardian)



## **How To Apply For A New Student Visa Or Visitor Visa**

You should apply for a new visa at least 4 weeks before your current visa finishes.

1. Come to the office and talk to Jan. In most cases, we can apply online for your visa and you will not need to send your passport away.

If you are applying for a student visa you need to pay your school fees first.

2. You can fill in your application online. Jan will help you to fill in the form.

3. You will need:

- Your Passport
- If you have it, your plane ticket home. If you do not have a ticket, you'll need to show that you have enough money available to buy one.
- \$320 for Student Visa, \$256 for Visitor Visa (This includes a \$10 administration fee)
- A bank statement
  - You need a New Zealand Bank Account showing all transactions for the past 6 months.
  - You need to show that you have enough money to support yourself while you are in New Zealand. INZ requires you to have at least \$1250 for each month you want to extend your visa. For example, if you want to stay for 4 months you will need to show that you have at least \$5000.
  - If you pay your homestay fees in advance, you will need to show that you have at least \$400 for each month that you want to extend. For example, if you want to stay for 4 months, and you pay your homestay fees in advance, you will need to show that you have at least \$1600.
  - The bank statement should have:
    - ❖ Your name
    - ❖ The date
    - ❖ The amount available
    - ❖ The bank's stamp and signature
- If you have been, or plan to be, in the country for longer than 6 months, you may need an x-ray and other medical tests. You can find out more about this, and get forms for this, from the office. This will be an additional cost.
- If you are applying for a student visa and have already been a student, you will also need to send evidence of your previous academic record – progress and attendance.

## Making a local call from your mobile

The area code for Rotorua is 07.

To make a local call from a mobile phone dial 07 then the phone number.

## Making an International call from a home line

1. Dial 00 (NZ exit code)
2. Followed by the Country/Territory code
3. And then the area code (without the 0 if the number starts with a 0) + phone number.

Example: 00 + 61 (Australia) + 9 (area code) + 12345678 (phone number)

**Please talk to your homestay before making an International call from their home phone.  
These calls will cost you money.**

## Sim Cards for Mobile Phones

New Sim Cards can be purchased from Harvey Norman, Noel Leeming, most Telecom, Vodafone or 2degrees shops and various other shops in Rotorua. The cost is from \$5. If your phone will not accept a New Zealand sim card find out if it is 'carrier locked' or 'sim card free'.

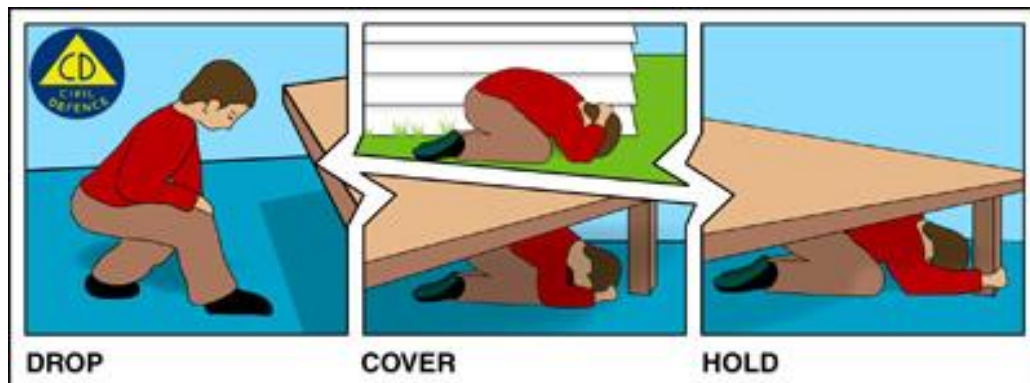
The office staff may be able to help get your phone un-locked.



## What to do if an Earthquake Strikes

### Before an earthquake

Getting ready before an earthquake strikes will help you survive.



- ❖ Practice **Drop, Cover and Hold**.
  - ❖ Identify **safe places** – a safe place is somewhere close to you, no more than a few steps or less than three metres away, to avoid injury from flying debris.
  - ❖ Under a strong table. Hold on to the table legs to keep it from moving away from you.
  - ❖ Next to an interior wall, away from windows that can shatter and cause injury and tall furniture that can fall on you. Protect your head and neck with your arms.
- Keep in mind that in modern buildings, doorways are no stronger than any other part of the structure and usually have doors that can swing and injure you.

### During an earthquake

- **If you are inside** a building, move no more than a few steps, drop, cover and hold. Stay indoors till the shaking stops and you are sure it is safe to exit. In most buildings in New Zealand you are safer if you stay where you are until the shaking stops.
- **If you are outside**, move no more than a few steps away from buildings, trees, street lights and power lines, then drop, cover and hold.

### After an earthquake at RELA

- After the shaking stops, move quickly, but calmly (no running) out of the building you are in
- Assemble on the footpath in front of the school
- Stand in your class lines and wait for your teacher to call the roll

Taken from the "Get Ready, Get Thru" website <https://getthru.govt.nz/earthquake>





## **Earthquake Evacuation Drill**

**Stay inside until shaking stops**

**Classrooms** – all students under desks, cover head if near windows, turn your back to the window and move away from the window. Hold on to desk legs.

**Toilets and common room** – brace yourself in doorways

**Administration area** – under desks/tables.

**Outside** – wait on footpath in front of school.

## **Evacuation**

**Hand bell will ring to signal building evacuation**

**Teachers:** Go to front of school in car park area.  
Group students in classes and tell them not to move.  
Check all students in your class are present.  
Report to Chris, Jan or Ellie that all students are accounted for.  
Remain with your class and keep them together until the All-Clear is given.

**Office Staff:** Take rolls and distribute to teachers.  
Take radio and batteries.

## **Fire Drill**

Chris/Office Staff to notify correct authorities or Fire Service.

**Notification: Fire Alarm or continuous ringing of hand bell.**

**Students:** Close windows and doors  
Move quickly to footpath in front of school.  
Stay in class groups.

**Teachers:** Check that toilets are cleared.  
Check that all students from your class are there.  
Report to Chris or Jan that all students are accounted for.  
Remain with your class and keep them together.

# **International Student Health Resource**

Below are a list of agencies that offer support and guidance for international students in New Zealand. These services are both free and confidential.

A really useful place to look for information on life as an international student in New Zealand is the *NauMai NZ* website <https://naumainz.studyinnewzealand.govt.nz/> The website has a lot of information to help you before you arrive in the country and also to help once you are studying and living here. You will find help about our New Zealand culture and lifestyle, working, laws, driving in New Zealand and healthcare.

The *New Zealand Now* website also has a lot of useful up-to-date information  
<https://www.newzealandnow.govt.nz/move-to-nz/getting-help-support>

## **General**

### ***Citizens Advice Bureau***

Freephone 0800 FOR CAB (0800 367 222)  
[www.cab.org.nz](http://www.cab.org.nz)

**Rotorua CAB Community House, 1143 Eruera Street**

Phone: 07 348 3936

Email: [rotorua@cab.org.nz](mailto:rotorua@cab.org.nz)

The Citizens Advice Bureau can offer you advice and guidance on a range of issues.

### ***INFO NOW – in your language***

InfoNOW...in your language is a free service for people new to the country. The service is available in 17 languages and makes it easier for you to find information that can help you settle and work in New Zealand.

Web: <https://www.infonow.nz/>

### ***Multilingual Help***

A list of other services which can help you in your language, including interpretation services and translating can be found at <https://www.newzealandnow.govt.nz/living-in-nz/english-language/help-in-your-language>

## **Health issues, including mental health**

<https://www.mentalhealth.org.nz/get-help/in-crisis/helplines>

This website has links to a lot of helplines for people who need help and need to talk to someone

### ***Lifeline***

0800 543 354 or free text 4357 (HELP)  
[www.lifeline.org.nz](http://www.lifeline.org.nz)

Lifeline New Zealand has a team of trained telephone counsellors ready to take your call. Our service is free. All calls are confidential and non-judgmental - we are here 24 hours a day, 365 days a year.

### ***Youthline***

Free phone 0800 376 633  
Free txt 234  
<http://www.youthline.co.nz/>

### ***Problem Gambling Foundation***

<http://www.pgf.nz/>

Telephone 0800 664 262

### ***Asian Family Services:***

<http://www.asianfamilyservices.nz/>

0800 862 342

Asian Family Services (AFS) is a subsidiary of the Problem Gambling Foundation of New Zealand and provides free, professional, confidential, nationwide face-to-face or telephone support to Asians living in New Zealand.

These services are offered in English, Cantonese, Mandarin, Korean, Vietnamese, Japanese, Hindi and Thai. An interpreter can be arranged for other languages.

All staff are trained counsellors and social workers.

### **Discrimination and Violence**

#### ***Human Rights Complaints***

<https://www.hrc.co.nz/>

Telephone (0800)496 877

#### ***Oranga Tamariki (Child, Youth and Family Services)***

<https://www.orangatamariki.govt.nz/>

Telephone: 0508 FAMILY (0508 326 459) 24/7

Email: [contact@ot.govt.nz](mailto:contact@ot.govt.nz)

Oranga Tamariki supports any child in New Zealand whose well-being is at significant risk of harm now, or in the future. If you believe a child is in **immediate** danger, call the Police on 111

### **Legal Issues**

#### ***Youth Law Aotearoa***

<http://www.youthlaw.co.nz/>

Telephone: 0800 UTHLAW (884 529)

YouthLaw Tino Rangatiratanga Taitamariki is a free community law centre for children and young people nationwide. They provide free legal services to anyone aged under 25 who are unable to access legal help elsewhere, or those acting on their behalf.

# Driving in New Zealand

## Driving a car in New Zealand

If you will be in New Zealand for a long time, you should start the process of obtaining a New Zealand driver's licence. You can drive on an overseas licence for up to one year. If your driver's licence is not in English you must have a translation.

We strongly recommend that if you own a car, you should obtain at least third party insurance. See one of the office staff if you would like more information about insurance providers.

New Zealand roads may be very different in comparison to other countries (for example driving speed, overtaking on narrow roads, ice, driving on the left hand side of the road, unsealed roads, roads with unsealed shoulders, overtaking on winding, hilly, or narrow roads). Please see the office staff, if you intend to drive while studying at RELA, or have any questions about driving in New Zealand. We are always happy to help you to understand the New Zealand road rules.

## Driving laws

### *Information about driving laws in New Zealand*

- New Zealand Police enforce New Zealand driving laws
- There are penalties such as fines, licence disqualification or suspension, vehicle impoundment, and imprisonment for breaking the driving laws
- Drivers must carry their licence whenever they are driving
- Under the Land Transport (Unauthorised Street and Drag Racing) Amendment Act 2003 police can impound vehicles, at the owner's expense, for operating the vehicle in a race or in an unnecessary exhibition of speed or acceleration, or causing the vehicle to undergo a sustained loss of traction (e.g. wheel spins)
- There are parking laws in New Zealand. Parking areas are sign-posted. Parking is not allowed on yellow lines.
- Most city parking requires drivers to pay and display a receipt. Vehicles can be towed away, at the expense of the owner, if they are parked illegally.

## Drink driving

- The amount of alcohol drivers under twenty years old are legally allowed to drink before driving is so small that it is safer not to drink at all. Driving while over the legal alcohol limit is a criminal offence in New Zealand.
- There are severe penalties, including licence disqualification and suspension and prison terms for driving while over the legal alcohol limit.

## Speeding

- The maximum speed limit in New Zealand is 100km/h. Most urban streets have 50km/h limits. Speed limits are well sign posted, and can vary on the same stretch of road, so watch for them. Drive to conditions- in poor visibility and bad weather it may be appropriate to drive slower than the speed limit.

## About the requirement to wear safety belts

- Drivers and all passengers are legally required to wear a safety belt. There are fines for not wearing safety belts.

### **Note**

If you are driving a car while you are studying at RELA, you will need to read a copy of the RELA driving policy, also if you have any questions regarding cars or licences, see any of the office staff.

It is a RELA school rule that **NO** student aged under 18 can buy/drive/hire a vehicle while studying at the school.

### **What to do in case of an accident**

- If in an accident, exchange details with other drivers involved (name, telephone number, address, type and colour of vehicle, vehicle registration number, insurance company). If the accident is serious and/or the other driver denies fault, note down other factors such as names of any witnesses, road names, if either party was carrying passengers, the time of day, the weather conditions.
- If someone is injured or killed in an accident it must be reported to the Police. If the Police do not attend the accident, report it at the nearest Police station within 24 hours.
- For emergency assistance at the scene of an accident, call 111 and ask for the emergency service required (e.g. Police, Fire or Ambulance).
- In the case of a non-injury accident, a driver or rider must give his/her name and address, the vehicle owner's name and address, and the registration plate number of his/her vehicle to other people involved in the accident. If a non-injury accident results in damage to an unoccupied vehicle or other property belonging to someone else, this must be reported to the owner of the property within 48 hours. The driver must give his/her name and address, the registration plate number of his/her vehicle, and the location of the accident to the owner of the damaged vehicle or property. In cases where the owner of the damaged unoccupied vehicle or property is unknown or cannot be contacted, the accident must be reported to the Police at the nearest Police station within 60 hours.

### **Owning a car**

- If you own a car it must have a current Warrant of Fitness and Registration. It is illegal to drive a car that does not have a Warrant of Fitness and Registration. See our office staff if you have any questions regarding this.

### **Driver licensing requirements**

- Drivers must have a current and valid New Zealand Driver's licence, International Driving Permit, or overseas licence to drive a car in New Zealand. An international visitor can drive on an overseas licence for 12 months. After that they must apply for a New Zealand driver licence. Drivers must carry their licence at all times when driving.
- To ride a motorbike in New Zealand you must get a motorbike licence
- New Zealand has a Graduated Driver Licence System. There are three stages: learner; restricted; and full. Drivers must pass an official test for each licence stage. A learner licence allows you to learn to drive. If you hold a learner licence, you must be accompanied at all times when driving by a supervisor (a person who holds and has held a full licence for at least two years). A restricted licence allows you to drive on your own between the hours of 5 am and 10 pm. If you wish to drive outside these hours you must be accompanied by a supervisor. If you hold a learner or restricted licence, you cannot carry passengers unless you are accompanied by a supervisor. A full licence allows you to drive on your own and carry passengers at any time.

### **Road traffic safety, including pedestrian and cycling safety**

If you intend to drive in New Zealand, and you do not know about the following road rules, speak to one of our office staff.

- Driving on the left hand side of the road
- Coastal, mountain, country and town roads
- Roundabouts (give way to your right)
- Merging like a zip (be patient, and let other people into the line of traffic smoothly)

### **School and public buses**

1. Wait for the bus at the bus stop
2. Get on the bus carefully
3. Sit back in your seat quietly on the bus and don't distract the driver
4. Get off the bus carefully and wait until the bus has driven away before crossing the road.

### **Pedestrian safety information**

In New Zealand cars won't always stop for pedestrians.

When crossing the road

1. Find a safe place to cross
  2. Stop one step back from the kerb
  3. Look and listen for traffic wherever it may come from (Look right, look left, look right again).
  4. If there is traffic coming, wait until it has passed, then look and listen for traffic again.
  5. When there is no traffic coming, walk quickly straight across the road, looking each way for traffic.
- You are not permitted to skateboard on the road, and generally you will not be permitted to use skateboards on busy footpaths.

### **Cyclists' safety information**

You are required by law to wear a helmet when you are riding a bike. You must wear a helmet at all times. Three quarters of all cycling deaths are caused by head injuries when not wearing a helmet. There is also a \$55 fine for not wearing a helmet when riding. Make sure that the helmet you wear fits you properly, that all the straps work properly and that it is standards approved. Cyclists should ride on the road not on the footpath. The LTSA and New Zealand Police recommend that children under 10 years old ride on the road only when accompanied by a responsible older person.

### **Cycling Tips:**

- You should always wear bright clothes so other road users can see you clearly. Make sure that your helmet and bike have reflective tape on them.
- Before you ride you should always check that your brakes work properly. Your front brake should stop the bike moving even when you try to move the bike forward. Your back brakes should also be strong enough to stop you from moving forward. There should be plenty of rubber on the brakes so that metal will not push against the wheel. The brake levers should be in easy reach of your hands. If the brake lever touches the handlebars when you squeeze them you are not getting full use of your brakes. Check your tyres often. They should be firm to grip and should not move from side to side.
- When riding at night you must have lights on your bike. You must have a steady or flashing red light on the back of your bike that can be seen from 100 metres. You must also have a white steady or flashing light on the front of your bike which can be seen from 100 metres. The legal hours of darkness are from half an hour after sunset to half an hour before sunrise. If you don't have lights on your bike at night there is a \$55 fine. Having lights on your bike is for your own safety. At night other drivers may not see you and this is very dangerous
- When you are riding your bike all road rules that apply to cars also apply to you. When you are pushing your bike you can follow pedestrian rules. It is illegal to ride a bicycle on any footpath and also across a pedestrian crossing. However, you may walk with your bicycle across a pedestrian crossing and on footpaths.
- Although the road rules apply to you when cycling on roads, you should give cars the right of way as drivers often do not have the patience for cyclists. You should cycle one metre from the kerb or parked cars.
- If you are unsure that you can cross a busy road on your bike, stop on the footpath, get off your bike and push it across the road either at a pedestrian crossing, a set of lights or when the traffic has eased.
- A cycling safety book is available from most good book stores. If you intend to ride in New Zealand we strongly suggest that you buy this book and study it.
- Intersections are places where two or more roads intersect or meet. Look for traffic wherever it may come from and give way to your right. Refer to the road code for more detailed information.



## **Information about Rotorua**

**Students under 16 years old are not allowed to leave the campus at lunchtimes or after school without permission from the Office Staff.**

### **Sightseeing information**

There is a lot to see and do in Rotorua!

Rotorua i-SITE Visitor Information Centre on Fenton Street. If you need help, ask at the office. There are buses which go to all the main sightseeing attractions. There are many brochures in the student room which contain useful information about all the attractions in Rotorua.

### **Shopping**

The majority of the central city shops are open between 9am and 5pm from Monday to Friday. Most shops are open until 4pm on Saturdays and Sundays. Smaller shops close on Sundays, and sometimes on Saturdays.

### **Tipping**

People generally do not tip in New Zealand.

### **Library**

You can go to the Public Library and read books, newspapers and magazines. It is a peaceful, pleasant place to go to relax or study. The library has e-mail and Internet access if you join the library it is free to use their wireless internet. If you would like to join, you need to take signed ID (a letter from RELA), \$50 membership (\$40.00 refundable on return of all items borrowed). The library is at 1127 Haupapa Street. Near to Rotorua i-SITE Visitor Information Centre.

### **Money**

No student needs to bring more than \$20 a day to school. Please take good care of your money and bags. If you don't want to leave your money at your homestay we can look after it in the office.

### **Banks**

Banks are open from Monday to Friday, 9.00am to 4.30pm and some are open on Saturdays. It is possible to open an account and get a cash card at most banks if you are here on a student or work visa. We can help you to arrange an appointment and open an account.

### **Money Exchange**

No1 Currency – 1167 Fenton Street, phone 349 6962

A Money Exchange - 1179 Fenton Street, phone 349 6962

The Change Group – 1229 Fenton Street, phone 350 3279

### **Emergency Services**

Police, Fire and Ambulance, dial **111 (Emergency only)**.

Police Station, Fenton Street, phone 348-0099.

### **Urgent Medical Care**

**Lakes Primecare**, 1165 Tutanekai Street, phone 348-1000

Open 8am to 9.30pm seven days including public holidays for urgent medical care and accident treatment.

### **Lakes Care Pharmacy**

1155 Tutanekai Street, phone 348-4385.

Open seven days 8.30am to 9.30pm.

### **Postal Service and Money Exchange**

N.Z Post: 15/1170 Amohau Street (Central Mall in the Paper Plus shop), phone 349 6557. Open 8.30am to 5pm Monday to Friday, 9am – 1pm Saturday and 10am to 3pm Sunday

### **Water**

Tap water is fresh and safe to drink in Rotorua.

### **Religious Services**

Anglican	St Lukes	Cnr Amohia and Pukuatua Street	07 348 5390
Catholic	St Marys	40 Seddon Street	07 348 0289
	St Michaels	11 Lake Road	07 348 8790
Baptist	Rotorua Baptist Church	100 Malfoy Road	07 348 5263
Muslim	Rotorua Islamic Centre	21 Tarewa Road	021 047 1753

There are also a lot of other religious services in Rotorua. For more information about these, please have a look at the following website <https://yellow.co.nz/rotorua-area/churches>

### **After School Hours**

*Here are some ideas for things you might like to do after school:*

#### **Cinema**

Readings Cinema on Eruera Street has five theatres. Timetables of what's on are available at the movie theatre or online at [www.readingcinemas.co.nz](http://www.readingcinemas.co.nz), under session times on the right hand side, select the Rotorua cinema and click "Go". For more information about a movie, click on the movie name.

#### **Basement Cinema**

1140 Hinemoa Street, phone 350 1400

Visit [www.basementcinema.co.nz](http://www.basementcinema.co.nz) for movies screening and show times.

### **Lunch and Dinner Cafes and Restaurant**

#### **Trade Central**

Amohau Street

#### **Fat Dog Café**

1161 Arawa Street, phone 347 7586

Great coffee, smoothies and fruit juices, reasonably priced food. Relaxed atmosphere. Open seven days.

#### **Nandos**

1135 Tutanekai Street, phone 349 6789

Good range of food and drinks.

#### **Mecca Kebabs**

1195 Tutanekai Street, phone 349 2466

Middle Eastern food at a very reasonable price. Enjoy kebabs, hummus, tabouleh and rice meals.

#### **Chimney Indian Restaurant**

1280 Eruera Street, phone 349 1130

Open 7 days, 11:30am - 3pm and 5pm - 10pm. Great Indian food with 10% off curries

#### **Ronnies Café and Bakery**

1192 Pukuatua Street, phone 348 8896

Open 7 days 6am to 5pm

#### **Food Hall**

**Rotorua Central Mall**, end of

Sushi, Chinese food, LJ's Fish and Chips, Roast Meals, Sandwiches, pies and cakes, Indian and Korean Food, Subway

### **Restaurants – (medium priced)**

#### **Seoul Restaurant**

1122 Pukuatua Street, phone 349 1008  
Korean cuisine

#### **Ciccio Italian Restaurant**

1262 Fenton Street, Phone 348 1828

#### **Yamato Japanese Restaurant**

1123 Pukuatua Street, phone 348 1938

#### **Spring Festival Dumpling**

1240 Fenton Street, 349 6996  
Chinese cuisine

#### **Amazing Thai Restaurant**

1246 Fenton Street, phone 343 9494

#### **Sabroso Latin American Cuisine – bookings essential**

1184 Haupapa Street  
Phone, 349 0591  
[info@sabroso.co.nz](mailto:info@sabroso.co.nz)

#### **Nando's Restaurant - Portuguese flame-grilled chicken**

Flame grilled Peri-Peri Chicken Restaurants  
1135 Tutanekai Street, phone 349 6789

#### **Indian Star**

Great Indian food  
1118 Tutanekai Street, phone 343 6222  
Indian cuisine

#### **Atticus Finch – Menu that is designed to share**

1106 Tutanekai Street, phone 4600 400

#### **CBK – Stone Grill Dining**

1115 Tutanekai Street, phone 347 2700

#### **The Blind Finch, Hamburgeria**

1151 Arawa Street, 0800 328 287

#### **El Mexicano Zapata**

1148 Tutanekai Street, 07 2131175

#### **Spring Festival Dumplings**

1240 Fenton Street, 07 349 6996

#### **El Burrito Mexican Bar and Grill**

176 Lake Road, 07 262 7167

## **Takeaways**

### **Subway**

1155 Arawa Street, phone 343 7979

### **McDonalds**

Fenton Street, phone 347 9541

Fairy Springs Road, phone 348 1500

### **Burger King**

Fenton Street, phone 349 0242

Fairy Springs, phone 343 7481

### **Pizza**

Pizza Hut - 223-225 Fenton Street, phone 0800 83 83 83

Pizza Hut - corner Lake Road and Tutanekai Street, phone 0800 83 83 83

Dominos Pizza - Shop 4, 176 - 180 Lake Rd, phone 0800 30 40 50

Hells Pizza – 1314 Tutanekai St, phone 349 3666

### **KFC (Kentucky Fried Chicken)**

Amohau Street - phone 348 2877

Fairy Springs Road - phone 348 2226

### **Wendy's Old Fashioned Hamburgers**

Corner of Fairy Springs and Maisey Place, open 7 days

## **Chinese**

Chui Won - 1225 Amohau Street, phone 348 0881

Chopsticks - 1147 Amohau Street, phone 347 8011

Hong Kong City Takeaways - 1159 Amohau Street, phone 348 9304

Canton restaurant - Malfroy Road, phone 347 8359

## **Bars**

If you are over 18 you can enjoy a quiet drink in one of the city's bars.

They are usually open 7 days a week, and most are open between 11am and 12am.

### **Pig and Whistle**

Cnr Haupapa and Tutanekai Street, phone 347 3025

Open every day, 11.30am till late. Live music most evenings, and meals are available. Sometimes there is a cover charge.

### **Brew – Craft Beer Pub**

1103 Tutanekai Street, phone 346 0976

### **Hennessy's Irish Bar**

1210 Tutanekai Street, phone 343 7901

## **NOTE**

New Zealand restaurants don't always have licences to sell alcohol on their property but you can take your own alcoholic drinks with you. Most places charge a small fee to open the bottle for you. When you see these initials it means you can take your own drinks.

B.Y.O = Bring Your Own drink (any alcohol)  
B.Y.O.W = Bring Your Own Wine (only wine)

# Alcohol and Tobacco Laws

In New Zealand, alcohol, tobacco smoking and vaping are legal but you have to be 18 years of age or over to buy tobacco, vaping products or alcohol. There are rules about where and when you can drink alcohol and smoke.

## **Cigarette Smoking**

- It is illegal to smoke inside any clubs, bars, restaurants, theatres, public buildings or on public transport.
- Smoking is permitted in some places outdoors.
- Smoking is unpopular with New Zealanders and many people do not like it. If you smoke in public areas, try and smoke in areas where your cigarette smoke will not bother other people, and make sure you put your cigarette butts in a bin or ashtray - do not throw them on the ground.

## **Alcohol**

- It is illegal to drink alcohol and drive.
- In some cities it is illegal to drink alcohol in public places, such as in the streets or parks, and many cities and towns enforce alcohol bans over the New Year period when lots of people go out to celebrate.
- Alcohol is sold in liquor stores and licensed beer and wine stores. Most supermarkets also sell beer and wine.
- It is illegal to buy alcohol if you are under 18 and it is also illegal to supply alcohol to anyone who is under 18.
- Although alcohol is drunk at social events in New Zealand, it is quite normal not to drink alcohol at all.

## **Rotorua Liquor Ban Areas**

In Rotorua, there is a liquor ban in force in the central business district. Alcohol may only be consumed inside licensed areas provided by restaurants, bars, pubs and clubs. This ban also includes many council owned parks and reserves around the city.

This liquor ban is strictly enforced by Police. Those who breach the liquor ban may be searched, have their alcohol seized and /or be arrested by the police, or you could face a penalty of up to \$20,000.

***Please talk to somebody in the RELA office if you have any questions.***

## **RELA Smoking and Vaping Rules**

All RELA buildings are smoke-free (this includes vaping). If you would like a cigarette, there is a special area available outside the games room.  
Please put your cigarette butts in the ashtrays provided.

**Leaving your cigarette butts on the ground is unacceptable and considered very bad manners.**

No student under the age of 18 is allowed to smoke or vape at RELA or in their homestay. If you do not follow this rule, you may be asked to leave the school.

## **RELA Alcohol Rules**

Students must not consume alcohol on school grounds, or while on school activities.

### The New Zealand Lingo

New Zealanders use some words that are only used in our country, and which you will usually not be able to find in a dictionary. Some of these words are listed below.

**cheers** – goodbye or thank you  
**choice** - cool, awesome, sweet as – good  
**crook** – to feel, become or look ill, sick or unhealthy  
**g'day** – good day, hello  
**give it a whirl** – try it  
**Godzone** – New Zealand  
**home and hosed** – certain to succeed or win  
**mate** – companion, friend  
**sweet as** – you're welcome, don't worry about it, good  
**ta** – thank you  
**togs** – bathing suit  
**awesome** – great, nice

### Kiwi Icons

There are also a number of things which are very special to New Zealand

**All Blacks** – New Zealand's world famous rugby team  
**Beehive** – a nickname for the dome-roofed building in Wellington which houses the parliament offices  
**Jandals** – a simple sandal, often made of rubber or plastic. Great for the beach.  
**Pavlova** – a meringue cake with a whipped cream and fruit topping

### Maori Words

New Zealanders also use a number of Maori words in their everyday vocabulary. Maori is an official language of New Zealand and some of the words you may hear being used are:

**Mōrena** – good morning  
**kia ora** – a greeting also used as an expression of gratitude  
**koha** – gift  
**pakeha** – a non-Maori New Zealander  
**kai** – food  
**whānau** – family

# **Travelers' Tips to Budgeting in New Zealand**

## Guideline Pricelist in New Zealand Dollars

Hotels	\$100 and up per night
Motels	\$80 and up per night
Bed & Breakfast	\$45-\$75 per person per night
Backpackers	\$20 per person (shared room)
Theatre ticket	\$27 and up (depending on seat)
Music concert	\$50 and up (depending on seat)
Movie ticket	\$12
Museum or Art Gallery	\$10 (with student ID) – currently unavailable
Golf	\$10 - \$30
Ticket to a sporting event	\$15 - \$35
Breakfast in a coffee shop	\$25 and up per person
Lunch in a café	\$25 and up per person
Dinner in a restaurant	\$50-\$80 per person (3 course excludes wine)
Bottle of New Zealand wine	\$10 and up
Glass of beer in a pub	\$7 and up
Cocktail	\$13 and up
City bus fare	\$2.80 (one way)

***If you have any questions about Rotorua shops, restaurants, accommodation, activities, sightseeing or anything else the office staff are here to help you.***

***They know lots of information about Rotorua and if they can't answer your question they will find out for you!***

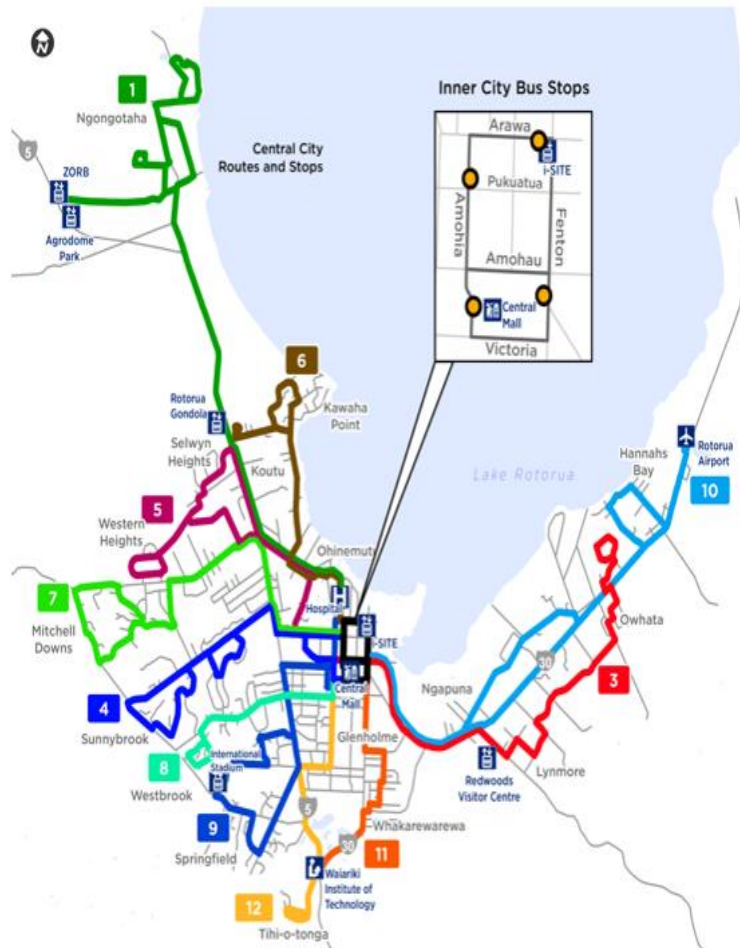


# Rotorua Urban

There are 11 bus routes which cover the Rotorua Urban area and its many tourist attractions. Select your route below or use Journey Planner to plan your journey from start to finish. [Full timetable is here](#) with Daysaver and one way fare information.

**Murupara and Ruatahuna timetable is here**

01	NGONGOTAHA VIA RAINBOW SPRINGS/SKYLINE/HERITAGE FARM AND AGRODOME
03	OWHATA VIA LYNMORE AND THE REDWOODS
04	SUNNYBROOK VIA FORDLANDS
05	WESTERN HEIGHTS VIA SELWYN HEIGHTS
06	KAWAHA POINT VIA ROTORUA HOSPITAL
07	MITCHELL DOWNS VIA CLAYTON ROAD
08	WESTBROOK VIA MALFROY ROAD
09	SPRINGFIELD
10	ROTORUA AIRPORT VIA NGAPUNA AND OWHATA
11	TOI OHOMAI INSTITUTE OF TECHNOLOGY VIA FENTON PARK AND TE PUIA
12	TIHI-O-TONGA VIA GLENHOLME AND TOI OHOMAI INSTITUTE OF TECHNOLOGY



For more information, see the timetables and route map in the student room or ask at the office.

# RELA Students Are Eligible For Cheap Fares On Rotorua City Buses.

To get these cheap fares you need two things – Your RELA ID card and a Smartride Card

## How can I buy a Smartride card?

Smartride cards must be purchased from the bus driver.

## How much does a Smartride card cost?

They cost \$10 and you can only pay in CASH. The cards are loaded with a \$10 credit, so really they are free ☺. Each time you get on the bus you pay using your Smartride card and the cost is deducted from the balance on your card.

## How do I top-up my card?

Your card balance is on your bus ticket, above the date – next to the word “REMAINING”. You can put more money on your card by giving the driver your card and cash and asking the driver to “top-up” your card.

The minimum top up is \$10 and the maximum amount you can have on your card is \$99

## How much is a ride?

<b>Normal cost</b>	<b>\$2.80</b>
<b>Cost with the Smartride Card</b>	<b>\$1.70</b>
<b>Cost with the Smartride Card <u>and</u> your RELA ID</b>	<b>\$1.34</b>

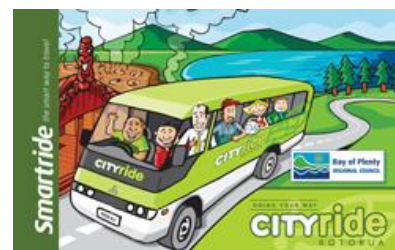
To get the lowest price (\$1.34), you need to pay with your Smartride card, show your RELA ID and say you are a student.

## Transfers

You can also get a free Transfer Ticket if you take a bus from an outer bus stop (for example, Owkata) and go to the CBD (for example, Arawa Street main bus stop) and then carry on travelling further to another outer destination (for example, Skyline). You do not have to pay double but only once with the free transfer ticket. To get a transfer ticket, you need to ask for a Transfer ticket when they get into the bus and pay the bus fare.

Transfer tickets are valid for one transfer within 60 minutes of issue. They exclude transfers between routes 3 and 10 and routes 5 and 7. Return travel is also excluded.

If you have any problems, please come into the office and talk to Jan, Teri or Paula.



**SMARTRIDE CARD**



## **Public Holiday Policy**

Students who enrol for 4 weeks or less, are not required to pay tuition fees for Public Holidays.

All students enrolled for more than 4 weeks must pay for full weeks. This includes students who pay weekly. If you pay weekly, you need to pay for Public Holidays if you choose to be at school that week.

This policy applies to each separate occasion a student enrolls at RELA.

We have this policy so that we can be fair to all students. Long-term students all pay for Public Holidays.

	<b>2020</b>	<b>2021</b>
<b>New Year's Day</b>	Wednesday 01 January	Friday 01 January
<b>Day Following</b>	Thursday 02 January	Monday 04 January
<b>Waitangi Day</b>	Thursday 06 February	Monday 08 February
<b>Good Friday</b>	Friday 10 April	Friday 02 April
<b>Easter Monday</b>	Monday 13 April	Monday 05 April
<b>Anzac Day</b>	Monday 27 April	Monday 26 April
<b>Queen's Birthday</b>	Monday 01 June	Monday 07 June
<b>Labour Day</b>	Monday 26 October	Monday 25 October
<b>Christmas Day Holiday</b>	Friday 25 December	Monday 27 December
<b>Boxing Day</b>	Monday 28 December	Tuesday 28 December

### **New Zealand Provincial Holidays**

	<b>2020</b>	<b>2021</b>
<b>Auckland Anniversary</b>	Mon 27 January	Mon 01 February



## **Holiday Policy**

### **Students on a Working Holiday Visa or a Visitor Visa**

Students on a Working Holiday Visa or Visitor Visa can take a holiday whenever they want and for as long as they want.

### **Students on a Student Visa**

Students on a Student Visa can also take holidays. Students are entitled to 2 weeks' holiday at the end of every 12 weeks.

You do not need to take these holidays. This is the maximum number of weeks you are allowed under your student visa.

After 12 weeks	2 weeks' holiday	
After 24 weeks	2 weeks' holiday	total 4 weeks
After 36 weeks	2 weeks' holiday	total 6 weeks
After 48 weeks	2 weeks' holiday	total 8 weeks

No student can take a holiday until they have completed the first 12 weeks' module unless there are exceptional circumstances in which case the decision is at the discretion of the Directors of RELA

### **All Students**

However, all students MUST come to the office the week BEFORE your holiday and fill in a "Holiday Request Form". If you do not come the week before your holiday, you will not be given permission to have a holiday. You will be marked as absent on the roll.

Holidays also need to be taken from Monday to Friday. It is too difficult for your teacher if you are here for only part of a week.

### **Students Under 18**

All students under 18 need to have written permission from their parents before they take a holiday.

If you have any questions at all about holidays, please come and see Jan.

**NO refunds will be given for holidays. Students will have the weeks added to the end of their course. Therefore, students need to ensure they are able to extend their time in New Zealand to cover the extra week(s).**



## **Taking Care Of Your Money And Valuables**

You should not carry lots of money with you every day, or leave it at your homestay house. You can bring your money to the office and we can put it in our safe. You can come and collect all or some of your money whenever you need it.

Do not leave any valuables unattended in the student room or classrooms. You can bring them to the office and we will look after them.

RELA cannot accept any responsibility for any problems with your cash or valuables if they are lost or stolen.

If you are a long term student on a student or work visa, it is a good idea to open a bank account. See Kana or Paula in the office and they can make an appointment for you.

**Please do not bring more than \$20 to school each day  
unless there is a special reason.**



# 2020 School Holidays and Public Holidays

## Holidays

High School

Public

### January

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

### February

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

### March

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

### April

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

### May

S	M	T	W	T	F	S
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

### June

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

### July

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

### August

S	M	T	W	T	F	S
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

### September

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

### October

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

### November

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

### December

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		



# 2021 School Holidays and Public Holidays

## Holidays

High School

Public

### January

S	M	T	W	T	F	S
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

### February

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

### March

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

### April

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

### May

S	M	T	W	T	F	S
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

### June

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

### July

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

### August

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

### September

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

### October

S	M	T	W	T	F	S
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

### November

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

### December

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	



## **NOTES:**