



# Student Handbook



New Zealand Qualifications Authority (NZQA)  
Category 1 Education Provider

Dear students of the world,

This student handbook will help you to live in New Zealand, to study at our school and to enjoy your time with us.

If you have any problems at any time, please don't hesitate to talk to your teacher, our administration staff, or the manager of our school. We are here to help you! So please read the handbook carefully and if you're not sure about something - ask us again!

Thank you for choosing to study at our school and I wish you a great time here.

*Guy Hughes*

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# School Information



## ONLY SPEAK ENGLISH

All students must speak ONLY English when they're at school.



## OPENING HOURS

The school is open from 7:30 am to 9:30 pm. The students are welcome to use the student lounge, the kitchen and free wi-fi during this time.



## IELTS EXAM CLASSES

Boost your confidence, learn tips and get ready to take your IELTS exam with our IELTS preparation course.



## YOU SNOOZE YOU LOSE

Please be on time! It is very disruptive to be and unfair to the other students who woke up early and to the teachers who planned fun lessons for you!



## DAY CLASSES

Morning classes are from 8:00 to 12:15 with a 15-minute break at 10:30.

Evening classes are from 17:15 to 21:30 with a 15-minute break at 19:45.



## STUDENT RESIDENCE / HOMESTAY

Stay in our great student accommodation with your new friends or stay with a local family and immerse yourself in the easy-going New Zealand culture.



## ACTIVITY BOARD

There are lots of activities in the evening or at the weekend with special student prices. Enjoy the pool, pub, movie night, bowling or ice skating.



## JOB CLUB

Every week we offer support for working in New Zealand, how to create your CV, cover letter, open a bank account, IRD.

# School Facilities

Free tea, coffee and sugar are available in the kitchen area all day. Make yourself at home and help keep our home clean.



Feel free to use our kitchen area to make or warm up your lunch in the microwave. You can store food in the fridge or cupboard, just remember to keep this area clean.



All our classrooms are equipped with interactive whiteboards and study materials. You are welcome to use classrooms after school for self-study.



All students are welcome to use the student lounge to relax during break time or after class. Feel free to play guitar or just chill and enjoy your break with friends.

# Course Information

## General English

### Full Time:

25 hours per week

Monday - Friday 8:00 - 12:15

Monday - Friday 13:00 - 14:00 (supervised self-study)

20 hours per week (Morning or Evening)

Monday - Friday 8:00 - 12:15

Monday - Friday 17:15 - 21:30

### Part Time:

15 hours/ week (Morning / Evening)

Monday - Friday 9:00 - 12:15

Monday - Friday 18:15 - 21:30

## Academic

### IELTS

Monday - Friday 8:00 am - 12:15 pm

Monday - Friday 18:15 - 21:30

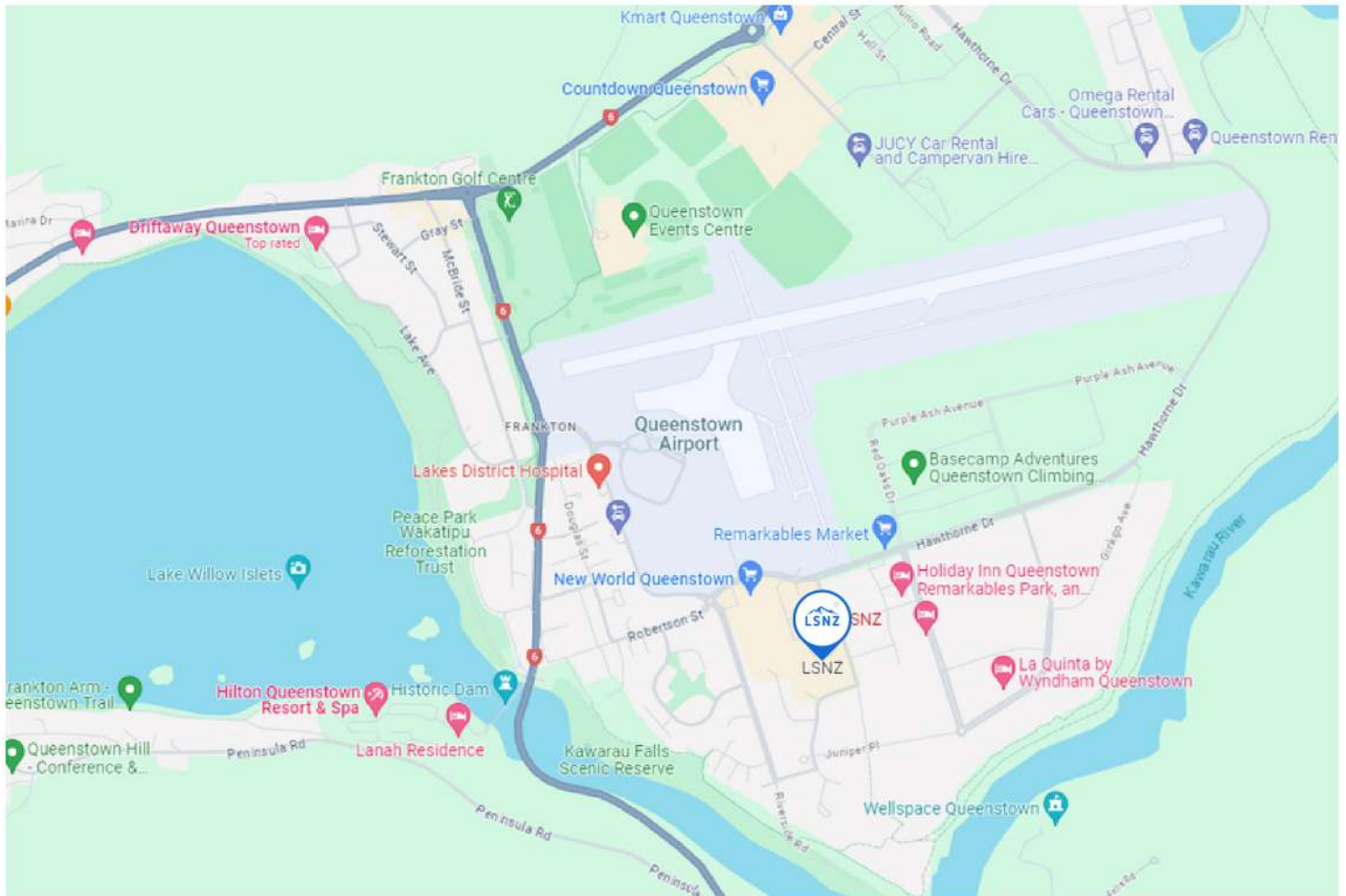
A minimum of an Intermediate English level is a prerequisite for these classes. The course focuses on specific topics and skills needed for the IELTS exam and for successful study at university.

### TOEIC

Combine the TOEIC online class with any part-time/full-time course. A minimum of 2 weeks of classes and the student will have 24-hour online access for 12 months. You can book your exam via our website or talk to the receptionist at our campus.



# Location Queenstown Campus



**Level 2, Dart House, 11 Hawthorne Drive, Remarkables Park, P.O. Box 911,  
Queenstown, New Zealand  
admissions@lsnz.co.nz  
+64 3 442 6625**

# Transport Queenstown

After landing at Queenstown Airport, you will need to head to your accommodation and, for that, you have a few options of transport available:

## Public Transport

Bus 1 - Remarkables Shops to Sunshine Bay - departs every 30 min from the nearest Bus Stop. The bus fare is \$2 per ride.

You can plan your journey on:  
[www.orc.govt.nz/public-transport/queenstown-buses](http://www.orc.govt.nz/public-transport/queenstown-buses)

For your first ride you will need to purchase a Bee Card on the bus for NZD \$10 (cash only), which is \$5 for the card and \$5 the minimum credit to top up on the card. More information available on:  
[www.orc.govt.nz/public-transport/bee-card-the-smart-bus-card](http://www.orc.govt.nz/public-transport/bee-card-the-smart-bus-card)



## Super Shuttle

Shared ride service - For more information and to book a ride access:  
[www.supershuttle.co.nz](http://www.supershuttle.co.nz)

The prices varies according to the destination, you can find the right one for you on their website.



## Taxi

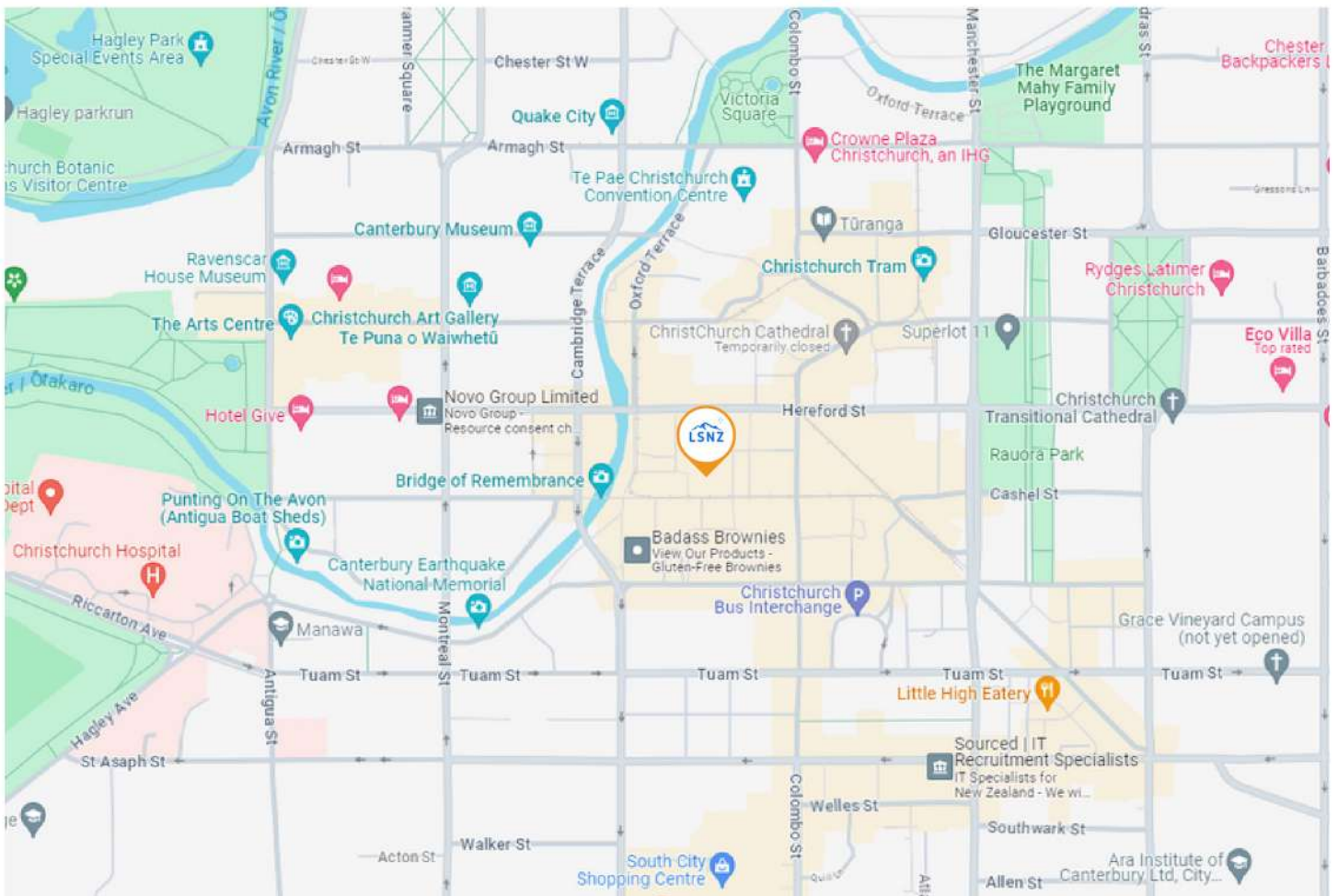
A few taxi companies have cars parked just outside the airport. The prices varies according to the company and destination.



## Private transfer

Meet and Greet at Queenstown Airport, organized by the school. Someone will be waiting for you and holding a sign with your name at the airport and will drive you to either Student Accommodation or your Homestay. The price for this service is NZD \$ 95.

# Location Christchurch Campus



**Level 1, 99 Cashel Street, Christchurch, New Zealand**

**[enrol@lsnz.co.nz](mailto:enrol@lsnz.co.nz)**

**+64 21 289 6625**



# Transport Christchurch

After landing at Christchurch Airport, you will need to head to your accommodation and for that, you have a few transport options available:

## Public Transport

**Bus 8, 29, 3 - Airport to city**

**Bus 125 - Airport to Northern suburbs such as Bishopdale, Papanui, Redwood, etc.**

Departs every 30 min from the nearest Bus Stop.

Details on public transport from the airport:

<https://www.christchurchairport.co.nz/travellers/parking-and-transport/public-transport/>

The bus fare is \$2 per ride if you pay by Metrocard (and only \$1 if you are aged 13 - 24). Metrocard is available at the bus interchange at the city centre, 2 minutes walk from LSNZ Christchurch!

You can plan your journey on:

<https://go.metroinfo.co.nz/mtbp/en-gb/journey-planner>

You can travel on any Metro bus across Christchurch for \$2 or less with the Metrocard. The standard cost of a Metrocard is \$5. To activate, at least \$5 needs to be loaded onto your Metrocard.

More information available on:

<https://www.metroinfo.co.nz/metrocard/where-to-buy/>



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# What to expect and how to prepare for your trip to New Zealand

New Zealand is like a nature lover's dream come true! Imagine beautiful lakes, sandy beaches, mountains, and stunning fiords. It's a paradise for people who love nature and adventure.

Have you heard of Milford Sound, Lake Tekapo or the Mt Cook National Park? With the unique Māori culture, friendly locals, safe streets and spectacular wildlife like the famous kiwi bird, penguins, and seals, you'll love the magic of New Zealand's South Island, especially our campuses in Queenstown and Christchurch.

## Getting organized

Travelling is all about planning. Planning ahead, allowing yourself enough time and being organized to avoid problems like visa issues, high bank fees or administrative issues. Did you know that some online banks now have low fees when you use your card abroad? Luckily, New Zealand is a very developed and safe country to travel to. Taking the bus or opening a bank account is very easy.

## Don't forget to...

Create folders with the important documents, diplomas, and insurance papers that you are going to bring with you and scan them. Email them to yourself and someone reliable and store them in the cloud. Have the most important ones certified and translated into English if necessary. Renew everything that has an expiration date such as your international driver's license, your passport, or your medicine. Get travel insurance that will cover you throughout your entire trip. This is compulsory.

## Getting adjusted

You may become homesick when you arrive. New Zealand's culture, habits, and traditions may be a challenge at first. You will miss out on important events back home, friends will come and go. Travelling is a cycle; you will be missed, you will explore wonderful places but you will go home, sooner or later. Understand this, and you are ready. You can now come and enjoy the experience.

# CODE OF PRACTICE AND PASTORAL CARE

As an education provider, LSNZ is responsible for the well-being and security of our students. The Education (Pastoral Care of International Students) Code of Practice was created by the New Zealand government as a set of conditions to make sure that all international students are well-informed, safe and properly cared for.

## CODE OF PRACTICE

What is the Code of Practice? It's a document that details the legal requirements that all New Zealand schools catering for international students must comply with.

The Code ensures that international students:

- Are recruited ethically and responsibly;
- Receive information that's comprehensive, accurate and up-to-date;
- Are informed before entering into any commitments
- Under 18 are in safe accommodation
- Have access to fair and equitable procedures to resolve grievances

You can find the complete pdf on NZQA: <https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/>

## HOW TO MAKE A COMPLAINT

If you have a complaint about LSNZ compliance with the Code of Practice, you or your parents can, at any time, make a complaint through a formal process in writing to the School Manager. The Manager will take steps to ensure that the grievance is settled and can be contacted at [manager@lsnz.co.nz](mailto:manager@lsnz.co.nz) (Queenstown) and [manager-chch@lsnz.co.nz](mailto:manager-chch@lsnz.co.nz) (Christchurch).

The student complaint form can be found here: <https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/formal-complaint-form.pdf>

## CLASS ATTENDANCE

Keep in mind that you are expected to attend all classes. If your attendance is lower than 80% you will not be given a graduation certificate at the end of your course. LSNZ records your attendance daily and maintains an accurate record for NZ Immigration purposes. NZ Immigration requires all students studying on a "Student Visa" to maintain a 100% attendance record while studying at LSNZ. If you can't come to school, please email [dos@lsnz.co.nz](mailto:dos@lsnz.co.nz) (Queenstown) and [enrol@lsnz.co.nz](mailto:enrol@lsnz.co.nz) (Christchurch).

## HEALTH AND TRAVEL INSURANCE

All international students must have appropriate medical and travel insurance while in New Zealand. Their insurance must cover the student's travel to and from New Zealand as well as while in New Zealand. It must also cover medical care in New Zealand, repatriation or expatriation of the student as a result of serious illness or injury, as well as the death of the student. If you need help to purchase appropriate insurance, please talk to our staff at [admissions@lsnz.co.nz](mailto:admissions@lsnz.co.nz) (Queenstown) and [enrol@lsnz.co.nz](mailto:enrol@lsnz.co.nz) (Christchurch).

# Checklist

## When entering New Zealand:

- Passport
- Visa\* (printed eVisa)
- Offer of Place
- Letter of Acceptance from the school

## First day of school:

- Passport
- Visa\*
- Travel Insurance in English

## Don't forget:

- NZ power adaptor
- Credit or Debit cards
- Cash in NZ dollars for your first week here
- Copies of your passport
- Sunglasses and sunscreen
- Cell phone

\* Apart from Visitor Permit from visa-free countries



# Student House

## Queenstown



LSNZ Student Houses are offered to our students who prefer independent living. This is a great place to make friends from all around the world, continue your English practice and enjoy your life in New Zealand.

When you are taken to the accommodation you will receive your keys, a set of sheets, pillowcases, a duvet and a pillow for your bed.

The houses are only for students over the age of 18. Please follow the accommodation rules.

The kitchen/dining area offers all modern facilities for the students to use, such as a fridge/freezer, dishwasher, microwave cooker and dining table, where up to 10 students can all enjoy a meal together. Laundry facilities are also provided with a washing machine and a tumbler dryer.

**Check-in: 2 pm**

**Check out: 10 am**

In the summer, the students can use the garden and BBQ provided on the deck and enjoy the spectacular view from the balcony. Don't miss this amazing opportunity to make friends and improve your English.

# Homestay

## Queenstown and Christchurch

A homestay experience is a great way to connect with the local community and practice your English. Homestay families like to get to know you, your country and your culture, so please talk to your family as much as possible. Please follow the family's rules and ask your family if you are unsure about something. Here are some standard family rules:

- Do NOT smoke or vape inside the house.
- Speak English with your family.
- Please limit your shower time to 5-10 minutes.
- Keep your room clean and tidy.
- Call or text if you will be home late.
- Turn off your heater when you are not in the room.

They offer you a private bedroom, two meals a day Monday to Friday and all meals at the weekend, access to shared TV and laundry. All of our homestay families are inspected by our Accommodation Coordinator. All families live within a short walk of a bus stop.



# EXPLORE SOUTH ISLAND



**LSNZ Queenstown**  
Email: [admissions@lsnz.co.nz](mailto:admissions@lsnz.co.nz)

**LSNZ Christchurch**  
Email: [enrol@lsnz.co.nz](mailto:enrol@lsnz.co.nz)



[www.lsnz.co.nz](http://www.lsnz.co.nz)

A member of  
**English  
New Zealand**

**NZQA**  
NEW ZEALAND QUALIFICATIONS AUTHORITY  
MAHA TOHU KAITIARAANGA O AOTEAROA

LSNZ has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the New Zealand Qualifications Authority.