



Language Studies International First Day Information

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INFORMATION FOR FIRST DAY

Welcome to Language Studies International, Christchurch. We will do all we can to ensure you have a great time with us.

Lesson Times:

STANDARD COURSE: 20 LESSONS PER WEEK

Lessons 1 and 2: 9:00 - 9:50 and 9:55 - 10:45

Lessons 3 and 4: 11:10 - 11:50 and 11:55 - 12:45

INTENSIVE STANDARD COURSE: 30 LESSONS PER WEEK

as above, plus:

Lessons 5 and 6: 13:45 - 14:35 and 14:40 - 15:30

BREAKS:

Please observe the allocated break times. The 5 minute breaks are not for drinking or smoking or eating as there is not enough time. Please eat and drink in the student rooms only - not in the classrooms. This stops food smells in the class rooms. Please put food rubbish in the student room rubbish bin, not in the classroom rubbish bins.

Please be on time to class. If you are over 10 minutes late, please wait outside the classroom until the start of the next lesson. We keep an attendance register in each class. Students who are on a Student Visa must attend at least 90% of their course, or their visa will be rescinded and they will be sent home. Please keep your own record of your attendance in your diary. We issue one attendance letter per student- at the end of the course.

Friday mornings, there are tests which enable the teacher to see if the students have learnt what they have been taught the previous week. At morning tea break on Fridays we say "good-bye" to those students who are leaving, and they make a speech, and receive a certificate.

SCHOOL RULES:

Please read the school rules on the notice boards in each classroom and in the Students' Room. Please abide by our rules.

LANGUAGE:

Please speak in English while you are at school. English is compulsory in class, and preferred in the rest of the school and outside class times. You are here to learn English - why not use what you are learning? It is best if you think in English as well. There are students here from all over the world, and everyone will feel more comfortable if everyone else speaks English. Let's make LSI Christchurch our global village of English speakers. We can be a mini United Nations.

SMOKING:

There is no smoking in the building. You may smoke outside at the rear of the building. Do not smoke outside the front of the school building. If you are a smoker and are in a homestay, do not smoke in the bedroom. Please ask your family where you can smoke.

TELEPHONE CARDS, FAXES, EMAIL:

To call home, we suggest you buy a telephone card. To telephone within NZ, you can buy a phone card from the post offices and convenience stores. New Zealand businesses are charged for every call made, so if you need to use the LSI phone to make a local call in an emergency, you will need to pay 50 cents. You can send faxes overseas from the school office - the cost is \$5 per page. E-Mail is available at no cost from 3:30 to 5:00 p.m. Monday to Friday. Put your name on the computer list to book a time.

**EMERGENCY NUMBER:**

If you get in trouble while travelling around NZ and it is outside school hours, please phone your homestay or the LSI mobile number: 021 22 55 793, or use this toll-free number : 0800 106 108, and tell them the name of our school and what your problem is.

BUS TRANSPORT:

The cheapest option is to buy a Metro card from the Bus Exchange on Colombo Street.

HOMESTAYS:

If there is a problem, please see the Natalie. If you want to change your homestay, you must give the family and the school 2 weeks notice. If you need to change immediately, ask the Natalie and she will help.

LESSON PROBLEMS:

See your teacher for help. You can also see Mary if you have problems with your teacher or class level.

SOCIAL ACTIVITIES:

Please see the weekly activities on the notice boards around the school. The activities are on Wednesday and Friday 3.30-5.30pm. If your favourite activity is not on the programme please ask - we can arrange any activity your heart desires. There are also weekend trips with Geo Tours (with students from other Christchurch schools) . Please add your name to the list on the activities notice board. Geo Tours comes to school each Friday at 12:45.

CHANGES OF COURSE AND HOLIDAYS:

It is often not possible to change your course. If you want to shorten your course, there are no refunds. You cannot change from Intensive to Standard and thereby lengthen your course. If you want to have a holiday, we require two weeks' notice - for LSI and for the Homestay. We can however extend your course. If you have problems with invoices, payments or visas, please see the Natalie. For whatever change you would like to make, there will be a form to fill in. Please ask at the office.

CLASS CHANGES:

Friday lunchtime teachers have weekly meetings to discuss classes and student progress. If you want to change class, talk to your teacher before Friday.

ABSENCES:

If you are sick, and unable to come to school, please phone us to tell us. If you need a Doctor, we will make the appointment for you. A doctor's letter will be required for absences of more than three days.

STUDENT MAIL:

Please check with the Natalie if you are expecting mail.



LSI TERMS AND CONDITIONS

Our courses take place from Monday to Friday, except on Public Holidays, and except for the 9 day Course.

We offer the following lessons from Monday to Friday inclusive:

- 4 lessons per day of 50 minutes each for our Standard 20 Course.
- 6 lessons per day of 50 minutes each for our Intensive 30 Course.
- Our Standard Plus and Intensive Standard Plus Courses include 1 or 2 lessons of 45 minutes every day.
- Our Individual Course lessons last 45 minutes.

Accommodation is provided from Sunday, one day prior to course commencement, and ends on Saturday morning, one day after the course finishes. You must pay for additional nights if you arrive early or leave late. Unless otherwise stated, all accommodation is with a Host Family.

Our prices are in New Zealand dollars and include GST (except for Homestay fees). At the end of your course you will receive an LSI certificate.

Social activities which are organised by our school are at an extra cost.

All fees must be paid at least 2 weeks before the course commences.

Deposit and Confirmation

On receipt of a completed enrolment form, and a non-refundable registration fee of \$100, written acceptance of enrolment will be given by Language Studies International. This guarantees students a place.

Fees

The course fees plus the cost of accommodation must be received no later than 2 weeks before the start of the course. In the event of non-payment, Language Studies International reserves the right to refuse admission.

Fees cannot be transferred to another student.

All student fees are to be deposited into the following account:

Language Studies International (NZ) Ltd – Student Fees Trust Account
 The National Bank
 185 Broadway
 Newmarket
 Auckland.

Account number: 060265-0101907-00 Swift code: ANZB NZ22

In the unlikely event of insolvency, regulatory closure or withdrawal, or partial withdrawal of accreditation, LSI students may apply to Carlton DFK for refund of unused fees.

Please post claims to LSI Student Fees Trustees, Carlton DFK, Level 3, 135 Broadway, Newmarket, Auckland, NZ.

Medical

Sections 4.2.8 & 7.3.2 of the Ministry of Education Code of Practice for the Pastoral Care of International Students require all international students studying in New Zealand to have appropriate medical and travel insurance. LSI is required to sight each student's insurance on enrolment. The policy should cover: transport to and from New Zealand for the duration of your stay in New Zealand; trips to other countries during the period of study; personal insurance for the sum of \$1million; emergency evacuation or repatriation; the costs of an accompanying relative in case of illness; personal effects; personal liability; mental illness; and loss of fees due to emergencies.



Immigration

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at <http://www.immigration.govt.nz> .

Cancellation

Students enrolled for a course over 3 months may withdraw at any time within 7 days after the first day of the course booked. These students are refunded, without deduction, so much of any payment, or of the sum of any payments, made by the student to the establishment in respect of that course, and, if withdrawal from that course also constitutes withdrawal from the establishment as a whole, in respect of enrolment at the establishment, as exceeds \$500.00 or 10% (percent) of the amount of that payment or of the sum of those payments, whichever is the lesser.

Where a foreign student enrolled on a course of study that is less than three months' duration withdraws from such a course, the following minimum refund entitlement will apply:

- a) For courses of up to and including four weeks and six days : where a student withdraws within the first two days of the course LSI will retain 50% of the full amount and refund the balance to the student.
- b) For courses of five weeks or more but less than three months: where a student withdraws within the first five days of the course LSI will retain 25% of the full amount and refund the balance to the student.

Otherwise there are no refunds of tuition fees.

Goods and Service Tax

Please note that course fees are subject to a 12.5% government tax. Should this be increased, our fees will increase accordingly. Homestay accommodation fees do not include this tax.

Homestay Cancellation

All cancellations, withdrawals or changes should be submitted in writing at least 2 weeks in advance and must be confirmed by LSI. Non confirmed withdrawals result in payment of two weeks homestay fee.

Minimum Age

The minimum age for acceptance is 16 years. Students under the age of 18 staying in family accommodation must book half-board. Unless otherwise requested by a parent or guardian, students under the age of 18 staying in family accommodation will be expected to return to their accommodation by no later than 10pm each evening.

Change of Course

Students cannot change their course to a lower specification once the course has begun e.g. students cannot change from Intensive 30 to Standard 20 course once they have started their course. The I.S.Y. course has set starting and finishing dates with no course changes permitted.

Holidays

Application for a holiday must be made to the office 14 days before commencement of the holiday. Holidays must be Monday to Sunday.

Attendance

Once enrolled, students are expected to attend all lessons. No fees are refundable should a student have to leave for misconduct.



FEES & PAYMENTS

If you have not paid your fees, you must go to the Natalie to pay on your first day.

All payments to our homestay families are made through the school – families are NOT permitted to accept money directly from students.

Staying longer than you booked?

If you have arrived earlier, or if you are staying longer than the original dates you booked in your homestay you must pay for the extra nights. Please see Natalie to do this.

Protection of Fees Paid in Advance

LSI has set up an independent Student's Trust Fund, which is managed by an independent Trustee. Funds held by the Trustee exceed fees received in advance from students. The New Zealand Qualifications Authority has accepted this arrangement as meeting requirements of its student fee indemnification policy.

In the unlikely event that a claim needs to be made to the Trustee of the Student Fees Trust Account, the contact details are as follows:

Geoffrey Bouchier

Carlton DFK

Tel: 0064 9 5235117

Fax: 0064 9 5235518

Email: gbourchier@carltondfk.co.nz

Please see our Terms and Conditions for address details.

TERMINATION OF TUITION AT LSI

LSI reserves the right to terminate tuition with no refunds in the following situations:

- The student has been expelled in accordance with LSI Rules and Regulations.
- The student has committed a criminal act (this includes outside LSI premises).
- The student's visa is rescinded for non attendance on the course because of unexplained and continued absenteeism (the requirement is 80% attendance).
- Failure to pay fees.

Process followed when LSI considers termination:

- Student is warned twice (verbally with written confirmation).
- Student's agent and parents are informed.
- The student has taken up his/her right to appeal.

Process followed once Termination has occurred:

- Student and Agent are informed of termination in writing.
- NZIS are informed.

NB: There are no refunds in the case of Termination.



RULES AND REGULATIONS

Students are advised that the following are not accepted/tolerated on the premises of Language Studies International (NZ) Ltd:

- continual lateness to class
- possession or consumption of alcohol
- chewing gum in school
- possession or taking of drugs
- smoking in the school building
- unexplained absenteeism
- behaviour of an offensive or discriminatory nature in regards to a person's sex, politics, religion or ethnicity
- disruptive behaviour and/or material
- abusive and/or disorderly behaviour
- unhygienic behaviour
- violent / aggressive behaviour
- possession of fireworks, explosive devices, offensive weapons, pornography (possession or distribution)
- downloading pornography from the internet

Students committing any of the above will be warned verbally and have the further consequences of continued transgressing outlined (with translators present if required). If the student reoffends, the student will be warned in writing, with witness present, and the agent will be informed. Further repetition of the offence by the student will result in immediate expulsion from the school, notification to the NZ Immigration Services, and no refunds of fees.

INSURANCE

Insurance

New Zealand law says that you cannot start classes without proof that you have insurance to cover medical costs and loss of baggage and personal effects. Good insurance policies also cover the costs of course cancellation due to a medical emergency including you or a member of your immediate family under the age of 70.

Eligibility for Health Services

Most International Students are not entitled to publicly-funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly-funded health services are available through the Ministry of Health, and can be viewed on their website at: <http://www.moh.govt.nz> .

Accident Insurance

The Accident Compensation Corporation (ACC) provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you still may be liable for all other medical costs and related costs. Further information can be viewed on the ACC website – <http://www.acc.co.nz> .

Medical and Travel Insurance

International students must have appropriate and current medical and travel insurance while studying in New Zealand.

You can purchase Medical and Travel Insurance from the school – please see Natalie.



WHO DO I SEE? WHERE DO I GO?

I want to talk about my Homestay

- See Natalie.

I want to talk about my class/lessons

- First talk to your teacher, then see Mary.

I want to go on to further study

- See Mary.

I want to sit an exam

- See Mary.

I have a problem with my language learning

- See Mary.

I want to book my return airport transfer

- Go to Natalie with your departure flight details and your accommodation details.

I want to do weekend activities around NZ

- See Geo tours on Fridays at 12:45 pm or ask Natalie.

I want to do activities around Christchurch

- See your teacher.

I want to buy a phone card

- Go to any Post Office, Internet cafés, Star Marts, or the Christchurch Visitors' Information Centre.

I want to open a bank account

- See Natalie for a letter for the bank.

I want to extend my course

- See Natalie.

I want to use the self access computers or do assisted study after school

- Write your name on the booking form outside the computer room.

I want to book a computer to use the internet

- Write your name on the booking form outside the computer room.

I need First Aid Treatment

- See Natalie.

I need to see a Doctor

- See Natalie.

I want to join the library

- See Natalie.

I want to buy a bus card

- See Natalie.



HOMESTAY CHANGES/ HOMESTAY PAYMENTS

Students are required to give 2 weeks advance notice of any intended changes to their homestay. If LSI is informed of changes after the event or without 2 weeks notice then no refunds are payable.

Changes Include:

- 1) Leaving the homestay earlier than originally booked.
- 2) Going on holiday.
- 3) Changing homestay families.
- 4) Changing from HB to BB or vice versa.
- 5) Extending the homestay period.
- 6) Moving to LSI Auckland.

If the required notice is given, then refunds will be given to the students, if LSI has received from the student, or the student's agent, more accommodation money than has been paid to the family for the accommodation booked by the student. If a student leaves the family earlier than planned the refund will be paid to the student after the student leaves the family if the notice period has been observed.

If a student goes on holiday, the homestay will be paid at a rate of \$50 per week for the holiday period. If the holiday is shorter than a week then the full \$195 per week will be paid to the family. Refunds will be paid to the student at the end of the course.

If an extended homestay period is requested, payment for the extension must be received before the start of the extended homestay period. When a homestay extension is requested it cannot be guaranteed that the current homestay will be available to host for a further period.

Students cannot change from BB to HB without booking through LSI and paying the difference in price in advance.

Changes made by the homestay provider and students without consultation with LSI in advance may result in a loss of refund for the students or non-payment by LSI to the family. LSI acts as an agent for the students on a non profit making basis and is not in a position to pay more money to the family than has been received from the student.

It is important for the families and the students to check the dates and type of accommodation booked by LSI because this reflects the payment received. If the booked dates do not match the students' travel plans please advise LSI staff ASAP.



GRIEVANCE PROCEDURES

A written set of grievance procedures is provided to every student on the first day. It is also displayed on the student notice boards around the school, along with the school's Rules and Regulations.

For students with educational problems:

A student with a problem related to classes should:

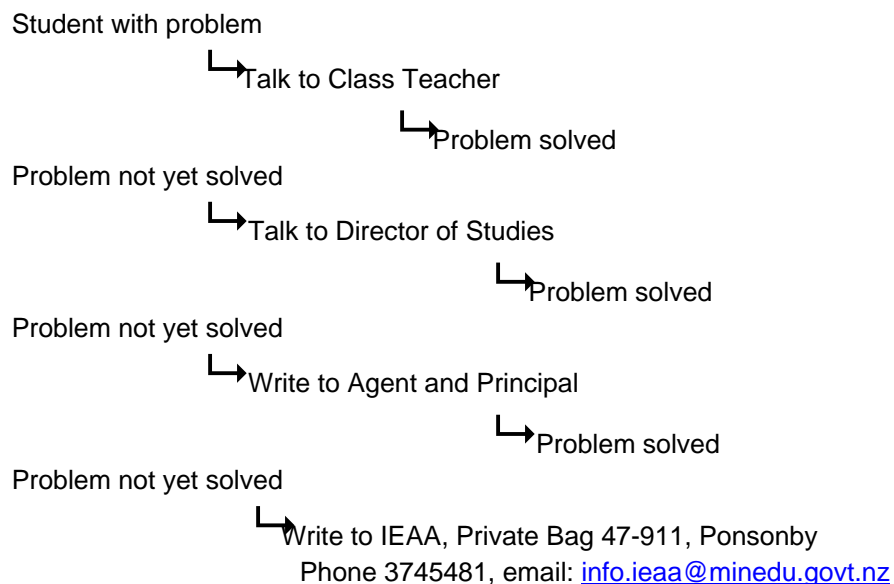
- Talk to the class teacher
- If the problem is not solved, talk to the Director of Studies
- If the problem is not solved, talk to the Principal
- If the problem is not solved, write to the Agent with a copy to the Principal
- If the problem is not solved, write to The International Education Appeal Authority, (c/- Ministry of Education, Private Bag 47-911, Ponsonby, Phone: 3745481, email: info.ieaa@minedu.govt.nz)

For students with non-educational problems:

A student with problems to do with finances, accommodation, or health should:

- Talk to the class teacher, the Homestay Coordinator, the Administrator, or the Host family
- If the problem has not been solved, talk to the Principal
- If the problem is not solved, write to your agent with a copy to the Principal
- If the problem is not solved, write to The International Education Appeal Authority, (c/- Ministry of Education, Private Bag 47-11, Ponsonby, Phone: 3745481, email: info.ieaa@minedu.govt.nz)

FLOWCHART:



Student Fees Trust Account Trustee contact details: Carlton DFK, Level 3, 135 Broadway, Newmarket, Auckland. Phone: 5235117, gbourchier@carltondfk.co.nz



HEALTH AND SAFETY WHILE YOU ARE AT LSI

1. It is very important that you are insured. If you do not have insurance, ask Natalie for insurance information. We can book insurance for you.
2. If you smoke, you may NOT smoke inside the Homestay house - especially NOT in your bedroom.
You are NOT permitted to smoke at the entrance of or inside the LSI building. Smoke only outside at the rear of the building. Place the cigarette butts in the bin provided.
3. If there is a fire at LSI, follow the instructions of your teacher and the Fire Wardens. You will be evacuated via the stairwell, and shown to a safe waiting area. You may exit the building via the fire escape. Do NOT use the lifts. Walk calmly downstairs.
4. If you are using the electric jugs at LSI, do NOT boil the jug without water. Do NOT unplug the jug and leave the plug switched on and hanging in the water.
5. If you are using the microwave, do NOT heat the food so hot that you cannot carry it and don't take it into the lift. Do NOT walk around with hot food and drinks.
6. Please be hygienic in the toilets, and don't flush anything other than toilet paper down the toilet.
7. If you are sick, please phone LSI to say you will be absent. If you would like us to make a doctor's or a dentist's appointment, please ask Natalie.
8. If there is an earthquake while you are at school, stand in a doorway, or sit under a chair or table.
9. If there is a flood, move to higher ground if you are outside. Otherwise, wait in the LSI building for further instructions.
10. For any emergency, telephone 111.
11. If you get stuck in the lift, use the telephone to call for help. Press the buzzer.
12. If you get a burn, run it under cold water and ask another student to get help from a member of LSI staff.

We wish you a safe stay at LSI.

Thank you.



HEALTH AND SAFETY

In compliance with THE HEALTH & SAFETY ACT 1993

Emergency Plan for floods, earthquakes, fire etc.

For Fire:

Please leave the building down the stairs.

Do not use the lifts. Do not take drinks with you.

Assemble in front of the next door building on the footpath, for a roll call.

If stuck in the building, please phone 111 and wait for help.

For Earthquakes:

Please stand in the doorway or sit under your chair or table.

For Floods:

Please move to higher ground. Don't take your belongings.

Hazard List and Control Plan:

1. Toner for printer and copier:

These are sealed until use. Only authorised staff should use these.

After use, we can go to the balcony to breathe fresh air deeply.

2. If you get stuck in the lift, please push the buzzer.

Sit on the floor and wait.

4. Hot water burns: from the jugs or zip in the kitchen. Put the burnt area under the cold tap for 10-15 minutes. Call out for help and we'll phone an ambulance if necessary.

5. Hazardous substances on the premises:

Copier toner, laser printer toner, methylated spirits are all poisonous.

These are labelled as poisonous and treatment for accidental ingestion is according to the substance. Get help.

Please report any work accident to Natalie and we will help you get the best possible treatment. We also report accidents to the Department of Labour.



HOW DO WE TEACH AND HOW DO YOU LEARN?

Before you start your first lesson, I would like to explain our teaching and learning techniques to you. It is important that you understand our methods and the reasoning behind those methods, as you are now in an English speaking country, with teachers who have had a lot of experience in teaching English to people who have mother tongues other than English.

Firstly, if you have booked to be in a class, you must understand that you will not get the individual attention you would get in a 1:1 lesson. **Class lessons** rely on co-existence, co-operation, and compromise. Group activities have pressures and rewards. Our class sizes go from 2 to 14 students. The class size varies from week to week. We take in new students each Monday morning. We also have Friday tests for each class, and Friday teachers' meetings where the teachers assess if students are ready to go up a level or not. If students are assessed ready to go up, then they move class the following Tuesday morning, so they start the new class with the new students. It is the teacher's decision whether you are ready to go up or not. If there is any doubt, you will be interviewed by Mary or the teacher of the next level up.

Our syllabus is a grammar-based syllabus. It is organised systematically so that grammar items are revisited at higher levels. We recognise that when you first learn a new grammar point, it will take quite some time before you succeed in using it correctly. You may find a grammar point revisited in a following lesson, and think that you know it because you have done it before, but you are being retaught it because you are not using it correctly all the time. You may find that a grammar rule you have learnt does not apply in a particular situation. English grammar does have a reasoned system, but because it is an old language that has been modified over centuries, it has become irregular. Our job is to teach you the system and the irregularities. Your job is to learn them.

We ask you to take responsibility for your own learning.

Please do not expect to learn the whole of the English language in 2 to 4 weeks. There is no quick fix. Some students want to unlock the secret of the English language in a month. This is not possible. A language cannot be learnt in this way. A language is living and changing, and mirrors its culture. Language is communication. We give you communicative practice in a task-based, learner-centred context. Our methods succeed - trust us - the language of our students improves visibly.

The morning classes are grammar-based. The grammar is taught in context i.e. language forms, structures, and patterns are treated from the perspective of their particular contextual meaning. They are not taught in isolation (i.e. you will not be given a list of rules or a list of vocabulary to learn unless it is related to a context). The afternoon lessons are fluency based. In the afternoons, we concentrate on listening and speaking. In every lesson, the teacher will begin with introducing the purpose of the lesson. If you are late, you will miss this, and inconvenience the teacher and the other students while it is repeated. **Afternoon lessons** will reinforce correct English usage - you may play games, you may be asked to discuss, you may have a debate, you may do a project followed by a presentation, you may do comprehension, you may give a speech, you may practise structures etc. You will complete your task in a group, in pairs, or individually, and the teacher will be analysing your errors and correcting them. Remember, **the bigger the risk you take, the more you will learn.** However, your teacher will not correct every error when you are speaking - sometimes fluency is more important than error correction.



We realise that there are different **learner styles**. We try to account for all styles in our classes but it is not possible to satisfy every style at the same time. These are the recognised styles:

- Linguistic (these people learn by listening, reading, speaking, and writing).
- Logical (these people learn by applying mathematical and scientific formulae and principles).
- Visual (these people learn by seeing what they are learning).
- Musical (these people learn well when information is presented through music).
- Kinesthetic (learning is helped by movement and physical activities).
- Intrapersonal (these people understand themselves if they relate what they are learning directly to themselves).
- Interpersonal (these people have a good understanding of others and learn well by working with others).

Once you have worked out your styles of learning, you will be able to use that knowledge to help your progress.

We have found that in order to maintain your motivation, each learner needs to be aware of his/her own **learner strategies**. How do you best learn a language? Some other learners will have different learning strategies from yours.

We realise that **your expectations** are important. If you are in doubt of the rationale for your teacher's activities, please wait until the end of the lesson and bring it up with the teacher.

In your morning lessons you will be given your own textbook and some copied material. We do this because we use a combination of text books. We pay for copyright. Please file your copies.

You should also have the following:

1. a vocabulary notebook for your own use (your vocab bank - with the words used in context)
2. a book for your daily diary entries
3. an exercise book to write in. You will be given homework each day.
4. a file for your copies

Remember:

A good language learner:

- is a good listener
- stretches what he/she knows to cover his/her needs
- is relaxed and sympathetic and positive to the people who speak the language he/she is learning
- is a good risk-taker
- is confident in his/her ability to learn
- is self-reliant
- is a good guesser
- is motivated and enthusiastic
- is aware of why he/she wants to learn
- is unafraid of making mistakes and unafraid of what he/she doesn't know
- is a good pattern perceiver
- is prepared to come into contact with the language
- is willing to take responsibility for learning - to take ownership of his/her learning.

We wish you happy learning at LSI.
Andrea – Principal of LSI New Zealand



LSI LEVELS – WHAT LEVEL ARE YOU?

BEGINNER	Has little or no knowledge of the language and knows only a few basic words and phrases. Cannot understand the spoken language at all. IELTS Level 1.CEFR A1.
ELEMENTARY	Can communicate using very simple basic structures and a limited vocabulary in everyday situations. Understands a little conversational language. IELTS 2-3, TOEFL iBT 0-8, CEFR A2.1.
PRE-INTERMEDIATE	Can take part in a variety of conversational subjects using basic structures and vocabulary with acceptable accuracy. Can understand most conversations when conducted slowly and clearly. IELTS 3 – 4, TOEFL iBT 9-18,TOEIC 200-250, CEFR A2.2.
INTERMEDIATE	Has better control of structures and a practical and useful vocabulary. Errors still frequent but good understanding of language. IELTS 4– 5, TOEFL iBT 19-40,TOEIC 375-500,CEFR B1.
UPPER-INTERMEDIATE	Wide range of structures used with a fair degree of accuracy. Some “typical” errors still prevailing. Good overall comprehension. IELTS 5–6, TOEFL iBT 41-64, TOEIC 560-625,CEFR B2, FCE.
ADVANCED	Communicates very well using most structures accurately. Can talk about a wide range of topics using appropriate vocabulary and using some idiomatic language. IELTS 6-7, TOEFL iBT 65-95, TOEIC 690-750, CEFR C1, CAE.
PROFICIENT	Communicates very well using most structures accurately. IELTS 7-9, TOEFL iBT 96-120, TOEIC 815-900+, CEFR C2, CPE.



HOMESTAY GUIDE FOR LSI HOMESTAY STUDENTS

Dear Student

Welcome to your LSI homestay.
What are your responsibilities as a hosted student?

1. Tidiness of bedroom

It is your responsibility to make your bed and keep your room in a presentable condition. Your host mother will change the bed sheets once a week and vacuum your room. Please ask where you should put your rubbish. Waste paper baskets in bedrooms should not be used for food rubbish or personal hygiene rubbish.

2. Smoking

There is no smoking inside the host family house unless there has been permission given by the family. No smoking is allowed in the bedrooms (fire regulations). Please ask your hosts where to smoke outside and where you should put your cigarette butts.

3. Meals

Please let your host family know when you first arrive if you are unable to eat any particular foods and if you have any food preferences. Please realise that the families will not be expecting to cook special meals for you separately, but will be wanting you to join them with the family meals. Please ask the host mother or father when you should be home for dinner each night. If you will not be present for a meal, you must let them know in advance - preferably no later than two hours before dinnertime. If you want your host parents to save your dinner so you can eat it when you get home late, please ask.

4. Washing

Please ask your host parents how they would like your washing to be done. Some families do the washing for the students; others teach the students how to do it themselves. If you have any problems understanding your host family's system, please check with LSI.

5. Locking the house

You will be given a house key and instructions about how to lock the house properly when you are the last person to leave.

Please make sure you do as instructed – if you have problems ask for another lesson! When you leave the homestay at the end of your stay, please remember to return the key.

6. Communication

Please attempt to communicate any problems or worries you may have directly with host family, also – let them know if you are happy! If you are worried about something and cannot solve it directly with family – please see LSI staff. Everyone wants you to be happy.

7. Notice to leave the host family

If you decide to leave the host family earlier than originally booked, we require you to give 2 weeks advance notice. We will pay the family for 2 further weeks from the date you tell LSI of your intention to move out. If you are unsure of how long you have booked for, please check with LSI staff. Some students studying for a long time book homestay for one month only. If you want to stay longer, please let LSI know as soon as possible so we can keep the room available for you to stay longer. All Homestay payments must be made through the school.

**8. Bathroom procedure**

If your homestay has only one bathroom, talk to the family about when is the most convenient time (morning or evening) for you to use it. Please do not take long showers (5 to 10 minutes is normal) as there may not be enough hot water for the other family members. Remember to leave the bathroom tidy as you would in your own home. People do not usually shower after 10pm as it can wake other people in the house.

9. Laundry

Speak to your host family about the arrangements for washing and drying your clothes. Hand washed items of clothing must not be hung to dry in the wardrobe – please ask where you can hang them.

10. Please do not :

- Smoke in the home
- Use drugs/alcohol
- Leave the heater or electric blanket on in your bedroom while asleep or not in your room
- Make long-distance calls or calls to mobile phones without asking
- Bring friends home without asking your host family

11. Changing Address?

If you change your address at anytime while enrolled at the school you are required by law to advise us of your new address. Please inform an LSI staff member.



MANNERS FOR LSI STUDENTS WHILE IN NEW ZEALAND

This list is to help increase your cultural awareness, to help you enjoy your New Zealand experience and to better your knowledge of New Zealand and its people.

Please read these and discuss them with your teacher:

- According to NZ culture, it is polite to excuse yourself to the teacher if you are late, or if you have to leave the class early.
- New Zealanders consider slamming doors rude, so when you leave or enter a room either at school or in your homestay, please close the door carefully.
- When you are entering a lift, wait for those exiting the lift to leave, before you enter.
- When returning home to your homestay, it is customary and polite to greet the people in the home with a simple "hello" or "good evening".
- If you are not going to be home for dinner please phone your homestay mother at least 2 hours before dinner to say you will not be there. If you are not home during dinner, please don't expect your homestay mother to cook a late dinner. If you want her to save your dinner, please ask her to keep it so you can warm it when you get home.
- If your nose runs or is blocked, blow or wipe it with a tissue. Sniffing loudly is seen as offensive.
- Making noises while eating is, in some countries, a sign of enjoying the meal, but not in New Zealand. It is considered impolite here. New Zealanders also enjoy pleasant conversation during a meal.
- New Zealand doctors say that to have contact with the bacteria of another person's saliva is a risk to your health. Therefore, it is unhygienic to spit. Covering your mouth when you cough or sneeze is appreciated and considered hygienic and polite.
- Your homestay family will worry about you if you do not let them know where you are going and when you will be home (just like your own family). So please let them know your plans and leave a contact phone number. This is important, particularly if you are under 18 years old, as LSI are legally responsible for you.
- To make the most of your English immersion experience, try to speak English at all times. When other nationalities are present ALWAYS SPEAK ENGLISH. New Zealand is an English speaking country and it is considered disrespectful not to speak the common language.
- If you would like to talk to someone and they are already talking to someone else, wait until they have finished talking and then say "Excuse me", and start talking.

Thank you for your sensitivity to our cultural differences. We trust that by following these simple suggestions your cultural experience in New Zealand will be enriched.

LSI Christchurch



CULTURE SHOCK

WHAT IS IT?

You are a new student in New Zealand. If you are having any or some of the feelings below, you might be suffering from culture shock.

Symptoms of culture shock

- even small things seem to irritate you
- the weather is getting you down
- you don't feel like going out – you would rather stay inside, even in bed
- you hate all the food in New Zealand
- you are worried that people are cheating you
- you feel ill a lot e.g. you have more allergies than usual, your stomach seems upset
- you have lots of aches and pains e.g. headaches, muscle aches
- you are suffering from a lot of stress
- you feel helpless
- you feel sad
- you can't sleep
- you want to sleep all the time
- you seem to have a lack of confidence
- you seem to miss your family all the time
- you feel unsafe
- you find it difficult to make decisions
- you find it difficult to solve even simple problems
- even small things make you angry
- you are depressed
- you cry a lot
- you are very bored
- you don't seem to be able to study
- you have lost your appetite and don't feel like eating
- you can't seem to stop eating
- you have lost weight or gained weight
- you don't like speaking English out of school
- you feel that people in New Zealand don't make sense
- you only want to associate with people from your own culture
- you and your friends criticize New Zealand whenever you are together
- you think your own culture is much better than any other
- you seem to be losing your own identity



THINGS TO KNOW ABOUT CULTURE SHOCK:

Culture shock is normal when one moves away from one's own country to live in another country for a period of time.

It is brought about by the fact that you have to get used to speaking a new language, and to eating different food from what you are used to. People in the new country dress differently, speak differently, eat differently and generally behave differently. They seem to have different attitudes from your own towards time, study, politeness, humour, friendship, greetings and just about everything you always believed was the right way to behave.

It is important to remember that almost everyone experiences culture shock when living in another country. You are not alone! Other people in New Zealand and all over the world are experiencing the same culture shock that you are – including people who have just moved to your own home country.

It is also important to realise that the various stages last for different lengths of time for different people. Culture shock can come about within hours of arriving in the new country or might only start six months or a year later. Each stage can last for days or months.

Also, some people experience culture shock more strongly than others do. Some people even experience the stage in a different order from the order shown here. To help you to understand what you are going through, the stages of culture shock are outlined here.

THE STAGES OF CULTURE SHOCK:

1. The *honeymoon* stage is experienced just after you arrive. You can hardly believe that you are living in a new country. You are fascinated by everything. You are excited about being in a new country. Everyone seems really friendly. You are having a wonderful time.

2. Next comes the *shock* stage. Everything seems to fall apart – disintegrate. All the conventions, beliefs and values that you lived by before have suddenly changed. It is like playing a game and suddenly the rules change and you don't know what to do anymore, but everyone around you seems to know how to play the game. You feel lost. All your comfort zones have gone – you have nothing familiar to retreat to or depend on. You don't know where the shops are, you don't know how to find your way around, there is no television in your own language or from your own country.

3. In the third stage you want to do nothing but go back home – flee (flight). You hate things about the new country. You are homesick and wish you were back at home with your family and friends. You wish you had never come to the new country. The people you first thought were so friendly now do not seem so friendly anymore. You experience many of the feelings described under '*Culture Shock – What is it?*' In this *regression* stage you reject everything in the new country.

4. In the fourth stage, you start *adapting* to the new country, its people, culture, food and climate. This is the *recovery* stage. It is almost as though you have been ill and now you are slowly starting to recover – get better. Sometimes you have to make a special effort to adapt and get yourself out of the third stage. It is not easy. No change is ever easy. You have to fight with yourself to force yourself to make changes. You learn how to deal with problems and the problems become easier to solve. You might start to dress differently. You learn to eat new types of food. Your second language competence improves. Read the tips on how to overcome culture shock to help you in this stage.

5. Sooner or later you start to integrate the new customs, beliefs and values into your own customs, beliefs and values. In the fifth stage, you start to *fit in*. You get used to the things that seemed so strange at first. You make friends with local people.



TIPS TO HELP YOU COPE WITH CULTURE SHOCK:

- Don't panic – you are not alone!
- Don't worry about things you cannot change or control.
- Tell someone if you are feeling sad or depressed. Your teachers, classmates and homestay parents are all people who can help you. It is better to speak to someone about how you are feeling.
- Remember that your Principal and teachers have all gone through (or are still going through) culture shock. We have all lived in a foreign country. We know how you feel. Tell us if you have a problem and we will try our best to help.
- Remember you have friends in this school and people who care.
- Speak to as many people as you can each day.
- If the teaching methods are different in this school from what you are used to, remember that we are using methods that work all over the Western world in second-language teaching. You are being taught by methods that are supported by many, many years of research into teaching and learning a second language.
- You may sometimes feel that your English is not improving quickly enough. Remember that we know what we are doing at school. We are teaching you to *use* English, not to describe and answer questions about grammar rules. Your English is actually improving every single day. When you get back home your friends and family will be amazed at how good your English is.
- Try to relax and enjoy your classes. It is a proven fact that the more relaxed you are and the more you enjoy your classes, the more English you will learn.
- Learning a second language involves exactly the same mental (brain) processes as learning a first language does. You have learned your first language without any effort and you can learn English in exactly the same way.
- You do not have to learn any rules off by heart to learn English.
- It sometimes helps to keep a journal (diary) and write down the things that upset and worry you.
- Write in your journal about interesting things you see or do and about people you meet.
- To remember the names of new people you meet, write their names and a description of them in your journal.
- Write down the good and the bad points of situations and try to see as many good points as you can.
- Try to find points of similarity between this country (New Zealand) and its culture and your own country and culture. There are always similarities as well as differences.
- Speak to other people from your own country who have been in New Zealand for a long time and ask them how they adapted.
- Watch how other people from your country and culture act in situations which you find difficult.
- Try to see the funny side of situations. You will laugh about it later, you might as well try to laugh about it now!
- Remember that, even if you can't speak English well and say exactly what you want to, you are still the same intelligent person! Your classmates and teachers know that you are not stupid. Don't feel stupid because your English is not very good.
- If you do not understand what someone is saying to you, ask him or her what he/she means.
- Don't be embarrassed if you don't know what to do. Ask someone.
- Get enough sleep.
- Get up in the morning and keep coming to school. Staying at home in bed is just going to make you feel worse.
- Be willing to try out new things.
- Speak to local people to learn about the customs in this country.
- Find things to do on the weekends. Go out.



- Speak to other students during tea and lunch breaks. Remember they might be just as depressed as you are.
- Arrange to do things with your classmates.
- Go on the school activities with the rest of the school.
- Be proud of your own culture and your own language but remember that they are just different from the culture and language in this country, not better or worse.
- Expect that people will be different here, will dress differently, eat different food, think differently, behave differently and have different values. Accept these as interesting and different, not inferior to or better than your own.
- Set yourself small goals or even one small goal each day or each week. Do not try to achieve too much all at the same time.
- Keep a diary in which you make a list of everything you have learned or achieved each day or each week.
- Keep familiar things around you, for example, photographs of family and friends at home.
- Look around in shops for food from your own country so you can eat things you are familiar with.
- Remember that this won't last forever. Things will get better and better and better!



CODE OF PRACTICE

Summary of the Code of Practice for the Pastoral Care of International Students

Introduction

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.

New Zealand educational providers have an important responsibility for International Students' welfare.

This explanation provides an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

What is the Code?

The Code is a document that provides a framework for service delivery by educational providers and their agents to International Students. The Code sets out the minimum standards or advice and care that are expected of educational providers with respect to International Students. The Code applies to pastoral care and provision of information only, and not to academic standards.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with International Students enrolled. The Code is mandatory to these providers and must be signed by them.

What is an "International Student"?

An "International Student" is a foreign student studying in New Zealand.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand education provider (LSI). The Code is also available online from www.minedu.govt.nz/goto/international.

How do I know if an Education Provider has signed the Code?

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from www.minedu.govt.nz/goto/international. If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the NZ Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the Principal, the International Student Director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).



What is the International Education Appeal Authority (IEAA)?

The IEAA is an independent body established to deal with complaints from International Students about pastoral care aspects of advice and services received from their education provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.

How do I contact the IEAA?

You can write to the IEAA at:

International Education Appeal Authority
 c/ Ministry of Education
 Private Bag 47-911
 Ponsonby
 Auckland
 Fax: 09 375403
 Tel: 09 3745481
 Email: info.ieaa@minedu.govt.nz

What will the IEAA do?

The purpose of the IEAA is to adjudicate on complaints from International Students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on education providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and/or requiring that remedial action be undertaken.

The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate.

The education provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel.

The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

What can the Review Panel do?

The Review Panel can remove or suspend an education provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

A Summary of the Code of Practice for the Pastoral Care of International Students

The Code sets standards for education providers to ensure that:

- High professional standards are maintained
- The recruitment of international students is undertaken in an ethical and responsible manner
- Information supplied to International Students is comprehensive, accurate, and up-to-date
- Students are provided with information 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.

Full details of what is covered can be found in the Code itself. The Code also establishes the IEAA and the Review Panel to receive and adjudicate on Student complaints.



WELCOME TO NEW ZEALAND

Kia Ora

Please respect our quiet, relatively unpolluted land of 4 million people. New Zealand has 14 people per square kilometre - England has 240, Japan has 320, the USA has 28, Korea has 452. New Zealand has 14 sheep per head of population, Australia has 7.5, England has 0.7.

New Zealand has the largest population of Maori /Polynesian people - about 15% of the people in New Zealand. Please take the opportunity to learn more about Maori/ Polynesian culture and its unique values.

New Zealand has two official languages, English and Maori. This is a result of the partnership which began with the signing of the Treaty of Waitangi in 1840.

TOITU TE WHENUA

(Leave the land undisturbed)

The environment is important in New Zealand. When you arrive, enjoy what you find. When you leave, look behind you and see if the next visitor will find New Zealand as you found it, with no rubbish anywhere. Remember, there are laws protecting animals and plants and sea-life. Small fish and small sea foods should not be collected or caught. It is illegal to throw rubbish out of car windows.

Many places in New Zealand have a spiritual significance to the Maori. Treat these places with respect.

GENERAL INFORMATION

SHOPPING HOURS:

Monday to Friday: 9 a.m. to 5:30 p.m.

Late nights - Thursday or Friday

Saturday - shops open, Sunday - some shops open

GOODS AND SERVICES TAX:

A Goods and Services Tax of 12.5% - ask if it is included in the published price - sometimes it is not. Duty Free shops don't have GST.

POSTAL SERVICES:

Post Shops are open 9 a.m. to 5 p.m. Monday to Friday. Some are open Saturday 9 a.m. to 12:00 midday.

GOVERNMENT DEPARTMENTS:

Business hours are Monday to Friday 9 a.m. to 4:30 p.m.

EMERGENCIES:

For Ambulance, Fire, and Police, dial 111. Ask for the service you require and you will be connected.

BANKS:

Open Monday to Friday 9 a.m. to 4:30 p.m.

INTERNET CAFES:

Cyberpass Cafe

27 Chancery Lane Ph 365 9000

E-cafe@The Arts Centre

301 Montreal St Ph 365 6480

Internet Villiage

143 Armagh St Ph 366 9445



A GUIDE TO KIWI SLANG

A

Ads: Commercials, adverts.

B

Bach: A holiday home (also known as a crib in the South Island).

Barbie: Barbeque (also written as BBQ) – food cooked outside over a charcoal or gas fire.

Beaut: Great, good, fun, as in : ‘That’ll be beaut, mate’.

Bit of a dag: Comedian, joker, hard case, as in : ‘He’s a bit of a dag!’.

Bludge: To get something for nothing, to sponge off others, as in : ‘He bludged a cigarette off me’.

Brassed off: Disappointed, annoyed.

Bro: Term of address for friend or relative.

Bugger all: Not much, very little, as in : ‘I know bugger all about sailing’.

Bugged: Exhausted.

Bush: Forest

Bust a gut: Make an intense effort.

C

Carked it: Died, kicked the bucket.

Cheers: Good luck, thanks, goodbye.

Choc-a-block: Full to overflowing.

Chocolate fish: A chocolate covered marshmallow fish (sometimes give as a reward for a job well done).

Chunder: To vomit.

Choice: Used when something is good, eg, ‘That’s choice!’

Crook: Sick, unwell.

Cuppa: Cup of, as in : ‘Cuppa tea’ or ‘Cuppa coffee’.

Cuz: Term of address for friend or relative.

D

Dairy: Convenience store.

Dole: Unemployment benefit, income support for the unemployed.

Dodgy: Bad, unreliable, spoiled, as in : ‘That fish is a bit dodgy’.

Dunny: Toilet, bathroom, lavatory.

Duvet: Quilt.

E

Eh: Pronounced as you would the letter ‘a’ and often used at the end of sentences when expecting a response to a statement which in itself is not a question e.g. ‘That exam was easy, eh?’

F

Fancy: Be attracted to, desire, want, as in: ‘I fancy him!’ or ‘I fancy a cuppa’.

Flash: Looks really good or expensive, e.g. ‘That’s a flash haircut’ or ‘That’s a flash car’.

Footpath: Pavement or sidewalk.

G

Gawk/gawking: To stare, to take a look at, as in: ‘What are you gawking at?’

Going bush: Become reclusive, to ‘get away from it all’.

Good on ya, mate!: Congratulations, well done.

Good as gold: A good job well done, not a problem, an affirmative answer, as in:

Q: ‘Do you mind if I pay for this later?’ A: ‘Good as gold mate’.

Greasies: Fish and chips.

H

Hardcase: Joker, comedian.

Hard yakka: Hard work, associated with labouring.



Heaps: A lot, as in: 'miss you heaps', 'give it heaps'= try hard.

Hissy fit: Throwing a tantrum when things you don't go your way or when someone does something to offend you.

Home'n'hosed: Safe, completed successfully.

Hosing down: Raining heavily.

Hottie: Hot water bottle.

J

Jandals: Thongs, flip-flops.

Jersey: Sweater.

Judder bar: Speed bump.

Jumper: Woollen sweater.

K

Kiwi: New Zealander; NZ emblem; flightless bird.

Knackered: Tired or broken, as in: 'I'm knackered' or 'That bike is knackered'.

L

Lift: Elevator

Lolly: Candy.

Loo: Bathroom.

M

Maori: Indigenous people of NZ.

Mate: Friend also a common term that can be used even with strangers, as in: 'how's it going, mate?' = 'how are you?'.

Mongrel: A term of abuse of contempt for a person.

Mullet: A type of haircut where the hair is short and spiky on top and long and straggly at the back.

Munted: Distorted or broken, wrecked.

P

Pack a sad: Become morose, ill humoured, moody, broken, e.g. 'He packed a sad and left the party early' or 'The fridge packed a sad'.

Pakeha: Maori term for person of European origin.

Pavement: Sidewalk.

Petrol: Gasoline.

Pike out: To give up when the going gets tough.

Pikelet: Small pancake often served with jam and whipped cream.

Piker: One who gives up easily.

Potluck dinner: Everyone brings a plate of food to share with all the guests.

Prang: Minor vehicle accident.

Pub: Bar, hotel where alcohol is served.

R

Rack off: Go away (angry).

Raining cats and dogs: Raining heavily!

Rattle your dags: Hurry up, get a move on!

Rellies: Relatives

Rubbish: Trash or garbage, as in "should I throw this in the rubbish?"

S

Scull: Drink liquid, mostly alcohol, rapidly.

Scarfie: University student, particularly from universities of the South Island.

She'll be right: Not a problem, it'll be OK.

Skint: Short of money.

Squiz: As in, 'Have a squiz', to take a look at something.

Smoko: Break or rest period.

Snarky: Mixture of sarcastic and nasty.

Snotty: Snooty, ill-humoured, packing a sad.



Sook: Kindly description of someone who is being silly, or behaving over cautiously. As in 'you're being a sook'.

Spit the dummy: To throw a tantrum or get mad.

Sticky tape: Sellotape/scotch tape.

Stirrer: Trouble-maker, agitator.

Stubby: Small bottle of beer

Stuffed: Really tired.

Sweet as: When something is fine, good.

Sunnies: Sunglasses.

Suss: To figure out.

T

Ta: Thank you.

Take a hike: An expression of anger : 'Take a hike!' = 'Go away!' or 'Get lost!'.

Tea: Dinner, generic name for evening meal.

Tiki tour: Roundabout way to get somewhere, scenic tour.

Tip: Dump or recycling depot.

Tramping: Hiking.

Togs: Swimsuit, bathing suit.

V

Vegemite: A black, savoury, yeast-based spread for toast or bread – indescribable, but missed by many expat Kiwis.

Veggies: Vegetables.

W

Whinge: Complain.

Wicked: Fine, excellent.

Wobbly (pack a wobbly): Become angry, get bad tempered.

Wonky: Crooked.

Wop-wops: Out of the way location.

Some Maori words:

Kia ora = Welcome

Haere ra = Good-bye

Hangi = traditional Maori Feast

Kai = food

Some Kiwi English:

Aussie = Australian

Bach = Weekend house

Barbie = Barbeque

Bludge = accept something and not repay the giver

Booze = alcohol

Bull = nonsense

BYO = bring your own alcohol

Choice = cool, great

Crook = sick

Godzone = New Zealand, God's own country

GST = Goods and Services Tax

Handle = glass of beer (with a handle)

Hard-case = wild, independent

hoon = hooligan

How's it goin' mate? = How are you?

jandals = thongs and sandals

judder bar = speed bump to slow traffic

jug = large container for beer

mate = friend

mozzi = mosquito

O.E. = overseas experience

scull = drink alcohol quickly

see ya = I'll see you later, good-bye

Steinie - Steinlager beer

Ta = thank you

wop wops = in the middle of nowhere

varsity = university

veges = vegetables



NEW ZEALAND LAWS - SOME USEFUL INFORMATION

**For further information please refer to the NZ government website
www.govt.nz**

BILL OF RIGHTS

Everyone has the rights as protected by the New Zealand Bill of Rights 1990, which is there to “affirm, protect and promote human rights and fundamental freedoms in New Zealand”, as well as to “affirm New Zealand’s commitment to the International Covenant on Civil and Political Rights”.

FINES

You can be fined for all sorts of things in New Zealand, such as driving offences, parking tickets, underage drinking, littering etc. If you get fined for anything you must pay the fine. If you do not pay the fine you will have to go to Court, and the fine will be much larger. Please be careful! If you would like to know about your rights regarding fines, see www.fines.govt.nz

ALCOHOL

The legal age for buying and consuming alcohol is 18. You must be able to prove your age if you want to buy alcohol or enter a bar where alcohol is served. If you do not have proof (e.g. passport, birth certificate, driver’s licence), you may be refused entry.

GAMBLING

To gamble in New Zealand you must be 20 years of age or older. You must have proof of your age to enter casinos. Usually you need photo identification with your birth date on it.

ENVIRONMENT

Please respect New Zealand’s clean, green environment. It is illegal to litter - please take your rubbish with you, or put it in a bin. When visiting parks or natural areas around New Zealand be careful not to walk off the paths or leave rubbish behind.

IMMIGRATION

You can stay in New Zealand for 3 months on a Visitor’s Visa. If you want to study for under 3 months, you don’t need a student visa, unless you are from certain countries (e.g. China). You may extend your Visitor’s Visa for up to 9 months, within an 18 month period. For study any longer than 3 months you need a Student Visa. You can apply to extend a visitor/student visa whilst in New Zealand. Please remember that if you want to extend your student visa or visitor’s visa, and you have been studying in New Zealand, you will need an attendance letter from the school. If your attendance has been too low, Immigration may not grant you an extension or a new visa. For further information on visas and immigration issues see www.immigration.govt.nz

According to N.Z. Immigration Laws, as set out by N.Z. Immigration Service: -

- Students on Student Permits or Student Visas must punctually attend 90% of the English Language Course for which they are enrolled. If this does not occur, the language school is required to notify N.Z. Immigration Service, and the student’s permit / visa may be revoked.
- A student on a Student Permit / Visa cannot take a break that is not catered for by normal school holiday periods. Our holiday periods are 2 week’s break at Christmas.
- Students attending a course of fewer than 20 contact hours per week are considered to be taking part-time courses. A visa for a maximum of 9 months will be granted for part-time courses.
- If a student fails to attend classes regularly and make satisfactory progress, the school will warn the student three times, then a copy of the letter is sent to the student’s agent and parents.

Please note: there is one attendance letter given by LSI per student per course to enable you to extend your visa.

WORKING IN NEW ZEALAND

You may not work in New Zealand on a Student visa unless you have IELTS 5 and will be studying on a full time course of six months, and you have applied for a variation of conditions. You may not work on a Visitor’s visa, you must get a Work visa. Work visas are granted for periods of up to 3 years. If you have permission to work, you will need an IRD number in order to pay NZ taxes.



DRIVING LAWS AND ROAD TRAFFIC SAFETY IN N.Z.

KEEP LEFT:

Remember to keep left - drive on the left hand side of the road.

SPEED LIMITS:

The maximum speed limit on the open road is 100 km/h.

The maximum speed limit for urban areas is 50 km/h.

A limited speed zone (LSZ) means you must drive 50 km/h in adverse conditions, otherwise the 100 km/h limit applies. If you speed you will be caught. There are hidden speed cameras throughout New Zealand. The fines for driving up to 50km/h over the limit range from \$30 - \$630. If you drive over 50km/h faster than the speed limit, you could go to Court, be fined, and you could lose your licence. Please do not go over the speed limits!

MOTORWAYS:

Keep to the left hand lane unless passing, and always indicate at least 3 seconds before changing lanes.

On a motorway you must not:

Walk or cycle

Stop your vehicle

Make a u-turn

TRAFFIC SIGNALS:

Red light - you must stop. You cannot turn left when there is a red light at an intersection.

Yellow light - stop unless you are too close to the lights to do so safely.

Green light - go, but give way if you are turning.

Red arrow, green light - you may go straight ahead or turn left if it's safe but you can't turn right and vice versa).

INTERSECTIONS:

Always use your indicators.

Always obey traffic lights, signs, and arrows marked on roads.

If turning: -always use your indicators

- give way to all traffic not turning

- **give way to all traffic crossing or approaching from your right**

OTHER USEFUL INFORMATION AND RULES:

- You must not drink and drive in New Zealand. The legal limit for people aged 20 + is 80 milligrams of alcohol for every 100mls of blood. If you think you've had too much to drink, do not drive. Take a taxi!
- Safety belts - everyone must wear a safety belt whilst in a motor vehicle. The fine for not wearing one is \$150.
- You must always have your driver's licence with you when you are driving. You may drive on an overseas driver's licence for a maximum of one year from your first arrival. After one year you must apply for a New Zealand licence. If your licence is not in English, it is recommended that you also carry an official translation of your licence with you. You may only drive vehicles that you were licensed to drive in your home country.
- Please check that your vehicle has a valid warrant of fitness and registration. If it does not, you can be fined. Ignorance is not a defence.
- Make sure that you don't follow the car in front too closely. You must follow at a safe distance, so that you can stop in time, should the car in front stop suddenly. If you crash into the back of a car, it is your fault, even if they have stopped for no reason.

For further information on New Zealand road rules and laws refer to the Land Transport Safety Authority website: www.ltsa.govt.nz . Please make sure that you are careful on New Zealand roads and please respect our laws.



BEACHES IN N.Z. – SOME USEFUL INFORMATION

Most Canterbury beaches are safe and are patrolled by Surf Lifeguards. Please swim within the flags.

Protect yourself at the beach

1. Swim only between the red and yellow flags at lifeguard patrolled beaches.
2. Listen to advice from lifeguards.
3. Follow the advice of safety signs.
4. Always swim or surf with a friend and under adult supervision.
5. Never run and dive into the water.
6. Never swim under the influence of alcohol or drugs.
7. Take care with flotation devices as they can be easily swept away.
8. Be aware of rip currents.
9. Wear appropriate clothing and surf equipment such as fins, wetsuit and wrist leash with a boogie board.
10. Don't attempt to swim if you are cold or tired.
11. If you get into trouble: raise your arm for assistance, relax, float on your back, wait for help.
12. If in doubt, stay out.

For more information visit the following before you go to the beach:

- Surf Life Saving Northern Region website at www.lifesaving.org.nz
- Water Safety NZ website at www.watersafety.org.nz

Rock Fishing / Collecting Shellfish

The tidal range can be up to 4 metres or more and there is often a swell with set waves. Set waves are groups of larger waves that arrive less frequently than others. Most people swept off rocks are taken by set waves. Only collect up to the maximum daily limits (see the Ministry of Fisheries Ph 09 3614100).

1. Check the swell, weather and tide forecast, be cautious where swell is rising on an incoming tide.
2. Wear lace-up sports shoes and never wear gumboots.
3. Wear a buoyancy aid such as an inflatable lifejacket.
4. Tell someone where you are going and when you will return.
5. Fish with experienced people and never fish alone.
6. Follow the advice of safety signs.
7. Watch the ocean and waves for 10 minutes before moving onto a rock platform. Avoid surf spray or wet rocks that have been swept by spray.
8. Rock fishing is not advised during high swells. Never turn your back on the ocean. Be prepared to quickly climb to safety.
9. Many locations get covered or cut off by incoming tides. Have an escape route for large waves and an incoming tide.
10. If a fish or equipment is swept into a dangerous area or the ocean, leave it there.
11. Carry a length of rope, first aid kit, flashlight and a handheld flare. Know how to contact help.
12. If in doubt about the conditions or your own ability find a safer location.

Boating

Boating deaths consistently make up nearly one third of all recreational drowning deaths.

1. Be a responsible skipper – you are responsible for the safety of the boat and all the people on board.
2. Check the weather conditions 0900 42 278 - Canterbury Weather Line. Stay home if the weather looks doubtful.
3. Make yourself aware of the local waterways: ensure that you have marine charts for the area you are boating in.
4. Attend a Coastguard boating course – ph 0800 408090.
Provide an approved lifejacket for every person on the boat. Life jackets need to be correctly fitted, especially for children. Coastguards provide a lifejacket rental service.



CONSULATES and EMBASSIES IN NEW ZEALAND

Please inform your Embassy or Consulate of your address and phone number while you are in New Zealand. The phone numbers are as follows :

Argentina -	Auckland 3091757	Wellington 4728330	
Austria -	Auckland 489 8249	Wellington 4996393	
Belgium -	Auckland 915 9150 or 379 9960		
Bolivia -	Auckland 520 5071		
Brazil -	Auckland 521 2227	Wellington 473 3516	
Chile -	Auckland 373 4602	Wellington 4716270	Christchurch 3665096
China -	Auckland 525 1588 or 525 1589	Wellington 472 1382	
Croatia -	Auckland 836 5581		
Denmark -	Auckland 5373099	Wellington 4710520	
Equador -	Auckland 377 4321		
Fiji -		Wellington 4735401	
Finland -	Auckland 309 2969		
France -	Auckland 488 3453 or 379 5850	Wellington 384 2555	
Germany -	Auckland 913 3674	Wellington 473 6063	
Greece -		Wellington 4737775	
Hong Kong -	Auckland 300 6181		
Hungary -	Auckland 376 3609	Wellington 9737507	
India -		Wellington 4736390	
Indonesia		Wellington 4758697	
Israel -	Auckland 309 9444	Wellington 4722368	
Italy -	Auckland 489 9632 or 486 1888	Wellington 4735339	
Japan -	Auckland 303 4106	Wellington 473 1540	Christchurch 3665680
Korea -	Auckland 379 0818	Wellington 4739073	
Netherlands -	Auckland 379 5399	Wellington 4716390	Christchurch 9631485
New Caledonia -	Auckland 307 5257		
Norway -	Auckland 355 1830		
Peru -	Auckland 376 9400		
Poland -	Auckland 534 4670		
Russia -	Auckland 528 9237		
Singapore -		Wellington 4700850	
Spain -	Auckland 627 5917		
Sweden -	Auckland 373 5332		
Switzerland -	Auckland 366 0403		
Tahiti -	Auckland 360 8880		
Taiwan -	Auckland 526 0227	Wellington 4736474	
Thailand -	Auckland 373 3166	Wellington 4768614	
Turkey -		Wellington 472 1292	
United States of America-		Wellington 4626000	



AIRLINES - ADDRESSES AND PHONE NUMBERS

NAME	NUMBER	ADDRESS
Aerolineas Argentinas	09 3793675	15 Flr, ASB Centre, 135 Albert St, City
Air Canada	09 3065586	120 Albert St Auckland Central
Air China	09 379 7696	3C, 17 Albert St Auckland
Air India	09 303 1301	Level 6, FAI Building 214-218 Queen St, Auckland
Air New Zealand	0800 737 767	South City Travel Centre Colombo St, Christchurch
For travel within NZ go to www.airnewzealand.co.nz and book online!		
Air Pacific Ltd	0800 800 178	Level 9, Sofrana House 396 Queen St, Auckland
Air Tahiti Nui	09 3083360	Level 9, Sofrana House, 396 Queen St, Auckland
Air Vanuatu	09 373 3435	2 nd Fl, West Plaza Building, Cnr Customs and Albert St Auckland
American Airlines	09 309 9159 0800 887 997	Qantas House, 191 Queen St, Auckland
British Airways	09 3578950	191 Queen St Auckland www.ba.com
Cathay Pacific	0800 800 454	11 th Fl, Arthur Anderson Tower, 205 Queen St Auckland
Emirates	03 964 7100	Level 16 Forsyth Barr House Cnr Colombo St & Armagh St Christchurch
Garuda Indonesia	09 366 1855	Level 10 Westpac Trust Tower 120 Albert St, Auckland
Japan Airlines	03 365 5879	Level 4 Clarendon Towers Cnr Worcester St & Oxford Tce Christchurch www.nz.jal.com
Korean Air	09 914 2000	Level 14 Westpac Trust Tower 120 Albert St, Auckland



Lan Chile	09 9772233	18 Shortland St Auckland
Lufthansa	0800 945220	No office
Malaysia Airlines	09 3793743 0800 777 747	12 th Fl, Affco House 12-26 Swanson St, City
Mexicana	09 9772213	18 Shortland St Auckland
Origin Pacific	0800302302	www.originpacific.co.nz
Polynesian Airlines	0800 800 993	Samoa House, 283 K'Rd Auckland
Qantas	0800 808 767	Waterhouse-Coopers Building 119 Armagh St Christchurch
*For travel inside NZ book online at www.qantas.co.nz *		
Singapore Airlines	03 366 8099 0800 808 909	Level 13, Forsyth Barr House Cnr Colombo & Armagh St Christchurch
Swiss Air	09 977 2238	18 Shortland St Auckland
Thai Airways	09 377 3886	Level 8 Citybank Centre 23 Customs St East Auckland
United Airlines	0800 508648	Level 1, 18 Shortland St, Auckland



STUDENT / LSI CONTRACT

DATE:

STUDENT NAME:

COURSE DATES:

HOMESTAY DATES:

HOMESTAY DETAILS:

ACCOMMODATION TYPE:

NEW ZEALAND PHONE NUMBER:.....

LSI will provide the following course :

- Standard
- Intensive Standard
- International School Year
- Individual
- Examination Preparation
- Mini Group

Gross fees received :

Date fees received :

The Student will undertake to do the following :

- Provide LSI with passport to copy.
- Be on time for lessons.
- Attend the course booked.
- Behave according to LSI's school rules.
- Not take holidays unless approved by LSI (giving 2 weeks notice).
- Not alter course without LSI approval.
- Read and abide by LSI's Terms and Conditions.
- Inform LSI of any accommodation changes and any problems.
- Provide LSI with proof of valid travel and medical insurance and keep it valid.
- Have the correct visa / permit.
- Speak English at LSI.
- Provide LSI with current Christchurch address and phone number.
- Not ask LSI teachers for cheaper extra lessons.
- Comply with New Zealand laws and observe appropriate standards.

If the student is in Homestay, the student will do the following:

- Act according to the Host Family rules.
- Inform LSI of any changes or problems.
- Give 2 weeks notice for any changes.

Phone Number in home country :

Address in home country :

email address :

Emergency contact in home country :

Name :

Phone number :

email address :

Student's signature : _____