



Rotorua English Language Academy



Agent Handbook

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ENGLISH@RELA.CO.NZ

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Hello from RELA!

This Handbook has been developed in the hope of assisting you to market our school, help with the enrolment process and answer questions that you or your client may have about the school. By following the alphabetised list on Page 27, you should be able to find answers to most of your questions. We've tried to cover all the topics we think you might have questions about but if you can think of something else, please email us (english@rela.co.nz) so we can help you. Also let us know if there is any information you think we have missed out and we'll include it in future updates.

We suggest you look at the following links as well. They are likely to answer a lot of your questions.

- Frequently Asked Questions: <https://rela.co.nz/frequently-asked-questions/>
- RELA Student Handbook: <https://rela.co.nz/wp-content/uploads/2022/09/Student-Handbook.pdf>
- All our most up-to-date Marketing Material can be found at the following link. We suggest you bookmark this https://www.dropbox.com/sh/8kaxo5hfiloz5wb/AAA-Bhzv1myy5pi6Q_3sHlja?dl=0

Message from Our Director:

We look forward to working with you and to warmly welcoming your clients to our school. We want to help them to improve their English. We want to give them confidence to speak English, and to open their mind and heart, by communicating with people from all over the world.

At our school we have students of many nationalities and ages, and we are like a family. We care about our students, and we try to look after them very well. Our school has a heart – a warm feeling created by all the staff and students.

All our staff will help and support them. New Zealand is a relatively safe country and Rotorua is a small city.

Chris Leckie
Director/Principal



Why Choose RELA?

1. *Student focused school meeting the needs of each learner* - Something that sets us apart from a lot of schools is that we are very focused on each individual student's needs. We design our classes to suit our individual student's needs. We regularly ask for feedback from our students and pride ourselves on acting quickly on any suggestions made. Because we are a relatively small school it is very easy for us to make decisions quickly and for students to find the right person to talk to to get action fast. We offer individual care, counselling and guidance to all our students. Our senior management team (those who are able to make the changes and decisions quickly) are easily approachable and always available to our students.
2. *Quality* - Quality is of utmost importance to RELA. We are a Category One school, a member of English New Zealand, and we are also a member of Quality English. We offer a strong academic programme with General English classes from Beginner to Advanced level. We also have a strong examination focus offering preparation for IELTS, Cambridge First and Advanced. We believe that each student is an individual and strive to cater to each student's unique learning needs and goals.
3. *Our location* - Rotorua is the most amazing place to come and study. It has all the advantages of a small city but with big city facilities. The lack of traffic and abundance of nature make it a stress free environment in which to live and study. It is often easier for students to get out and meet locals in a smaller town. Students aren't able to congregate together in large groups of one nationality or ethnic mix. However, if students feel the need for some big-city night life it is very easy for them to travel to Auckland for the weekend. Because of our central location students can easily and quickly access some of New Zealand's best surf beaches, most beautiful forests and lakes and the North Island's best ski fields. You can find out more information about the city at www.rotoruanz.com
4. *Activities* - As well as our Academic programme, we have an extensive activities programme which attracts people from all over the world, in order to learn English in an exciting and stimulating environment. All full-time students have access to a FREE activity on Friday afternoons. These activities include things like farm shows, Maori concerts, the luge, ZORB, horse-riding, Velocity Valley (formerly Agroventures), mountain biking and many, many more of the wonderful activities the city has to offer!

Small Classes - We have a maximum of 16 students in a class. A special feature of our school is that we take students of all ages, and it is quite normal for us to have students aged from 16-60+ in the school.



Our Expectations of Our Agents

We expect the following from our agents.

1. The Agent will assist the student to complete the enrolment and visa procedures.
2. The Agent will find out from the student what type of accommodation is to be arranged by RELA. If Homestay accommodation is selected, the Agent ensures the student answers the questions on the Homestay Section of the Enrolment Form (*Appendix C*). The Agent needs to ensure that the student has realistic expectations about homestay life. Homestay is relatively cheap accommodation, and students should not treat a homestay like a hotel.
3. The Agent will explain to the students the New Zealand Government requirement of having medical and travel insurance and assist the students in completing insurance cover.
4. The Agent will assist the student to settle in Rotorua and at the Academy by explaining to the student cultural and lifestyle differences in order to minimise any culture shock.
5. During and after the course, the Agent will inform RELA of any concerns or comments expressed by the student or his/her family which will assist the school to respond to the needs of its students.
6. The Agent will pass on the school reports of teenage students to their parents.
7. In the event of problems occurring because of the behaviour or actions of the student, the Agent, if required, will assist RELA to try to resolve the difficulties.
8. The Agent will explain the *Conditions of Enrolment (Appendix A)* and the school's *Refund Policy (Appendix B)* to the student. The school recommends that the Agent asks the student to sign the refund policy after it has been explained. It is the Agent's responsibility to ensure students understand the situations where there are no fees refunds.
9. The Agent will ensure that parents sign all forms for students under 18. This includes *Enrolment Forms, Parental Permission Forms, Under 18 School Rules, Homestay Contract and Public Trust Forms*.
10. The Agent will fully explain RELA's Fees Protection Policy. 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 acknowledgement of the operation of his or her Student Fee Trust Account. If a student is aged under 18, the parents will need to sign a Public Trust form after the fees have been paid. It is the Agent's responsibility to fully explain this, and to obtain the parent's signature for the school.

Above all we expect our agents to act within New Zealand law and be loyal to our school.

The Code of Practice

RELA is a signatory to the Code of Practice for the Pastoral Care of Tertiary and International Students (2021)

Who is the Code for?

The Code covers all domestic and international tertiary learners at universities, Te Pūkenga, private training establishments, and wānanga. The Code covers students who are studying online, offshore and/or in workplace-based settings.

The Code also covers [international school learners](#) studying in New Zealand. The Code came into effect on 1 January 2022.

What is the Code?

The Code for learner wellbeing and safety sets out the roles and responsibilities of tertiary education organisations (TEOs) in promoting and supporting your wellbeing, development and educational achievement.

Under the Code, your TEO should be helping you to be:

- safe, physically, and mentally
- respected and accepted for who you are
- supported in your learning and wellbeing
- connected with your social and cultural networks and
- able to have your say in decisions about services.

The Code has twelve outcomes.

Outcomes 1 and 2 focus on education providers taking a whole of organisation approach to learner wellbeing and safety, and that learner voice is embedded into the organisation.

Outcomes 3 and 4 focus on wellbeing and safety practices for all tertiary providers and relate to physical and digital learning environments.

Outcomes 5 – 7 focus on student accommodation to ensure that it is safe and creating inclusive communities.

Outcomes 8 – 12 have the same requirements to the previous international Code for tertiary learners, and ensures international learners have access to the right information and support before and during their study.

How can I get a copy of the Code?

Agents and Students are encouraged to read the Code, which is available on the NZQA website in several languages <https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

If you have further questions about the Code you can email code.enquiries@nzqa.govt.nz

What if something goes wrong?

If you have concerns about how your education provider or an agent is treating you, you should first contact your provider and follow their grievance procedure.

Education providers must have an internal grievance procedure to listen to and deal with any concerns or complaints to ensure a fair result. They will have designated a person who you can talk to and who will advise you on how to address your concerns or complaints. This may be the principal or the international student director.

If the provider's grievance process does not address your concerns or complaints, you can contact:

- NZQA (for concerns and complaints about a provider breaching the Code) or
- iStudent Complaints (for concerns and complaints about money or contracts).

Is your complaint about a provider breaching the Code?

As the Code administrator NZQA has the legal authority to investigate potential breaches of the Code. It has a process for finding out if the concern or complaint is valid and if a provider has breached the Code. This includes getting information from both the student who has raised the concern or complaint and the education provider.

For information about how to make a complaint see the NZQA website <http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

Is your complaint about money or contracts?

iStudent Complaints is an independent service provided by the New Zealand government that can help you resolve concerns and complaints that are about money or contracts with an education provider. The service is free.

You can contact iStudent Complaints in a few ways:

Website	www.istudent.org.nz
Email	complaints@istudent.org.nz
Phone	+64 4 918 4975 or 0800 00 66 75
Fax	+64 4 918 4901
On social media:	Facebook www.facebook.com/istudent.complaints WeChat (search for 'NZ iStudent Complaints' Chinese language only)
Post:	iStudent Complaints P.O. Box 2272 Wellington 6014

Entry Requirements for Students

- RELA will accept students over 16 years at all times of the year, providing that they meet our enrolment conditions and are serious students who will behave well in our regular classes, learning with adults.
- Before a student aged under 18 can be accepted, we will need the following signed documents
 - RELA Under 18 enrolment form
 - If not in a RELA homestay, a Designated Caregiver Indemnity Form, signed by a parent (this is required for all students under 18)
 - A signed Emergency Situations form (this is required for all students under 18) and signed copy of the RELA Rules for Under 18s.
- RELA offers courses at multiple levels. Enrolment at RELA is subject to the school having a class at the appropriate level for the student.



When can my client start at the school?

We welcome students for General English on any Monday. Some Exam Preparation classes, our General English for High School Preparation and the Activities programme. Please contact us for more information about these.

How to Enrol a Student

To help make the enrolment process faster and more efficient, we need the following from you at the time of enrolment:

For Students aged Over 18

1. **A completed enrolment form including the Accommodation Details section** You can enrol your students either using our online enrolment form which you can find at <http://rela.co.nz/enrolment/enrolment-form/> or our paper enrolment form (*Appendix C*)
2. **Insurance** – All international students studying with us MUST have medical and travel insurance to cover them for the period they are at the school. We can arrange this at the school for your client through UNI-CARE (www.uni-care.org) – students can request this on the enrolment form. If a student chooses to organise their own insurance, this is fine BUT we must sight an English copy of this before their first day. Please ensure a copy is sent to us and that the insurance meets the following requirements:
 - a. the insurer/re-insurer is a reputable and established company with substantial experience in the Travel Insurance business, and has a credit rating no lower than A from Standard & Poors, or B+ from A M Best.
 - b. the Insurer is able to provide emergency 24-hour, 7 days per week cover.
 - c. students have a “certificate of currency” and policy wording from the Insurance Company stating that the student has purchased the cover for the duration of the planned period of study. The certificate and policy wording must also detail medical sums insured, repatriation benefits etc.
3. **Airticket** – as soon as this is available, please send this. It will help us to make sure we have the right arrival time and to make sure the shuttle is at the airport to meet your client.

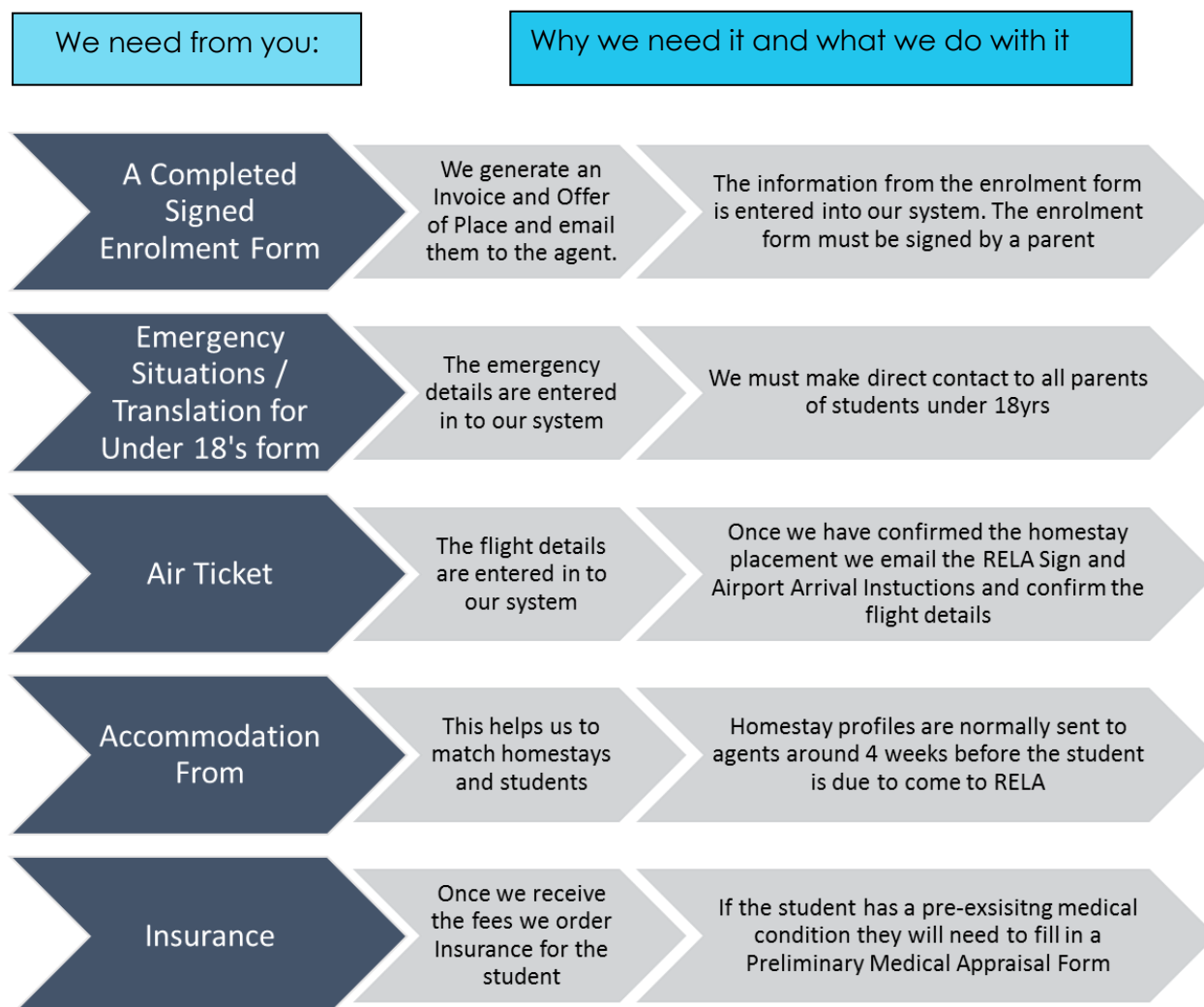
For Students Aged Under 18

The process is similar but we need a couple of extra documents which are highlighted below. It is a requirement under the Code of Practice for the Pastoral Care of Tertiary and International Students (2021) that we have all of these on record so please make sure we have them all.

1. **A completed enrolment form including the Accommodation Details section** You can enrol your students either using our online enrolment form which you can find at <http://rela.co.nz/enrolment/enrolment-form/> but we MUST also have our paper enrolment form (*Appendix C*) signed by a parent. This must be signed by a parent and not the agent.
2. **Under 18 Emergency Situations Form** (*Appendix D*) with the parents email address on it.
3. A signed copy of the **Rules for Under 18s** (*Appendix M*)
4. **Insurance** – All international students studying with us MUST have medical and travel insurance to cover them for the period they are at the school. We can arrange this at the school for your client through UNI-CARE (www.uni-care.org) – students can request this on the enrolment form. If a student chooses to organise their own insurance, this is fine BUT we must sight a copy of this before their first day. Please ensure a copy is sent to us and that the insurance meets the following requirements:
 - a. the insurer/re-insurer is a reputable and established company with substantial experience in the Travel Insurance business, and has a credit rating no lower than A from Standard & Poors, or B+ from A M Best.
 - b. the Insurer is able to provide emergency 24-hour, 7 days per week cover.
 - c. students have a “certificate of currency” and policy wording from the Insurance Company stating that the student has purchased the cover for the duration of the planned period of study. The certificate and policy wording must also detail medical sums insured, repatriation benefits etc.

5. **Airticket** – as soon as this is available, please send this. It will help us to make sure we have the right arrival time and to make sure the shuttle is at the airport to meet your client.

The Enrolment Process



Making Contact with the parents

It is a requirement of the Code of Practice for the Pastoral Care of Tertiary and International Students (2021), that we make contact with the parents of all students aged under 18. We must do this, so please make your client's parents aware that they will receive an email from us. The content of this email can be found in *Appendix E*. We get the email addresses from either the Enrolment Form or the completed Emergency Situations Form.

We also ask that you help us to send reports to the parents of students aged under 18. More information about these can be found in the following section – Reporting and Testing.

After you have completed the enrolment process, we will send you a gross and nett invoice for your client's fees. We will also send you an offer of place. The invoice will have our bank account details on it for making payment. All fees must be paid into our Public Trust account.

After we have received the fees in our account, we will send you a gross and nett receipt along with an updated offer of place. We suggest that your student carries this updated offer with them in case they need it at Immigration at Auckland airport.

Public Trust

The New Zealand Government rules for fees protection are getting stricter and stricter all the time.

All RELA students now must pay their fees into Public Trust, even for a very short course. The money now has to go directly to the Public Trust account, not to the RELA account.

When paying, please ensure that all the information about our bank account on the Invoice is included. Most importantly the *PTE Ref 6531415TR01

When you have made your payment, please email or fax the bank receipt which shows you have paid the money.

Placement test

After the fees have been paid, we will also send you a link to an Online Placement test. Please forward this link to your client as soon as possible and ask them to complete the test as soon as possible.

At RELA we use the Oxford online placement test to test our students' English before they arrive at RELA, whenever possible. This helps us to put students in the right class for their level, and to make sure everything is ready for them before they arrive, so that they can start their studies quickly and easily.

The test is easy to follow. It has two parts: use of English and listening. Most questions are multi-choice – just click on the right answer, then click on 'next'. For a few questions students may need to type short answers. During the listening test **they can listen 2 times** to each recording.

What do students need?

- A computer with a good internet connection
- Headphones or speakers to listen to the audio
- 50-80 minutes of peace and quiet when nobody will disturb them (they cannot complete the test in fewer than 50 minutes and they have a **maximum of 80 minutes**)

Airport Pick up

Your client can choose to be picked up from Auckland Airport by one of our representatives. We can also return them to the airport at the end of their stay. The cost for this is \$250 (2023) \$280 (2024) per person each way. Our driver will be waiting to collect your client after they clear customs and enter the Arrivals Hall. Instructions of where our driver will be waiting can be found in *Appendix F*

Our driver will be holding a sign with our RELA logo on (*Appendix G*) If for some reason, your client cannot find the driver, please tell them not to panic but to go to Dunkin Donuts and wait there. Our driver will go to look for them there.

If they, or you, need to call us, please use our school number +64 7 349 0473. This number is 24/7 and will be answered by one of our administration staff.

Your client will be driven to their homestay or to RELA depending on the time of arrival.

On the return trip, the driver will drive your client to Auckland International Airport.

This service is 24 hours so it does not matter what time your client's flight arrives or departs 😊



Your Student's First Morning At RELA

On your student's first morning at RELA, they should come to the school office before 8.30am. They will be met by one of our staff members and they will show them to the student room where they can meet some of the other new students and have a cup of tea or coffee.

At 8.30am, they will meet Jan, our School Manager, and our Director of Studies. They will look after your student for the morning and take them through an orientation programme. This will include an introduction to our school and to Rotorua. This is also an excellent time for your client to get to know the other new students who are starting.

We hope your client will have already taken our online placement test. If they have not, they will be given the placement test during the morning. All of the students 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 your student in the correct class.

The Director of Studies is in charge of class placement. They will tell your client which class they will be placed in. They will also explain about our testing procedure and the different classes they can study in.

Please ask your clients to bring the following with them on their first day.

1. Passport
2. Copy of their insurance – if they don't have RELA insurance
3. A pen

If your client is staying in a homestay, their homestay will give them some lunch on their first day. If not, it would be good to bring something for lunch or some money to buy something. Our school is located right in the city centre and there are a number of food outlets close by.

Students will also receive a detailed orientation pack. This contains:

- Details of RELA support services, including the Homestay Counsellor and counsellors who can talk to a student in his/her own language
- Internal and external grievance procedures
- Information on class levels
- Attendance and attendance warning policies
- The refunds policy
- Detailed information about school facilities and procedures
- Information about services and facilities available in Rotorua
- Conditions of enrolment
- Safety procedures
- A stationery pack
- Other information about RELA

All of us will take very good care of your clients and make sure they soon feel at home.

Classes

We have classes at multiple levels. We place students in a class by looking at their test result and speaking with them. We will ask them for their opinion about their English skills and what their 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.

RELA General English Course Entry ¹	CEFR Level	RELA Exam Class Entry ¹	RELA Exit Level/ Entry Level to Further NZ Study ²	IELTS Band ³	Cambridge Main Suite Exams ³	TOEFL iBT ³	TOEIC ³ Listening/ Reading
Pure Beginner	Pre A1						
False Beginner	Pre A1 - A1						
Elementary	A1-A2						
Pre- Intermediate	A2-B1						
Intermediate 1	B1	IELTS 1; TOEIC		4-4.5			
Intermediate 2	B1+	TOEFL	NZ High School; Level 3 Certificate	5		50+	550+
Upper Intermediate 1	B2	FCE; IELTS 2		5.5			
Upper Intermediate 2	B2+		University Foundation Studies; Levels 4-5 Certificate or Diploma	5.5 - 6.5	FCE	80+	800+
Advanced 1	C1	CAE	Levels 6-7 Certificate or Diploma	6.5 - 7	FCE High Pass		
Advanced 2	C1+		University Entry; Levels 7- 8 Certificate, Diploma or Degree	7 - 8	CAE	110+	950
Advanced 3	C2	CPE		8+	CAE High Pass/ CPE		

¹ Re: new students; RELA uses the CEFR aligned Oxford Placement Test. Testing may be administered online before the learner's arrival at RELA or on the learner's first day. The first day oral interview and CEFR learner self-assessment also influences RELA's placement of learners. There is also consultation between teachers, DOS and learner (1st week interview) in first week of study. Re: current students; demonstrated performance at the level indicated (via ongoing assessment, coursework/teacher consultation and 6 weekly progress testing) will qualify the learner for entry to the relevant RELA exam course. RELA may also choose to administer the CEFR aligned Oxford Placement Test.

² RELA Exit Level indicates that the learner has completed all or most of the course of study indicated and is performing consistently and competently at that level, as demonstrated in on-going assessment of skills and task performance, 6-weekly formative testing of skills and language usage, and an exit test. Exit tests/levels apply only to learners enrolled for 6 weeks or more. Entry Level to Further NZ Study is the minimum level of English RELA recommends learners achieve before applying for the relevant course of study. Completion of a RELA course does NOT guarantee entry to any course at any other institution in NZ or elsewhere.

³ The comparison of levels with various ESOL exam performance indicators is *approximate* only. RELA does NOT claim that a learner operating at any specified RELA level will achieve the exam score indicated; only that with *sufficient training* for that exam, the score indicated is attainable. Re: ETS TOEFL and TOEIC exams; CEFR mapping is less reliable than it is with the CEFR aligned Cambridge exams.

Researched & compiled with reference to a wide range of reputable sources available as at 2013 including : <http://www.cambridgeenglish.org/images/28894-cae-comparing-scores.pdf> <http://www.cambridgeenglish.org/images/28892-cae-comparison-methodology.pdf> <http://www.nzqa.govt.nz/about-us/our-role/legislation/nzqa-rules/nzqa-related-rules/programme-approval-and-accreditation/app-2/the-table/> <http://www.ets.org/toefl/institutions/scores/compare> <http://www.cambridgeenglish.org/exams/cambridge-english-scale/> Using the CEFR: Principles of Good Practice Cambridge October 2011

Revised 2015 re: <http://www.cambridgeenglish.org/images/286293-cambridge-english-scale-full-range.pdf>

Revised 2016 re: https://www.etsglobal.org/Global/Eng/content/download/15440/262260/version/1/file/Mapping_the_TOEFL_iBT_onto_the_CEFR_2015.pdf <https://www.ielts.org/ielts-for-organisations/common-european-framework>

How fast will your student learn?

Every six weeks, we test all our students to evaluate their progress. They will learn faster if they:

- 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
- speak English as often as possible out of the classroom. 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

A student's 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.

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	

Friday Afternoons

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

1. Activities:



The school has a fantastic, varied activities programme on Friday afternoons. An activities guide takes the students on a visit to an interesting place or action-packed activity, and they 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 fellow students and teachers better.

All students are welcome to join these Friday activities. However, students enrolled for a part-time course must pay for the activity.

2. Self-Study (Unguided):

Self-study is an excellent way to further improve your English. Students 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 their pronunciation with online and recorded materials, take practice tests, or just talk to the teacher about any concerns they may have.



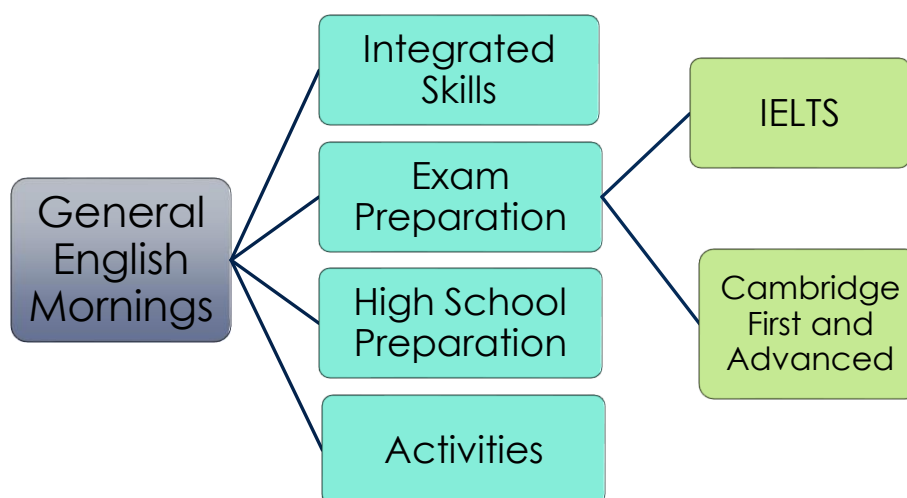
Self-Study is in the Self Access Centre and runs on Tuesday and Thursday afternoons. It is open from 3.15 — 4.45pm.

3. Free Time:

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

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

More Information About Our Classes



Morning Classes

Work is in weekly units and the teachers usually stay with a class for at least 3 months. This means they can get to know your client and their English and work with them on their progress.

RELA's curriculum is based upon the CEFR (Common European Framework of Reference for Languages). All the course books we use are aligned to the CEFR and our testing system, from placement tests, through progress tests, to exit tests, is too. In the mornings we offer **general English training** at every level from A1-C2 (beginner to advanced).

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

Afternoon Classes

Students will have a new teacher and classroom in the afternoons. Students can choose either:

1. An integrated skills class at their level where they will develop their communicative skills and fluency and their understanding and use of natural, everyday English. At higher levels, post-intermediate level, they can expect greater input on your reading and writing skills.
2. An examination class. We offer exam preparation in IELTS and the Cambridge Main Suite exams (First, or FCE and Advanced, or CAE). Students need to have obtained a minimum level of General English before being able to join these classes. These classes are subject to numbers as well, so may not run all year round. Please contact us before enrolling a student on an exam programme.
3. High School Preparation
4. Activities – set dates apply. Please see <https://rela.co.nz/courses/english-with-activities/> for more information.

Some of these classes are subject to demand and some have set dates. Please contact us for more information about these.

Testing, Evaluating and Reporting:

All our students are tested before coming to RELA using the Oxford Online Placement Test. More information can be found about this on Page 9.

Based on the results of this test and the informal interview they have on day one, we place students in class and encourage them to try out the class till Thursday, when they have **their first week interview**. In this interview your client will have the opportunity to tell us if the class is too easy or too difficult. If their classroom teachers agree with their assessment, we will then move them the following week. The students also have a chance to talk to us about their homestay at this interview.

Every 6 weeks the whole school is tested in use of English and all the 4 main skills.

2023

2023 January 16 – 20, February 27 – March 3, April 17 – 21, May 29 – June 2, July 10 – 14, August 21 – 25, October 16 - 20, November 27 – December 1

Please note: RELA reserves the right to make changes to this schedule in consultation with the staff and students.

The objectives of 6 weekly testing are to monitor progress, to decide if students are ready for the next level, and to give our students *formative* feedback on how well they have acquired the language they have been studying, and which aspects needs further support/review.

Reports

All our clients will receive either a report of a certificate at the end of their stay with us. Depending on their length of stay at the school, your client may also receive a 6 weekly test report.

6 weekly Progress reports

These are **formative** reports which should reflect what students have been learning and give specific feedback on those aspects of their learning which are going well and those which need further work.

Leaving reports

These are **summative** reports which should give the student accurate information about the level of the student's English at the time of graduation from RELA. It will also include their attendance, start level, and if they are here for 6 or more weeks, their leaving level.

Leaving certificates

Students enrolled for 1 - 3 weeks are tested prior to/on arrival and their assessed level is included in a certificate which also includes the dates and number of hours of their course of study.

If your client is Under 18 we will send you a copy of the progress reports and leaving reports. Please can you forward these on to the client's parents and help them to understand it if need be.

Textbooks

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 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 (2023) and \$120 (2024) for materials, and your books, when you enrol.
- Students are asked to return the textbook at the end of their stay with us.



Bank Accounts

We recommend that students who are here for 3 or more months open a bank account. We can help them do this. They just need to ask one of our friendly office staff.

What happens if my client has a problem?

All our students are given our Complaints Procedure when they arrive (*Appendix H*)

We encourage our students to try and work through their problems on their own with us. This encourages them to develop independence – one of our main aims for all our students.

However some students will not do this and they will report to you instead. If they do, please contact us as soon as you can, so we can help them work things out. If you leave it too long, problems can become harder to solve.

Contacting us out of hours

RELA has a 24/7 emergency phone service to help any student, homestay or agent who has an urgent problem. The school phone number 0064 7 349 0473 will always be answered by one of our administration team. Please remember the time difference if you need to use this number and please only use it for emergencies.

Our preferred method of communication is email english@rela.co.nz and this account is regularly checked even at the weekends and after hours. We pride ourselves on our prompt service, endeavouring to reply to all emails within one business day.
















In their orientation, students are given an ID card with this 24 hour number on it and told that they can call us anytime if they have a big problem or are feeling unsafe/worried about something. It would be great if you could also explain this to them

Special Rules for Under 18s

We recognise that students aged under 18 need special care and attention when they are with us. For these reasons we have a number of processes in place for younger students

1. We contact all parents – see page 8 for more information
2. We have developed a set of rules which are sent to all students under 18s. These rules need to be given to the parents and the children, please. They need to be read and understood and a signed copy needs to be returned to the RELA office before enrolment. A copy of these rules can be found at Appendix M. These should be read in conjunction with our general School Rules (Appendix L)

School Buildings and Facilities

			
Students Enjoying City Focus	Our Building	Entrance Sign	Reception
			
Classroom	Student Room	First week Interview	Classroom
			
Student Relaxation Area	Our View	Class	Student Relaxation Area
			
Student Relaxation Area	Reception	Table tennis	

Who can help your Students at RELA?

Absence from School - Jan	Insurance Claims – Paula
Activities – Paula	Living Expenses – Chris
Airport Transport - Chris	Money - Chris
Bank Accounts – Paula or Kana	Ordering Insurance - Paula
Class Changes – Chris C	Personal Problems – Chris, Paula, Jan or Chris C or any other staff member you trust
Coffee and Snack Machine - Kana	Test results and grammar questions - Your class teacher or Chris C
Course Extensions – Jan or Paula	Textbooks – Chris C
Enrolments – Jan or Paula	University Study - Jan or Chris C
First Aid - Anyone in the office	Visa Applications – Jan
Holidays - Jan	Wi-Fi – Paula
Homestay – Chris and Paula	
IELTS Applications – Jan and Chris C	

NauMaiNZ

Naumai is a Maori word and means invitation and welcome. The website <https://naumainz.studyinnewzealand.govt.nz/> has been developed by Education NZ and is a really useful place to look for information on life as an international student in New Zealand. 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>

Meet Our Staff



Chris Leckie
Director



Aya Kosuge
Director



Jan Clarke
School Manager



Paula Diaz
Student
Support/Activities



Chris Chaplin
Director of Studies



Jan Lambert
Teacher



Barrie Sargeant
Teacher



Liz Fehr
Teacher



Noeline Lewis
Teacher



Deha Diril
Teacher



Kana Miyamoto
Student Support



Accommodation:

Most students choose to stay in homestays initially. This is definitely the best way to improve your English and get to know about life in New Zealand.

We have 50 families to choose from ranging from older people on their own to young families or middle aged couples. The families are carefully chosen and homes are personally visited by one of our staff and all people over 18 living in the home are police vetted.

If your client would like a homestay, they need to fill in the Accommodation Section of the Enrolment form (*Appendix c*) We do our best to meet all requirements given on this form, but cannot guarantee to do so, especially for late applications and in busy times.

Students are provided with breakfast and dinner every day and all meals on Saturdays and Sundays. They provide their own lunch from Monday to Friday.

Unlike in bigger cities, our students will not spend a lot of time commuting to and from their homestay. Most homes are within a 15 minute car ride of the school and a 20 minute bus journey.

No more than two students are usually placed in any one homestay. Students are not usually placed with another from the same country, unless they request this. Each student is given his or her own room (unless they are part of a tour group)

Homestay fees are \$290 per week (18+) or \$320 per week (under 18 years) in 2023/2024 including ongoing supervision and liaison. There is also a homestay arrangement fee of \$250 upon booking.

Please note: Students aged under 18 years must live with either families approved by their parents or caregivers, or in a RELA homestay.

Evaluating Homestays

At the end of a student's first week, they will have a chance to talk to us about their Homestay. We will ask them if they are happy with the family, if they are warm enough and if they have enough food to eat. They'll also have a chance to tell us if anything is worrying them in the Homestay. Every six weeks, they will also be asked to evaluate their Homestay during our 6 weekly progress tests. As well as this, the office staff are available every day for them to talk to about anything that is concerning them.

Homestay Notes and managing your clients' expectations:

Coming to a new country with a culture that may be very different from the only one they've ever known can be daunting for a student. Therefore, we would appreciate it if you could help to manage your student's expectations of their homestay experience.

The experiences a student has in the homestay, even the not so positive ones, should all be seen as personal development. By learning to cope in a new and unusual environment they will be pushing themselves outside their comfort zone and growing as a person.

All students are sent a copy of our homestay notes when they are sent their homestay placement profile. A copy of these in English can be found in *Appendix I*. We also have copies in a number of languages. Please contact the school if you would like a copy of these in your language.

Please make sure the student receives this and reads it. They will also be sent a copy of our Homestay contract (Appendix J). This needs to be signed and returned to the school before arrival. and these can also be found in their homestay.

Students need to understand that homestays are not hotels and for the price they pay per week including food, students need to understand that this is not expensive accommodation. Every home will be different and they need to find a way to look for the positives in all situations. Students also need to remember that their homestay mother/father is not their personal cleaner and they need to learn to clean up after themselves and help around the house.

Naturally the food will also be different and students need to be ready to embrace these new experiences!

Materials and Links to help you market RELA.

Please have a look at the following links that will help you explain our school and our region to your clients

Frequently Asked Questions:

- <https://rela.co.nz/frequently-asked-questions/>

Our school:

- Our website has everything you could ever need to know about the school on it ☺ – www.rela.co.nz
- The following drop box link also has our brochure and current fees, as well as some photos.
https://www.dropbox.com/sh/8kaxo5hfiloz5wb/AAA-BhzvV1myy5pi6Q_3sHlja?dl=0

Our region:

- The Tourism Rotorua Website has a lot of information about our city and region and what is happening around town - <http://www.rotoruanz.com/>

Videos of our region:

Our region:

- <https://youtu.be/Ws57BpfJiXY>
- <https://youtu.be/YD6R3P6nvmM>
- https://youtu.be/6ydo8Oz_VVc
- <https://youtu.be/eGPFQ8Ehw0Q>

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Appendix D	Emergency Situations Form
Appendix E	Sample Email to Parents
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Appendix I	Homestay Notes
Appendix J	Homestay Contract Between RELA and Student
Appendix K	Insurance
Appendix L	School Rules
Appendix M	Rules for Under 18s

Appendix A: Conditions of Enrolment

1. Enrolments

- 1.1 Enrolment is subject to the following conditions and becomes a legal contract on acceptance of a student by Rotorua English Language Academy (RELA).
- 1.2 Enrolment is confirmed when RELA receives full payment of fees.
- 1.3 RELA reserves the right to modify its course arrangements and to alter its specifications and fees without prior notice.
- 1.4 The minimum enrolment is 2 weeks for tuition and 1 week for homestay
- 1.5 Enrolment at RELA is subject to the school having a class at the appropriate level for the student. RELA reserves the right to cancel courses and services which do not meet the minimum student number.

2. Fees

- 2.1 All fees must be received by RELA 14 days before the course commences.
- 2.2 Non-payment or not having proof of payment may result in withholding of services by RELA.
- 2.3 In the event of absence or early departure from the course, no refund is possible, unless the conditions of RELA's refund policy are met.
- 2.4 Students pay for their own textbooks.
- 2.5 Exam fees for IELTS, TOEIC and Cambridge examinations are an extra cost.
- 2.6 All tuition fees include the New Zealand Government Goods and Services Tax (GST) - 15%. Any changes to this tax would affect the quoted fees.
- 2.7 The usual weekly tuition rates apply for weeks where the dates fall on Public Holidays

3. Homestay Accommodation

- 3.1 Homestay accommodation includes morning and evening meals from Monday to Friday and all meals on weekends and Public Holidays.
- 3.2 Any requests for cancellations or changes to homestay accommodation must be made to RELA at least 7 days before the cancellation or change. Failure to allow this amount of time may mean an extra payment of 7 days accommodation fee.
- 3.3 Homestay fees are paid to RELA at the time of enrolment.
- 3.4. A fee of NZ\$30.00 per week is payable to the homestay family to reserve accommodation during a period of absence.
- 3.5 In arranging homestays RELA acts only as an agent. The student is responsible for providing insurance to cover accident, illness or damage to property which may happen during the student's stay with the host family.

4. School Rules – see the document “School Rules” for a full list of rules.

- 4.1 The rules of RELA are to help the Academy run smoothly and students must keep to these rules as a contractual condition of enrolment.
- 4.2 Should a student not comply with the Academy rules and the laws of New Zealand, the school also reserves the right to expel the student. A student can be expelled because of unacceptable conduct; an unsatisfactory attitude towards work or poor attendance. Any expelled student may forfeit all tuition fees.
- 4.3 Immigration New Zealand will be informed if a student on a student visa is expelled.

5. Entry Requirements and Assessment of Prospective International Students

- 5.1 RELA offers courses at multiple levels. Students may be asked take a short test as part of the application process. After enrolment and payment of fees we will send an online placement test. For most students this will be the Oxford Online Placement test <https://www.oxfordenglishtesting.com/>. If a student does not complete this test before arrival at the school, they will do it on their first morning. This test, along with a short interview on arrival at the school, will help us find the correct class for each student.
- 5.2 RELA will accept students over 16 years at all times of the year, if they meet our enrolment conditions.
- 5.3 It is important that younger students understand that they will likely be in classes with adults, and will be expected to behave accordingly, and show respect to other students and to staff.

5.4 Students under the age of 18 may need to provide evidence of their school record to prove that their academic standards and attitude to study are good enough to complete a RELA course.

5.5 All students already studying in New Zealand may also need to provide a progress report before their enrolment is accepted.

5.6 Students wishing to take examination courses have to show that they can meet the demands of the course. They may be asked to take a pre-entry test.

6. Liability and Insurance

6.1 RELA shall not be liable if the services contracted for cannot be provided for reasons beyond its control.

6.2 RELA reserves the right to change its courses if deemed necessary.

6.3 RELA is not liable for any damage, loss or injury to students or property, however caused, except where this liability is imposed by New Zealand law.

6.4 Students must have suitable Medical and Travel Insurance during their time in New Zealand. This insurance must be supplied by a reputable and established insurer with a credit rating no lower than 'A' from Standard and Poors or B+ from AM Best. The insurer must be able to provide services 24 hours a day, seven days a week. RELA can purchase for the student from Uni-care insurance suitable for New Zealand circumstances.

7. Minors

RELA recognises that students under 18 need special care and supervision after school.

8. School Closing Dates

RELA is open all year except for New Zealand Public Holidays and the weeks of Christmas and New Year. Please contact the school for the exact dates.

9. School Hours

Morning Classes:	8.30am - 12noon - Monday to Friday
Afternoon Classes:	1.00pm - 3.00pm - Monday to Thursday
	1.00pm - 3.00pm – Friday - Students may join the school activity, have free time or do self-study.

10. Non-Disclosure

Students must provide RELA with full information about health, behavior and learning problems. Failure to do so may result on the termination of the student's contract to study at RELA.

11. Change of address

Students must inform the school office if they change where they live. Students under 18 must inform the school if their parents' address changes in their home country.

12. By accepting the conditions of enrolment the student agrees to the free use of their image and written references in RELA promotional material.

13. Validity

These conditions take effect from 21-08-23 and remain valid until revised by RELA.

Appendix B: Refund and Fee Protection

Refund 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 \$200 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)

This refund policy may be changed by RELA at any time, for example, following changes in NZQA requirements. For the most up-to-date refund policy consult our website <http://www.rela.co.nz/enrolinfo.htm#Refund>

Appendix C: Enrolment Form

Personal Information					
Given Name			Family Name		
English Name:			Date of Birth (DD/MM/YYYY)		
Nationality			First Language		
Passport Number			Gender	Male <input type="radio"/>	Female <input type="radio"/>
Address					
City			Country		
Telephone			Email		
Occupation					
Please tell us of any learning difficulties you have so we can support your learning at RELA:					
Emergency Contact Information					
Name					
Address					
			Country		
Telephone			Email		
Course Information					
Start Date (DD/MM/YYYY)			Finish Date (DD/MM/YYYY)		
Which course do you want to join?					
<input type="radio"/>	General English (Full-time)		*Entrance to Exam courses is dependent on your level of English		
<input type="radio"/>	General English (Mornings only)				
<input type="radio"/>	General English (Afternoons only)				
<input type="radio"/>	English with activities (Full-time)				
<input type="radio"/>	Exam preparation (Full-time)*		<input type="radio"/>	IELTS preparation	<input type="radio"/> Cambridge First
<input type="radio"/>	Exam Preparation (Afternoons only)*				<input type="radio"/> Cambridge Advanced
What is our current level of English?					
Beginner (Pre A1)	Elementary (A1)	Pre-Intermediate (A2)	Intermediate (B1)	Upper-Intermediate (B2)	Advanced (C1+)
Why do you want to study English?					
Career		Fun		Further Study	
Other					
How did you hear about RELA?					
Accommodation Details					
Homestay Accommodation required	<input type="radio"/>	Yes	<input type="radio"/>	No, I will make my own accommodation arrangements	
First night in homestay			Last night in homestay		
Do you smoke?	<input type="radio"/>	Yes	<input type="radio"/>	No	
Do you have an allergy to cats?	<input type="radio"/>	Yes	<input type="radio"/>	No	
Do you have an allergy to dogs?	<input type="radio"/>	Yes	<input type="radio"/>	No	
Are you allergic to any food?	<input type="radio"/>	Yes	<input type="radio"/>	No	
If yes, what food are you allergic to?					
Do you have any health problems or other major allergies?	<input type="radio"/>	Yes	<input type="radio"/>	No	
If yes, please list them:					

Your Hobbies/Interests	
Insurance: Please note: Insurance is compulsory for all students. By law you cannot start classes without proof that you have purchased Medical and Travel insurance. We strongly recommend that this insurance covers your travel to and from New Zealand as well as for the duration of your stay.	
I want RELA to arrange insurance for me	<input type="radio"/> Yes <input type="radio"/> No, I will arrange my own insurance and I will send proof before my course begins
Do you have any health problems we need to know about? <i>Pre-existing conditions will probably not be covered</i>	
Airport Transfers	
ARRIVAL: I want RELA to arrange transport from	DEPARTURE: I want RELA to arrange transport to
<input type="radio"/> Auckland International Airport	<input type="radio"/> Auckland International Airport
<input type="radio"/> Rotorua Airport	<input type="radio"/> Rotorua Airport
<input type="radio"/> Rotorua Bus station/I-site	<input type="radio"/> Rotorua Bus station/I-site
<input type="radio"/> I will arrange my own transport	<input type="radio"/> I will arrange my own transport
Arrival Flight Details:	Departure Flight Details:

Conditions of Enrolment

1. Enrolments

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- 2.2 Non-payment or not having proof of payment may result in withholding of services by RELA.
- 2.3 In the event of absence or early departure from the course, no refund is possible, unless the conditions of RELA's refund policy are met.
- 2.4 Students pay for their own textbooks.
- 2.5 Exam fees for IELTS, TOEIC and Cambridge examinations are an extra cost.
- 2.6 All tuition fees include the New Zealand Government Goods and Services Tax (GST) - 15%. Any changes to this tax would affect the quoted fees.
- 2.7 The usual weekly tuition rates apply for weeks where the dates fall on Public Holidays.

3. Homestay Accommodation

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- 3.3 Homestay fees are paid to RELA at the time of enrolment.
- 3.4 A fee of NZ\$30.00 per week is payable to the homestay family to reserve accommodation during a period of absence.
- 3.5 In arranging homestays RELA acts only as an agent. The student is responsible for providing insurance to cover accident, illness or damage to property which may happen during the student's stay with the host family.

4. School Rules – see following page for full list of rules

- 4.1 The rules of RELA are to help the Academy run smoothly and students must keep to these rules as a contractual condition of enrolment.
- 4.2 Should a student not comply with the Academy rules and the laws of New Zealand, the school reserves the right to expel the student. A student can be expelled because of unacceptable conduct, an unsatisfactory attitude towards work or poor attendance. Any expelled student may forfeit all tuition fees.
- 4.3 Immigration New Zealand will be informed if a student on a student visa is expelled.

5. Entry Requirements and Assessment of prospective international students

- 5.1 RELA offers courses at multiple levels. Students may be asked to take a short test as part of the application process. After enrolment and payment of fees we will send an online placement test. For most students this will be the Oxford Online Placement test <https://www.oxfordenglishtesting.com/>. If a student does not complete this test before arrival at the school, they will do it on their first morning. This test, along with a short test of basic English skills, will be used to place the student in the appropriate class.

- 5.3 It is important that younger students understand that they will likely be in classes with adults, and will be expected to behave accordingly, and show respect to other students and to staff.
- 5.4 Students under the age of 18 may need to provide evidence of their school record to prove that their academic standards and attitude to study are good enough to complete a RELA course.
- 5.5 All students already studying in New Zealand may also need to provide a progress report before their enrolment is accepted.
- 5.6 Students wishing to take examination courses have to show that they can meet the demands of the course. They may be asked to take a pre-entry test.

6. Liability and Insurance

- 6.1 RELA shall not be liable if the services contracted for cannot be provided for reasons beyond its control.
- 6.2 RELA reserves the right to change its courses if deemed necessary.
- 6.3 RELA is not liable for any damage, loss or injury to students or property, however caused, except where this liability is imposed by New Zealand law.
- 6.4 Students must have suitable Medical and Travel Insurance during their time in New Zealand. This insurance must be supplied by a reputable and established insurer with a credit rating no lower than 'A' from Standard and Poor's or B+ from AM Best. The insurer must be able to provide services 24 hours a day, seven days a week. RELA can purchase for the student from [this link](#) insurance suitable for New Zealand circumstances.

7. Minors

RELA recognises that students under 18 need special care and supervision after school.

8. School Closing Dates

RELA is open all year except for New Zealand Public Holidays and the weeks of Christmas and New Year. Please contact the school for the exact dates.

9. School Hours

Morning Classes: 8.30am - 12noon, Monday to Friday
 Afternoon Classes: 1.00pm - 3.00pm, Monday to Thursday
 Friday 1.00pm - 3.00pm. Students may join the school activity, have free time or do self-study.

10. Non-disclosure

Students must provide RELA with full information about health, behaviour and learning problems. Failure to do so may result in the termination of the student's contract to study at RELA.

11. Change of address

Students must inform the school if they change where they live. Students under 18 must inform the school if their parents' address changes in their home country.

12. By accepting the conditions of enrolment the student agrees to the free use of their image and written references in RELA promotional material

13. Validity

These conditions take effect from 21-08-23 and remain valid until revised by RELA.

Refund and Fee Protection Policy

Refund of tuition fees

1) For courses up to and including four weeks and six days

a) 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

a) 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 of the 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. 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

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.

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.

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

- 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.
- 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 application for the operation of his or her Student Fee Trust Account.

In the situations described in a) above, RELA will

- Refund the amount in questions to the student (or the student's parent or legal guardian); or
- 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)

This refund policy may be changed by RELA at any time, for example, following changes in NZQA requirements. For the most up-to-date refund policy consult our website <http://rela.co.nz/enrolment/enrolment-information/#/refund>

Complaints Procedure

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

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 Tertiary and International Learners Code of Practice. You can contact NZQA by phone on 0800 697 296 or email qadisk@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/international-students-make-a-complaint-2013.pdf>

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!

- Respect for others** – All students need to respect other students' personal and religious beliefs and cultural differences, and their right to study
- 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.
- 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 so we know where you are and that you are okay.
- 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.
- 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.
- 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.
- 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.
- 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.
- Smoking** – You can only smoke 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.
- 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.
- New Zealand Laws** – You need to follow all New Zealand laws. If you don't, then you may be asked to leave the school.
- 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 that there are extra rules for students aged Under 18. These will be sent to students/parents with invoices. If you would like a copy of these prior to this, please email the school english@rela.co.nz

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

Code of Practice			
<p>Rotorua English Language Academy (RELA) has agreed to observe and be bound by The Tertiary and International Learners Code of Practice administered by the New Zealand Qualifications Authority (NZQA). Copies of the Code are available on request from this institution or from the NZQA website at https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/</p> <p>Immigration: Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through Immigration New Zealand, and can be viewed on their website at www.immigration.govt.nz.</p> <p>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 <u>publicly funded</u> health services are available through the Ministry of Health, and can be viewed on their website at www.moh.govt.nz</p> <p>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 www.acc.co.nz</p> <p>Medical and Travel Insurance: International students must have appropriate and current medical and travel insurance while studying in New Zealand. We strongly recommend that this insurance covers your travel to and from New Zealand as well as for the duration of your stay.</p>			
Privacy			
<p>Rotorua English Language Academy (RELA) collects and stores information from this form to manage the business (including internal reporting and administrative processes), to comply with the requirements of the Education and Training Act 2020 and other legislation relating to maintenance of official records and accountability for public funding, and to supply information to government agencies and other organisations as set out below. RELA may add your personal details (name, date of birth and residency) to the National Student Index, which is managed by the Ministry of Education.</p> <p>Supply of information to government agencies and other organisations RELA supplies data collected on your enrolment to government agencies, including the Ministry of Education, the New Zealand Qualifications Authority, the Tertiary Education Commission, Immigration New Zealand (a branch of the Ministry of Business, Innovation and Employment); for those who are not New Zealand citizens or permanent residents. These agencies use the data supplied by tertiary education organisations to administer the tertiary education system, including allocating funding, develop policy advice for government and conduct statistical analysis and research. The Ministry of Education may supply data collected on this form to Statistics New Zealand for the purposes of integrating data with data collected by other government agencies, subject to the provisions of the Data and Statistics Act 2022. Integrated data is used for the production of official statistics, to inform policy advice to government and for research purposes. When required by law, RELA releases information to government agencies such as the New Zealand Police, Department of Justice, Ministry of Social Development, and the Accident Compensation Corporation (ACC). Information collected on this form may be supplied to other educational organisations for the purpose of verifying academic records. See our website, or email the school, for our full Personal Data Policy.</p>			
Student Fee Trust Account Application Form (Agent Authority)			
<p>A) All students enrolling in a course with total fees of \$500 or more are required to establish a Student Fee Trust Account by completing a Student Fee Trust Account Application Form (Application Form).</p> <p>B) The Application Form must be signed by a student (or a student's Guardian if the student is under 18 years old) and returned to RELA with this Enrolment Form.</p> <p>C) If RELA does not receive a signed Application Form with this Enrolment Form and a student is under 18 years old then by signing this Enrolment Form the student's guardian agrees to appoint RELA as their agent to sign the Application Form on their behalf</p> <p>D) This Agent Authority is limited as outlined above and does not permit RELA to sign any withdrawal or refund form on behalf of a student or student's guardian.</p>			
Privacy Waiver for INZ			
<p>By signing this enrolment form, I authorise the School Manager or Director at Rotorua English Language Academy, or the Executive Director at English New Zealand, to discuss my visa application for this provider with Immigration New Zealand; to obtain information regarding the processing of the visa application and the decision on the application.</p>			
Student Declaration			
<p>I declare to the best of my knowledge all the information supplied on, and with this enrolment form is true and complete, I agree to abide by the conditions described above, including the Refund Policy and School Rules and I consent to the disclosure of personal information as described above. I agree to the Conditions of Enrolment of Rotorua English Language Academy.</p> <p>By signing this enrolment form, I acknowledge that I have read and agree to be bound by:</p>			
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> </div> <div> The Conditions of Enrolment The Refund Policy The School Rules The Complaints Procedure </div> </div>			
Signed	(student)	Date:	Agent Name and Stamp
Signed	(parent – if the student is under 18)	Date:	

Appendix D - Emergency Situations Form

We the parents of _____ give Rotorua English Language Academy (RELA) permission to act in an emergency situation or to make any urgent decisions about the health, welfare or well being of our child. We also authorise senior RELA staff to sign on our behalf any papers relating to our child's welfare.

Mother's Name	
Address	
Phone number (Home)	
Phone number (work)	
Phone number (mobile)	
Email	
Father's Name	
Address	
Phone number (Home)	
Phone number (work)	
Phone number (mobile)	
Email	

We give permission for photos taken of our child/children to be used on RELA's website, brochure and/or Facebook page for marketing purposes.

Signed by the parent

Date

RELA Emergency 24 hour Telephone - +64 7 349 0473

Appendix E – Sample Email to Parents



Dear

We are very happy to enrol your **son/daughter** at Rotorua English Language Academy. Please be sure that we will look after **him/her** as well as we can, and we will work hard to help **him/her** improve **his/her** English.

As **he/she** is under 18 we are contacting you directly. If you have any questions or concerns about **child's name** while **he/she** is at our school, please email us english@rela.co.nz or phone +64 7 349 0473 during business hours.

The standard homestay fee includes breakfast and dinner only on school days. Students are responsible for their own weekday lunches. There are a lot of places to buy food very close to the school.

We are happy to keep your child's passport and air ticket in our school safe. We will return this to your child on the day they leave the school. We can also keep pocket money for them and issue this to them whenever they need it or when you would like us to give it to them. We have found that some students carry their passport and large sums of money every day. If they do this, they always run the risk of losing the money or passport. In the past, some parents have given their children money for each week they are with us in separate envelopes. We then give this to the students at the beginning of each week. It is a good way of ensuring they do not spend all their money at once.

If you would like us to keep your child's passport, air ticket or money, please let us know.

We are looking forward to seeing **child's name** soon.

Yours sincerely

Jan Clarke

Manager

Appendix G – Airport Instructions



Auckland International Airport - Arrivals Area

These are the International Arrivals doors (as we see them from the Public Gallery inside the terminal)



When you go through the glass doors, you will see the Public Gallery. Turn LEFT



This is the sign you can see on the left of Photo 2, directing you to turn LEFT to go to the PRE-BOOKED TRANSPORT.



Keep walking towards the PRE-BOOKED TRANSPORT sign, where your driver will be waiting for you.



Your driver will be just ahead at the PRE-BOOKED TRANSPORT area holding a greeting board with your name on it. He/She will be wearing a uniform like this.



Our name board looks like this. It will have your name on it.



*It will help us to find you quickly if you can have a sign saying "Rotorua English Language Academy" We always do our very best to make sure you are met at the Airport. However, sometimes there may be traffic delays because of road works, bad weather or an accident

* If you cannot find the driver, please wait at Dunkin Donuts, and ring one of the numbers below and we will help you.

*** If you need help show someone these instructions.**

*Your transport is with a shuttle company. There may be other passengers as well as you, so you may have to wait for others before leaving for Rotorua. We hope this will not take long. It takes about 3 hours to drive to Rotorua as it is 250km.

*When you are a traveller, unexpected things happen sometimes. Please be calm if something goes wrong, and we will help you as fast as we can.

Emergency Contacts –

- Phone the school on **07 349 0473**, 24 hour service. Please ring this number first.
- Or try Ready 2 Roll Shuttles **021 2589 856 or 021 258 9887**

Appendix G - School Sign

*Rotorua
English
Language
Academy*



Appendix H - Complaints Procedure

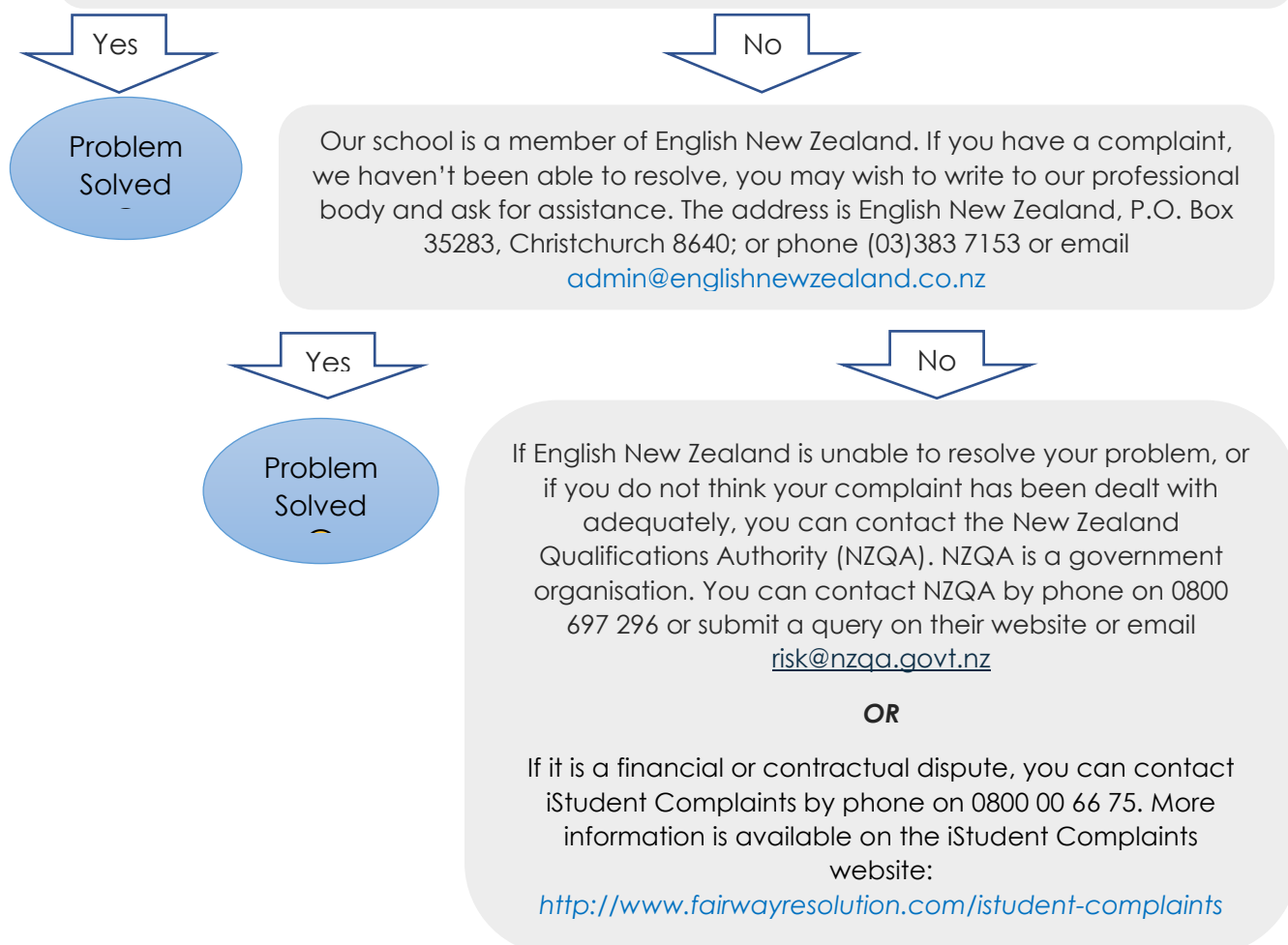
If you have a complaint or a problem, here is what to do to get a solution. You can bring a support person with you, if you are not comfortable making the complaint by yourself. Staff members will listen to your complaint without prejudice.

A complaint can be about pastoral care, your class, the premises, your teachers, your homestay. Whatever the complaint, RELA will try to respond to it quickly and effectively. We will keep you informed with what is happening with the complaint.

A summary of complaints received will be published on our website at the end of each year. A copy of this can be requested in writing from english@rela.co.nz

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

Are you satisfied with the outcome?



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>

If you are a domestic student (have permanent residency), you can use the Tertiary Education Dispute Resolution. You can find out more about the new service at www.tedr.org.nz, or contact TEDR to find out how they can help by emailing contact@tedr.org.nz or phoning 0800 00 8337 (0800 00 TEDR).

Remember: You must use the School Complaints Procedure before you contact English New Zealand or NZQA

Appendix I: Homestay Notes in English

Homestay means that you live in a New Zealand home and are treated as one of the family. The host family will be friendly and helpful. If you are going to enjoy the experience, it is important that you are friendly and positive too.

Your host family will provide you with:

- * Breakfast and dinner from Monday to Friday
- * Breakfast, lunch and dinner on Saturday, Sunday and public holidays
- * A room of your own
- * Towels, bed linen and bed covers
- * A key to your home if you are a mature student.

It is important that you understand that your homestay is not a hotel. You need to have a flexible attitude and be very adaptable. When you move into a family you have to accept the family's lifestyle and help with the chores. Your homestay mother is not your maid or your servant. You must respect her and help her. All homestays are different and you should not compare your homestay with the homestays of other students.

Here is some information and advice which will help you to fit into the New Zealand way of life.

New Zealand families

New Zealand families come in many different forms and sizes, and this is also true for RELA's host families. The RELA management team has carefully selected and visited all of our wonderful homestay families. Some host families will have two parents living in the home while only one parent will be present in others. There may be young children, teenagers, no children at all, or children who are now grown and have moved out. New Zealanders also come from many different countries. A New Zealander can be European, Maori, Pacific Islander, Asian, European or a mix of two or more of these ethnicities.

Our host families mostly live in simple homes and neighbourhoods. What is important is that your host family has offered to open their home and is excited to share their lives with you. During your stay you will not only be considered a welcome guest in their home, but also a member of the host family. This day-to-day interaction creates a unique situation of closeness and strong bonds that can only come from sharing the special space of another family's home.

Talk with your homestay hosts

Try to talk to your host family as much as possible, as this will help you to learn English faster. You will also learn more about our way of life. Don't always wait for them to speak first. Be friendly and start conversations yourself. Talk to your homestay if there is anything bothering you or worrying you. They are there to give you help and guidance.

House Rules

Living with another family in a different culture is exciting but can be challenging sometimes. Just like your own family, each host family will have their special way of doing things. You have a responsibility to respect and follow the rules of the family, even if those rules are different from what you are used to. Remember, this is all part of experiencing a new culture and living with a host family. While you adjust to this new way of life, open communication is the key to making a smooth transition. Always try talking with your family first about questions

you may have, or talk to the RELA Homestay manager or your class teacher.

Chores

As a member of your host family, you may be asked to help out with certain responsibilities to keep the house clean and well-kept. Households in New Zealand do not have maids. Instead, each member of the family is expected to clean up after themselves. Most children in the homes are also given daily or weekly chores such as cleaning the dishes after meals or helping with the laundry. Each household is different and responsibilities may be different for

each student, but you should expect to help your host family in some way during your stay. If you are unsure of what you should do or how you can help, just ask!

Bathrooms

You are probably used to the Western-style toilets found in all bathrooms in New Zealand. One difference you will find is that some New Zealand bathrooms have wall-to-wall carpet covering the floor. Unlike tile or marble, it is not good for carpet to get wet.

Most New Zealanders shower rather than bath as it is less expensive and quicker. It is expensive to heat hot water for baths. Some showers will have a curtain separating the shower from the rest of the room. When you shower, please make sure the curtain is *inside* the bathtub so the water falls inside the tub and not onto the floor outside! If you wish to have a bath, fill the bath only a third to a half full. If you use more water than this, there will be no hot water left for the rest of the family and you won't be very popular.

Often your bathroom will be used by people other than yourself. For this reason it is important not to spend too long in the bathroom. This is especially important in the mornings as many members of the family may need to use the bathroom in the morning. If you spend a long time in there you may make the whole family late and this is not good. Talk to your family about the best time for you to use the bathroom and how long you can spend in there. Many families have a schedule for times in the bathroom in the mornings and you will need to fit in with this.

If you decide to shower in the evenings, please be considerate and not take showers too late as you may keep family members awake.

Wipe up any water that splashes on mirrors, walls, or countertops. When you leave the bathroom leave the door open. It is usual to leave the toilet door open a little when you leave, to show it is now free. As always, don't be shy about asking your host family for help with any questions.

Heating

New Zealand homes may well be colder than what you are used to especially if you are here in our winter. Most families will keep the living areas well heated but not the bedrooms. This is because we

expect our families to spend time together in the evenings and not hide away in their own bedroom. However, you will need to do your homework in your bedroom and so you may need to use the heater to keep warm. This is okay but it is not okay to sleep with your heater on and you **MUST** make sure that you turn the heater off before you leave your room especially when you leave for the day.

If you are cold ask your host family for some extra blankets or a hot water bottle. Please also remember that if you feel cold put on more layers. This is the New Zealand way.

Pets

Many New Zealand families have pets in their homes that they treat with much love and respect. In fact, pet-owners wouldn't consider their family complete unless they had an animal companion. Because these animals are treated so well they are very different from wild animals – pets in New Zealand are well fed, kept very clean and are very gentle.

Weekends

Saturday and Sunday in New Zealand are the weekend. Families use this time away from work to spend time with friends and family, relax at home, take short trips or attend religious services. You will not have classes on these days but we do organise weekend activities which you may like to take part in. Or you can spend your weekends joining your host family in their routine. Be sure to communicate with your host family if you do decide to meet up with any of your friends at the weekend, or join one of our weekend activities.

Meals

One advantage of living with a host family is experiencing home-cooked meals. Your host family will be excited to share their favourite meals or special family foods with you. It is considered polite to try small portions of what is offered to you, even if it looks different from the food you are used to. You might not like some foods or you might discover your new favourite meal – you never know unless you try! If you are home while the food is being prepared, it is considered polite to offer to help. Likewise, it is polite to help your host family clean up after each meal.

If there are some foods that you prefer not to eat or can't eat please tell your host family so everyone knows.

Normally, all meals except for weekday lunches will be provided by the host family.

Your presence will be expected every evening for dinner with your host family. If for some reason you can not make it, please make sure you call your host family at least two hours beforehand and let them know. It is very bad manners to allow your family to cook for you and then not arrive to eat it.

Start eating when the host parents start eating, not before. Wait until everyone has finished eating before leaving the table. It is polite to thank the cook or to compliment them on the meal. Say

“Excuse me” if you have to leave the table during a meal. Make sure your mobile phone is turned off at the dinner table.

Since many New Zealand families are very busy with work and other activities, not all meals are eaten together or at home. Breakfasts, especially, are often not eaten together as a family. In these cases, your family may encourage you to “help yourself”, which means that you can choose your own food. Your family will show you where to find options in the kitchen and will explain how to prepare simple foods.

Please remember that “help yourself” does not mean eat the whole loaf of bread or drink all the milk. If you want to eat a lot of one thing, it is a good idea to go to the supermarket and buy the particular food yourself. Also remember to clean up after yourself if you prepare your own food.

New Zealand Manners

You may think at times that some New Zealanders are not very polite, but usually we are just trying to be relaxed and friendly with you. We are sometimes thought to be too casual but this is because we dislike being too stiff and formal. Our sense of humour and our jokes will be hard to understand at first. We always say “please” when asking for something and “thank you” when something is handed to us or done for us. You will find yourself saying “please” and “thank you” a lot!

Alcohol

It is the law in New Zealand that no-one under the age of 18 can be served alcohol in licensed premises, such as a hotel bar, unless accompanied by a parent or legal guardian.

Smoking/Vaping

Many New Zealanders are strongly opposed to smoking/vaping. It is illegal for cigarettes/vapes to be sold to anyone under the age of 18. If you wish to smoke, please go outside, even in winter. Smoking/Vaping in your bedroom is strictly forbidden. No student under the age of 18 is allowed to smoke/vape at RELA or in their homestay. If you do not follow this rule, you may be asked to leave the school.

Those of you who are over 18 and chose to smoke must make sure you pick your cigarette butts up and not throw them on the ground. This is considered very bad manners.

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.

Failure to follow this rule may result in your parents being told and you may be asked to leave the school.

Students aged over 18

As a courtesy, you should let your homestay know where you are and what time you expect to be home. You must phone if you are not going to be home for any meals. If you come home after your family has gone to bed, please make sure that you turn out all the lights and lock the door behind you.

Overnight Stays

If you wish to stay overnight or for a weekend with a friend, ask your homestay parent first. In case of an emergency, your homestay parent will need the name, address and telephone number where you can be contacted. We suggest you ask your homestay to ring RELA and advise us that you are staying at a friend's house for the evening with their address and telephone number.

Problems

If you have any problems, no matter how small, please discuss them with the Homestay Manager or a member of our staff. We will always listen to you and try to help if we can. If the problem is a serious one, and can't be resolved after talking to you and the homestay hosts, we may place you in another home.

Leaving your Homestay

If you decide to leave your homestay before the arranged date you must give them one week's notice. Talk about this with the Homestay Manager.

Transport

Homestays will transport all students aged under 16 to school each day and pick you up again at the end of the day. Please make sure that you are ready to leave when your homestay is ready in the morning and also that you are at school and ready to leave when your homestay comes to pick you up. If you decide you want to go to town and that you will not be ready to go home until 5pm make sure you ask your host family if this is okay.

Homestay families do not need to transport you to and from school if you are aged 16 and older. You may need to take the bus, walk or bike. If this is the case, you need to make sure that you leave home in plenty of time to get to school before classes start at 8.30am.

The last bus leaves the city centre at 6pm Monday to Saturday and 4pm on a Sunday. If you miss this bus, you can't expect your homestay to come and get you.

Appendix J - Homestay Contract between RELA and Student

I understand that:

- I must pay my homestay fee to RELA at least two weeks in advance.
- I cannot change my RELA Homestay unless RELA Management agrees that I have a good reason.
- If RELA Management does not accept my reason and I still want to change, I understand I will need to pay another \$250 placement fee.
- I need to give one week's notice if I want to change or leave my RELA Homestay. I need to tell the RELA Management and my homestay family. If I do not do this, I will be charged for one extra week.
- If I am going to be away from my RELA Homestay overnight, I won't get a refund for this time.
- If I leave my RELA Homestay for a holiday, and if I want to return to my homestay, a \$30 retainer fee will be charged per week. This must be paid to RELA before I leave for my holiday.
- If I stay in my Homestay during my holiday, I will need to pay \$290 (18+) or \$320 (under 18) as usual.
- If I stay in my RELA Homestay while on holiday from RELA, and if RELA gives me an extension on my study, I must pay \$290 (18+) or \$320 (under 18) for the extra week of homestay.
- If I leave RELA to attend another school or to work in Rotorua, I cannot stay in my RELA Homestay.
- I accept that if I wish to change my homestay, there may not be a homestay available and I may need to stay in a motel, hotel or hostel.
- I understand that the weekly homestay fee includes breakfast and dinner every day and three meals at the weekends. I agree to that I will arrange my own lunches on school days.
- I have read and understood the "Homestay Notes/Living in a Homestay"
- I agree to comply/follow all/any rules of the homestay and to discuss any problems with the homestay and/or RELA homestay staff (if necessary)

Signed:

Student:

Date:

Appendix K - Insurance

Below is information that the Code of Practice has to say about Insurance. RELA must make sure that all International Students hold appropriate insurance while they are studying with us.

It is important to note that the requirements for insurance set out in the Code mirror the requirements for a student visa, so students may also have to provide this information as part of their student visa application.

New Zealand provisions

Most international students are not entitled to publicly funded health services while in New Zealand, so may be liable for the full costs of any treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health – go to www.health.govt.nz

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but international students may still be liable for all other medical and related costs. For more information, go to www.acc.co.nz

Questions and answers on insurance

What period should insurance cover?

It must include cover for students' travel to and from New Zealand and within and outside New Zealand for the duration of time that the student is enrolled. Signatories may wish to advise students to continue with adequate insurance to cover them for any extended travel they plan to take in New Zealand before and after their enrolment ends.

What monetary values should insurance cover have?

The aim of insurance cover is to protect students from significant financial costs arising from incidents, so the amount of insurance cover needs to be adequate. Amounts for health cover, for example, should be unlimited sum insured.

How can I be sure that the insurance offered meets the minimal standards of the Code, especially where the policies are in a foreign language?

It is recommended that signatories get written attestation from insurance suppliers that the insurance policy offered meets the minimum standards prescribed by the Code, or other standards that you may have set as part of your institution's policy. It is advisable to keep a copy of the student's insurance policy on file

To demonstrate that an institution is meeting its obligations under the Code, institutions may wish to keep a copy of the student's insurance policy on file. Where the insurance policy is not in English, students can be asked to declare in writing that the policy covers the requirements set out in the Code.

What indicates an acceptable insurance company?

An acceptable insurance company is a reputable and established insurer with a credit rating no lower than 'A' from Standard and Poors or B+ from A M Best, and is able to provide services 24 hours a day, seven days a week.

Is insurance required by international students that hold visitor or work visas?

Yes, they are still deemed to be international students as defined in the Education Act.

Is it appropriate for a signatory to insist that a student must purchase a particular insurance policy arranged by the signatory?

Requiring students to purchase a particular insurance policy from a particular insurance company could raise concerns under the Fair Trading Act or Commerce Act. Offering to arrange good insurance cover for students, and disclosing the levels, etc. of cover, is a service that could be offered, and it would be up to the student to decide.

Students have the right to make an informed choice about which insurance policy to purchase, as long as their choices are in compliance with the Code.

However, signatories do have the option to design their own internal policy around the minimum or better levels of insurance cover a student must have, and can refuse to enrol students if they do not wish to comply with that internal policy. This information would need to be clearly outlined and given to students prior to enrolment.

Should insurance companies be limited to New Zealand-based insurers?

If signatories are concerned that they may find it difficult to assess the appropriateness of insurance policies issued in a language other than English from outside New Zealand, it is recommended they seek written attestation from insurance suppliers that policies offered are consistent with the requirements of the Code.

From the students' point of view, purchasing insurance from their home countries may provide the following advantages:

- Insurance policies are written and communicated in their native languages, so may be easier for them to understand and make a claim
- Insurance policies from their home countries may be more culturally appropriate to international students
- Purchasing insurance from offshore may be more feasible for international students so they can hold insurance before they travel to New Zealand, and hence cover their trips as well.

However, it should be noted that New Zealand-based insurance companies already have the advantage of working with local signatories to provide group insurance cover for students, which is potentially more competitive than individual insurance policies purchased offshore.

Are international students required to have health screenings?

International students do not need to be screened for acceptable health when applying for a student visa, but they must hold acceptable medical insurance as part of their visa conditions. Immigration New Zealand defines 'acceptable insurance' as insurance that is compliant with the Code and acceptable to the student's education provider.

If a student will be studying a programme that is six months or longer and they come from a country outside the list of low TB incidence countries, they will be required to provide a Chest X-ray Certificate. The student will need to go to one of Immigration New Zealand's approved panel physicians who will complete the chest x-ray form for them and submit it to Immigration New Zealand electronically. The Immigration New Zealand website has a list of approved panel physicians.

Appendix L – 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!

Respect for others – All students need to respect other students' personal and religious beliefs and cultural differences, and their right to study

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.

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 so we know where you are and that you are okay.

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.

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.

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.

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.

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 yourself.

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.

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.

New Zealand Laws – You need to follow all New Zealand laws. If you don't, then you may be asked to leave the school.

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.

Appendix M – 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 your 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 stay 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 15-17 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.

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.