



Student Handbook

Rotorua English Language Academy
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All information contained within this booklet is confirmed to be correct at time of printing. Last updated September 2025

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Welcome to our school

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

Our school is a member of ENGLISH NEW ZEALAND. This is an organization of quality language schools that work together and take special care of their students. You can be sure that we will look after you well. Our school is small and friendly, and our staff will make sure you have a great time while you learn lots of English!

This handbook will help you to settle into life at the school. It provides a lot of useful information, including how the school works, what you need to do to be successful in your studies and life in New Zealand and all our school rules. We will go over the really important information in the orientation you have on your first morning, but we suggest you keep this handbook somewhere and look at it often.

To help make it easier for you to find things, we have divided the handbook into sections:

- **Your first morning and week** – this section has information on where you can [eat](#), how to access the [internet](#), [our school activity programme](#) and a [map of the school](#)
- **Your classes and our testing programme** – this section includes information on the [timetable](#), [self-study](#) and [your textbooks](#). You will also find photos of your [teachers](#) here.
- **What happens after classes finish** – this section includes information on [Self-Study](#), our [Job Club](#) and the [after school and weekend activities](#).
- **Who can help you at RELA** and what to do if you have a problem – this section also has information about [applying for a new visa](#) and [opening a bank account](#).
- **Keeping you safe** – this section explains our [earthquake and evacuation drill](#), as well as gives you our [emergency number](#) and information about [health resources](#) you can contact if you need them and [driving in New Zealand](#), [Alcohol and Tobacco Laws](#).
- **Living in a Homestay**
- **Important policies** (i.e. The School Rules 😊) – this section has all the school policies and rules that help make the school run well and which keep us all safe and happy. We will talk about the most important of these in the orientation, but you need to be aware of all of them so please read them.
- **Information about Living in Rotorua and New Zealand**

Your First Morning and Week

Your First Morning

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

We will tell you about our school and take you on a tour of the school.



Darina
School Manager



Chris
Director of
Studies (DOS)



Paula
Student Support



Kana
Student Support

Your First Week and First-Week Evaluation

A lot of students find the first week a little difficult. Don't worry, just relax and try to enjoy yourself. Learning a new language takes time and patience. You may think your classmates are much better than you. This is not true. Everyone in your class has tested at a similar level. They have just been here longer. Remember they were once in your shoes and were feeling exactly the same as you are!

By the end of the week, you will start to feel more "at home" in your class. On Thursday of the first week, we will talk to you one-to-one and ask how you are feeling in your class. If you think it is too easy (and your teacher agrees), we can move you up. If you think it is too difficult (and your teacher agrees), we can move you down.

We will also ask you if you are happy and relaxed in your homestay. If there are any issues, we can work together to sort these out.

Internet

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

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

Social Activities

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

Thursday Notices

Every Thursday your class will receive a notice containing information about what's happening in the school and in the city.

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

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

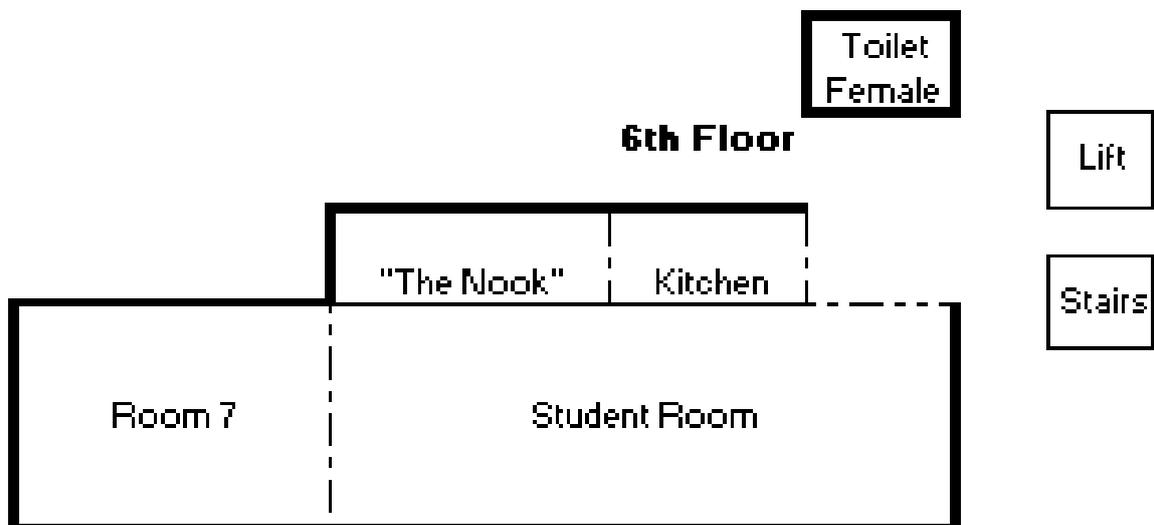
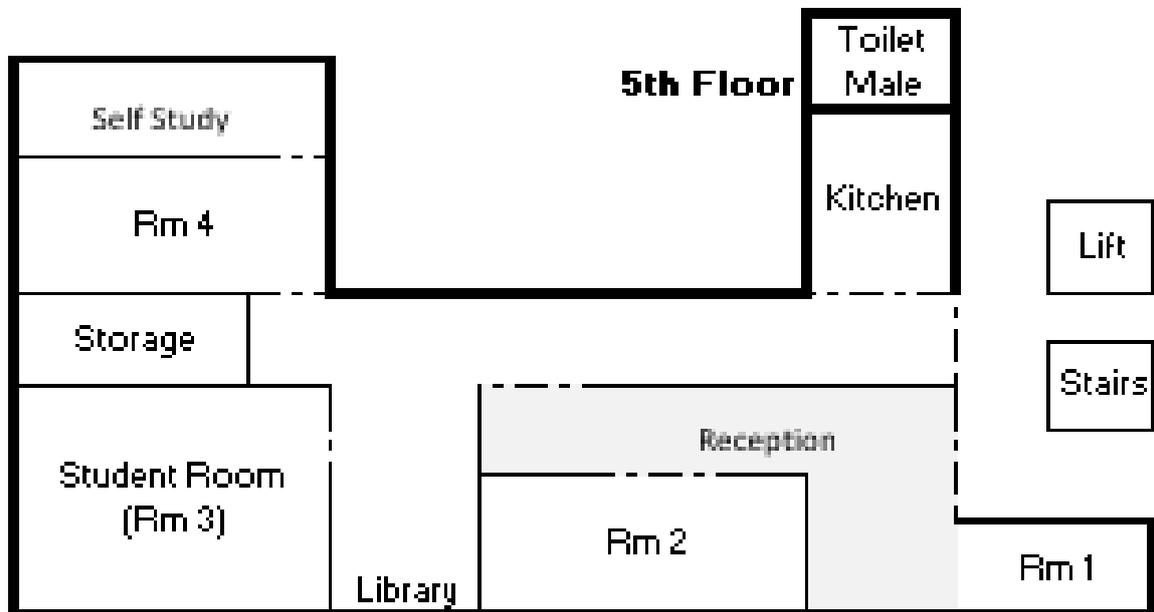
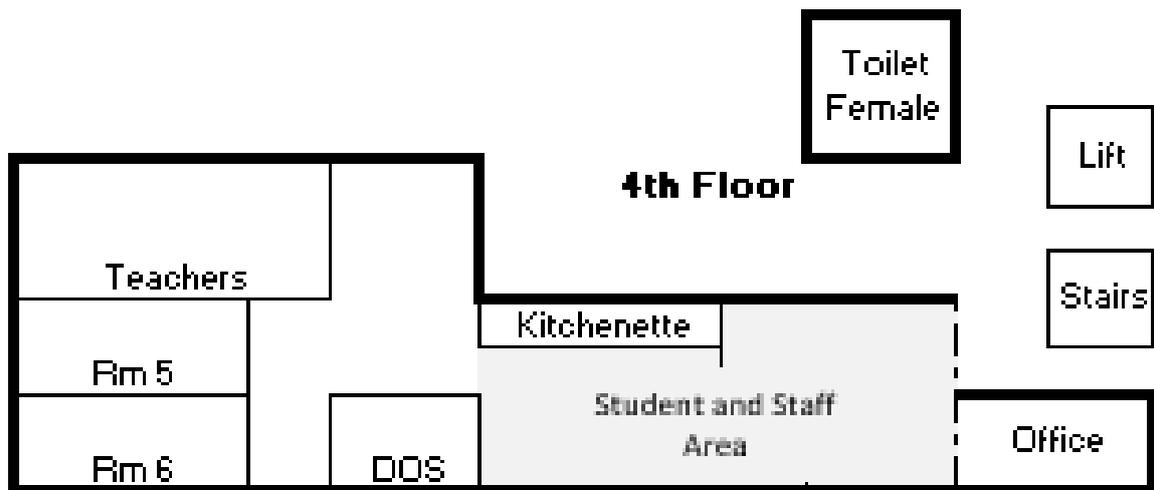
School kitchen and Lunches

There are two small kitchens for you to use to prepare lunch. You can re-heat your own midday meal there. When you use the kitchens, you must clean up your own mess! Please put hot soapy water in the sink every time you wash dishes, then dry them and put them back on the shelf for the next person to use.

The school is situated in the centre of the city and there are many cafes and cheap eating places nearby where you can buy lunch.

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

Map of the School



RELA Staff



Chris Leckie
Director



Aya Kosuge
Director



Darina Phelan
School Manager



Chris Chaplin
Director of Studies



Paula Diaz
Student
Support/Activities



Kana Miyamoto
Student, Office
Support



Kohei Hasegawa
Finance/Student
Support



Jan Lambert
Teacher



Barrie Sargeant
Teacher



Elizabeth (Liz) Fehr
Teacher



Derek North
Teacher



Kay Ackerman
Teacher

Classes and Testing

Your Class

We have classes at multiple levels. We will put you in a class by looking at your test result and speaking with you. We will ask you for your opinion about your English skills and what your needs are. We will tell you at which level we believe your English is. The table on page 13 shows the twelve levels of English that we assess at RELA.

Maximum Class Size

The maximum class size is 16.

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	Free-time, unguided self- study or join our Friday afternoon activity

**Orientation for new students*

*** If there are students leaving that week, we will hold a Farewell Ceremony on Fridays at 11.45am. At times we will also hold a full-school assembly at this time so we can all meet and catch up.*

Morning Classes

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

Afternoon Classes

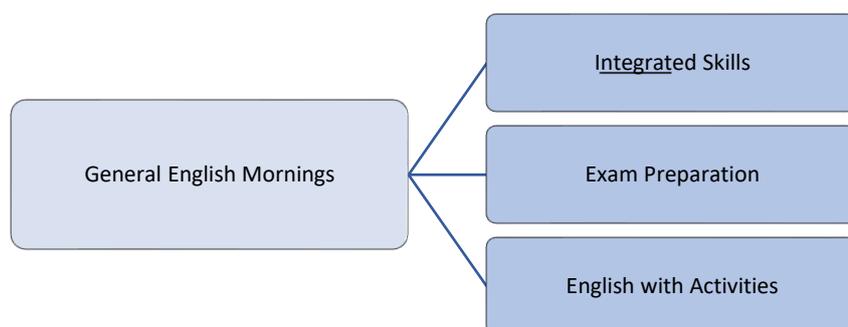
Usually, you will have a new teacher and classroom in the afternoons. Make sure you look at the timetable each Monday to check your classroom. We will show you where to find copies of the timetable on your first morning.

What will you learn?

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

In the afternoons you can choose either:

- **An integrated skills class** at your level where you will develop your communicative skills and fluency and your understanding and use of natural, everyday English. At higher levels, post-intermediate level, you can expect greater input on your reading and writing skills.
- **An examination class.** You need to be at a B1 Intermediate level or higher for these classes. You can study for IELTS; an internationally recognised examination which is used for entry into university or for entry as a new citizen into Australia and New Zealand. Our examination classes are subject to demand



First-Week Evaluation

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

Friday Afternoons - 1.00-3.00pm

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

Activities:

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

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

All students are welcome to join these Friday activities. However, students enrolled for a part-time course must pay for the activity. Please talk to Paula or Darina if you want to join an activity.

How fast will you learn?

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

Can you learn faster?

Yes, you can learn faster if you:

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

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

Enjoy your lessons

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

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

Textbooks and Materials

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

- Do NOT write in your textbook, not even in pencil.
- Please return your book to the office/Kana at the end of your course.

Testing and Reporting

Level Testing and Reporting:

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

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

If you study for less than 6 weeks: you will get a leaving certificate with your assessed level on it.

If you study for 6 weeks or more: you will get a leaving report with your assessed level on it and a description of your English skills.

Progress Testing and Reporting:

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

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

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

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

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

Test Week Schedule

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

2025

2025 February 17 – 21, **April 7 – 11**, May 26 – 30, **June 30-July 4**, August 11-15, **September 29-October 03**, November 10 -14, **December 15-19**

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

Reassessments and Appeals

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

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

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

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

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

Procedures for Appeals of Assessment Results

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

After Class

Self-study

Self-Study is an excellent way to further improve your English. You can practise listening, use interactive computer lessons and language games, read books and listen to the book at the same time, borrow books from the library, study specific grammar or vocabulary points, improve your pronunciation with online and recorded materials, take practice tests, or just talk to the teacher about any concerns you may have. These sessions are free for all RELA students who wish to practise and improve their English with the help of a tutor after school.

In Guided Self-Study, we can help you make a study programme as to prepare for examinations such as Cambridge exams or IELTS tests. Once a programme is made, we can have regular tutorials to update goals and monitor progress.

During busy times, and for students with particular needs, we schedule times for individual tutorials.

We can also help you learn about good language strategies so that you can study independently and as effectively as possible.

Where: Self – Study room (Room 2, Level 5)
When: Tuesday and Thursday afternoons (3.15 –4.45 pm)

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

Job Club

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

If you have a student visa for 14 weeks or more, or you are on a Working Holiday Visa, you are able to work in New Zealand.

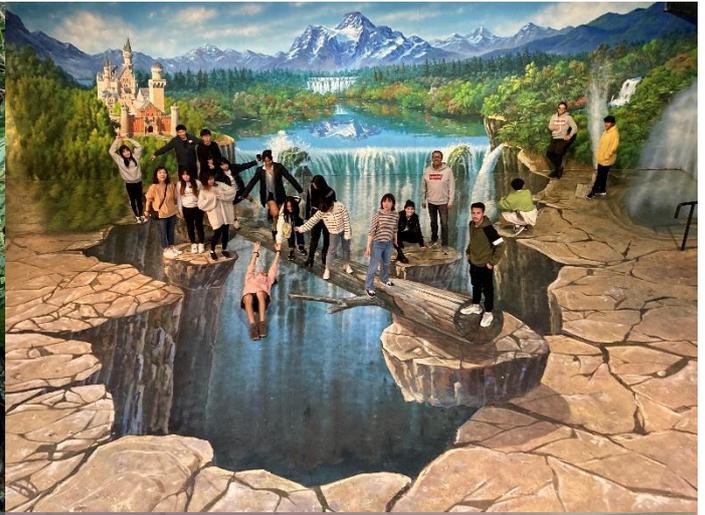
Activity Programme

The school has a fantastic, varied activities programme. On Friday afternoons a teacher or activities guide takes the students on a visit to an interesting place or action-packed activity, and you get the opportunity to socialise and talk in English while having fun. These activities are excellent ways to see all the wonderful things that Rotorua has to offer and a great way to meet and get to know your fellow students and teachers better.

Information about the different activities we offer can be found at <https://rela.co.nz/courses/english-with-activities/> .

Every Thursday your class will receive the weekly notices which contain information about the following week's activities. You can also find these online <https://rela.co.nz/rela-news/weeklynotices/>

Remember: If you want to join an activity you will need to write your name on the activity list on the student noticeboard.



Who Can Help You at RELA?

Remember, we are here to help you. Our office is open between 8.00 and 5.00 each weekday and our Student Services Team is always happy to help you.

During orientation on your first day, you will be introduced to everyone who can help you.

Student Services Team

Our **Student Services Team** can help you with almost everything, including the following:

- Course changes and course extensions,
- Holiday requests
- If you are feeling unwell or unable to come to class
- Activities and city information
- Visas
- Working in New Zealand
- Opening a bank account
- Getting an IRD number



Darina



Paula



Kana

Homestay Team

The **Homestay Team** can help you with

- Questions related to homestay or accommodation
- Your return transport to Auckland Airport



Chris L



Paula

Academic Team

The **Academic Team** can help with

- Questions about your classes, teachers and textbooks
- Your progress
- Enrolling in an exam
- Further education options (e.g. going to high school or university)



Chris C



Darina

School Language Counsellors

We also have a number of language counsellors who can help if you have a big problem and need to talk in your first language. Our Student Services Team can help you to contact them.

School Counsellor	Paula Diaz
Thai Counsellor	Khun Dang Merrick
Japanese Counsellors	Aya Kosuge and Kana Miyamoto
Chinese Counsellors	Shuo Shen (Canna)
French-Speaking Counsellor	Sandy Hall
Spanish-Speaking Counsellor	Paula Diaz

If You Have a Problem/Complaint

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?

Yes

No

Problem Solved 😊

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 email our professional body and ask for assistance using admin@englishnewzealand.co.nz
Are you satisfied with the outcome?

Yes

No

Problem Solved 😊

If English New Zealand is unable to resolve your complaint, or if you do not think your complaint has been dealt with adequately, you can make a complaint to
Study Complaints | Ngā amuamu tauira,
the combined student contract dispute resolution scheme.
Visit: www.studycomplaints.org.nz to make a complaint online
Online complaint form:
<https://www.studycomplaints.org.nz/make-complaint>
Email: help@studycomplaints.org.nz
Free phone: 0800 00 66 75

Remember:

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

Opening a Bank Account

You can open a bank account in New Zealand if you have a visa that allows you to stay in the country for some time—this could be a work or student visa.

Our Student Services team can help you to open an account, but it is often easier to start the process from your home country. There is a lot of information at the following links from New Zealand's five main banks.

- <https://www.kiwibank.co.nz/personal-banking/accounts/international/moving-new-zealand/>
- <https://www.anz.co.nz/promo/moving-to-new-zealand/>
- <https://www.westpac.co.nz/accounts-cards/international-student-account/>
- <https://www.bnz.co.nz/personal-banking/international/moving-to-new-zealand?link=mainbody>
- <https://www.asb.co.nz/moving-to-new-zealand/studying-in-new-zealand.html>

All the major banks are located close to RELA. Most savings accounts come with a "cash card" which you can use to access automatic teller machines (ATMs) 24 hours a day to withdraw and deposit money. Like a lot of countries New Zealand is moving to a cashless society and most payments are done electronically via internet banking or EFTPOS.

To open a bank account, you will need

- your passport
- proof of address in New Zealand (RELA can help you with this)
- your Taxpayer Identification Number (TIN) from your country. A TIN can have a different name in other countries, e.g. social security number, national ID number.

How To Apply For A New (Student/Visitor) Visa

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

1. Come to the office and talk to Darina. In most cases, we can apply online for your visa and you will not need to send your passport away. If you are applying for a student visa you need to pay your school fees first.

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

3. You will need:

- Your Passport
- If you have it, your plane ticket home. If you do not have a ticket, you'll need to show that you have enough money available to buy one.
- \$850 for Student Visa, \$541 for Visitor Visa
- A bank statement
 - You need a Bank Statement showing all transactions for the past six months.
 - You need to show that you have enough money to support yourself while you are in New Zealand. INZ requires you to have at least \$1667 for each month you want to extend your visa. For example, if you want to stay for four months you will need to show that you have at least \$6668.
 - If you pay your homestay fees in advance, you will need to show that you have at least \$510 for each month that you want to extend. For example, if you want to stay for 4 months, and you pay your homestay fees in advance, you will need to show that you have at least \$2040.
 - The bank statement should have:

- ❖ Your name
- ❖ The date
- ❖ The amount available
- ❖ The bank's stamp and signature
- If you have been, or plan to be, in the country for longer than six months, you may need an x-ray and other medical tests. You can find out more about this, and get forms for this, from the office. This will be an additional cost.
- You will need to write a letter explaining why you want to get a student visa/visitor visa
- If you are applying for a student visa and have already been a student, you will also need to send evidence of your previous academic record – progress and attendance.

You should refer to the following link for the most up-to-date information

<https://www.immigration.govt.nz/visas/fee-paying-student-visa/>

<https://www.immigration.govt.nz/visas/visitor-visa/>

It is a student's responsibility to ensure that they are on a valid visa at all times.



Keeping Safe

At RELA, it is one of our main responsibilities that you feel you are studying in a healthy and safe environment, this includes around the school and in your homestay and personal life. This section will hopefully help you, and us, to achieve this.

New Zealand is one of the safest countries to live in but that does not mean bad things never happen here. You still need to be careful and take precautions to keep yourself safe.

Do not:

- Walk alone (or in groups) at night.
- Carry a lot of money.
- Leave your belongings unattended in public places, including the school.

Do:

- Keep your ID card with you.
- Ring your homestay if you are going to be late.
- Tell someone where you are going and when you will be back.
- Lock your car, bike and house if you leave them.

The NaumaiNZ website [Staying safe in New Zealand | NauMai NZ \(studywithnewzealand.govt.nz\)](http://staying-safe-in-New-Zealand-|NauMai-NZ-study-with-new-zealand.govt.nz) has a lot of information about keeping yourself safe in New Zealand.

ID Card and Emergency Number

In the Orientation session on your first day, we will give you your ID card.

Rotorua English Language Academy
1154 Hinemoa Street, Rotorua, Tel: 07 3490473
Student ID Card



Smith, Jack
Bob Brown
123 Alphabet St, Rotorua
Phone: 07 123 4567
Date of Birth: 1/01/2000
Finish Date: 27/01/2023

EMERGENCY/POLICE/FIRE/AMBULANCE Ph 111

This card has a lot of useful information on it. Please keep it on you at all times.

You will find your address and phone number and the school address and phone number.

Most important are the RELA 24/7 emergency phone service to help any student who has an urgent problem. The school phone number 0064 7 349 0473 will always be answered by one of our administration team. You can call us anytime if you have a big problem or are feeling unsafe/worried about something.

Emergency Phone Numbers

RELA 24/7 Emergency Number	07 349 0473
Ambulance, Police, Fire Brigade	111 An operator will ask what service you need: Police, Fire or Ambulance? Tell the operator where you are and what has happened.

Remember, if you're ever feeling unsafe or scared you can call the emergency phone number 111 for free. The operator will ask which service you need. Ask for the police. Even if your phone is out of credit, the 111 emergency phone number will still work. If you can't decide if it's a real emergency and you're still worried, call 111 and ask for police. They will help you work out what to do. The police in New Zealand want to help. They are friendly and trustworthy. Don't hesitate to call them.

Taking Care Of Your Money And Valuables

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

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

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

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

**Please do not bring more than \$50 to school each day
unless there is a special reason.**

NZQA Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

RELA has agreed to observe and be bound by the NZQA Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. Copies of the most recent Code are available on request from this institution or from the NZQA website at [The Tertiary and International Learners Code of Practice :: NZQA](#)

The Code ensures that:

- High professional standards are maintained
- The recruitment of international students is undertaken in an ethical and responsible manner
- Information supplied to international students is comprehensive, accurate, and up to date
- Students are provided with full information prior to entering into any commitments
- Contractual dealings with international students are conducted in an ethical and responsible manner
- The particular needs of international students are recognised
- International students are in safe accommodation
- All providers have fair and equitable internal procedures for the resolution of international student grievances

Getting Help If You Feel Sick Or Have An Accident

If you feel sick and think you need to see a doctor, or other health professional, come and talk to one of our Student Services team. They will be able to help make you an appointment. If you think you would be more comfortable with a RELA staff member with you, we can come to the appointment too.

If you have an accident, please tell a staff member immediately. If it is after school, please ring the school 24-hour number 07 349 0473.

Pharmacy

For minor health problems, you can visit the pharmacy and ask the pharmacist to recommend some medicine for you. Ask the Student Services Team if you are not sure where the closest pharmacy is.

Doctor

If you need a doctor, please come to Student Services. In New Zealand we only go to the Hospital for emergencies or very severe health problems. A doctor is usually the first place we visit if we feel sick. We can give you a list of doctors and dentists near the school.

Urgent Medical Care

Lakes Primecare

1165 Tutanekai Street, phone 348-1000

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

Lakes Care Pharmacy

1155 Tutanekai Street, phone 348-4385.

Open seven days 8.30am to 9.30pm

Costs of and Eligibility for Health Services

Seeing a doctor in New Zealand is expensive and most international students are not entitled to publicly funded health services while in New Zealand. However, in most cases you can use your Travel and Health Insurance.

Accident Insurance (ACC)

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand. If you go to the doctor for an accident-related injury, you must let the doctor or reception know. It may cost less. Please note that coverage is not guaranteed and if you have an accident, 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.

Insurance

The Ministry of Education requires international students to have current Medical and Travel insurance for the duration of their stay that meet the requirements set out in the NZQA Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 for International Students.

Making an Insurance Claim

If you have insurance arranged with RELA, we can help you apply to claim the costs back. Talk to the Student Services Team and we will help you complete the process. If you arranged your own insurance, contact your insurance company directly to find out how to make a claim

International Student Health Resource

There may be times when you want other kinds of help with your physical or emotional health. If you have any questions at all, please come and talk to the Student Services Team. We are here to help you.

Our **International Student Health Resource** has more detailed information about agencies that offer support and guidance for international students in New Zealand. These services are all confidential and mostly free.

Sun Safety

New Zealand's sun is very strong. You need to protect your skin and eyes during daylight hours. This is even true for sunny days during winter.

When you are outside,

- use sunscreen (at least SPF 30) and reapply it every two hours and immediately after swimming.
- wear a hat
- wear sunglasses
- stay in the shade (or cover yourself up) as much as possible.

Water Safety

New Zealand is made up of islands surrounded by beautiful beaches, but the currents can be very strong. Be very careful in the water. If you are swimming at the beach, swim between the red and yellow flags and do not go into deep water.

You also need to be VERY careful if swimming in one of Rotorua's many lakes. These lakes can seem very safe as they do not have the same currents as at the beach; but be aware, they can get deep very, very quickly.

Remember the Water Safety Code

1. Be prepared
2. Watch out for yourself and others
3. Be aware of the dangers

4. Know your limits

Detailed information in your own language can be found at <https://www.adventuresmart.nz/water/the-water-safety-code/>

Hazards and Dangers

If you discover something that makes you feel unsafe or that needs to be fixed around the school, report it immediately to Student Services. If it's in your homestay, talk to your homestay parents or one of our Homestay Team.

First Aid

We have a first aid kit available for unexpected events and staff that know how to use it. If there's an emergency situation, please report it immediately and our trained staff will know what to do.

Discrimination, harassment and bullying

Discrimination

Discrimination occurs when a person is treated unfairly or less favourably than another person in the same or similar circumstances, for example on the grounds of race, sex, sexual orientation, religious belief, age, body size, marital status, country of origin or disability

Harassment

The Harassment Act defines harassment as a pattern of behaviour directed at someone which makes that person feel distressed or unsafe. Harassment is not tolerated at school; all staff members and students have the right to perform free of any form of harassment.

Racial harassment

Racial harassment is unlawful under the Employment Relations Act 2000 and the Human Rights Act 1993. No staff member or student is permitted to use language, visual material or physical behaviour that expresses hostility against or brings into contempt or ridicule any other person on the ground of the colour, race, ethnic or national origins of that person.

Sexual harassment

Sexual harassment is unwelcome or offensive sexual behaviour that is repeated or significant enough to have a harmful effect on you. This includes misconduct both within the school and outside the school. If you think you are the victim of sexual harassment, please come and talk to the Student Services Team.

Sexual harassing another person may result in the termination of your enrolment.

Bullying

Bullying is an abuse of power. It's where one person or a group of people uses their power to make another person feel powerless.

If you feel you've faced any of the above, please talk to Student Services immediately, don't let it escalate. Your complaint will be taken seriously and treated in confidence.

Emergency Procedures

Please note: Notices are displayed in all classrooms and common areas explaining the evacuation procedures and assembly points in case of an emergency. Please read these carefully.

Fire Alarms and Fire Drills

When the fire alarm rings you must

- Leave the building immediately and go to the Assembly Point, under the tree outside (opposite) the building.
- Use the stairs, **DO NOT** use the lift
- Do not pack up or take anything with you. Your teachers will direct you.
- Stand in your class lines and wait for your teacher to call the roll
- Nobody is allowed to return to the building until Senior Management gives you permission.
- Treat all alarms as an emergency.

If You Discover A Fire

- Activate the nearest Fire Alarm
- Phone the Fire Service on 111
- Leave the building immediately

Earthquake and Earthquake Drills

If you are inside:

- Move away from all windows
- Move no more than a few steps and **drop, cover and hold.**
- Take shelter under a doorway or solid furniture or close to a wall and protect your neck and head.
- After the shaking stops, move quickly, but calmly (no running) out of the building you are in
- Use the stairs, **DO NOT** use the lift

If you are outside:

- If possible, move away from buildings, trees, streetlights, and power lines, then **Drop, Cover and Hold.**

After the shaking stops

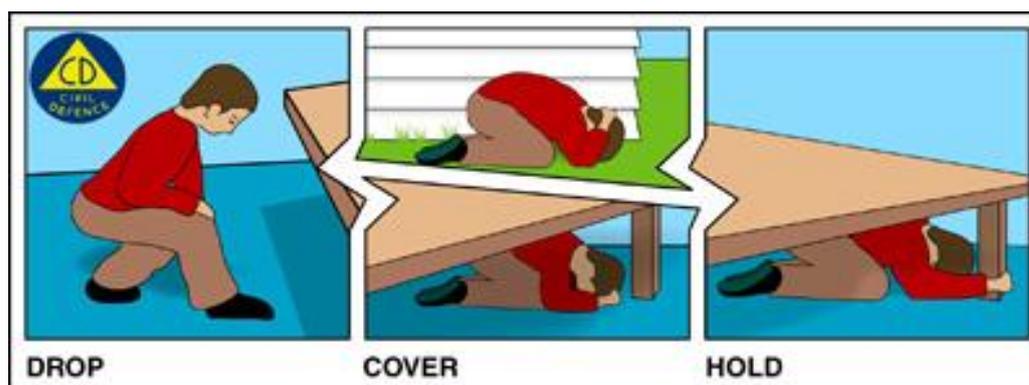
- Assemble outside Starbucks
- Stand in your class lines and wait for your teacher to call the roll
- Follow instructions given by Senior Management
- Fire alarms may be activated during an earthquake

Preparing for an Earthquake

Below is some very useful information about preparing for an earthquake Taken from the "Get Ready, Get Thru" website <https://getthru.govt.nz/earthquake>

Before an earthquake

Getting ready before an earthquake strikes will help you survive.



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

During an earthquake

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

Major Incidents Or Events

If there is a major incident or event that will affect many people, like an earthquake or serious emergency, it's important to keep calm and to follow any instructions the Police, Civil Defence or RELA give you.

If there is a major emergency in, or near Rotorua, you may receive an Emergency Mobile Alert on your mobile phone from Civil Defence. Read the message carefully and take it seriously. The message will tell you what the emergency is and what to do.

The Civil Defence website www.civildefence.govt.nz will also have information about the emergency and what to do.

Driving in New Zealand

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

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

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

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

Driving laws

The New Zealand Police enforce New Zealand driving laws. There are penalties such as fines, licence disqualification or suspension, vehicle impoundment, and imprisonment for breaking the driving laws

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

Drink driving

The amount of alcohol drivers under 20 years old are legally allowed to drink before driving is so small that it is safer not to drink at all. Driving while over the legal alcohol limit is a criminal offence in New Zealand.

There are severe penalties, including licence disqualification and suspension and prison terms for driving while over the legal alcohol limit.

Speeding

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

Requirement to wear seat belts

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

What to do in case of an accident

If you are in an accident, exchange details with other drivers involved (name, telephone number, address, type and colour of vehicle, vehicle registration number, insurance company). If the accident is serious and/or the other driver denies fault, note down other factors such as names of any witnesses, road names, if either party was carrying passengers, the time of day, and the weather conditions.

If someone is injured or killed in an accident it must be reported to the Police. If the Police do not attend the accident, report it at the nearest Police station within 24 hours.

For emergency assistance at the scene of an accident, call 111 and ask for the emergency services required (e.g. Police, Fire or Ambulance).

In the case of a non-injury accident, a driver or rider must give their name and address, the vehicle owner's name and address, and the registration plate number of their vehicle to other people involved in the accident. If a non-injury accident results in damage to an unoccupied vehicle or other property belonging to someone else, this must be reported to the owner of the property within 48 hours. The driver must give their name and address, the registration plate number of their vehicle, and the location of the accident to the owner of the damaged vehicle or property.

In cases where the owner of the damaged unoccupied vehicle or property is unknown or cannot be contacted, the accident must be reported to the Police at the nearest Police station within 60 hours.

Owning a car

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

Driver licensing requirements

Drivers must have a current and valid New Zealand Driver licence, International Driving Permit, or overseas licence to drive a car in New Zealand. An international visitor can drive on an overseas licence for 12 months. After that they must apply for a New Zealand driver licence. Drivers must carry their licence at all times when driving.

To ride a motorbike in New Zealand you must get a motorbike licence

New Zealand has a Graduated Driver Licence System. There are three stages: learner; restricted; and full.

Drivers must pass an official test for each licence stage. A learner licence allows you to learn to drive. If you hold a learner licence, you must be accompanied at all times when driving by a supervisor (a person who holds and has held a full licence for at least two years). A restricted licence allows you to drive on your own between the hours of 5 am and 10 pm. If you wish to drive outside these hours, you must be accompanied by a supervisor. If you hold

a learner or restricted licence, you cannot carry passengers unless you are accompanied by a supervisor. A full licence allows you to drive on your own and carry passengers at any time.

Fines for not obeying New Zealand's driving laws include:

Driving without a licence	\$400
Not carrying your licence with you when you are driving	\$55
Not wearing a safety belt	\$150
Texting or talking on a handheld mobile phone	\$150
Speeding	\$30 - \$630, plus demerit points
Driving through a red light	\$150
Driving with no Warrant of Fitness	\$200
Driving with no Registration	\$200
Dangerous Driving	Three months jail; Fine \$400; Loss of licence; Car impoundment and costs.
Drink driving	Fine of up to \$4,500; Loss of licence for up to six months; Imprisonment; Loss of visa.

Pedestrian safety information

In New Zealand cars won't always stop for pedestrians. When crossing the road

1. Find a safe place to cross
2. Stop one step back from the kerb
3. Look and listen for traffic wherever it may come from (Look right, look left, look right again).
4. If there is traffic coming, wait until it has passed, then look and listen for traffic again.
5. When there is no traffic coming, walk quickly straight across the road, looking each way for traffic.

You are not permitted to skateboard on the road, and generally you will not be permitted to use skateboards on busy footpaths.

Cyclists' safety information

You are required by law to wear a helmet when you are riding a bike. You must wear a helmet at all times. Three quarters of all cycling deaths are caused by head injuries when not wearing a helmet. There is also a \$55 fine for not wearing a helmet when riding. Make sure that the helmet you wear fits you properly, that all the straps work properly and that it is standards approved. Cyclists should ride on the road not on the footpath (except on designated 'Shared footpaths').

Cycling Tips:

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

Alcohol and Tobacco and Vaping Laws

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

Cigarette Smoking/Vaping

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

Alcohol

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

Rotorua Liquor Ban Areas

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

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

Please talk to the Student Services Team if you have any questions.

RELA Smoking and Vaping Rules

All RELA buildings are smoke-free (this includes vaping)

Do not smoke or vape in the foyer or school entrance way. If you need to smoke/vape do this away from the school buildings. Please put your cigarette butts in a rubbish bin. *Leaving your cigarette butts on the ground is unacceptable and considered very bad manners.*

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

RELA Alcohol Rules

Students must not consume alcohol on school grounds, or while on school activities, except in very special circumstances approved by senior management.

Other Important Laws

- Students under the age of 18 are not allowed to enter bars or nightclubs.
- It is illegal to download copyrighted material such as movies or music.
- It is illegal to smoke marijuana and to have, use and distribute non-prescribed drugs.
- You must not touch another person without their consent.
- It is illegal to have sexual relations with anyone 16 years or under.

Living in a Homestay

A homestay experience can be very rewarding indeed and many of our students have stayed life-long friends with their homestay families. It is certainly the best way to improve your English more quickly.

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.

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

You can change your homestay only if there are very good reasons for doing so. Please talk to Student Services if you wish to change, or leave, your homestay.

Evaluating your Homestay

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

Homestay Notes

In your Starter Folder you will find homestay notes which will give you a lot more information about living in a New Zealand home. Please read these. If you have any questions, please talk to the Student Services Team.

Information on Other Housing Options

For information on flat-sharing and other housing options in Rotorua, please talk to our Student Services Team. They will be able to help you and provide you with some information.

Important Policies and Rules

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 school. 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 any 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 school 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 outside the school across the street / away from the main entrance. Please collect your cigarette butts and put them in a bin. Do not throw them 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 building. 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.

Extra 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 motorised 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 under 16, they need to be home before dark.

Overnight Stays

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

Smoking and Vaping

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

Shopping and the Night Market

Students aged under 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 in its contacts the number of your homestay parents and the school number.

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

Attendance Policy

1. All students are required to be at school for 100% of the hours that they have enrolled for.
2. If students are late for school, they will be marked as late in the attendance register.
3. If students arrive after 10.30am, they will be marked as absent.
4. If students leave school at 10.30am, they will be marked as absent.
5. In the afternoons, if a student arrives or leaves at 2.00pm, they will be marked as absent.
6. All students who wish to be absent must phone or come to the office.
7. If you miss classes because you are sick, you will be marked as absent unless you get a signed medical certificate from a New Zealand registered GP.
8. If students want to take a holiday, they must first come to the office at least one week in advance and ask permission. If they do not, they will be marked as absent.
 - a. If students are under 18, they must get written permission from their parents to take a holiday.
 - b. Students on a student visa can only take a holiday after they have studied for more than 12 weeks. They can then only take two weeks holiday for every 12 weeks they have studied.
9. If your attendance falls below 90%, you will receive an Attendance Warning Letter.
10. If your attendance does not improve, you will receive a First Warning Letter, followed by a Second Warning Letter.
11. If your attendance continues to be unacceptable, you will receive an Expulsion Notice. If this happens, you will be withdrawn from your course and will need to leave the school and your homestay. If you are on a Student Visa, Immigration NZ will be notified. Your visa may be cancelled.

Please note: If you are on a Visitor Visa, you are still expected to attend all classes. If you do not, Steps 9 – 11 above will be followed.

Conditions for Terminating Enrolment and Disciplinary Procedures

We expect that all students will treat others with respect at all times and follow our school rules.

If a student's behaviour is of concern to fellow students or staff, we will follow the appropriate process in the following procedures;

Classroom Problems and Minor Behaviour Problems and Breach of School Rules

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



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



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



The Language Counsellor may talk with the student.



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



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



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

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

Serious behaviour problems

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

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

Criminal offences

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

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

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

Refund and Fee Protection Policy

Refunds of tuition fees

1. For courses up to and including four weeks and six days
 - 1.1. Where an international student withdraws within the **first two days** of the course RELA may keep **up to 50 percent** of the full amount of any payments made by the student to the school; and must refund the balance to the student.
2. For courses of five weeks or more but less than three months
 - 2.1. Where an international student withdraws within the **first five days** of the course RELA may keep **up to 25 percent** of the full amount of any payments made by the student to the PTE for the course; and must refund the balance to the student
3. For courses of three months or more
 - 3.1. International students
 - 3.1.1. For courses of three months or longer, students withdrawing within the first **ten 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 three months or longer, withdrawals made within the first **eight calendar days** of the course will be refunded in full **less a deduction of 10% or \$500 payable to the PTE, whichever is the lower amount.**
4. Students who withdraw before the course commences will also be subject to the above criteria. That is they will be entitled to a refund less any amounts allowed to be retained by RELA as noted above.
5. If you are under 18, then we will discuss with you, your parents and agent the best way of refunding this money, so that all parties agree.
6. In 1, 2 and 3 above, "withdrawal" means stopping a course totally. If you wish to leave early for personal reasons, or if you are absent, you will receive no refund. If there are compassionate reasons, the Directors may use their discretion. This is usually only if a close family member dies, or if you, or a close family member, are seriously ill.

7. You may have extra holidays if the Directors agree. We do not usually agree to holidays in the first three months of the course. We do not refund fees, but the Directors may agree to extend the course by the number of days missed.
8. We do not refund fees for New Zealand public holidays.
9. We do not refund fees if you are asked to leave the school because of misbehaviour or poor attendance.
10. If your student visa is declined, we will refund your fees, less a \$250 administration fee.
11. Fees cannot be transferred to any other institution or student.
12. When a refund is made Immigration New Zealand will be informed that you are finishing early. This may affect your visa.

Refund of Homestay Fees

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

Fee Protection Policy

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

In the situations described in a) above, RELA will

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

Public Holiday Policy

All individual students enrolled for 2 weeks (minimum enrolment period) or longer pay for full weeks. This includes weeks with Public Holidays.

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

Tour Groups may have different conditions, depending on the course dates agreed.

Homestay: RELA will charge a Public Holiday Supplement for any students who stay in a homestay for 4 weeks or less and there is a Public Holiday during this time. This surcharge (\$50 per Public Holiday) is paid to the homestay.

	2025	2026
New Year (observed)	Wednesday 01 January	Thursday 01 January
Day following	Thursday 02 January	Friday 02 January
Auckland Anniversary	Monday 27 January	Monday 26 January
Waitangi Day	Thursday 06 February	Friday 06 February
Good Friday	Friday 18 April	Friday 03 April
Easter Monday	Monday 21 April	Monday 06 April
ANZAC Day	Friday 25 April	Monday 27 April (observed)
King's Birthday	Monday 02 June	Monday 01 June
Matariki (Māori New Year)	Friday 20 June	Friday 10 July
Labour Day	Monday 27 October	Monday 26 October
Christmas Day (observed)	Thursday 25 December	Friday 25 December
Boxing Day (observed)	Friday 26 December	Monday 28 December (observed)

The school will also be closed for 2 weeks over Christmas and New Year (please contact the school for dates)

Holiday Policy

Students on a Working Holiday Visa or a Visitor Visa

Students on a Working Holiday Visa or Visitor Visa can take a holiday whenever they want and for as long as they want (with one week's notice to the office).

Students on a Student Visa

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

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

After 12 weeks	2 weeks' holiday	
After 24 weeks	2 weeks' holiday	total 4 weeks

After 36 weeks	2 weeks' holiday	total 6 weeks
After 48 weeks	2 weeks' holiday	total 8 weeks

No student visa holder can take a holiday until they have completed the first 12 weeks' module unless there are exceptional circumstances. In this case, the decision is at the discretion of the Directors of RELA.

All Students

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

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

Students Under 18

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

If you have any questions at all about holidays, please come and see the Student Services Team.

Refunds for Holidays

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

Living in New Zealand and Rotorua

The following section, in alphabetical order) has some information that will hopefully make living in New Zealand a little easier. You will find information about some of our customs, slang and things you can do to make life easier for yourself.

A lot more information on life as an international student in New Zealand can be found at the *NauMai NZ* website <https://naumainz.studyinnewzealand.govt.nz/> The website has a lot of information to help you with studying and living in New Zealand. 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>

If you have any questions about Rotorua shops, restaurants, accommodation, activities, sightseeing or anything else, the Student Services Team are here to help you.

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

Banks

Banks are open from Monday to Friday, 10.00am to 4.00pm and some are open from 9.00am – 4.30pm. It is possible to open an account and get a cash card at most banks if you are here on a student or work visa. We can help you to arrange an appointment and open an account.

City Buses

RELA students are eligible for cheap fares on Rotorua city buses. To get these cheap fares you need two things

1. Your RELA ID card
2. a Bee Card



BEE CARD

How can I buy a Bee card?

Bee cards can be purchased from the Bay of Plenty Regional office on the corner of Fenton and Pukaki Streets. You can also get them from the bus driver. However, in order to get cheap fares you need to register the card.



How much does a Bee card cost and how do I top up?

They cost \$5. You can top them up online at www.beecard.co.nz Each time you get on the bus you pay using your Bee card and the cost is deducted from the balance on your card.

To top-up your Bee card online:

1. Sign into your account at beecard.co.nz
2. Locate the correct card that you wish to top up and click "Manage Card"
3. Click 'Top Up' (it is on the right side of the screen)
4. Enter top up value
5. Click 'Next'
6. Click 'Check Out'
7. Enter Payment Details
8. Click 'Pay'

How much is a ride (*valid at 13 December 2024*)?

Normal cost	\$2.80
Cost with the Bee Card	\$2.24
Under 18 with Bee Card (before 9.00am and between 2.30 and 6.00pm)	Free
Under 18 with Bee Card (between 9.00am and between 2.30pm)	\$1.34
Student with Bee Card and RELA ID	\$1.34

To get these discounted prices you need to register online or at the Regional Council. Ask the Student Services team for more information.

Transfers

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

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

For more information, see the timetables and route map in the student room. If you have any problems, please come to the office and talk to the Student Services Team.

A lot more information about Bee Cards can be found at <https://fags.baybus.co.nz/hc/en-nz/categories/360000194555-Bee-Card> and [Rotorua Urban - Baybus](#)

Clothing

On most occasions New Zealanders dress informally but relatively conservatively. It is not uncommon however, to see men wearing shorts and no shirts, and women wearing

sleeveless tops and short skirts or shorts during the summer. You may sometimes see people bare footed or wearing jandals (New Zealand slang for flip-flops).

Common New Zealand Slang Words You May Hear

Awesome	great, nice
Bring a plate	bring a plate of sweet or savoury food
Cheers	goodbye or thank you
Chemist	pharmacy
Chips	potato crisps
Dairy	shop selling sweets, drinks, ice creams and some general goods such as milk and bread
Flat	apartment
Heaps	a lot
Hot chips	fries
Kiwi	a New Zealander, a native bird, or abbreviation for kiwi fruit
No worries	it is all right/fine
Pot luck	where everybody brings food
She'll be right	that will be all right
Sweet as	when something is good or cool
Ta	thank you
Togs	bathing suit
Tramping	backpacking, bush/hill walking
Yeah, nah	an informal way of saying no, often when you understand what someone else is saying but don't agree with it
You're all good	don't worry about it

Discrimination

New Zealanders should not discriminate – it is against our law. This means that men and women are treated equally and women must be shown the same respect as men. It does not matter what country a person comes from or their religion or if they have a disability, they should be treated as an equal and you should treat them as an equal too. If you think you have experienced discrimination, contact the Student Services Team or another senior staff member. Your complaint will be taken seriously.

Eating Out

There are many different kinds of restaurants in Rotorua to suit all types of budget. Just come and ask the Student Services Team if you would like a recommendation. Here are some tips to help you understand the culture around eating out in New Zealand

Who Pays?

New Zealanders enjoy socialising with friends, and this often involves going out for a coffee or a meal. When dining out with friends, it is expected that people order and pay for their individual meals and drinks unless otherwise organised. You will often hear the server asking “paying separately or together?” when going out in a group. There is no expectation of one person paying for everything, so feel free to split the bill (pay for your meal and drinks only).

Social Occasions and Invitations

- If you receive an invitation, it is polite to answer as soon as possible
- If you cannot go, it is better to say no than to say nothing and not turn up
- If someone invites you out, it is polite to offer to pay for yourself
- If someone says it's their "shout", this means they want to pay for you
- If you are invited to a 'pot luck' meal or you are asked to bring a plate, this means you are being asked to bring a plate of food to share
- If you are invited to someone's home for dinner, it is usual to take your own drink such as wine, beer or juice
- It is polite to arrive on time

Alcohol and Restaurants

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

B.Y.O = Bring Your Own drink (any alcohol)

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

Emergency Services

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

Police Station, Fenton Street, phone 348-0099.

Gender and Sexuality Equality

In New Zealand women and men have equal rights and are equal under the law.

Homosexuality and same-sex marriage are legal in New Zealand

Library

You can go to the Public Library and read books, newspapers and magazines. It is a peaceful, pleasant place to go to relax or study. The library has Wi-Fi which is free for everyone. If you would like to join, you will need to take signed ID (e.g your passport) and a letter from RELA saying you are studying and confirming your address. You can also use a bank statement for this. If you are 18+ membership is free. The library is at 1127 Haupapa Street. Near to Rotorua i-SITE Visitor Information Centre.

Manners, Please And Thank You and Punctuality

Manners

When shopping, going to the bank or visiting any other place where others are doing similar things to you, a queuing (or lining up) system is used. This means that whoever comes first will be served first ("First come, first served"). It is considered bad manners to go ahead of someone else, who was already there when you arrived.

New Zealanders find spitting and littering offensive. Some New Zealanders can get upset if they see people behave in these ways.

Please and Thank You

Please and thank you are phrases often used in New Zealand – even for small favours it is polite to say thank you. This is very important in New Zealand, if you don't do this you may be considered rude. New Zealanders also use "excuse me" and "sorry" a lot.

Punctuality

If you are meeting someone or attending classes, it is important to be on time. If you are going to be late, it is courteous to call and let the person know when you expect to arrive.

Movie Theatres

Readings Cinema

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

Basement Cinema

1140 Hinemoa Street, phone 07 350 1400

Visit www.basementcinema.co.nz for movies screening and show times.

New Zealand (Aotearoa) and the Treaty of Waitangi (Te Tiriti o Waitangi)

According to Māori legend, Kupe, a great Polynesian navigator came to the South Pacific around 1,200 years ago. His first sight was not of the land itself but of a long white cloud that hovered above it, and so he named it Aotearoa, which in Māori means the Land of the Long White Cloud. The country was later called New Zealand.

Today New Zealand is proud of its identity as a diverse and multi-cultural Pacific nation, based on a partnership between Pakeha, as New Zealanders of European origin are called, and Māori. At the heart of that partnership is the Treaty of Waitangi, an agreement that lives on as a national symbol for unity and understanding between cultures.

To understand the history of New Zealand or "Aotearoa", you need to know about the Treaty of Waitangi. The Treaty is New Zealand's founding document and is an agreement between Māori and the Crown (the government). This established New Zealand as a bicultural country between two people. Now, with more recent migrants from all over the world, New Zealand is very multicultural.

The Treaty of Waitangi:

- was signed between the Māori inhabitants and the British government on February 6, 1840. New Zealand proudly commemorates the signing of the Treaty and celebrates the 6th February every year as Waitangi Day which is a designated public holiday.
- agrees that Māori and other New Zealanders should work together as partners
- protects Māori property, customs, and culture
- encourages Māori to find Māori solutions to serious problems
- Waitangi Day (6 February) commemorates the date when the Te Tiriti o Waitangi Treaty of Waitangi was signed.

RELA supports the principle of partnership embodied in the Treaty of Waitangi. That means, at school we all must:

- respect each other's cultures
- never make racist remarks
- recognise the special place of Māori and the Māori heritage (Māoritanga) in New Zealand / Aotearoa today
- learn in the classroom about the Treaty of Waitangi

And it means that, outside the classroom, we must:

- accept the "two cultures" policy of modern New Zealand life
- tolerate and try to understand different cultures
- respect the law and lifestyles of New Zealand / Aotearoa

Living in Rotorua, often regarded as the home of Māori Arts and Culture, means that you will enjoy the benefits of two very different cultures during your stay. RELA includes information about Māori culture into our lessons. Many of our activities will allow you to explore Māori life and customs first hand e.g Te Puia, Tamaki Village and visits to Mokoia Island. You will have the chance to hear Te Reo Māori spoken when you are out and about and we will also introduce it in many of our lessons. This means you can also try using Te Reo in the community. A list of commonly used Te Reo Māori words can be found on the next page.

You can read a copy of the treaty in English, Te Reo Māori and thirty other languages at <https://nzsti.org/Read-and-listen/19662/>

Postal Service (NZ Post)

15/1170 Amohau Street (Central Mall in the Paper Plus shop), phone 07 349 6557. Open 8.30am to 5pm Monday to Friday, 9am – 1pm Saturday and 10am to 3pm Sunday

Religious Services

Anglican	St Lukes	Cnr Amohia and Pukuatua Street	07 348 5390
Catholic	St Marys	40 Seddon Street	07 348 0289
	St Michaels	11 Lake Road	07 348 8790
Baptist	Rotorua Baptist Church	100 Malfroy Road	07 348 5263
Muslim	Rotorua Islamic Centre	274 Old Taupo Road	021 047 1753

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

Sightseeing information

There is a lot to see and do in Rotorua! Rotorua i-SITE Visitor Information Centre on Fenton Street can help you make bookings as can our Student Services Team. There are buses which go to all the main sightseeing attractions.

Shopping

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

No bargaining

Bargaining is uncommon in New Zealand, and people are expected to pay what is on the price tag.

Useful Te Reo Māori Words

Te Reo Māori is one of New Zealand's official languages. It is spoken a lot on the radio, TV and in everyday settings. Here are some words that you may hear and that you might like to use.

Aotearoa	New Zealand
aroha	love
aroha mai	sorry
ata mārie	good morning
haere mai	welcome/enter
haere rā	goodbye
hāngi	a traditional way to cook food. an earth oven that cooks using steam and heat from heated stones.
hei konei rā	goodbye
hongī	a traditional Māori greeting that involves touches noses and exchanging breath
ka kite anō	see you later
ka pai	that's good
ka pai te kai	this is great food
kai	food
karakia	a prayer or blessing
kei te pehea koe	how are you?
kia kaha	be strong, keep going
kia ora	hello/thank you
ko ... ahau	my name is ...
koha	gift
mahi	work
mā te wā	see you later
marae	meeting place
mōrena	good morning
ngā mihi	Regards, thanks
pō mārie	good night
tamariki	children
tāne	man, men, husband
tapu	sacred
tipuna	ancestors and grandparents
wahine	female, woman, wife
whanau	family
whenua	land

How to Pronounce Te Reo Māori

Te Reo Māori has five vowel sounds that are pronounced differently to their English counterparts:

- a ('a' like in 'car')
- e ('e' like in 'egg')
- i ('i' like the 'ee' in 'tee')
- o ('o' like in 'four')
- u ('u' like an 'o' in 'to')

All vowels can be long or short. A long vowel is signified with a macron above it (or sometimes when written twice – eg. whānau or whaanau).

For example:

- a, (short vowel) papa (earth)
- ā, (long vowel) pāpā (father)

There are eight consonants in Te Reo Māori, which sound similar to the English versions — h, k, m, n, p, r, t, and w.

There are also two consonant combinations that make a different sound when joined together – *wh* and *ng*.

Many Māori pronounce the *wh* sound similar to the English 'f'.

The *ng* in Te Reo is similar to the 'ng' sound in English words like 'sing'. However, Māori words can actually start with that sound.

Tipping

People generally do not tip in New Zealand.

Toilets

Public toilets in New Zealand are generally free to use and are usually segregated for male and females. They are non-squatting, European-style toilets. Water basins are available for washing hands and usually have two taps, one for hot water and one for cold.

Water

Tap water is fresh and safe to drink in Rotorua.

12 *daily* wellbeing tips

Move



Get your feel-good hormones pumping with daily exercise

Nature



Get outside, enjoy the fresh air and sunshine

Breathe



Do 10 mins of deep breathing to lower stress levels

Disconnect



Factor in screen-free time each day

Write



Get your thoughts out of your head and on to paper

Laugh



Find the lighter side to life with a good comedy or social catch up

Gratitude



Notice 3 things each day you are thankful for

Meditation



Take 10 mins to pause, be mindful and present in your day

Rest



Get 7-9 hrs sleep to better manage emotions and think clearly

Re-frame



Shift your thinking to see opportunities in challenges

Hobbies



Make time for the things you enjoy

Connect



Share your concerns with others/mental health professionals

